

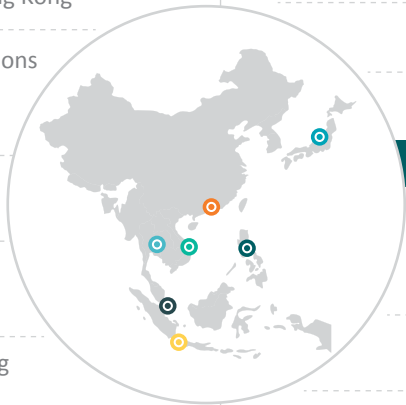
# Changing the way people feel about insurance

FWD Group spans Hong Kong & Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, and Japan, offering life and medical insurance, general insurance, and employee benefits across a number of its markets.

FWD is focused on creating fresh customer experiences, with easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD aims to become a leading pan-Asian insurer that changes the way people feel about insurance.

Established in Asia in 2013, FWD is the insurance business of investment group, Pacific Century Group.

FWD GROUP		Over 2.7 million customers with 4,100 employees	Over US\$26.6 billion in assets
<b>HONG KONG &amp; MACAU</b>		<b>THAILAND</b>	
Nearly <b>400,000</b> customers   Over <b>100,000</b> group members	Over <b>815,000</b> customers   Over <b>875,000</b> group members		
Over <b>690</b> employees	Over <b>1,230</b> employees		
Over <b>2,255</b> tied agents	Over <b>3,650</b> tied agents		
Strong ratings: FWD Life rated <b>"A3"</b> by Moody's and <b>"A"</b> by Fitch. FWD General Insurance rated <b>"A"</b> by Fitch.	In <b>top 8</b> of life insurance companies in Thailand <sup>2</sup>		
In <b>top 10</b> of life insurance companies in Hong Kong <sup>1</sup>	Retail partners include Big C Superstore and 7-Eleven		
Bank partners include Bank of Communications Co Ltd, Hong Kong Branch, and China Construction Bank (Asia) Corporation Ltd	Bank partners include TMB		
<b>Number 1</b> in market share of direct-to-customer life insurance in Hong Kong <sup>1</sup>	Life   Medical   Employee Benefits		
Retail partners include 7-Eleven, Cathay Pacific, CSL, Sony, Tap & Go, Three	<b>PHILIPPINES</b>		
Life   Medical   General   Financial Planning Employee Benefits	Granted the first life insurance licence issued in the Philippines in nearly 10 years. Opened for business in September 2014.		
	Over <b>38,400</b> customers Over <b>37,400</b> group members		
	Over <b>490</b> employees	Over <b>2,220</b> tied agents	
	In <b>top 10</b> of life insurance companies in the Philippines <sup>3</sup>		
	As of March 2017, FWD is the most highly-capitalised insurer in the country with <b>PHP 2.3 billion</b> paid-up capital		
	Exclusive partnership with Security Bank	Life   Employee Benefits   Medical	
<b>INDONESIA</b>	<b>JAPAN</b>		
Local company opened for business in February 2014; announced joint venture with FWD Group on 1 June, 2015	Entered the market in April 2017 with the acquisition of <b>AIG Fuji Life</b>		
Over <b>274,200</b> customers   Over <b>152,000</b> group members	<b>17</b> offices across Japan		
Over <b>280</b> employees	Over <b>870</b> employees	Over <b>1,000,000</b> customers	Life   Medical   Employee Benefits
Over <b>3,000</b> tied agents			
Fitch assigned a National Insurer Financial Strength (IFS) rating of <b>'A(idn)'</b>	<b>IDR 1,463 billion</b> paid-up capital		
In <b>top 7</b> of employee benefits providers in Indonesia after just two years <sup>4</sup>	Bank partners include ANZ, Bank Victoria, BTPN, KEB Hana Bank & Panin Bank Sharia		
Life   Medical   Employee Benefits	<b>VIETNAM</b>		
	Entered the market in June 2016 with the acquisition of <b>Great Eastern Life Vietnam</b>		
	Over <b>13,400</b> customers		
	Over <b>190</b> employees	Over <b>2,200</b> tied agents	<b>2,014.5 VND billion</b> paid-up capital
	Fastest growing company in Vietnam <sup>5</sup>		
	Partners include <b>ABBANK, Nam A Bank and Tiki.vn</b>		Life   Medical
<b>SINGAPORE</b>			
Entered the market in April 2016 with the acquisition of group medical provider <b>Shenton Insurance</b> ; granted a composite license to expand the business. Singapore's first full direct and online life and general insurer			
Singapore's first full direct and online life and general insurer			
Over <b>120,000</b> customers   Nearly <b>100,000</b> group members			
Over <b>180</b> employees	General   Life   Employee Benefits		



