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HSBC Life Malta records over 95% Claims Paid for the fourth year running

Behind every life insurance claim is a person or a family facing an unexpected and often difficult moment. In 2025, HSBC Life Malta once again stood by its policyholders, paying out more than 95% of assessed claims for the fourth consecutive year, reinforcing its commitment to supporting customers when they need it most.

This result is not about a single year, but about an ongoing commitment to supporting customers at the moments when protection truly comes into play. It reflects a consistent approach to claims handling built on fairness, clarity and care.

Commenting on the company's continued performance, HSBC Life Malta CEO Gregory Inglott highlighted 2025 was a very good year. Our existing customers continued to show their trust in our insurance company whilst new customers sought our solutions. I am very pleased we are able to continue repaying that trust.

The 2025 claims experience spans individual protection solutions such as the Loan Protector Plan and the Personal Protector Plan, which support families with home loan and personal protection, as well as the Group Life Plan, which provides financial security to employees and their families through employer-sponsored cover.

Josef Camilleri, Head of Products & Distribution at HSBC Life Malta, emphasised that outcomes at claim stage are what ultimately define the value of life insurance.

“When people take out life insurance, they are preparing for situations they hope they will never face. Our responsibility is to respond with care, efficiency and fairness if those moments do arise. Life insurance is about peace of mind, knowing that support will be there if it is ever needed. A strong and consistent claims record helps turn that promise into something real for families and businesses.”

By continuing to deliver dependable claims outcomes year after year, HSBC Life Malta reaffirms its role as a trusted life insurance provider in Malta, focused not just on offering policies and products, but on people, and on being there when it matters most.



Photocaption: Being there when it matters most: HSBC Life Malta records over 95% Claims Paid for the fourth year running

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HSBC Holdings plc

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