

2020

Claims Report – Macau



2020 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 2020 reflecting the benefits payable for the claims. The claims amount is calculated based on the actual amount paid.

In 2020, FWD processed 1,225¹ death, critical illness and medical claims applications¹, 306 cases or 20% less than 2019. Total claims settlement amount is HK\$35,790,325.6, 35.6% less than last year.

Death Claims²

- Paid 5 death claims cases, 13 cases less than last year
- Total settlement amount is HK\$2,641,886, 72.2% less than last year
- Average settlement amount per case is HK\$528,377.2, 0.2% less than last year

Critical Illness Claims

- Paid 9 critical illness claims cases, 4 cases less than last year
- Total settlement amount is HK\$4,434,545.2, 56.2% less than last year
- Average settlement amount per case is HK\$492,727.2, 36.8% less than last year

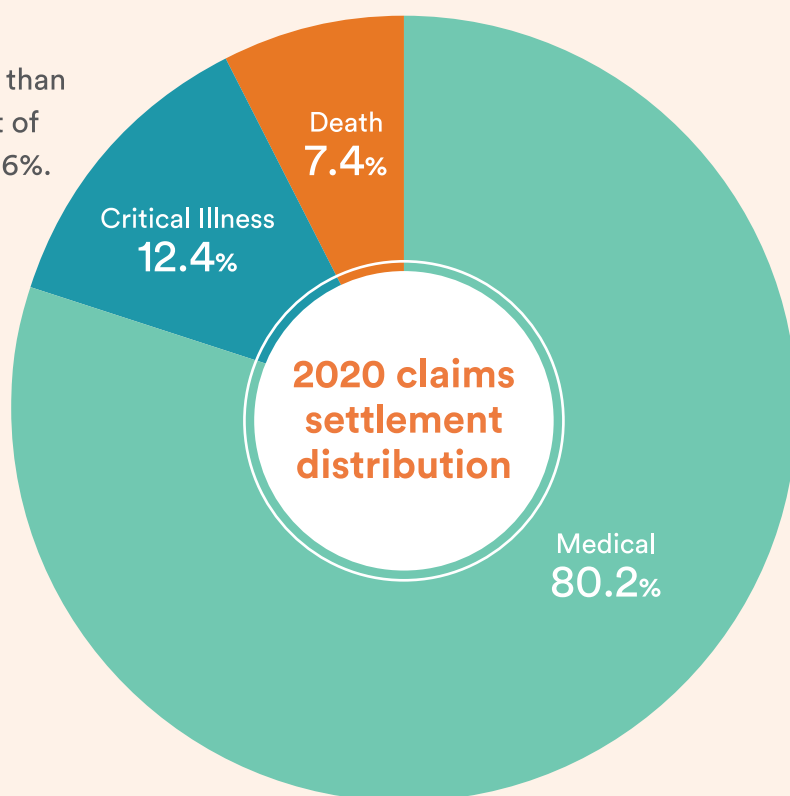
Medical Claims

- Paid 1,211 medical claims cases, 19.3% less than last year
- Total settlement amount is HK\$28,713,894.4, 20.2% less than last year
- Average settlement amount per case is HK\$23,710.9, 1.1% less than last year

The total settlement amount in 2020 is 5.3% less than that of 2016, out of which the settlement amount of critical illness and medical claims constitutes 92.6%.

