

26 March 2024

## **HSBC Life Malta achieves over 96% claim pay-out rate during 2023**

HSBC Life Malta is proud to announce that it paid out 96.9% of claims assessed during 2023, in yet another display of its commitment towards policyholders. This achievement represents an improvement over the 95.6% pay-out rate registered in 2022. It also reflects HSBC Life Malta's ongoing dedication to providing exceptional financial security and support to its valued customers and their loved ones.

HSBC Life Malta is thankful for its policyholders who entrust it with their financial well-being. HSBC Life Malta reminds policyholders about the importance of providing truthful and accurate information about any pre-existing health conditions during the application process. This is the only way of ensuring a claim can be processed and that it happens as efficiently and as smoothly as possible.

"At HSBC Life Malta, we are proud to be a trusted partner for our customers, helping them to protect their loved ones and their financial futures at every stage of their life journey," stated Muriel Rutland, CEO of HSBC Life Malta.

At HSBC Life Malta we believe that when customers choose us they are choosing a life partner who they can reliably trust to be there in the most difficult and unexpected circumstances. Our high claims pay-out rate reflects our unwavering commitment to ensuring our policyholders, when disclosing all relevant health information upon take-up of their policy, receive the benefits they are entitled to in the event of a loss or life event.

HSBC Life Malta recognises that a strong claims track record is a crucial factor when choosing a life insurance provider. "When shopping for a life insurance policy, it is important to ask your adviser about the claims track record of your life insurance provider. Besides our strong pay-out rate, HSBC Life Malta has also placed a focus on fast claim processing, with some customers receiving payment for their claim within just two days of providing the requested information," Ms Rutland added.

Our journey continues with a steadfast commitment to delivering financial security and support to our valued policyholders.



***HSBC Life Assurance (Malta) Ltd.***

HSBC Life Assurance (Malta) Ltd. (Registered Office: 80, Mill Street, Qormi QRM 3101 Malta. Company No: C18814) is regulated and authorised by the MFSA (Malta Financial Services Authority, Triq I-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010 Malta) to carry-on long-term business of insurance under the Insurance Business Act 1998. HSBC Bank Malta p.l.c. is enrolled as a Tied Insurance Intermediary for HSBC Life Assurance (Malta) Ltd. under the Insurance Distribution Act, (Cap 487 of the Laws of Malta). (Registered Office: 116, Archbishop Street, Valletta VLT 1444. Company No: C3177).

***HSBC Bank Malta p.l.c.***

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***HSBC Holdings plc***

HSBC Holdings plc, the parent company of HSBC, is headquartered in London. HSBC serves customers worldwide from offices in 62 countries and territories. With assets of US\$3,039bn at 31 December 2023, HSBC is one of the world's largest banking and financial services organisations.