

2021

Claims Report – Macau



2021 Claims Case Overview

This report is made according to the claims record of FWD Life Insurance Company (Macau) Limited ('FWD') between 1 January and 31 December 2021 reflecting the benefits payable for the claims. The claims amount is calculated based on the actual amount paid.

In 2021, FWD processed 1,381¹ death, critical illness and medical claims applications¹, 156 cases or 12.7% more than 2020. Total claims settlement amount is HK\$42,459,997, 18.6% more than last year.



Death Claims²

- Paid 22 death claims cases, 17 cases more than last year
- Total settlement amount is HK\$7,272,184, 175.3% more than last year
- Average settlement amount per case is HK\$330,553.8, 37.4% less than last year



Critical Illness Claims

- Paid 15 critical illness claims cases, 6 cases more than last year
- Total settlement amount is HK\$5,864,103.8, 32.2% more than last year
- Average settlement amount per case is HK\$390,940.3, 20.7% less than last year



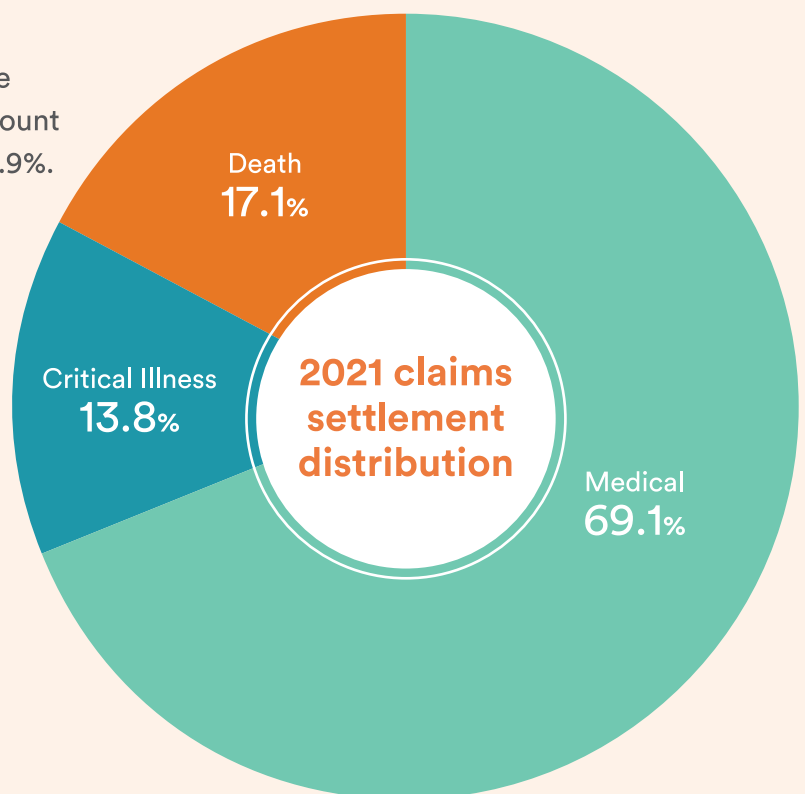
Medical Claims

- Paid 1,344 medical claims cases, 11% more than last year
- Total settlement amount is HK\$29,323,709.2, 2.1% more than last year
- Average settlement amount per case is HK\$21,818.2, 8% less than last year

The total settlement amount in 2021 is 17.4% more than that of 2017, out of which the settlement amount of critical illness and medical claims constitutes 82.9%.

Trend of total settlement amount

Year	Settlement Amount (Million HK\$)
2021	42.5
2020	35.8
2019	55.6
2018	39.2
2017	36.1

