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**QUESTIONNAIRE**

*(On the rankings of Top 10 Most Reputable Insurance Companies in 2022)*

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| All information collected will be treated with utmost discretion and confidentiality for study purpose.Please fill out this questionnaire then send to us by 17:00 pm on June 10, 2022.Thank you very much for your cooperation! | Please scan QR-code to download the questionair (if necessary): |

**RESPONDENT INFORMATION**

Full name: ………..………………………………………………………………………………………….……

Position: …………………………………………………………………………………………………………...

Mobile: ……………………………………………………………………………………………………………

Email:………………………………………………………………………………………………….…….........

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| A - COMPANY'S INFORMATION |

1. **Company Name:**………………………………………………………………………………………………
2. **Tax code:**………………………………………………………………………………………………………
3. **Main business field:**

[ ]  Life insurance

[ ]  Non-life insurance

[ ]  Others (please specify):……………………………………………………………………………………...

1. **Financial information**

| **Criteria** | **In 2021** | **In Q1/2022** |
| --- | --- | --- |
| Total assets (VND million) |  |  |
| Equity (VND million) |  |  |
| Insurance premiums revenue (VND million) |  |  |
| Total revenue (VND million) |  |  |
| Profit before tax (VND million) |  |  |
| Profit after tax (VND million) |  |  |

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| **B ˗ PROSPECTS AND STRATEGIES IN 2022** |

1. **What are your company's Top 5 priorities this time?**

[ ]  Increase revenue

[ ]  Expand operation network by opening representative offices/branches

[ ]  Improve innovation capacity for product differentiation

[ ]  Accelerate IT competitive advantage

[ ]  Improve quality of insurance agents and consultants

[ ]  Improve customer service quality

[ ]  Diversify sales channels: Bancassurance, Fintechs, Ecommerce

[ ]  Construct customer-centric operations

[ ]  Restructure investment portfolio

[ ]  Implement M&A

[ ]  Strengthen coordination with banks, healthcare providers

[ ]  Improve the quality of corporate governance according to international practices

[ ]  Strengthen internal control, risk management

[ ]  Strengthen claim assessment, reduce the compensation rate

[ ]  Strengthen attraction and recruitment of insurance major graduated

[ ]  Others (please specify): …………………………………………………………………………………….

1. **What is your assessment about the prospect of insurance companies in 2022?**

[ ]  Growth less than 6%

[ ]  Growth from 6% to 10%

[ ]  Growth from 10% to 14%

[ ]  Growth from 14% to 20%

[ ]  Growth over 20%

1. **What are Top 3 opportunities for Insurance industry in your opinion in this time?**

[ ]  Vietnam’s economy recovers

[ ]  The finance-insurance market develops on a stable and sustainable basis

[ ]  Global integration drives trade activities and markets to further

[ ]  Higher GDP per capita

[ ]  Low insurance penetration rate

[ ]  People’s better awareness and education on finance-insurance

[ ]  Diverse product range

[ ]  Diverse distribution system

[ ]  M&A wave in Insurance industry

[ ]  Speedy technology development and its comprehensive applications in insurance value chain

[ ]  Others (please specify) ……………………………………………………………………………………

1. **What are Top 4 challenges faced by insurance companies in 2022?**

[ ]  Reduction in customer’s income

[ ]  Weak online operation

[ ]  Risks from natural disasters, serve weather, epidemics ...

[ ]  Increasing competition in the industry

[ ]  Lack of high-quality human resources

[ ]  Lack of customers' trust on insurance products

[ ]  Fraud detection and prevention

[ ]  A lot of negative information about life insurance on social networks

[ ]  Poor IT infrastructure

[ ]  Others (please specify) …………………………………………………………………………………….

1. **In your view, in order to best support the insurance market, which of following measures should the Government focus in the near future?**

[ ]  Speed ​​up restructuring, encouraging M&A activities

[ ]  Speed up to release Law on Insurance Business 2022

[ ]  Increase the level of penalties for insurance fraud

[ ]  Propagandize, raise awareness of people about accident insurance, health, etc.

[ ]  Others (please specify) ……………………………………………………………………………………..

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| C- HUMAN RESOURCE TREND IN INSURANCE COMPANY  |

1. **How is Human resource supply in your business?**

[ ]  Shortage

[ ]  Equilibrium

[ ]  Surplus

1. **According to your business, what are the top 3 methods to effectively recruit employees?**

[ ]  Post recruitment news on social networking sites such as Facebook, LinkedIn, etc.

[ ]  Post recruitment news on Career websites, Job boards such as Vietnamworks, TopCV, Careerbuilder, etc.

[ ]  Post recruitment news on your company’s website

[ ]  Using Heathunting service

[ ]  Others (please specify) ……………………………………………………………………………………..

1. **What methods have you applied to attract and retain human resources in your business?**

[ ]  Good remuneration policy

[ ]  Reasonable and practical employment policy

[ ]  Provide opportunities to training and promotion

[ ]  Good environment and conditions for development

[ ]  Others (please specify) ……………………………………………………………………………………..

