



Group Factsheet

As of December 31, 2020

Established in Asia in 2013 with a trailblazer mentality, we focus on creating fresh customer experiences and making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology.

FWD Group spans 10 markets in Asia offering life and medical insurance, general insurance, employee benefits, Shariah and family takaful products across a number of its markets. Through this customer-led approach, FWD aims to be a leading pan-Asian insurer by changing the way people feel about insurance.

FWD Group

Our growth across Asia: 8 years, 10 markets

More than **9.8 million** customers¹,
6,100² employees and **33,000** agents

US\$62.6 billion in assets

US\$5 billion gross premiums in 7 years³

18 bancassurance partners and
20+ ecosystem partners in the region⁴

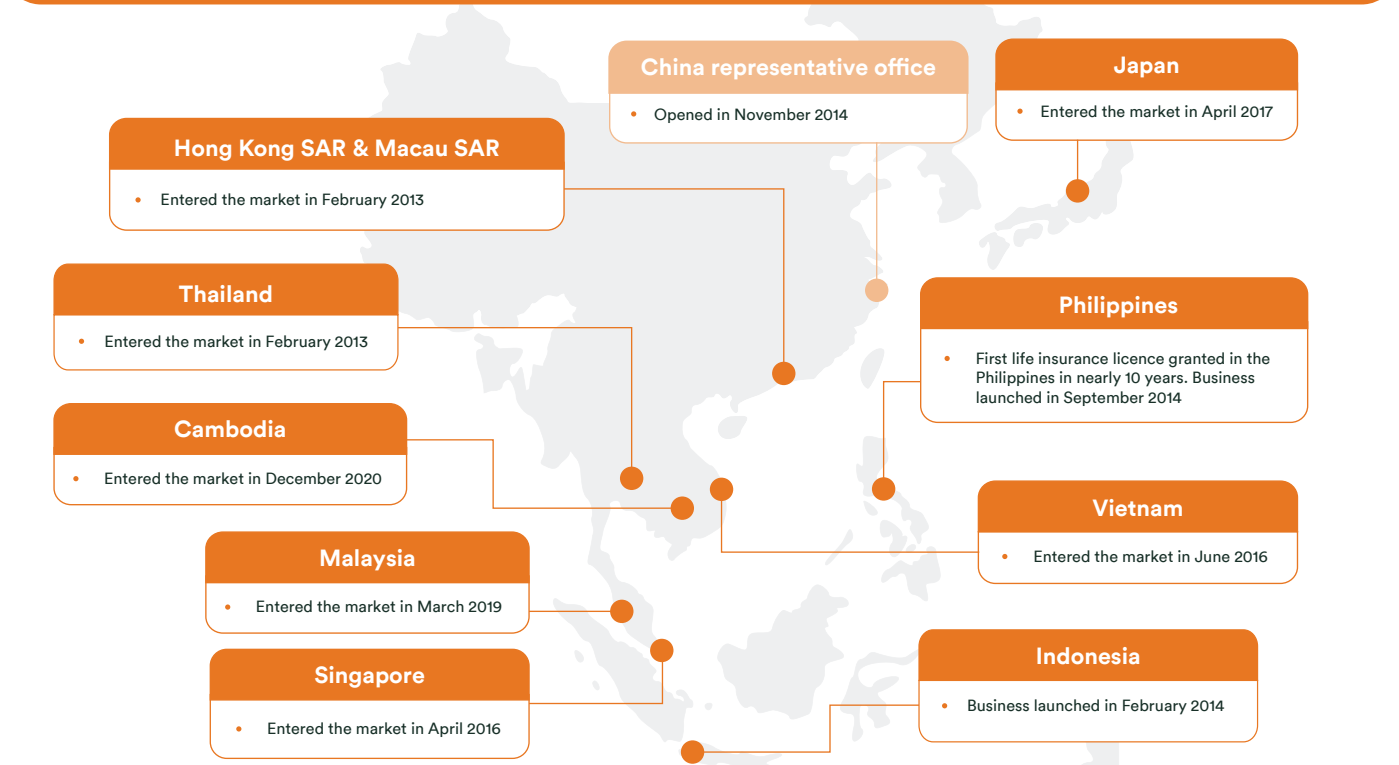
2020 Million Dollar Round Table (MDRT) top 10 for multinational companies (MNCs)