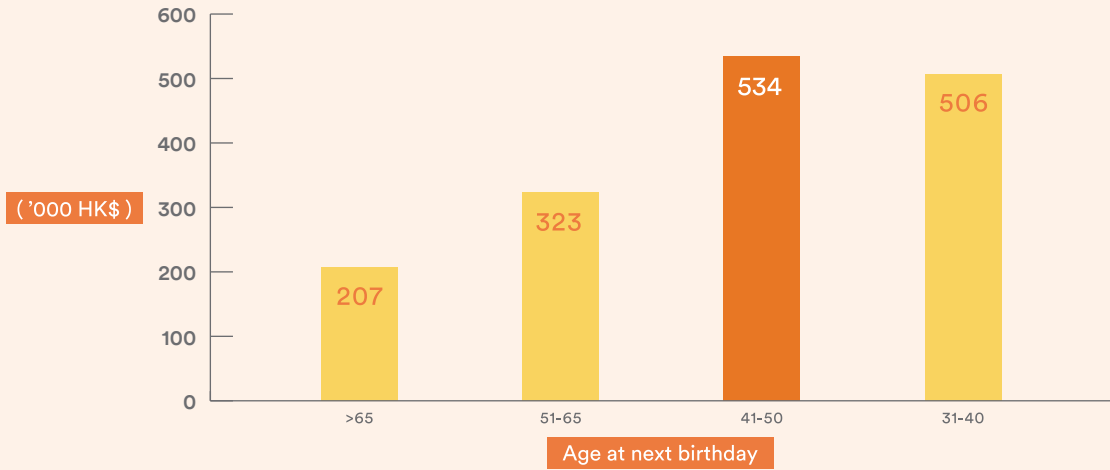


¹This report only calculates the cases received and settled in 2021.

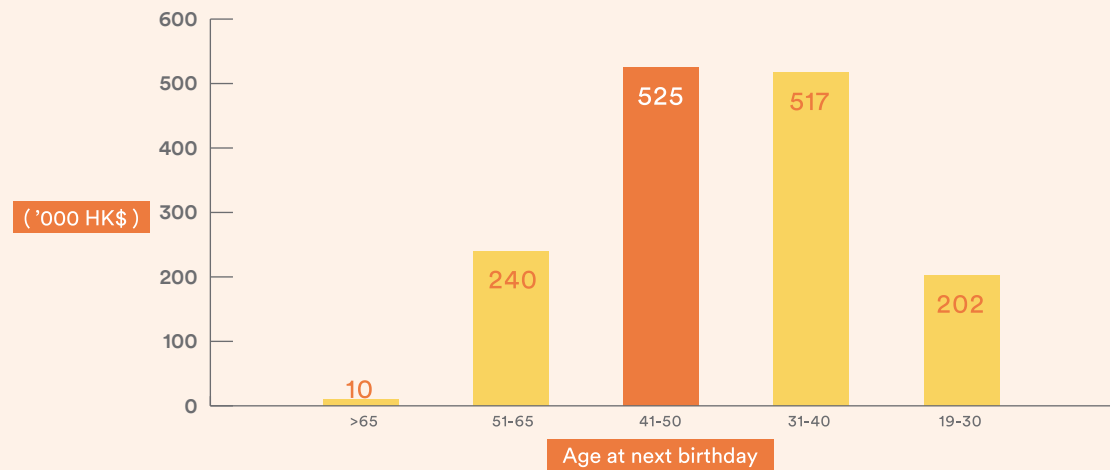
²Death claims cases include death claims due to critical illnesses.

Average Claims Settlement Amount for Each Category (By Age)

