



Media Alert

MEDIA CONTACT:

**Cigna Worldwide Life Insurance Company Limited &
Cigna Worldwide General Insurance Company Limited**

Heidi Lee

Email: heidi.lee@cigna.com

Tel: (+852) 2539 9456

Cigna Hong Kong Wins Two Accolades at the Hong Kong Insurance Awards 2019 *With top honour received in "Outstanding Claims Management Award - General Insurance"*

Hong Kong – November 14, 2019 Cigna Corporation's Hong Kong business has received two prestigious accolades at the 2019 Hong Kong Insurance Awards in recognition of its service excellence and product innovations. These accolades include the "Outstanding Claims Management Award - General Insurance" and "Most Innovative Product/ Service Bronze Award - General Insurance".

Jointly organized by The Hong Kong Federation of Insurers (HKFI) and South China Morning Post, The Hong Kong Insurance Awards recognizes the pinnacle of achievement and honours the outstanding accomplishment of companies, teams and individual practitioners in the insurance industry.

Commenting on the achievements, Mr. Yuman Chan, CEO and Country Manager, Cigna Hong Kong, said, "These awards are a testament to our success in delivering exceptional customer experience and driving continued excellence in product innovation. At Cigna, we believe in building and maintaining the trust of our customers by providing medical insurance solutions tailored to meet different needs at different stages of their lives."

Mr. Andrew Pratt, Chief Transformation and Operations Officer, Cigna Hong Kong, said, "Receiving the top honour in "Outstanding Claims Management Award - General Insurance" recognises Cigna Hong Kong as a leader in bringing personally relevant services to customers who face critical medical conditions.

Staffed by highly experienced and passionate nurses, Cigna Hong Kong's in-house Health, Wellness and Clinical Services Team provides reliable professional advice on treatment and patient care. Not only do they offer clients professional advice, their emotional support ensures that the patient is well taken care of throughout the entire journey."

In April, Cigna Hong Kong rolled out three certified plans under the umbrella of the Cigna VHIS Series – Standard Plan, Flexi Plan (SMM), and Flexi Plan (Superior) – and offer a total of six plan levels with a range of options of coverage and deductibles. Committed to providing value-added services, this also includes access to the DoctorNow app for virtual consultation and medication delivery, cashless hospitalisation, a medical classification hotline and care manager services to all its VHIS clients. This underscores Cigna Hong Kong's unwavering commitment towards driving customer excellence through continued product innovation.

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Cigna Worldwide Life Insurance Company Limited & Cigna Worldwide General Insurance Company Limited (Cigna Hong Kong)

Since 1933, Cigna Hong Kong has been offering insurance solutions at the right place and the right time, providing advice to customers throughout the different stages of their life journeys. Cigna delivers comprehensive health and wellness solutions to employers, employees and individual customers. Leveraging an extensive global healthcare network, Cigna provides group medical benefits that are suitable for international companies with a worldwide workforce, but also offers tailored and packaged group medical insurance plans to local small and medium-sized enterprises that fit specific needs of the company and its employees. For individual customers, Cigna offers a full suite of health insurance products that caters to consumers' diverse needs. For more details, please visit www.cigna.com.hk.