AIA Hong Kong

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HEALTHIER, LONGER, BETTER LIVES

Media release

AIA Hong Kong & Macau announces "Omni Healthcare Circle" to advance quality and affordable healthcare in Hong Kong

Healthcare Financing Summit 2026 brings together government, regulators, healthcare providers, industry leaders and stakeholders to turn cross-sector dialogue into action

Hong Kong, 21 November 2026 – AIA Hong Kong & Macau today hosted the Healthcare Financing Summit 2026 (the "Summit"), bringing together government officials, regulators, healthcare providers, representatives from academia, distribution partners, financial planners and other industry stakeholders to advance cross-sector collaboration to support quality and affordable healthcare in Hong Kong. At the Summit, AIA announced the launch of the "Omni Healthcare Circle", a new insurer-provider collaboration model aimed at enhancing healthcare quality, promoting the appropriate and efficient use of medical resources and supporting the long-term sustainability of healthcare in Hong Kong.

Advancing cross-sector collaboration for quality and affordable healthcare

The Summit featured addresses by Professor Chung-mau Lo, Secretary for Health of the Hong Kong Special Administrative Region Government; Mr Clement Cheung Wan-ching, Chief Executive Officer of the Insurance Authority; and Mr Thomas Chan, Permanent Secretary for Health of the Hong Kong Special Administrative Region Government, who shared perspectives on the development and future direction of Hong Kong's healthcare ecosystem. Mr Lee Yuan Siong, AIA Group Chief Executive and President, delivered remarks, reaffirming AIA's commitment to supporting the long-term sustainable development of Hong Kong's healthcare ecosystem.

This event comes at a critical time for Hong Kong's healthcare sector. A study commissioned by The Hong Kong Federation of Insurers ("HKFI")[1] and conducted by the Centre for Ageing and Healthcare Management Research of the College of Professional and Continuing Education of The Hong Kong Polytechnic University ("PolyU CPCE") found that private medical insurance expenditure increased by more than 60% between 2019 and 2023, while inpatient claims frequency rose by 68% over the same period. Against the backdrop of evolving healthcare needs and growing utilisation, these findings reinforce the importance of insurers, healthcare providers and other stakeholders working together to support quality, affordable and sustainable healthcare over the long term.

Mr Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau, said: "As a leading insurer in Hong Kong, AIA has a responsibility to contribute to the long-term development of the healthcare ecosystem that our customers and the wider community rely on. As people live longer and healthcare needs evolve, insurers, healthcare providers and other stakeholders each have an important role to play in ensuring access to quality and affordable healthcare."

"The Healthcare Financing Summit reflects our commitment to bringing different parts of the ecosystem together to address shared healthcare challenges. Through deeper collaboration with healthcare providers and innovation in healthcare financing, we hope to drive meaningful progress and create lasting value for customers and society, bringing our purpose of helping people live Healthier, Longer, Better Lives to life."

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"AIA Hong Kong & Macau", "AIA Hong Kong", "AIA Macau", "AIA" or "the Company" herein refers to the Hong Kong Branch and/or Macau Branch of AIA International Limited (Incorporated in Bermuda with limited liability).
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AIA Hong Kong & Macau launches the "Omni Healthcare Circle"

As healthcare needs continue to grow, patients can face challenges in navigating appropriate care pathways and understanding what to expect throughout their treatment journey, including anticipated costs. Addressing these challenges requires closer collaboration between insurers and healthcare providers, combining insights from healthcare utilisation and patient journeys with clinical expertise to support appropriate, evidence-based care and greater predictability for patients.

In response to these developments, AIA is launching a first-of-its-kind **"Omni Healthcare Circle"**, a new partnership intended to deepen its collaboration with private healthcare providers in Hong Kong. Through closer exchange of clinical knowledge and insights, the model brings AIA and healthcare providers together to leverage their respective expertise, facilitating greater collaboration at key stages of the patient journey, with the ultimate goal of supporting better health outcomes and healthcare experiences for patients across three key areas:

- **Broaden access to high-quality and appropriate care** – Supporting patients with access to evidence-based care pathways aligned with relevant clinical guidelines from the Institute for Medical Advancement and Clinical Excellence (IMACE) and recognised international standards, helping them receive appropriate care with greater consistency and predictability.
- **Give patients greater transparency and confidence** – Providing clearer and more objective information on the quality, outcomes and efficiency of care, helping patients better understand their options, know what to expect and make more informed healthcare decisions.
- **Support timely treatment and a seamless patient experience** – Bringing healthcare providers and AIA into closer collaboration earlier in the patient journey, giving patients greater certainty about their treatment pathways and expected costs, while streamlining processes for a smoother healthcare experience.

