

Changing the way

people feel about insurance

About FWD

- FWD spans Hong Kong, Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan and Malaysia, and has a representative office in Shanghai, China.
- 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 insurance business of investment group, Pacific Century Group (PCG)¹, with minority shareholders Swiss Re Group, GIC Ventures, RRJ Capital Master Fund III and Hopu Investments.

FWD Hong Kong & Macau

Comprehensive Product Offerings

FWD Hong Kong:



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



Paid out 840 benefits on average in 2017²



A top-10 life insurer³

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: 2,800+ tied agents



Bank Partners: Major ones include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Limited, 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



Digital Platform: i.fwd.com.hk

Holistic Customer Services



Serving 507,570+ corporate and individual customers in Hong Kong and Macau with 790+ employees



Reachable anytime, anywhere:

- ✓ 5 Insurance Solutions Centres across Hong Kong & Macau
- ✓ Service hotline +852 3123 3123 (Hong Kong) (24-hour) / +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** Stable outlook
Fitch Ratings: **A**

FWD General Insurance Company Limited

Fitch Ratings: **A** Stable outlook

Total Assets

FWD Life Insurance Company (Bermuda) Limited

US\$12.4 billion (a 7% YoY growth)

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 | **Technology, Media & Telecommunications** - PCCW, HKT | **Property** - Pacific Century Premium Developments. 2. Derived from the aggregated number of benefit items paid / claim cases settled by FWD Life Insurance Company (Bermuda) Limited and FWD General Insurance Company Limited in year 2017, rounded to 1-digit accuracy. 3. Source: Provisional Statistics on Hong Kong Long Term Insurance Business - January to December 2018, Insurance Authority of Hong Kong.

Note: All figures above are as of 31 December 2018 unless otherwise stated.

Get ready to live

fwd.com.hk | 24-hour Service Hotline 3123 3123

FWD
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Insurance Solutions Centre
保險綜合服務中心



5 Insurance Solutions Centres

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

Hong Kong • Shop 3, G/F & 1/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**

New Territories • Unit 1720-21, Level 17, Tower II, Grand Central Plaza, **Shatin**

Macau • 12/F, Fortuna Business Centre, 301-355, Avenida Comercial De **Macau**

Awards

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



ACCREDITED PROFESSIONAL FINANCIAL PLANNING FIRM 2018
Institute of Financial Planners of Hong Kong



BENCHMARK WEALTH MANAGEMENT AWARDS 2018
BENCHMARK Magazine



CARING COMPANY AWARD
Hong Kong Council of Social Service (16th year since 2002)



FAMILY TOP BRAND 2018
family.ESDlife



FINANCIAL INSTITUTION AWARDS 2018
Bloomberg Businessweek/Chinese Edition



IFPHK FINANCIAL EDUCATION LEADERSHIP AWARDS 2018
Institute of Financial Planners of Hong Kong



MARKETING EVENTS AWARDS 2018
Marketing Magazine



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



SOCIAL CAPITAL BUILDER 2016-18
Community Investment and Inclusion Fund of the Labour and Welfare Bureau

Talk to Us

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Offices of FWD Hong Kong & Macau

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

FWD General Insurance Company Limited
9/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, No. 301-355, Avenida Comercial De Macau, Macau