Trend of total settlement amount

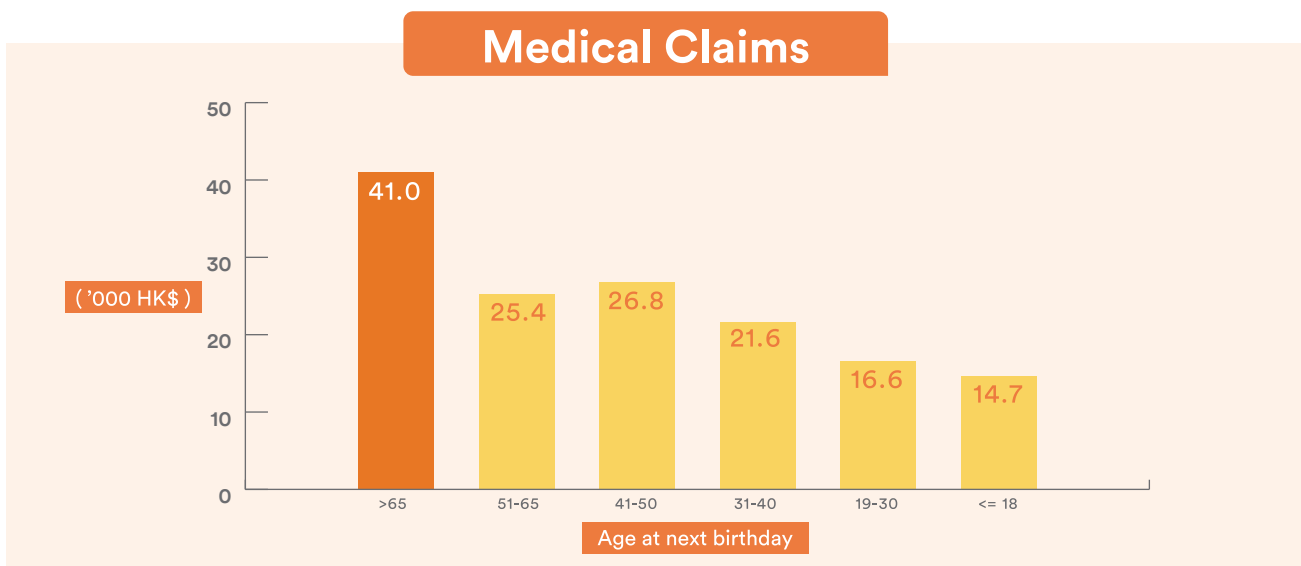
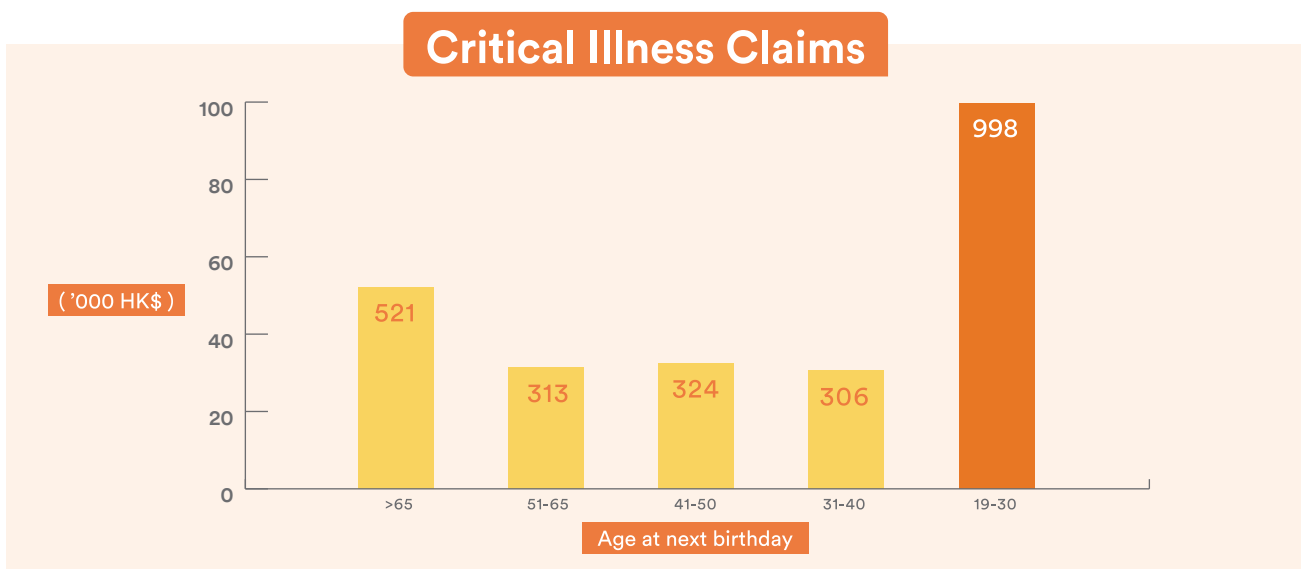
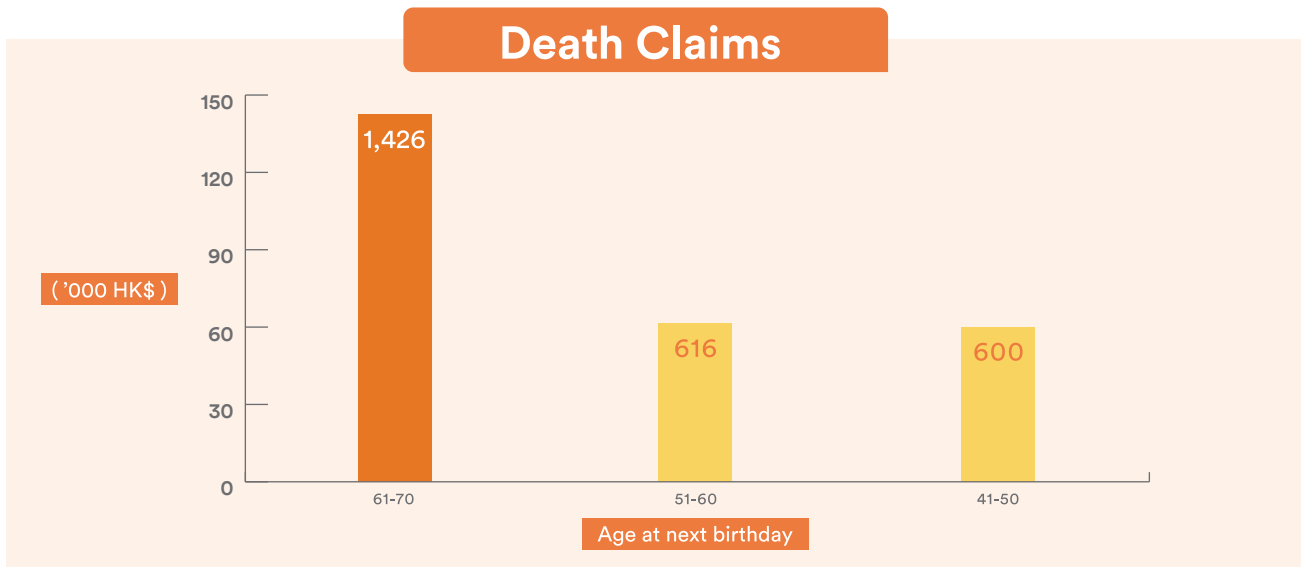
Year	Settlement Amount (Million HK\$)
2020	35.8
2019	55.6
2018	39.2
2017	36.1
2016	37.8