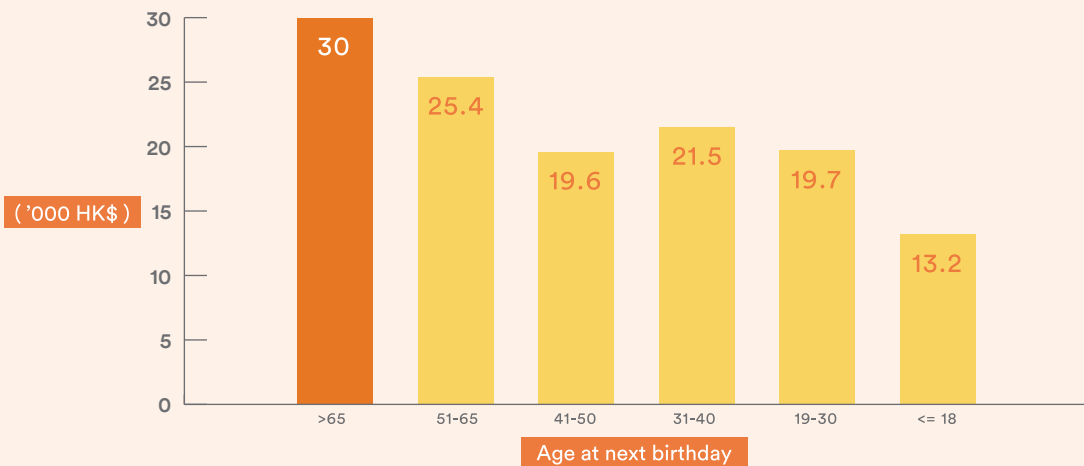
Death Claims



Critical Illness Claims

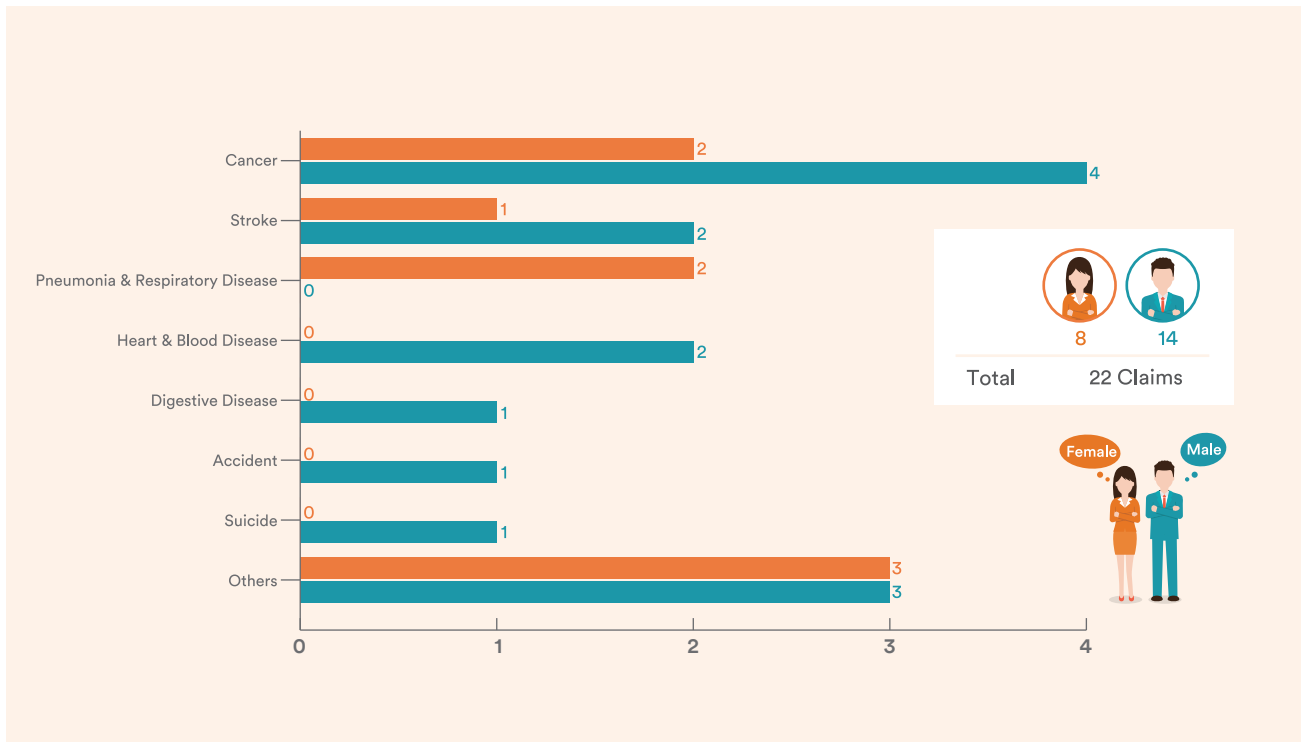


Medical Claims

