

Group Factsheet Q2 2020



Celebrate living
fwd.com

At FWD Group ("FWD"), we're a different kind of insurance company. Led by our customers. Powered by technology. We focus on today's customer needs and tomorrow's customer trends. Because the things that matter to them, matter to us.

FWD spans Hong Kong & Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan, and Malaysia, offering life and medical insurance, general insurance, employee benefits, and Shariah and family takaful products across a number of our markets. With our shareholders we all share the same vision to change the way people feel about insurance.

FWD Group

More than **9.6 million** customers* and **6,200** employees¹

*Includes 2.8 million group members

US\$56.6 billion in assets

Entered the **Million Dollar Round Table (MDRT)*** top 10 for multinational companies (MNCs) 2020

*Includes 1,026 MDRT Members

Hong Kong & Macau

- ✂ Entered the market in February 2013 with acquisition of ING
- ✂ Completed acquisition of MetLife Limited and Metropolitan Life Insurance Company in June 2020
- 🚩 In **top 10** of life insurance companies in Hong Kong²
- 🏠 Partners include Bank of Communications (Hong Kong) Ltd, China Construction Bank (Asia) Corporation Ltd, Industrial & Commercial Bank of China (Asia) Ltd, and E.SUN Bank
- 🛒 Retail partners include 7-Eleven, HKT, HKTVMall, and Tap & Go Payments
- 🏠 Life | Medical | General | Employee Benefits | Financial Planning

Japan

- ✂ Entered the market in April 2017 with the acquisition of AIG Fuji Life Japan
- 📍 17 offices across Japan
- 🚩 **Top** rated for customer call centre performance⁴
- 🏠 Life | Medical | Employee Benefits



Thailand

- ✂ Entered the market in February 2013 with acquisition of ING
- ✂ Completed acquisition of SCB Life in September 2019
- 🚩 **No. 1** life insurer based on FWD and SCB Life new business weighted premium combined³
- 🏠 Bancassurance partnerships with Siam Commercial Bank and TMB. Other partners include CIMB, 7-Eleven and Makro
- 🏠 Life | Medical | Employee Benefits

Indonesia

- ✂ Opened for business in February 2014. Announced joint-venture with FWD in June 2015
- ✂ Completed acquisition of PT Commonwealth Life in June 2020
- 🚩 In **top 5** of employee benefits providers in Indonesia⁵
- 🏠 Partners include Commonwealth Bank Indonesia, Bank BTN, Bank BTPN, KEB Hana Bank, BFI Finance and Bank Mestika
- 🏠 Life | Medical | Employee Benefits | Shariah

All figures above as of 30 June 2020 unless otherwise specified in footnotes.

¹ Includes Group office employees

² Provisional Statistics on Hong Kong Long Term Insurance Business, January to June 2020, Insurance Authority of Hong Kong

³ No. 1 life insurer based on FWD and SCB Life new business weighted premium combined, Thai Life Assurance Association, YTD June 2020

⁴ Awarded the highest rating of 3 stars in the Monitoring Category by HDI-Japan 2019.

⁵ AAJI Quarterly Business Report Indonesia Q2 2020

Philippines

- ✍ First life insurance licence granted in the Philippines in nearly 10 years. Opened for business in September 2014
- 🏆 Ranked **no. 1** for customer experience in the Philippines⁵
- 🏆 In **top 3** of life insurance companies in the Philippines in terms of paid-up capital⁶ and **top 8** based on new business annual premium equivalent⁷
- 🏠 Long term partnership with Security Bank
- 🏠 Other partners include True Money and Intellicare
- 🏠 Life | Medical | Employee Benefits

Malaysia

- ✍ Entered the market in March 2019 with the acquisition of 49% stake in HSBC Amanah Takaful
- 🏠 Exclusive bancassurance partnership with HSBC Amanah Malaysia Berhad
- 🏠 Family Takaful | Employee Benefits

