

CTF Life

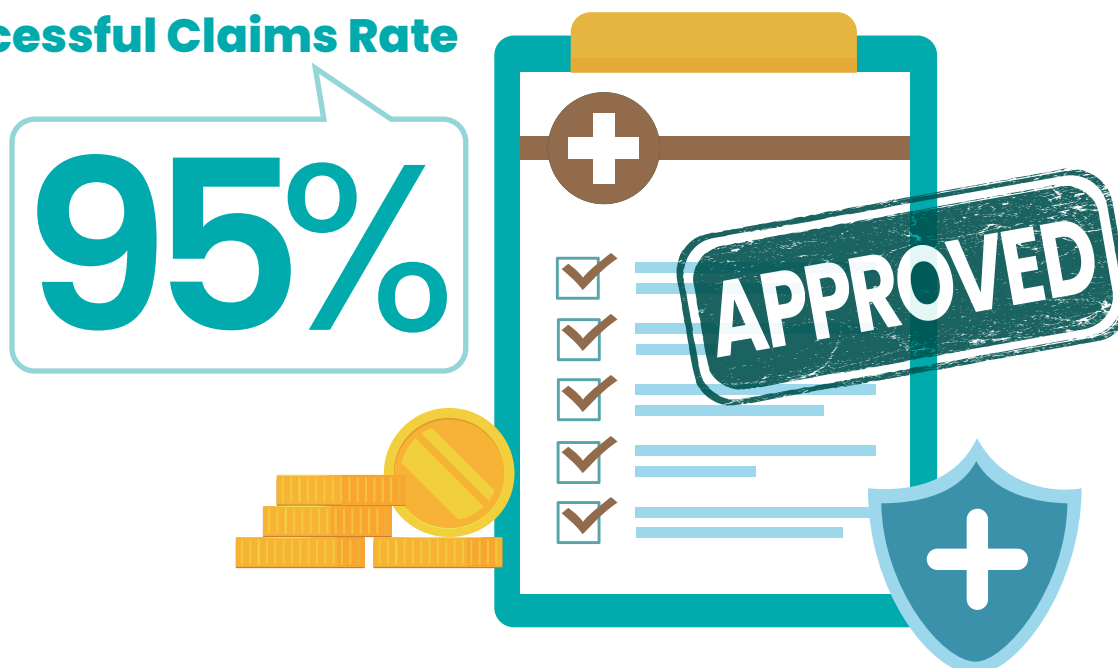
2025 Key Claims Statistics



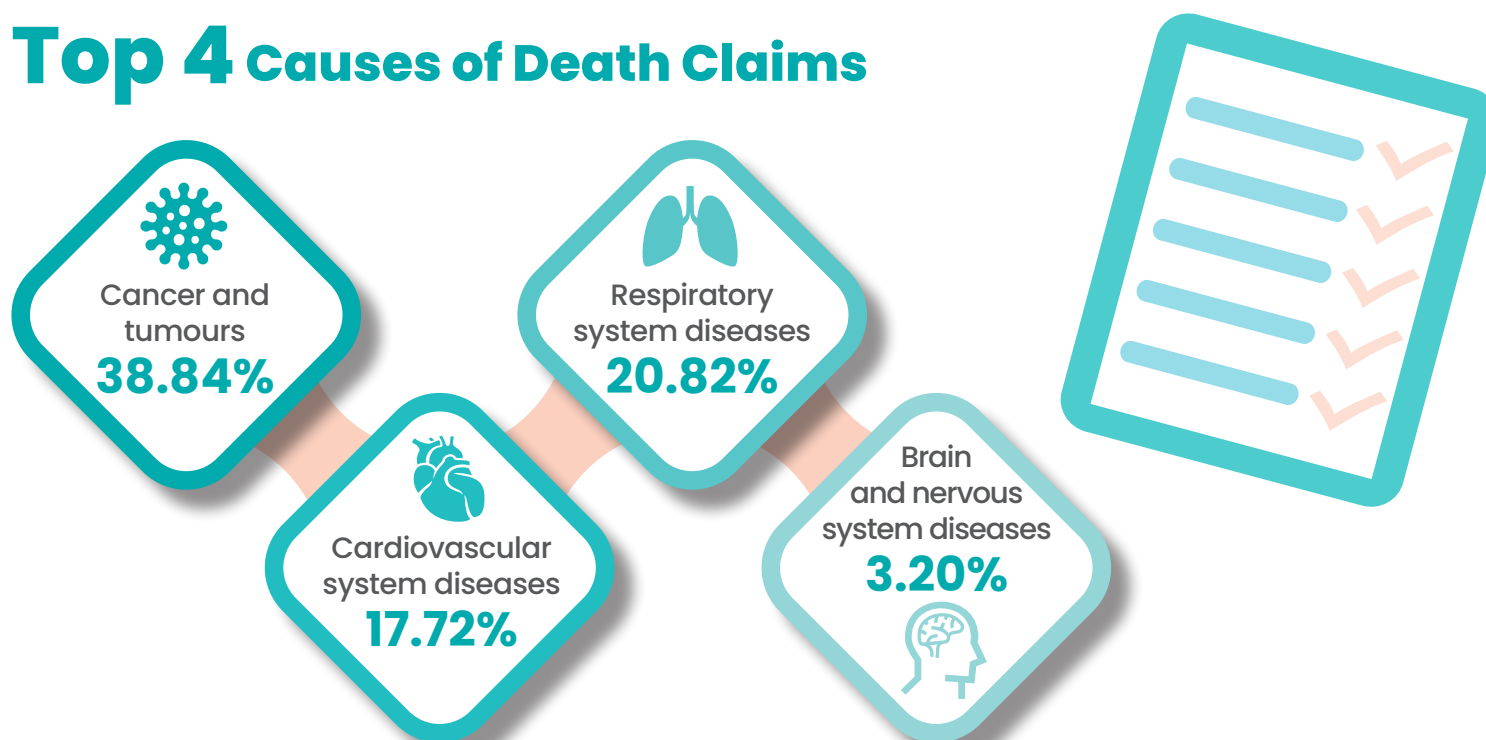
2025 Key Claims Statistics

CTF Life is committed to providing customers with the most comprehensive health support through innovative products and services, as well as efficient claims processing and attentive customer service.