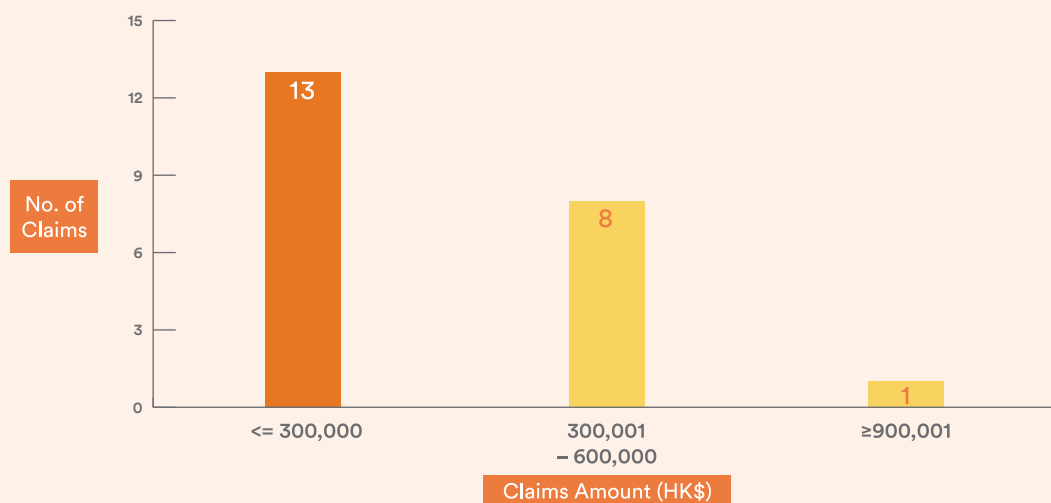


2021 Death Claims Statistics

Cause of Death (By gender)



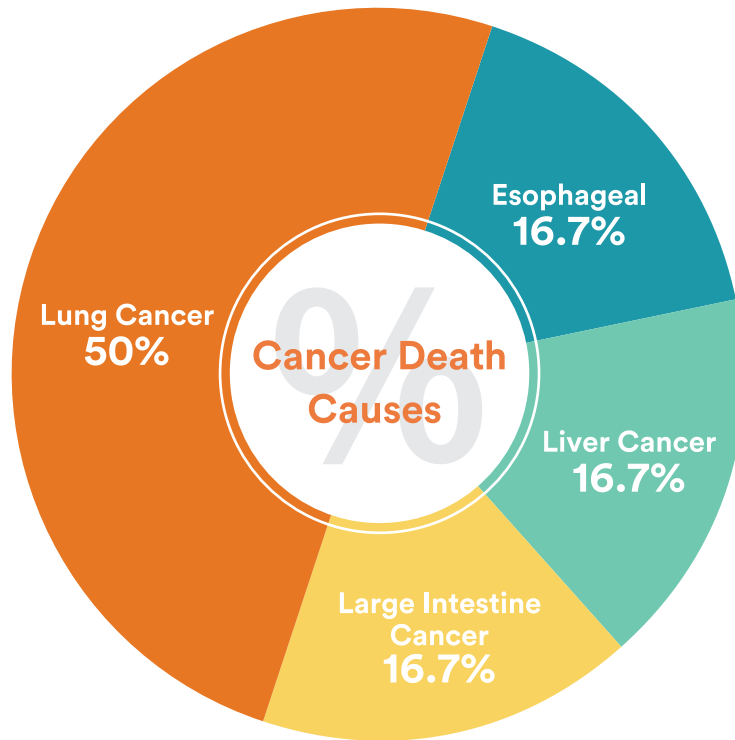
Cause of Death (By claims amount)



