



INSURANCE ASIA NEWS

AWARDS FOR EXCELLENCE 2025

Managing General Agent of the Year



Delta Underwriting has been awarded Managing General Agent (MGA) of the Year, driven by the strength of its intermediary distribution network across Asia. With innovation, thought leadership, education, and technical excellence at its core, Delta continues to set a benchmark for underwriting agencies and insurance providers across the region.

"This award reflects the commitment of our team and partners across Asia. We're proud to be recognised for our leadership in technical excellence and customer-centric innovation," said Kent Chaplin, CEO, Delta Insurance Group.

As one of the few MGAs independently assessed by AM Best - receiving a PA-2 (Excellent) performance assessment for four consecutive years - it is a testament to Delta's robust financial health, organisational talent, and long-lasting market relationships.

"We're committed to maintaining strong performance standards, aligned with AM Best's performance assessment framework," said Eugene Cheong, managing director at Delta Insurance Singapore, "One of the real strengths of the MGA model is speed to market. We're highly responsive to customer needs and evolving risks and able to move quickly when it matters."

In Singapore, Delta is a leader in the cyber and technology insurance space, serving a diverse and growing client portfolio. Its solutions go beyond insuring risk; they proactively help clients mitigate it. For example, Delta's cyber offering includes pre-bind breach assessments and post-bind threat monitoring tools, especially supporting businesses to identify exposures, close risk gaps and improve their cyber security posture over time.

"Our claims expertise is one of our biggest strengths. Lucy and the team consistently demonstrate outstanding capability, and we're proud to highlight the level of support clients receive throughout the claims process," said Cheong.

Delta is also focused on broker and intermediary education initiatives, such as cyber ransomware simulation events that replicate real-world incidents, and one-on-one training sessions tailored to each broker's needs.

"Education isn't just something we deliver internally - it's a core part of our value. Powered by a customer-intimacy-led approach, we stay close to our clients so we can respond quickly and meaningfully," said Cheong.

Ultimately, customer satisfaction is built on trust. Delta sees this every time brokers confidently recommend its solutions, and in the firm's strong retention rates - an indicator of how effectively it continues to meet evolving client needs, particularly during claims.

Regionally, we are growing our footprint by building new cedent relationships in reinsurance and risk management. We are currently supporting five new partners across Singapore, the Philippines, Thailand, and Indonesia in specialty lines where we bring deep underwriting expertise.



Sebastian Phua, Head of Distribution and Marketing, Delta Underwriting