Successful Claims Rate

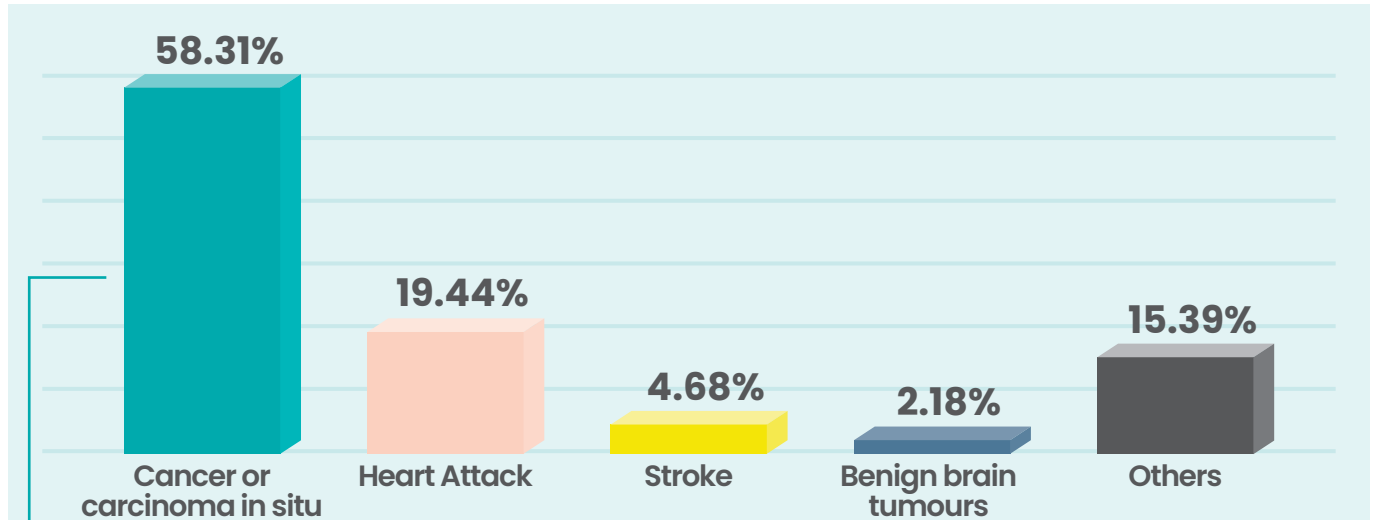


Top 4 causes of Death Claims



Critical illness claims are mainly concentrated in the middle-aged group (41-60 years old, accounting for 58.67% of the total claims), among which cancer accounts for approximately 60% of all critical illness claims.