- Total death claims amount was HK\$7,272,184

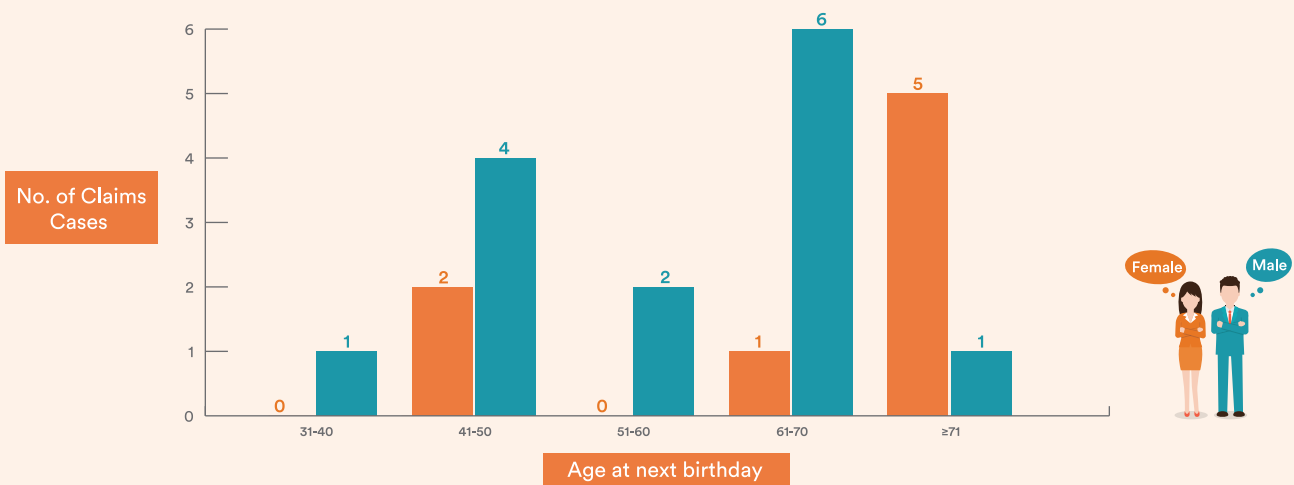
Note: 27 policies were involved in 22 death claims that Claims Department handled in 2021.

Distribution of Cancer Types Causing Death



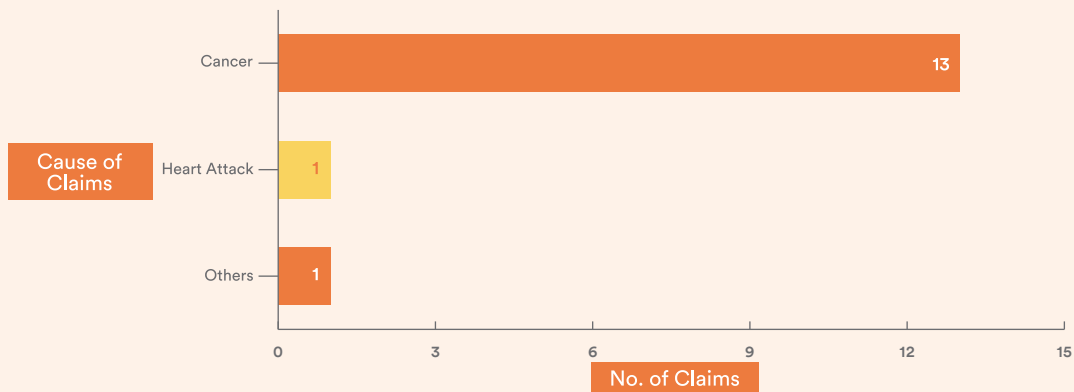
- No. of Cancer cases in 2021 is 6, equivalent to 27.3% of total number of death cases.

Death Claims (By age group and gender)