¹This report only calculates the cases received and settled in 2020.

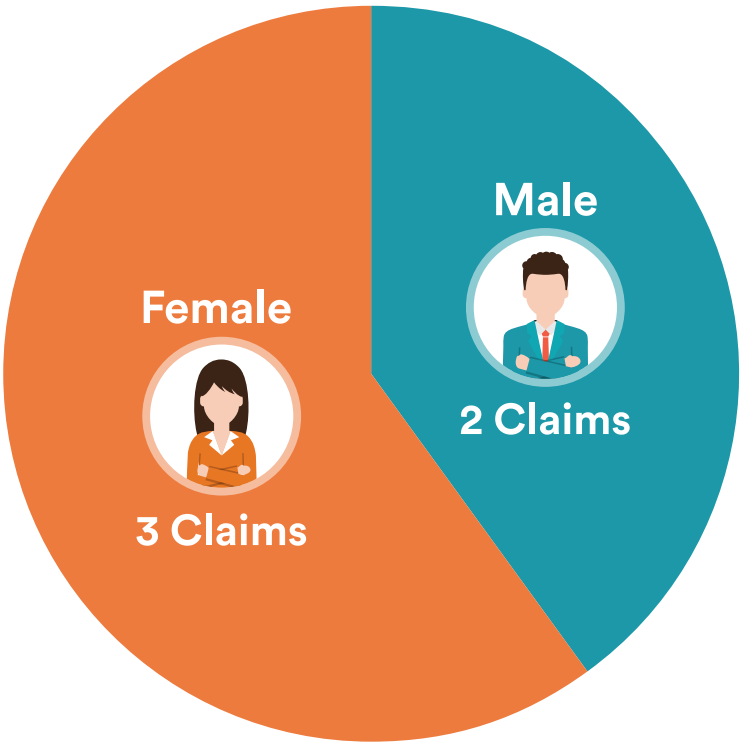
²Death claims cases include death claims due to critical illnesses.

