

Group Fact Sheet

As of 31 December 2022

FWD Group is a pan-Asian life insurance business with more than 10 million customers across 10 markets, including some of the fastest growing insurance markets in the world.

FWD reached its 10-year anniversary in 2023. The company is focused on making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD is committed to **changing the way people feel about insurance**.

Our presence: 10 years, 10 markets in Asia



> 10 million customers



> 48,000 contracted agents



22 bancassurance partnerships (including 9 exclusive partners)



US\$6.3 billion total premiums



~ 7,000 employees



Ranked 6th in the Global 2022 Million Dollar Round Table for multinational companies



> 50 ecosystem partners



US\$58.9 billion total assets

Our values

Committed
Succeed together

Innovative
Dare to be different

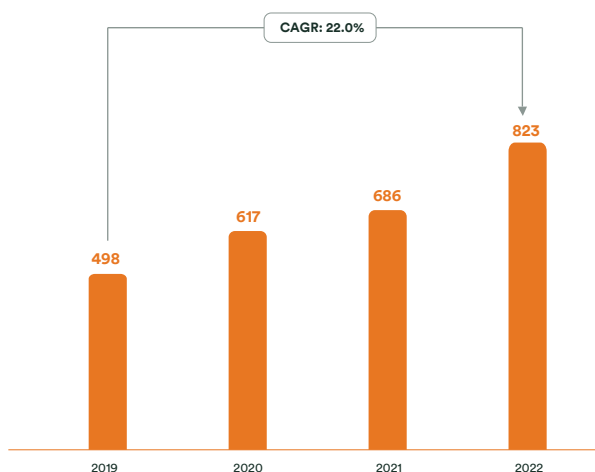
Proactive
Perform with passion

Open
Do the right thing

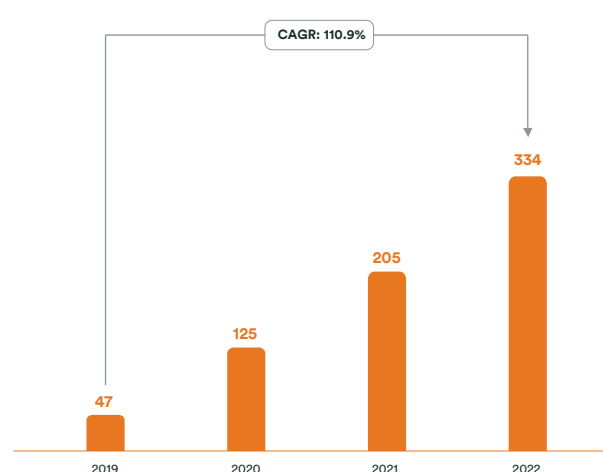
Caring
Everyone matters

Strong financial results

Value of new business (US\$ mn)



Operating profit before tax (US\$ mn)



Top 5 in Southeast Asia¹
by new business sales

Top 3 in 7 markets²
for being recognised as the most different brand

Customer focus
Claims net promoter score: **48**

Digital heart
Cloud adoption rate: **94%**

Community Care

Focusing on financial inclusion, our programmes and partnerships are all about educating the next generation for a brighter future and empowering people with disabilities to live fulfilled lives.



Our signature programme, in partnership with Junior Achievement, helps children across Asia gain financial literacy and build better money habits. We nurture these skills and inspire them to be their own agents of change.

Awards and recognition



Gartner

Most Innovative in Excellence in Employee Experience



Insurance Asia
Customer Service Initiative of the Year



Asia Insurance Review
Innovation of the Year



The Digital Banker

Best Use of AI for Customer Experience - Insurance



Insurance Asia News
Best Technology Firm



IDC FIIA 2022
Financial Insights Innovation Awards

IDC Asia/Pacific
FIIA 2022 Special Award



Infopro Digital

Best Alternative Data Initiative



DigFin

Best Solution for Distribution



Celent

Celent Model Insurer 2022: Data, Analytics, and AI

Our shareholders

Majority shareholder
Pacific Century Group

Minority shareholders

Apollo | Canada Pension Plan Investment Board | GIC Ventures | Hopu Investments | Huatai Growth Focus Limited | Li Ka Shing Foundation | Metro Pacific Investments Corporation | ORIX Asia Capital Limited | RRJ Capital | Swiss Re Group | The Siam Commercial Bank Public Company Limited



Hong Kong SAR

- Number 9** life insurer in Hong Kong³ by new business sales
- Partners include Bank of Communications (HK) Ltd, China Construction Bank (Asia) Corporation Limited, E.Sun Commercial Bank, Ltd, Industrial and Commercial Bank of China (Asia) Ltd and Nanyang Commercial Bank, Ltd.
- Other partners include 7-Eleven, Aon, HKT, PrimeCredit and The Club
- Life | Medical | Employee Benefits | Financial Planning