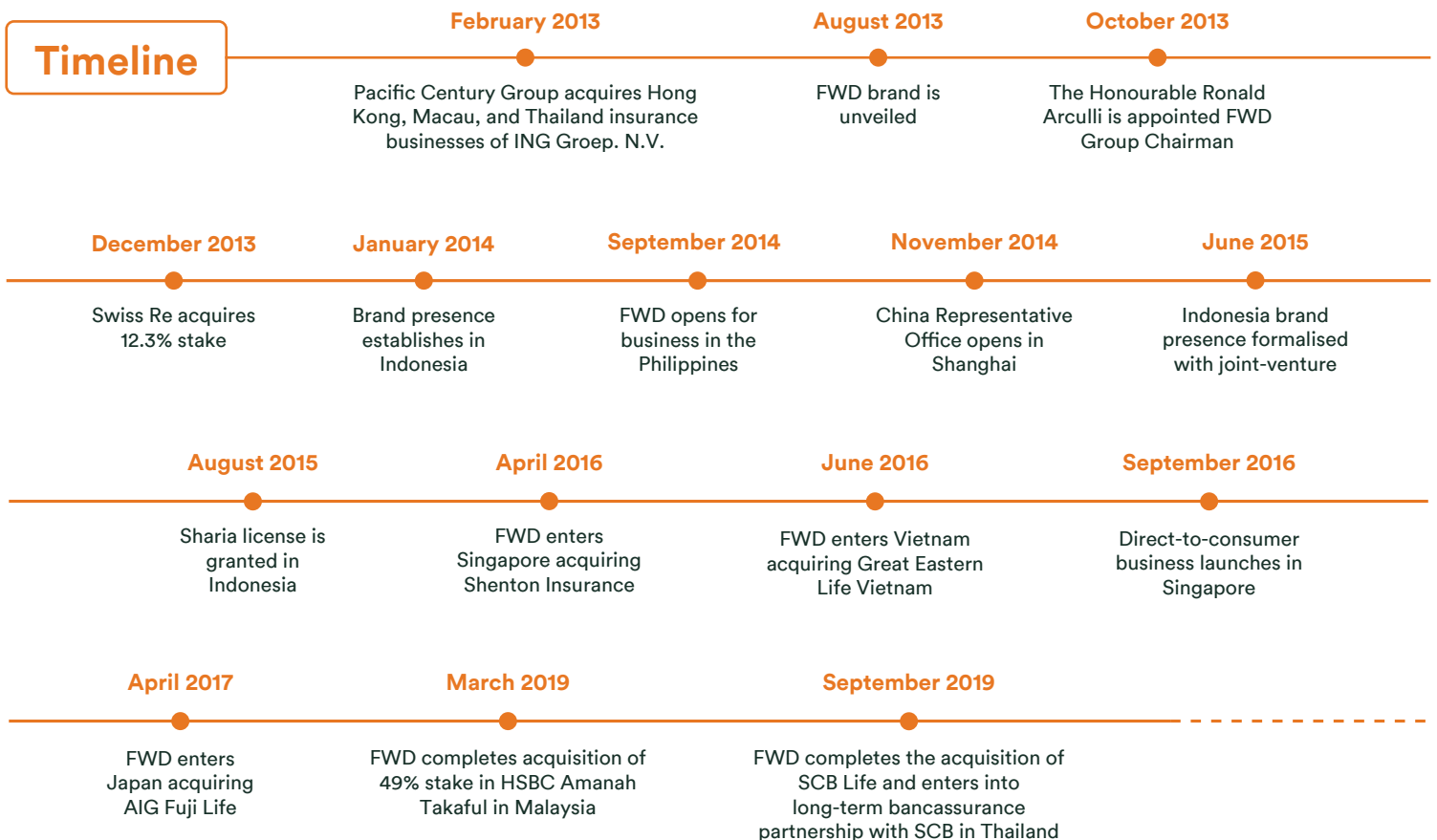
Singapore

- ✍ Entered the market in April 2016 with a composite licence
- ★ One of the first fully direct and online life and general insurers in Singapore, with the capability to provide offline advisory
- 🏠 Partners include EZ-Link, Grab, CXA Group and iFAST
- 🏠 Life | Medical | General

Vietnam

- ✍ Entered the market in June 2016 with the acquisition of Great Eastern Life Vietnam
- ✍ Completed acquisition of Vietcombank-Cardif Life Insurance in April 2020
- 🏆 In **top 8** of life insurance companies in Vietnam based on new business annual premium equivalent⁸
- 🏠 Exclusive bancassurance partnership with Vietcombank
- 🏠 Other partners include ABBANK, ACB, Nam A Bank and Tiki Corporation
- 🏠 Life | Medical

Timeline



All figures above as of 30 June 2020 unless otherwise specified in footnotes.

⁵ A commissioned CX Index 2019, conducted by Forrester Consulting

⁶ Paid-Up Capital of Life Insurance Companies Year 2019, Republic of the Philippines, Department of Finance, Insurance Commission

⁷ New Business Annual Premium Equivalent of Life Insurance Companies Year 2019, Republic of the Philippines, Department of Finance, Insurance Commission

⁸ New business premium report HY 2020, Association of Vietnam Insurers (AVI).

April 2020

FWD completes the acquisition of Vietcombank-Cardif Life Insurance and enters an exclusive 15-year bancassurance partnership with Vietcombank in Vietnam

June 2020

FWD completes the acquisition of PT Commonwealth Life and enters into a 15-year distribution partnership with PT Bank Commonwealth in Indonesia

June 2020

FWD completes the acquisition of MetLife Limited and Metropolitan Life Insurance Company of Hong Kong Limited

Our Group Management



Huynh Thanh Phong
Group Chief
Executive Officer



Sim Preston
Managing Director
and Group Chief
Operating Officer



Jon Nielsen
Managing Director
and Group Chief
Financial Officer



Binayak Dutta
Managing Director,
Emerging Markets
and Group Chief
Distribution Officer



Azim Mithani
Group Chief
of Staff



Boon-Kee Tan
Group Chief
Business Officer



Lee Murphy
Group Chief Human
Resources Officer



Ken Lau
Managing Director,
Greater China, and
Chief Executive Officer,
Hong Kong and Macau



Norio Tomono
President and Country
Chief Executive
Officer, Japan



Peter Grimes
Country Chief
Executive Officer,
Thailand

Our Shareholders

Pacific Century Group

Pacific Century Group (PCG) is an Asia-based private investment group established in 1993 with interests across three core business pillars; technology, media & telecommunications (TMT), financial services, and property.

PCG has demonstrated a strong track record of successful investing, and has a long-term sustainable network in Asia and across its core business pillars.

www.pcg-group.com

Financial Services:
PineBridge Investments | FWD Group
| bolttech

Technology, Media & Telecommunications:
PCCW | HKT

Property:
Pacific Century Premium Developments

Minority Shareholders

Swiss Re Group | GIC Ventures | RRJ Capital | Hopu Investments