



Media Alert

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Cigna Wins Two Awards for Innovative InsurTech Solutions and Outstanding Claims Management in Hong Kong

Hong Kong – June 10, 2019 Cigna Corporation's (NYSE:CI) Hong Kong business has won two prestigious accolades: "Outstanding InsurTech Award" and "Outstanding Claims Management Award" at the "Metro Finance GBA Insurance Awards 2019 – Hong Kong region" in the category of "General Insurance Company".

Commenting on the achievements, Mr. Yuman Chan, CEO and Country Manager, Cigna Hong Kong, said, "These awards recognize Cigna Hong Kong's efforts in customer centricity and continuous technological innovation that match with people's evolving needs. As a global health service leader, we are making healthcare more accessible via pioneering innovations. These awards are a testament to our success in providing exceptional customer experience through strong investment in our people and digital solutions."

Mr. Andrew Pratt, Chief Transformation and Operations Officer, Cigna Hong Kong, said, "We are leading the way in transforming the health care experience in Hong Kong. These awards recognize our commitment to accelerate innovation and advance our digital capabilities to help our customers. The accolade also recognizes Cigna Hong Kong's in-house registered nurses who provide exceptional service by helping customers that need to claim when they are sick - giving them the peace of mind they need."

Outstanding Claims Management Award (General Insurance)

The award recognizes Cigna Hong Kong's exceptional service when helping its clients who suffer from sickness and need to claim. Giving its clients peace of mind, Cigna Hong Kong employs an in-house health, wellness and clinical services team that provides reliable and professional support to individual¹ and group customers who face critical medical conditions. Staffed by registered nurses, the team offers customer support, from pre-treatment preparation to post-hospitalization care, providing them and their families with emotional support, as well as advice designed to help them lower their medical bills and handle claims.

Outstanding InsurTech Award (General Insurance)

The award recognizes the InsurTech solutions that help insurance companies improve customer service and experience. By partnering with DoctorNow, Cigna Hong Kong is the first medical insurer in the city to harness telemedicine as an integrated treatment option within all its employee benefits plans. The pioneering DoctorNow app enables easy booking of virtual consultations with the choice of an extensive network of doctors in Hong Kong. Customers can also enjoy timely delivery of medication, access to referral services and thus, stress-free at home recuperation.

Another breakthrough innovation is a 24/7 personal assistant powered by an Artificial Intelligence WhatsApp Chatbot that allows Cigna Hong Kong's customers to pinpoint doctors and specialists by location and specialty instantly. The Chatbot offers suggestions on the nearest suitable doctor for its user, provides Google Maps directions and opening hours of clinics where the user might book appointments. Capable of resolving customer enquiries, the Chatbot has greatly enhanced Cigna Hong Kong's customer service and satisfaction levels.

Note to editors:

- 1) The service is exclusive to Cigna Hong Kong's Certified Plans under the HKSAR Government's Voluntary Health Insurance Scheme.

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About 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.