Top 5 causes of Critical Illness Claims



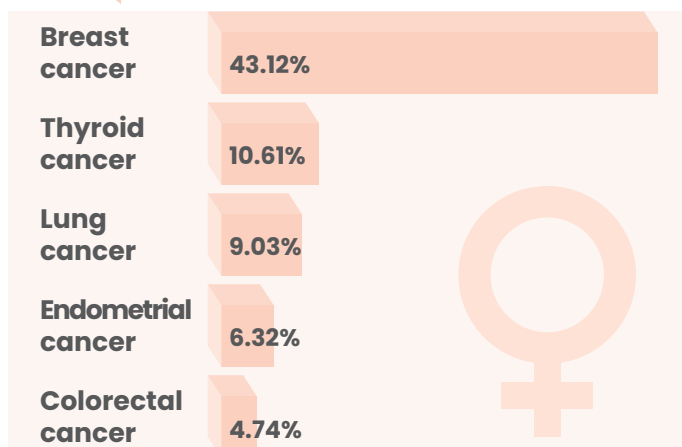
Distribution of the Top 5 Cancer Types

-  **Breast cancer** 30.73%
-  **Lung cancer** 10.67%
-  **Thyroid cancer** 9.55%
-  **Colorectal cancer** 6.69%
-  **Prostate cancer** 5.73%

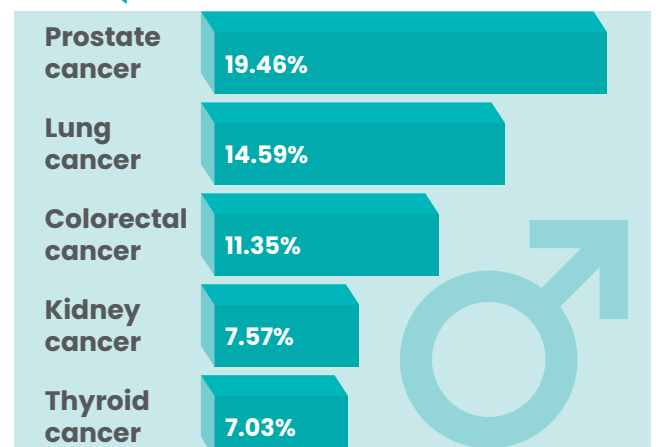
Breast cancer is the leading cancer type among females, while prostate cancer and lung cancer are the most common among males.

Distribution of Cancer Types by Gender

Females



Males



Real Customer Voices

I am very satisfied with the outcome of my claim and would gladly recommend CTF Life's products to my family and friends.

The claim process was fast, and I was very satisfied with the follow-up service provided by the customer service team.

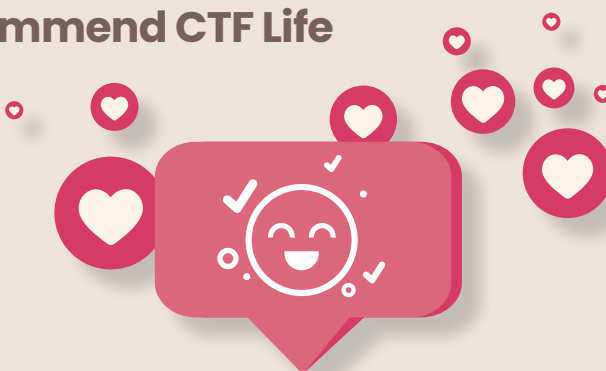
I truly appreciate CTF Life's commitment to handling every customer's case with care and professionalism. I am especially grateful that I received the claim payment before I had to settle my medical expenses with the bank, which helped me manage the outstanding amount in time. CTF Life is a trustworthy insurance company that I would confidently recommend to my friends and family.



Net Promoter Score (NPS) – an indicator that measures customers' willingness to recommend CTF Life to family and friends

Approximately 90% of customers gave a satisfactory rating (7-10 points), and more than half awarding the highest score of 10.

This reflects our customers are extremely satisfied with CTF Life's claim experience.



Customer may download the "CTF Life" app to process claims online, or scan the following QR code to estimate the claimable amount



Download "CTF Life"
Customer App



Claimable Amount
Estimate Calculator

Disclaimer

This report was prepared based on the claims records of Chow Tai Fook Life Insurance Company Limited from 1st January 2025 to 31st December 2025. The information, materials and content contained in this publication were for informational purposes only. In preparing and/or updating this document, CTF Life endeavoured to ensure that the content of the information was accurate, complete and up-to-date, but will not be liable for the accuracy, completeness and timeliness of the source of the information or for any claims and/or losses arising therefrom and make any guarantees or warranties. Any opinions expressed or any information contained in this document were based on general information and should not be taken as advice by the reader. Readers should evaluate the information carefully and are advised to seek independent advice from an appropriate professional before making any decision regarding the contents of this document. CTF Life expressly disclaims all liability for the use or interpretation of the information contained in this document by others. CTF Life reserves the right to change and amend the opinions and information contained in this document at any time without any prior notice.

Chow Tai Fook Life Insurance Company Limited
(Incorporated in Bermuda with limited liability)