Average Claims Settlement Amount for Each Category (By Age)



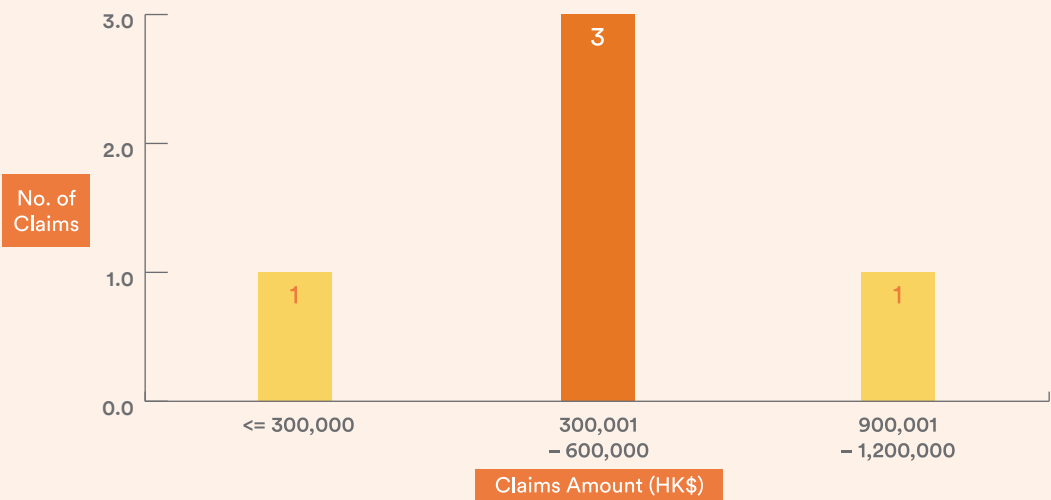
2020 Death Claims Statistics

Cause of Death (By gender)



- The main cause of death claims was Cancer.

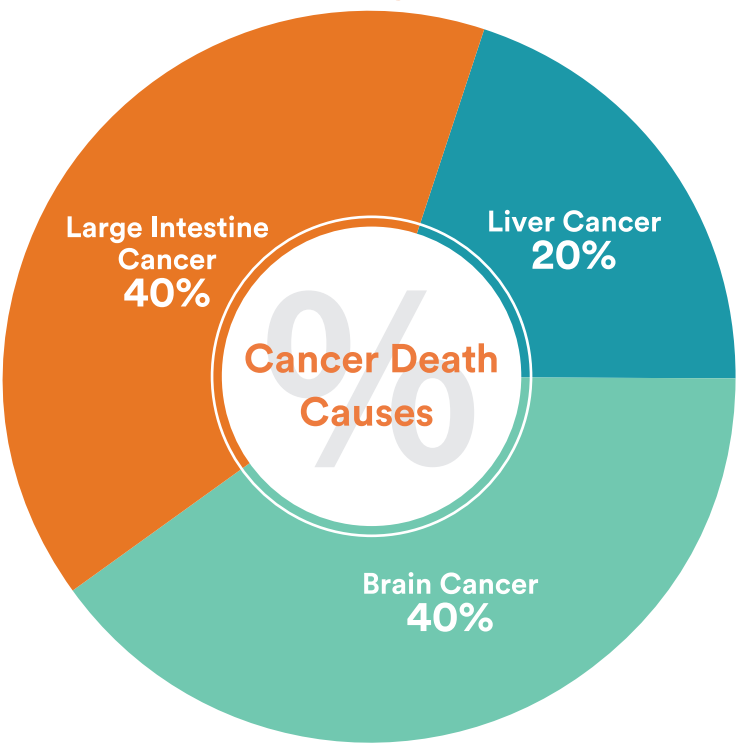
Cause of Death (By claims amount)