1. **According to your business, how many percent of employees in your company graduated from Insurance major?**

[ ]  Less than 10%

[ ]  From 10% to 30%

[ ]  From 30% to 50%

[ ]  From 50% to 70%

[ ]  From 70% to 90%

[ ]  Over 90%

1. **Is your company planning to use "Hybrid working - a working model that combines working in the office and working from home via online" in your business?**

[ ]  Using

[ ]  Planning to use in the future

[ ]  Neither using at the present nor in the future

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| D- INSURTECH AND DIGITAL TRANSFORMATION TREND IN INSURANCE COMPANY |

1. **Have you implemented a digital transformation plan?**

[ ]  Already implementing

[ ]  Planning to implement

[ ]  Do not have plans to implement

[ ]  Do not know

1. **How is Insurtech applied to your business?**

[ ]  Application on smart devices

[ ]  ChatBot

[ ]  Online, social networking websites

[ ]  Web aggregator

[ ]  Peer-to-peer insurance

[ ]  Core insurance software

[ ]  Others (please specify): ……………………………………………………………………………………..

1. **According to your company, how many percent of employees in your company are knowledgeable and proficient in Insurtech application?**

[ ]  Under 10%

[ ]  From 10% to 30%

[ ]  From 30% to 50%

[ ]  From 50% to 70%

[ ]  From 70% to 90%

[ ]  Over 90%

1. **What are Top 4 constraits preventing you from deploying digital transformation in general and Insurtech in particular?**

[ ]  Long-term investment with big cost

[ ]  Internal conflicts in corporate governance, product structure transformation

[ ]  Cybersecurity and customer information protection

[ ]  Lack of workforce related to digital transformation: Data science, UX design, Digital marketing…

[ ]  Unclear customer behavior toward online insurance trend

[ ]  Lack of unique online insurance products

[ ]  Face to narrow traditional insurance market in long term

[ ]  Lack of regulations/policies of the government authorities

[ ]  Fraud detection due to online claims

[ ]  Others (please specify): …………………………………………………………………………………….

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| E- ACCESSMENT OF REPUTATBLE INSURANCE COMPANIES |

**Which are the most reputable companies in Vietnam's insurance industry in your assessment?** *(Please rank 1-10 for companies listed below with rank 1 as the most reputable insurance company)*

1. **LIFE INSURANCE**

|  |  |
| --- | --- |
| **Ranking** | **Company** |
|  |  Baoviet Life Corporation |
|  |  Prudential Vietnam Assurance Private Limited |
|  |  Manulife Vietnam Limited |
|  |  AIA (Vietnam) Life Insurance Company Limited |
|  |  Chubb Life Vietnam Insurance Company Limited |
|  |  Mirae Asset Prévoir Vietnam Life Insurance Company |
|  |  Dai-ichi Life Insurance Company Limited |
|  |  Cathay Life Insurance Company Limited |
|  |  FWD Vietnam Life Insurance Company Limited |
|  |  Hanwha Life Insurance Company Limited (Vietnam) |
|  |  Vietcombank – Cardif Life Insurance Company Limited |
|  |  Fubon Life Insurance (Vietnam) Company Limited |
|  |  Generali Vietnam Life Insurance Company Limited |
|  |  Aviva Vietnam Life Insurance Company Limited |
|  |  Sun Life Insurance Company Limited |
|  |  Phu Hung Life Insurance Joint Stock Company |
|  |  BIDV MetLife Life Insurance Limited Liability Company |

*Please rank non-life insurance companies listed in the next page!*

1. **NON-LIFE INSURANCE**

|  |  |
| --- | --- |
| **Ranking** | **Company** |
|  | Baoviet Insurance Corporation  |
|  | Bao Minh Insurance Corporation |
|  | Petrolimex Joint Stock Insurance Company (Pjico) |
|  | Baolong Insurance Corporation |
|  | PVI Insurance Corporation |
|  | Baoviet Tokio Marine Insurance Company Limited |
|  | Union Insurance Company (UIC) |
|  | Post - Telecommunications Joint Stock Insurance Corporation (PTI) |
|  | Insurance Corporation of Vietnam Joint Stock Commercial Bank for Industry and Trade (VBI) |
|  | Samsung Vina Insurance Company Limited |
|  | Vien Dong Assurance Corporation (VASS) |
|  | BIDV Insurance Joint Stock Corporation (BIC) |
|  | AAA Assurance Corporation |
|  | AIG Vietnam Insurance Company Limited |
|  | QBE Insurance (Vietnam) Company Limited |
|  | Agriculture Bank Insurance Joint - Stock Corporation (ABIC) |
|  | Global Insurance Corporation (GIC) |
|  | Phu Hung Assurance Corporation (PAC) |
|  | Liberty Insurance Company Limited |
|  | Military Insurance Corporation (MIC) |
|  | Vietnam National Aviation Insurance JSC (VNI) |
|  | Saigon - Hanoi Insurance Joint Stock Corporation (BSH) |
|  | Hung Vuong Assurance Joint Stock Company (BHV) |
|  | MSIG Insurance (Vietnam) Company Limited |
|  | Fubon Insurance (Vietnam) Company Limited |
|  | Xuan Thanh Insurance Joint Stock Corporation |
|  | Cathay Insurance Vietnam Company Limited |
|  | Groupama Insurance Company Limited |
|  | OPES Insurance Company |

*Thank you for your cooperation!*