

Talent Exchange: Unscripted – Episode 4

Speaker 1: Ed Moncreiffe, CEO, Insurance

Speaker 2: Cressida Ho, Executive Assistant

[Text on screen]

Ed Moncreiffe, CEO, Insurance

Cressida Ho, Executive Assistant [and icon]

[Speaker 1] Hello and welcome to a very special episode of Talent Exchange: Unscripted. I am here with the fabulous Cressida Ho. Cressida, when did you join HSBC?

[Speaker 2] I joined HSBC in 1980s.

[Speaker 1] 1980? Whoa.

[Speaker 2] Yeah, already 45 years.

[Speaker 1] 45 years. Wow, what an innings.

[Speaker 2] It is a long time, but time flies.

[Speaker 1] Time flies and you haven't aged a day. So, tell me why did you join HSBC?

[Speaker 2] Initially I wanted to join another bank with beautiful uniform. Sadly, I couldn't meet the height requirement because I'm below 5 feet.

[Speaker 1] Really?

[Speaker 2] So I off my HSBC.

[Speaker 1] So, HSBC had a lower height requirement for its uniform in 1980. On that quirk, entire careers are determined. That's an amazing story, yeah.

[Speaker 2] Yeah, I'm really fortunate to have been given this chance and I really enjoy the work in HSBC, the great colleagues, great bosses. And HSBC actually has given me lots of things, including friendships, money and job opportunities, a rewarding career path and most important is my husband.

[Speaker 1] Oh, wow! Your husband? You met your husband in HSBC in 1980? Or you waited for a while?

[Speaker 2] I met my husband two years after I joined HSBC.

[Speaker 1] Wow.

[Speaker 2] Yeah. And I really appreciate it.

[Speaker 1] Family business, yeah?

So, Cressida, question two. So, 45 years in the group and I think roughly half spent in insurance and helping, serving, and assisting and stewarding, you know, myself and my more illustrious predecessors during that time. So, what have you learnt about insurance? What does insurance mean for you?

[Speaker 2] Actually, when I was young, I didn't realise the importance of insurance. I didn't bother to spend money on these kinds of things. But over the years, I have a deeper understanding of the various risks that one can face. Insurance products like life products, retirement products and health products really make a difference at every stage of our lives. It not only provides us a crucial safety net, but also peace of mind to us and our families.

[Speaker 1] Yeah, and peace of mind is invaluable.

[Speaker 2] Yeah. And that's why if you look at my account, you would have realised that I bought many insurance products after 50.

[Speaker 1] Yeah, well, I don't look at your account, but I'm very, very grateful for the number of policies you have with us.

[Speaker 2] What is your vision of global insurance that will help to stand out from the peers?

[Speaker 1] I think – good question. I think our superpower is our connectivity and our integration with the HSBC Group, right? You know, HSBC is one of the largest financial organisations in the world. We have a fortress balance sheet. We've been a custodian of people's wealth for 160 years. We specialise in managing international wealth flows and asset flows and transfers. Our ability to integrate in that is what sets people apart. And when you're an insurance business, people want security, they want international reach and, ultimately, they want trust. I think we give all of those three things.

So, final question if I may. If you're not still working with us in 45 years' time, what will you be doing? What's next?

[Speaker 2] It is really difficult to answer because I have never thought of this type of things. Because my first job is with HSBC and even at this time, I thought my end job will be with HSBC. I really enjoy the work life in HSBC. I have strong relationships, good friendships and all the great bosses around. And that's why I really appreciate the chance for me to continue with HSBC and I enjoy every day.

[Speaker 1] Correct.

[Speaker 2] Actually, I'm really fortunate to have known you for long.

[Speaker 1] How long have you known me for?

[Speaker 2] I think 12, at least 12 years.

[Speaker 1] Longer.

[Speaker 2] Yeah. Longer than that. I think at the time when you were around, I think mid-twenty, something like that.

[Speaker 1] Yes mid-twenties, still a couple of years ago.

[Speaker 2] Yes, yeah, I still remember that, when you came with, I think David Neiman, and I really appreciate the sense of humour.

[Speaker 1] Good.

[Speaker 2] And the endless energy of you guys.

[Speaker 1] Humour and energy is important.

[Speaker 2] Yeah. But you know, do you still remember your first time when you met me? What's your impression on me?

[Speaker 1] I do remember the first time I met you, actually. I remember it was the first time I came to Hong Kong, which was around 2009, I think. Level 32, Queens Road Central.

[Speaker 2] I think Level 38.

[Speaker 1] No, are you sure?

[Speaker 2] Yeah, Level 38!

[Speaker 1] I think, OK, maybe your memory is better than mine, but I do remember it. And back then you were like, like today, you were controlling the entry to the global CEO and the Asia CEO of insurance. So, I was very intimidated by you. In fact, I remain very intimidated by you. And that's a wonderful thing to do, yeah.

[Speaker 2] Yeah. Thank you for all the comments.

[Speaker 1] Cressida, it's been an honour and a pleasure. Thank you very much.

[Speaker 2] Thank you, Ed, for inviting me. Much appreciated. Thank you.

[Text on screen] HSBC Life | Opening up a world of opportunity