

25 February 2025

HSBC Life Malta Maintains Strong Commitment to Policyholders with 95% Claims Payout Ratio for Third Consecutive Year

HSBC Life Malta is pleased to report that in 2024, for the third consecutive year, it once again exceeded a 95% claims payout ratio. A claim payout ratio is the percentage of claims paid to customers versus claims assessed. This achievement underscores the company's commitment to providing financial security and support to its valued customers and their families.

Commenting on this achievement, HSBC Life Malta's CEO, Gregory Inglott, emphasised the company's unwavering commitment to policyholders and its purpose to provide timely and reliable financial support.

"At HSBC Life Malta, our focus has always been on delivering reliable financial protection to our policyholders. Maintaining a highly significant claims payout ratio for three years running highlights our steadfast commitment to providing policyholders with financial security and dependable support when they need it most. We remain dedicated to ensuring that our customers and their loved ones receive the support they need during life's most challenging moments."

The continued success of HSBC Life Malta in delivering on its claims commitments is reflected in its strong payout ratio, which covers both individual protection policies such as the Loan Protector Plan and the Personal Protector Plan, providing home loan cover and standalone family protection, as well as the Group Life Plan, which safeguards employees of business and corporate customers.

Josef Camilleri, Head of Products & Distribution at HSBC Life Malta, added: "When choosing an insurance provider, it's essential for customers to not only consider the range of protection products available but also the company's claims payout ratios. A strong payout ratio indicates a provider's ability to deliver on their promises when it matters most, helping ensure that customers are protected with both financial security and peace of mind. Our products are designed to align with these protection goals, offering clear and dependable coverage for individuals and businesses alike."

With a continued focus on customer-centric service, HSBC Life Malta reinforces its position as a leading life insurance provider in Malta and remains dedicated to being a trusted partner for its customers, ensuring that they can rely on the company during life's most unexpected events.



HSBC Bank Malta p.l.c.

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HSBC Life Assurance (Malta) Ltd

Approved and issued by HSBC Life Assurance (Malta) Ltd (Registered Office: 80, Mill Street, Qormi QRM 3101 Malta. Company No: C18814) who is regulated and authorised by the Malta Financial Services Authority to carry on long term business of insurance under the Insurance Business Act 1998.

HSBC Holdings plc

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