# Changing the way people feel about insurance

## TIMELINE

- February 2013**  
Pacific Century Group acquires Hong Kong, Macau, and Thailand insurance businesses of ING Groep. N.V.
- August 2013**  
FWD brand unveiled
- October 2013**  
The Honourable Ronald Arculli is appointed FWD Group Chairman
- December 2013**  
Swiss Re acquires 12.3% stake
- January 2014**  
Brand presence established in Indonesia
- April 2014**  
FWD enters the Philippines with new licence
- September 2014**  
FWD opens for business in the Philippines
- November 2014**  
China Representative Office opens in Shanghai
- June 2015**  
Indonesia's brand presence is formalised with joint-venture
- August 2015**  
Sharia license granted in Indonesia
- April 2016**  
FWD enters Singapore with acquisition of Shenton Insurance
- June 2016**  
FWD enters Vietnam with the acquisition of Great Eastern Life Vietnam
- September 2016**  
Direct-to-consumer business launched in Singapore
- November 2016**  
FWD agrees to acquire AIG Fuji Life Japan
- April 2017**  
FWD completes acquisition of AIG Fuji Life
- July 2017**  
Secured early renewal of long-term bancassurance partnership with TMB Bank in Thailand

## OUR GROUP MANAGEMENT



**Huynh Thanh Phong**  
Group Chief Executive Officer



**Adit Trivedi**  
Group Head of High Impact Team



**Alvin Chooi**  
Group Chief Strategy Officer



**Amy Hoe**  
Group Chief Technology & Operations Officer



**Arthur Lee**  
Executive Vice President, New Markets & Corporate Governance, and South-East Asia Chairman



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



**Chan Ching Chuen**  
Group Chief Actuary



**Craig Merdian**  
Group Chief Financial Officer



**Jeff Lau**  
Group Chief Risk Officer



**Julian Lipman**  
Group Chief Operating Officer, and Group Chief of Staff



**Maree Higgins**  
Group Chief Human Resources Officer



**Marie-Louise Li**  
Group General Counsel



**Paul Carrett**  
Group Chief Investment Officer



**Richard Poon**  
Group Finance Director



**Tim Oliver**  
Group Chief Commercial Officer

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## OUR REGIONAL LEADERSHIP



**Abhishek Bhatia**  
Group Chief Officer,  
New Business Models,  
and Chief Executive  
Officer, Singapore



**Anantharaman Sridharan**  
General Director,  
Vietnam



**Bao Hongjian**  
Chief Executive Officer  
Designate, China



**Choo Sin Fook**  
President Director,  
Indonesia



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



**Poramasiri Manolamai**  
Chief Executive Officer,  
Thailand



**Peter Grimes**  
President and Chief  
Executive Officer,  
Philippines



**Tomono Norio**  
Representative Director  
President and Chief  
Executive Officer, Japan

## 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](http://www.pcg-group.com)

### MINORITY SHAREHOLDERS OF FWD

Swiss Re Group | RRJ Capital Master Fund III | GIC Ventures



**Financial Services:**  
PineBridge Investments |  
FWD Group



**Technology, Media &  
Telecommunications:**  
PCCW | HKT



**Real Estate:**  
Pacific Century Premium  
Developments

All figures above as of 31 December 2017 unless otherwise specified.

<sup>1</sup> Provisional Statistics on Hong Kong Long Term Insurance Business, January to December 2017, Insurance Authority of Hong Kong

<sup>2</sup> New Business Monthly Report December 2017, Thai Life Assurance Association

<sup>3</sup> Weighted New Business Premium Income: 100% of first-year premium on regular-pay plans + 10% of single-pay premiums, Total Premiums of Life Insurance Companies 2017, Republic of the Philippines Department of Finance Insurance Commission

<sup>4</sup> New Business Quarterly Report Q4 2017, Indonesian Life Insurance Association

<sup>5</sup> Official statistics on New Business Premiums, Jan-December 2017 vs. Jan-December 2016; from Insurance Association of Vietnam

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