2021 Critical Illness Claims Statistics[^]

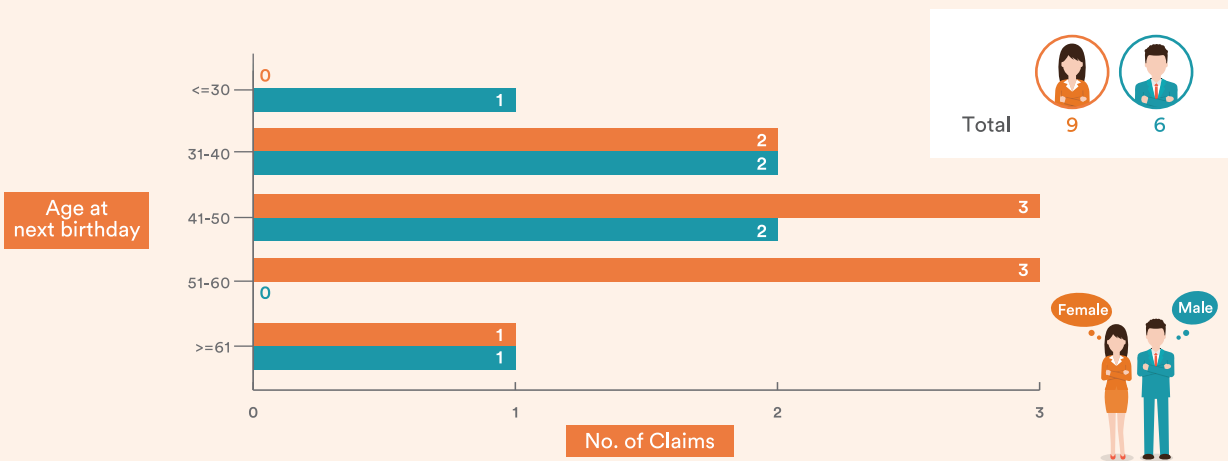
Major Causes of Critical Illness Claims



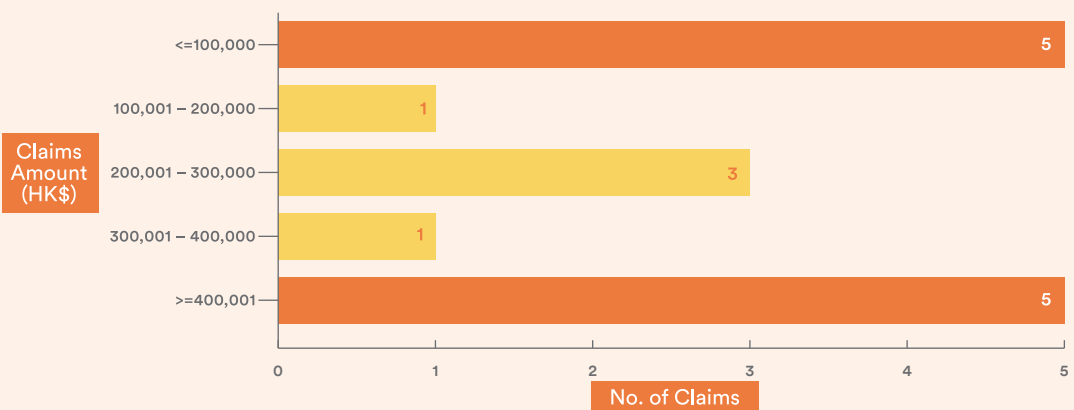
- Paid 15 critical illness claims cases, 6 cases more than last year. More than 86% of critical illness claims caused by Cancer.

Note: 15 policies were involved in 15 critical illness claims that Claims Department handled in 2021.

Critical Illness Claims (By age group and gender)



Critical Illness Claims (By claims amount)