Thailand

- Number 2** life insurer in Thailand³ by new business sales
- Number 1** in bancassurance channel in Thailand³ by new business sales
- Number 1** in digital channel in Thailand³ by new business sales
- Ranked **top 5** across industries and **top 3** among insurers for customer experience in Thailand for the second consecutive year⁵
- Long-term exclusive bancassurance partnerships with Siam Commercial Bank
- Other partners include SCB Protect, TrueYou, True Move H, Asia Plus Securities, Megafin Broker, Tri Petch Insurance Service and Sahathai Pathanaphant
- Life | Medical | Employee Benefits

Macau SAR

- Partners include Chong Hing Bank Limited, CMB Wing Lung Bank Limited and The Bank of East Asia Limited
- Other partners include Ablemex Financial & Insurance Service Limited, CES Insurance Consultants (HK) Limited, Macau Insurance Broker Ltd. and Wealthy Comprehensive Insurance Agency Company Limited
- Life | Medical

Vietnam

- Number 6** life insurer in Vietnam³ by new business sales
- Ranked **top 3** across industries and **number 1** among insurers for customer experience in Vietnam for the second consecutive year⁵
- Long-term exclusive bancassurance partnership with Vietcombank
- Other partners include Nam A Bank, HDBank, Agribank, Traveloka, Lazada and Shopee
- Life | Medical

Singapore

- One of the first fully digital direct-to-customer life and general insurers in Singapore, with the capability to provide offline advisory
- Partners include IPP Financial Advisers, Finexis Advisory, SG Alliance, Synergy Financial Advisers, AXS, Ryde, iFAST, Shopback, TruTrip, Surer, Skyscanner, MoneySmart, Singsaver and Klook
- Life | General | Investment

Japan

- 16** offices across Japan
- Number 1** in Income Protection Life Insurance and **number 2** in Cancer Insurance product categories⁴
- Ranked **number 3** for customer experience among insurers in Japan⁵
- Partners include EPOS, MILIZE and Oak Lawn Marketing
- Life | Medical | Employee Benefits

Indonesia

- Top 5** digital insurance e-commerce business in Indonesia³ by new business sales
- Top 6** insurance agency business in Indonesia³ by new business sales
- Exclusive bancassurance partnership with PT Bank Commonwealth
- Partners include Traveloka,⁶ Erajaya, PasarPolis, Kredit Pintar and Lifepal
- Through our minority investment in BRI Life,⁷ we collaborate with Bank BRI, the country's leading retail bank with more than 142 million customers. BRI Life ranked **number 2** on a licensed entity basis and **number 1** in bancassurance by new business sales in Indonesia³
- Life | Medical | Employee Benefits | Shariah

The Philippines

- Number 8** life insurer in the Philippines³ by new business sales
- Ranked **number 2** for customer experience among insurers in the Philippines⁵
- Long-term exclusive partnership with Security Bank
- Other partners include Cebuana Lhuillier, Intellicare, Lazada, Marsh Philippines and The Medical City
- Life | Investment-linked | Health

Malaysia

- Number 8** takaful provider in Malaysia³ by new business sales
- Ranked **top 10** across industries for customer experience in Malaysia⁵
- Long-term exclusive bancatakal partnership with HSBC Amanah Malaysia Berhad
- Other partners include Employees Provident Fund (EPF), Alliance Islamic Bank, Klook, Foodpanda and Sedania
- Family Takaful | Employee Benefits

Cambodia

- Digital leader with paperless and highly automated operations
- Number 8** life insurer in Cambodia³ by new business sales
- Named the "Most Innovative New Digital Insurer – Cambodia 2021"⁸
- Exclusive bancassurance partnership with First Finance Plc and Chip Mong Commercial Bank Plc
- Life

All figures as of 31 December 2022 and growth stated on a constant exchange rate basis unless otherwise specified in footnotes
¹ Life insurers competing in three or more of FWD's markets, according to NMVG 2021
² Based on 2021 full year data from Blackbox Research's Brand Tracking Survey
³ Based on local regulators, insurance association and industry market share as of 9M2022, except for Indonesia, Vietnam, Malaysia and Cambodia as of FY2022
⁴ Ranking according to New Good Insurances & Bad Insurances 2023 (Tokuma Shoten)
⁵ According to KPMG's Global Customer Experience Excellence Report 2021, 2022
⁶ Cooperation between FWD Insurance and PT Mitra Jasa Pratama (MJJP)
⁷ The investment in BRI Life and distribution agreement with BRI Bank are independent of our FWD Insurance Indonesia business
⁸ Based on Global Business Outlook Awards, the United Kingdom