- Total death claims amount was HK\$2,641,886
- The highest number of the death claims per insured fell under the claim amount of HK\$300,001 – 600,000

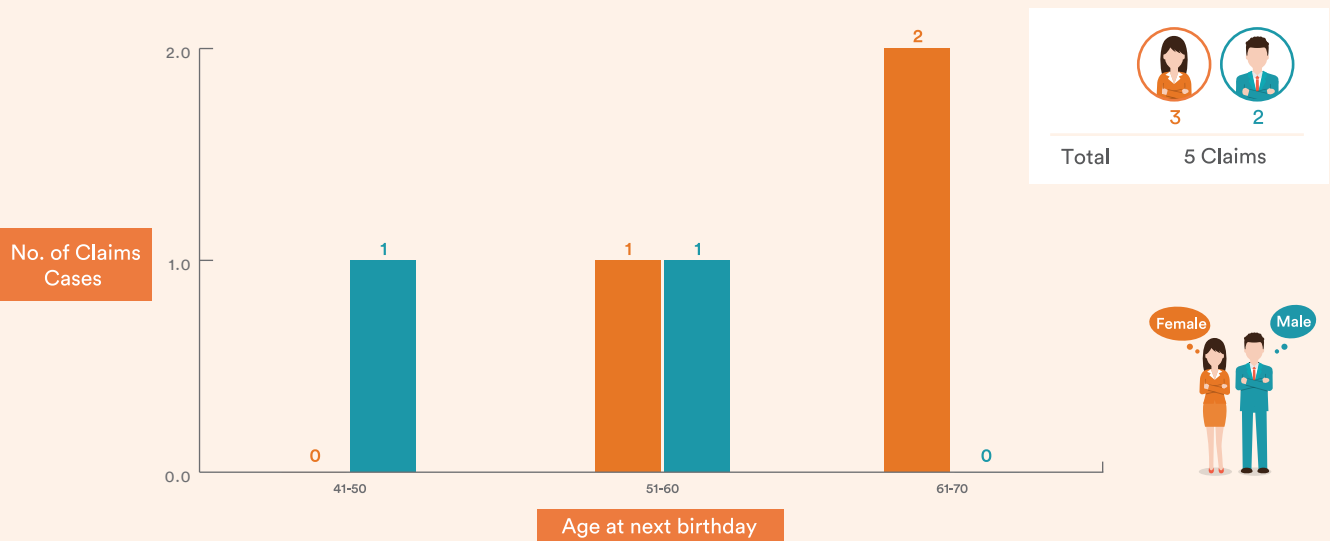
Note: 7 policies were involved in 5 death claims that Claims Department handled in 2020

Distribution of Cancer Types Causing Death



- No. of Cancer death cases in 2020 is 5, equivalent to 100% of total number of death cases.

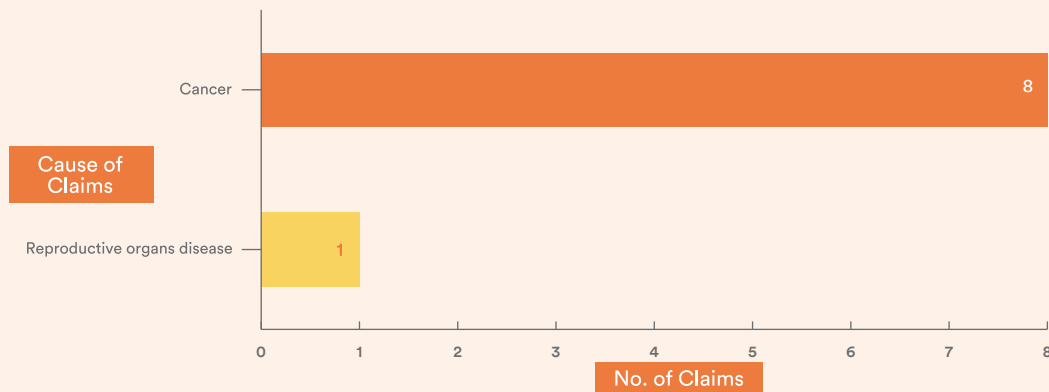
Death Claims (By age group and gender)