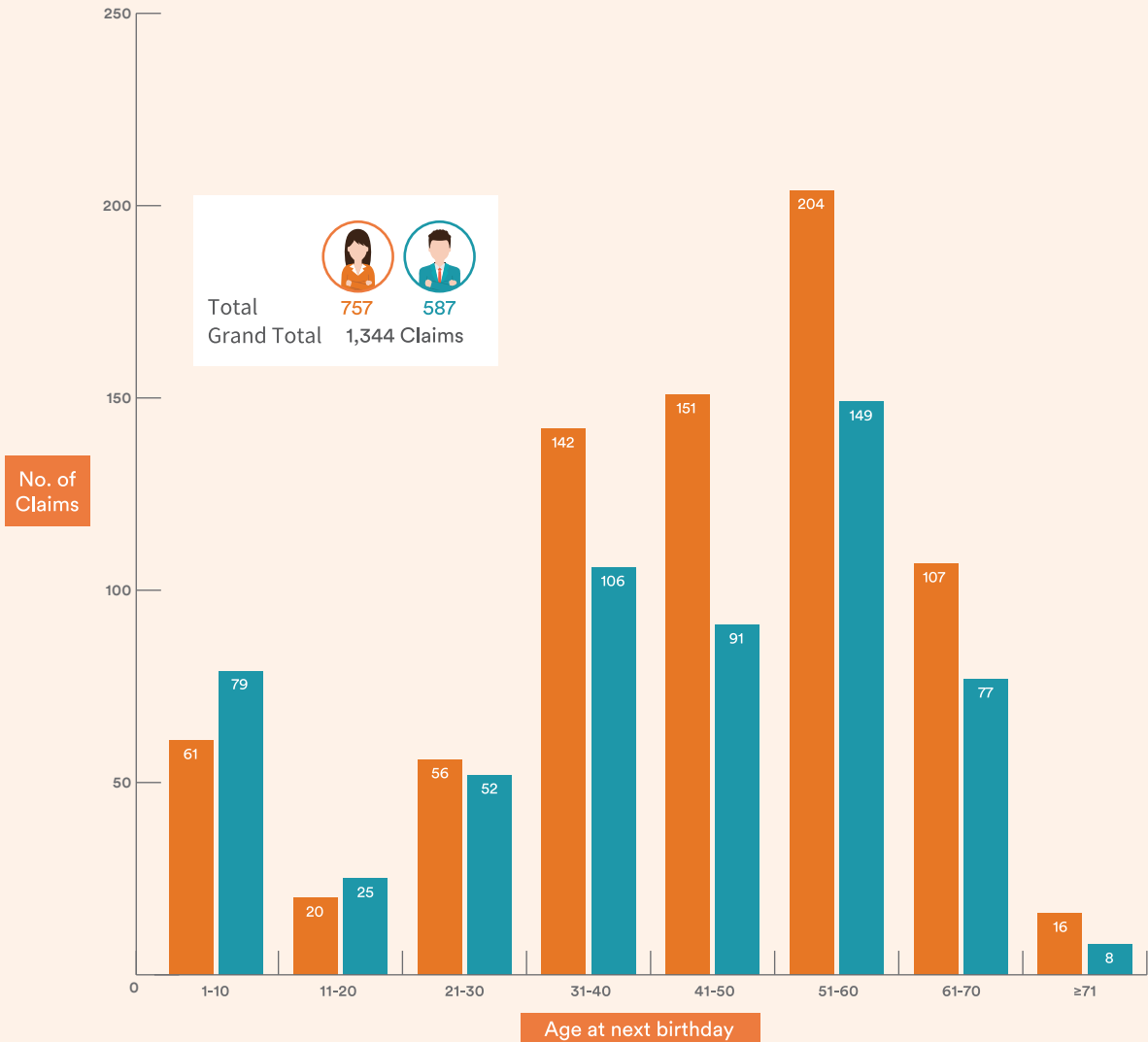


- Total critical illness claims amount was HK\$5,864,103.8

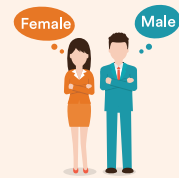
[^]Critical Illness Claims include Crisis Claims and Special Disease Claims handled in 2021.

2021 Medical Claims Statistics

Medical Claims (By age group and gender)



- Total medical claims amount was HK\$29,323,709.2.
- The age groups that has the highest number of medical claims by gender:
Female: between age 51 and 60
Male: between age 51 and 60
- From the statistics, 43.7% of medical claims were male, while 56.3% of medical claims were female.



Note: 1,215 policies were involved in 1,344 medical claims that Claims Department handled in 2021.

Remarks:

1. Due to rounding of decimal places, the total percentage may be slightly higher or lower than 100%.
2. For policies in USD, the exchange rate for the claims amount in this report is US\$1 to HK\$7.8.

Disclaimer:

The information, statistics and content ("information") contained in this report has been prepared solely for reference purpose. While FWD uses reasonable efforts to ensure the information is accurate, FWD (including its affiliates and any director or employee of FWD/its affiliates) makes no warranties or representations as to the accuracy or completeness of any of the information. Readers should carefully evaluate the information and seek independent legal advice for any legal enquiries. FWD (including its affiliates and any director or employee of FWD/its affiliates) assumes no liability or responsibility for any errors or omissions in the content of this document. FWD (including its affiliates and any director or employee of FWD/its affiliates) shall not be liable for any direct, incidental, consequential, indirect or punitive damages arising out of access to, use of or inability to use this document, or any errors or omissions in the content of this document.