#1 Digital-first life insurer⁵

Top 3 in 7 markets⁶
for being recognised as the most different brand

Top 3 in 6 markets⁶
for being recognised as the most innovative brand

Leading in 3 markets⁷
for life insurance customer experience



All figures above as of 31 December 2020 unless otherwise specified in footnotes.
¹ Number of customers include Policy Owners, Master Policy Holder, Insured Persons, Beneficiaries, FWD Max Members and more than 2.5 million Group Members
² Includes Group office employees
³ Accumulated figures since inception in 2013
⁴ Numbers of bancassurance and ecosystem partners are valid as of March 2021
⁵ Based on NMG Asia Life Executive Study 2020/2021. FWD ranked 1st amongst pan-Asia life insurers (defined as those competing in 5 or more Asia markets) by number of citations from executives as "digital first" leader
⁶ Based on 2020 full year data from Blackbox Research's Brand Tracking Survey. Blackbox Research's Brand Tracking Survey is conducted across 8 markets, surveying 3,200 respondents every month. To measure "Different" and "Innovative", respondents are asked to select brands that they perceive to be "A Life Insurance provider that is different to most others" and "A Life Insurance provider with innovative services and product offerings", respectively
⁷ A commissioned CX Index™ study by Forrester Consulting, Q4 2020. In life insurance, we were rated as "Industry leader" in Vietnam and as a "Strong Performer" in Japan and Malaysia. In general insurance, we were rated as "Industry leader" in Hong Kong and Singapore

Hong Kong SAR & Macau SAR

- The 9th largest life insurer by market share in Hong Kong⁸
- 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, csl, HKT, HKTVMall, Octopus, Tap & Go Payments, and The Club
- Hong Kong:** Life | Medical | Employee Benefits | Financial Planning
- Macau:** Life | Medical

Thailand

- Number 2** life insurer in Thailand⁹
- Long term exclusive bancassurance partnerships with Siam Commercial Bank
- Other partners include CIMB, TrueYou, ICBC Leasing, ASK Leasing, Nissan Leasing, BGPL Leasing
- Life | Medical | Employee Benefits

Indonesia

- In **top 5** of employee benefits providers in Indonesia¹⁰
- Long term exclusive distribution agreement with Commonwealth Bank Indonesia, PT Bank Rakyat Indonesia (Persero) Tbk and investment in a minority stake in PT Asuransi BRI Life
- Other key partners include KEB Hana Bank, BFI Finance, Bank Mestika, Traveloka, Lifepal and Oriente
- Life | Medical | Employee Benefits | Shariah

Japan

- 17** offices across Japan
- Top rated for customer call centre performance¹¹
- Rated as Industry Strong Performer in Customer Experience in the Life Insurance Industry in Japan⁷
- Partnership with ORIX
- Life | Medical | Employee Benefits

Philippines

- In **top 3** of life insurance companies in the Philippines in terms of paid-up capital¹² and top 8 based on new business annual premium equivalent¹³
- Long term exclusive partnership with Security Bank
- Other partners include Intellicare, Lazada, Cebuana Lhuillier, The Medical City
- Life | Medical | Employee Benefits

Singapore

- One of the first fully direct and online life and general insurers in Singapore, with the capability to provide offline advisory
- Rated "**Number 1**" in Customer Experience for the General Insurance Industry in Singapore⁷
- Key partners include IPP Financial Advisers, Finexis Advisory, Legacy FA, Synergy FA, EZ-Link, Grab, CXA Group and iFAST
- Life | Medical | General

Vietnam

- In **top 7** of life insurance companies in Vietnam based on new business annual premium equivalent¹⁴
- Rated "**Number 1**" in Customer Experience for the Life Insurance Industry in Vietnam⁷
- Long term exclusive bancassurance partnership with Vietcombank
- Other partners include ABBANK, Nam A Bank and Tiki Corporation
- Life | Medical

Malaysia

- Rated as Industry Strong Performer in Customer Experience in the Life Insurance Industry in Malaysia⁷
- Long term exclusive bancassurance partnership with HSBC Amanah Malaysia Berhad
- Family Takaful | Employee Benefits

All figures above as of 31 December 2020 unless otherwise specified in footnotes.

⁸ Provisional Statistics on Hong Kong Long Term Insurance Business, January to December 2020, Insurance Authority of Hong Kong

⁹ Based on total new weighted premium income per disclosure from Thai Life Assurance Association, YTD Nov 2020

¹⁰ AAJ Quarterly Business Report Indonesia Q4 2020

¹¹ Awarded the highest rating of 3 stars in the Monitoring Category by HDI-Japan 2019

¹² Paid-Up Capital of Life Insurance Companies Year 2019, Republic of the Philippines, Department of Finance, Insurance Commission

¹³ New Business Annual Premium Equivalent of Life Insurance Companies Year 2019, Republic of the Philippines, Department of Finance, Insurance Commission

¹⁴ New business premium report FY 2020, Actuarial Working Group (AWG)

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



Boon-Keep Tan
Group Chief Strategy
and Business Officer



Azim Mithani
Group Chief
of Staff



Lee Murphy
Group Chief Human
Resources Officer



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



Peter Grimes
Country CEO,
Thailand and Cambodia

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

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