

Hong Kong & Macau Factsheet

Q2 2020



Celebrate living
fwd.com.hk

About FWD

- FWD spans Hong Kong SAR & Macau SAR, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan and Malaysia.
- Our vision is to change the way people feel about insurance as a leading pan-Asian insurer.
- We focus on creating fresh customer experiences, with easy-to-understand and relevant products, supported by digital technology.
- Established in Asia in 2013, FWD is the primary insurance business of investment group, Pacific Century Group (PCG)¹, with minority shareholders Swiss Re Group, GIC Ventures, RRJ Capital and Hopu Investments.

FWD Hong Kong & Macau

Comprehensive Product Offerings

FWD Hong Kong:



Life and Medical Insurance | General Insurance | Employee Benefits | Financial Planning



A top-10 life insurer²

FWD Macau: Life and Medical Insurance

Omni-channel Distribution

We maintain omni-channel sales distribution so that our customers can connect with us and be served in their preferred and convenient ways:



Tied Agency: Provide quality personalised services to customers



Bank Partners: Major ones include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Limited, E.SUN Bank and Industrial and Commercial Bank of China (Asia) Limited



Brokerage: Strong partnership with 150+ financial intermediary firms in Hong Kong



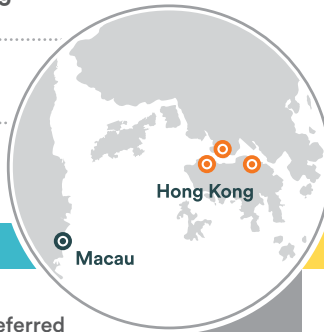
FWD Financial Planners: 100+ professional financial planners

Holistic Customer Services



Reachable anytime, anywhere:

- ✓ 4 Insurance Solutions Centres across Hong Kong & Macau
- ✓ Service hotline +852 3123 3123 (Hong Kong) / +853 8988 6060 (Macau), live chat, and chatbot
- ✓ Claims Ambassadors Service
- ✓ eServices web portal & mobile app



Strong Financial Position

Credit Ratings

FWD Life Insurance Company (Bermuda) Limited

Moody's: **A3**
Fitch Ratings: **A**

InsurTech

Elevating the customer experience with technology



Instant cash withdrawal from designated insurance plans to mobile wallets



Online-to-offline experiential platform for Hong Kong people to pursue their aspirations



Customers can choose to get claims paid in cash at convenient stores

Remarks: 1. PCG is an Asia-based private investment group established in 1993 with interests across three core business pillars: **Financial Services** - PineBridge Investments, FWD Group, bolttech | **Technology, Media & Telecommunications** - PCCW, HKT | **Property** - Pacific Century Premium Developments. 2. Source: Provisional Statistics on Hong Kong Long Term Insurance Business - January to June 2020, Insurance Authority of Hong Kong.

Note: All figures above are as of 30 June 2020 unless otherwise stated.



Insurance Solutions Centre
保險綜合服務中心



4 Insurance Solutions Centres

Conveniently located throughout Hong Kong and Macau | Providing **instant** and **comprehensive** insurance services

Hong Kong • 7/F, FWD Financial Centre, 308 Des Voeux Road Central, Sheung Wan
• 13/F, Devon House, Taikoo Place, 979 King's Road, Quarry Bay

Kowloon • Suite 2605, 26/F, Miramar Tower, 132 Nathan Road, Tsim Sha Tsui
Macau • 12/F, Fortuna Business Centre, 301-355, Avenida Comercial De Macau, Macau

Awards

Recognitions for our endeavour to deliver quality, and customer-led insurance services and solutions:



ACCREDITED PROFESSIONAL FINANCIAL PLANNING FIRM 2020
Institute of Financial Planners of Hong Kong



ASIA-PACIFIC STEVIE AWARDS
Stevie Awards



FINANCIAL INSTITUTION AWARDS 2020
Bloomberg Businessweek/Chinese Edition



HONG KONG INSURANCE AWARDS 2020
The Hong Kong Federation of Insurers



IFPHK FINANCIAL EDUCATION LEADERSHIP AWARDS 2020
Institute of Financial Planners of Hong Kong



MARKETING EVENTS AWARDS 2020
Marketing Magazine



PR AWARDS ASIA 2020
PRWeek and Campaign



THE OUTSTANDING BRAND AWARDS 2020
Economic Digest



SHENZHEN-HONG KONG FINTECH AWARD
HK Monetary Authority & Office of Financial Development Service, the People's Government of Shenzhen Municipality



CARING COMPANY AWARD
Hong Kong Council of Social Service (17th year since 2002)

Talk to us

Hotlines +852 3123 3123 (Hong Kong) / +853 8988 6060 (Macau)

Live chat www.fwd.com.hk

Emails cs.hk@fwd.com (Hong Kong) / cs.mo@fwd.com (Macau)

Offices of FWD Hong Kong & Macau

FWD Life Insurance Company (Bermuda) Limited
(Incorporated in Bermuda with limited liability)
28/F, FWD Financial Centre, 308 Des Voeux Road Central, Hong Kong

FWD Life (Hong Kong) Limited
FWD Life Assurance Company (Hong Kong) Limited
28/F, FWD Financial Centre, 308 Des Voeux Road Central, Hong Kong

FWD Financial Planning Limited
Room 1305-7, 13/F, FWD Financial Centre, 308 Des Voeux Road Central, Hong Kong

FWD Life Insurance Company (Macau) Limited
12/F, Fortuna Business Centre, 301-355, Avenida Comercial De Macau, Macau