Together, these areas aim to deliver a more transparent, predictable and seamless healthcare journey for patients, while supporting better outcomes and long-term sustainability of healthcare.

CUHK Medical Centre ("CUHKMC") and Gleneagles Hospital Hong Kong ("Gleneagles") are the first private healthcare providers to explore the model with AIA. AIA is open to collaborating with more like-minded private healthcare providers to extend these benefits to more patients and the wider community.

Ms Alice Liang, Chief Proposition and Healthcare Officer of AIA Hong Kong & Macau, said: "Omni Healthcare Circle is about turning collaboration into action. We are pleased to be working with CUHK Medical Centre and Gleneagles Hospital Hong Kong, two established private healthcare providers with strong ties to leading universities in Hong Kong, to explore how closer insurer-provider collaboration can improve outcomes and experiences for patients while promoting more appropriate and efficient use of medical resources. These university ties bring valuable strengths in clinical expertise, appropriate care, research and innovation, including novel healthcare technologies, reinforcing our shared commitment to high-quality, patient-centric care."

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"As we develop the model, we look forward to extending its benefits to more patients and contributing to more affordable and sustainable healthcare over the long term."

The Summit also featured panel discussions among leaders from the healthcare, insurance and related sectors, who exchanged perspectives on the "Omni Healthcare Circle" model and explored how different parts of the healthcare ecosystem can work together to advance appropriate care, greater transparency and more predictable patient journeys.

- End -

Photos of Healthcare Financing Summit 2026:

	Professor Chung-mau Lo, Secretary for Health of the Hong Kong SAR Government (third from left); Mr Clement Cheung Wan-ching, Chief Executive Officer of the Insurance Authority (first from right); Mr Thomas Chan, Permanent Secretary for Health of the Hong Kong SAR Government (first from left); Mr Lee Yuan Siong, AIA Group Chief Executive and President (second from right); and Mr Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau (second from left), at AIA's Healthcare Financing Summit 2026.
	Mr Lee Yuan Siong, AIA Group Chief Executive and President, delivered remarks at AIA's Healthcare Financing Summit 2026, reinforcing AIA's commitment to supporting the long-term sustainable development of Hong Kong's healthcare ecosystem.

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	Mr Alger Fung, Chief Executive Officer of AIA Hong Kong & Macau, spoke at AIA's Healthcare Financing Summit 2026, underscoring the importance of cross-sector collaboration in advancing quality and affordable healthcare in Hong Kong.
	Ms Alice Liang, Chief Proposition and Healthcare Officer of AIA Hong Kong & Macau, shared AIA's vision for closer insurer-provider collaboration to enhance healthcare quality and value for patients.
	Government officials, regulators and leaders from the healthcare, insurance and related sectors came together at AIA's Healthcare Financing Summit 2026 to advance cross-sector collaboration for a more sustainable healthcare ecosystem in Hong Kong.

About AIA Hong Kong & Macau

AIA Group Limited established its operations in Hong Kong in 1931. To date, AIA Hong Kong and AIA Macau have more than 19,000 financial planners*, as well as an extensive network of independent financial advisors, brokerage and bancassurance partners. We serve over 3.8 million customers^, offering them a wide selection of professional services and products ranging from individual life, group life, accident, medical and health, pension, personal lines insurance to investment-linked assurance schemes with numerous investment options. We are also dedicated to providing superb product solutions to meet the financial needs of high-net-worth customers.

* As at 30 September 2026

^ Including AIA Hong Kong and AIA Macau's individual life, group insurance and pension customers (as at 30 September 2026)

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Remarks:

1 Hong Kong Federation of Insurers, The Determinants of Post-Pandemic Medical Inflation: An Analysis of Private Insurance Claims Data in Hong Kong, research commissioned by HKFI and conducted by PolyU CPCE's Centre for Ageing and Healthcare Management Research, April 2026.

Important Information:

- All information above is for reference only and does not constitute any offer and/or insurance product recommendation. The product information in this material does not contain the full terms of the policy, for the details of the product features, terms and conditions, exclusions and key product risks, please refer to the product brochure and policy contract of relevant products or visit the AIA Hong Kong's website. In case you want to read policy contract sample before making an application, you can obtain a copy from AIA. Life insurance policies are long-term contracts of insurance. Should you surrender the policy early, you may receive an amount considerably less than the total amount of premiums paid. You may choose to purchase the above Plan(s) as a standalone plan without purchasing other type(s) of insurance products at the same time.

- All related research findings do not represent the views of AIA Hong Kong and do not constitute any insurance advice or medical advice.

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