- Female cases were more than that of male

2020 Critical Illness Claims Statistics^

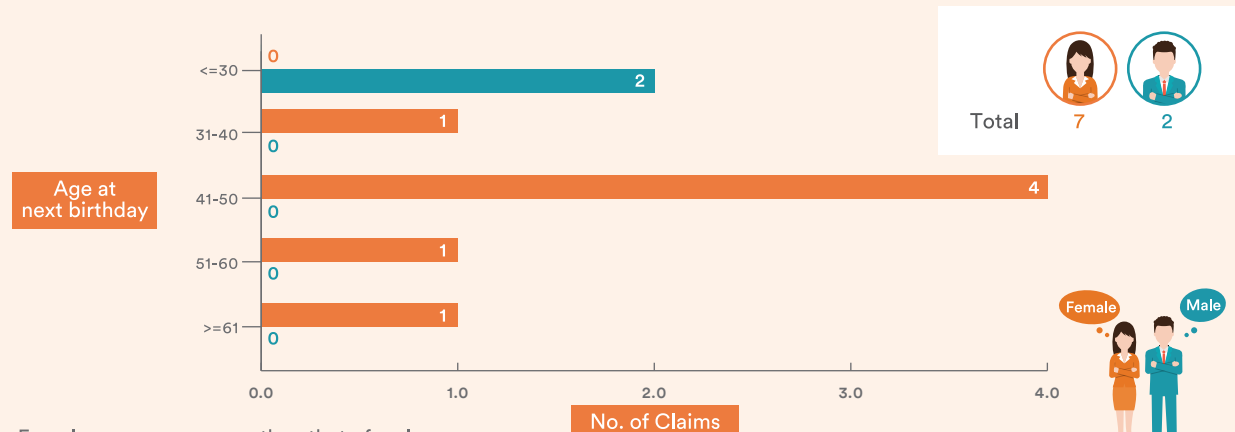
Major Causes of Critical Illness Claim



- Paid 9 critical illness claims cases, 4 cases less than last year. More than 70% of critical illness claims caused by Cancer.

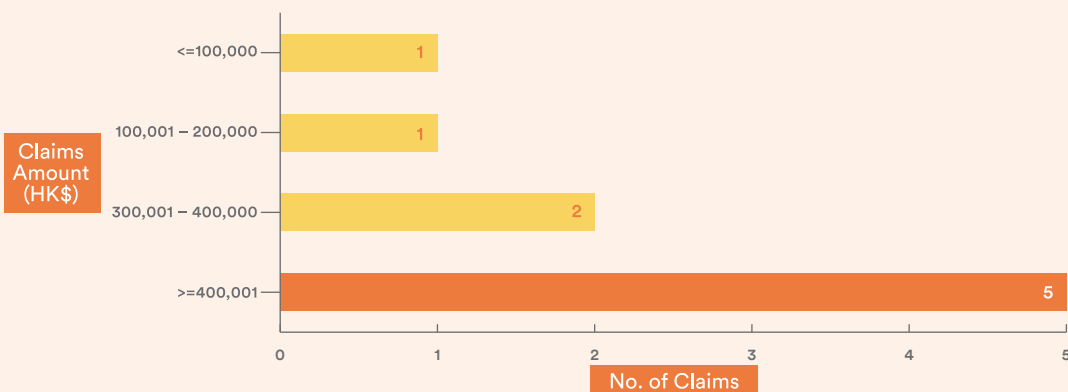
Note: 11 policies were involved in 9 critical illness claims that Claims Department handled in 2020.

Critical Illness Claims (By age group and gender)



- Female cases were more than that of male
- The age groups that has the highest number of critical illness claims by gender:
Female: 41-50
Male: Equal to or younger than age 30

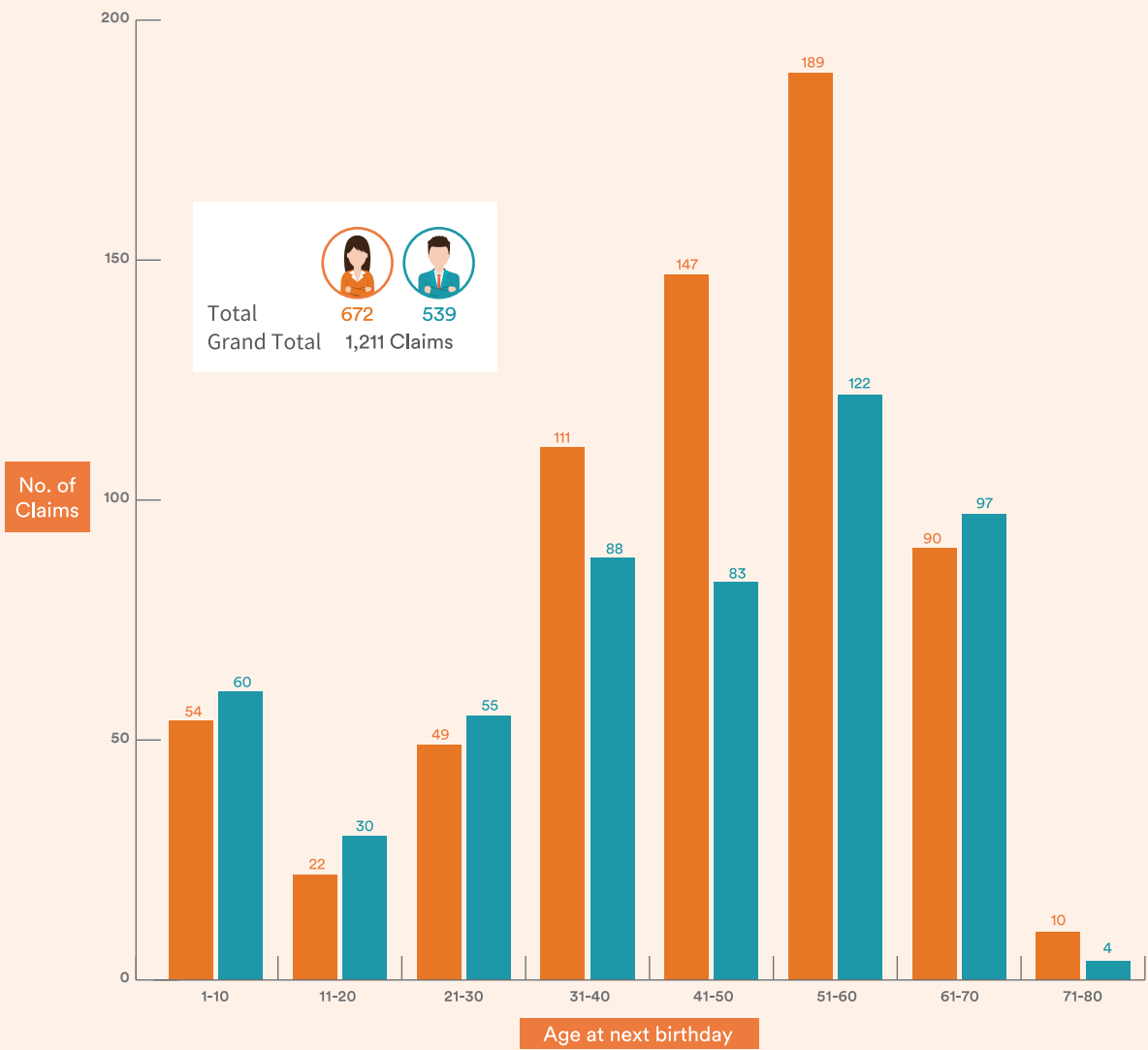
Critical Illness Claims (By claims amount)



- Total critical illness claims amount was HK\$4,434,545.2
- The highest number of critical illness claims fell under the claim amount equal to or more than HK\$400,001

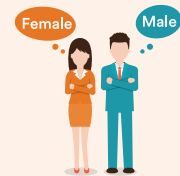
^Critical Illness Claims include Crisis Claims and Special Disease Claims handled in 2020

Medical Claims (By age group and gender)



- Total medical claims amount was HK\$28,713,894.
- 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, 44.5% of medical claims were male, while 55.5% of medical claims were female.

Note: 1,087 policies were involved in 1,211 medical claims that Claims Department handled in 2020.



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.

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