

# 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.

<b>FWD GROUP</b>		More than <b>2.8 million</b> customers with <b>4,500</b> employees	Over <b>US\$28.8 billion</b> in assets
<b>HONG KONG &amp; MACAU</b>		<b>THAILAND</b>	
<ul style="list-style-type: none"> <li>More than <b>500,000</b> customers   More than <b>100,000</b> group members</li> <li>More than <b>700</b> employees   More than <b>2,250</b> tied agents</li> <li>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.</li> <li>In <b>top 10</b> of life insurance companies in Hong Kong <sup>1</sup></li> <li>Bank partners include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Ltd, and Industrial &amp; Commercial Bank of China (Asia)</li> <li>Retail partners include 7-Eleven, Cathay Pacific Airways, CSL Mobile, Sony, Tap &amp; Go Payments, and 3 Hong Kong by Hutchinson Telecommunications</li> <li>Life   Medical   General   Financial Planning Employee Benefits</li> </ul>	<ul style="list-style-type: none"> <li>More than <b>885,000</b> customers   More than <b>1,000,000</b> group members</li> <li>More than <b>1,550</b> employees   More than <b>3,550</b> tied agents</li> <li>In <b>top 8</b> of life insurance companies in Thailand<sup>2</sup></li> <li>Partners include TMB and 7-Eleven</li> <li>Life   Medical   Employee Benefits</li> </ul>		
<b>INDONESIA</b>		<b>PHILIPPINES</b>	
<ul style="list-style-type: none"> <li>Opened for business in February 2014. Announced joint-venture with FWD in June 2015</li> <li>More than <b>325,000</b> customers   More than <b>140,000</b> group members</li> <li>More than <b>290</b> employees   More than <b>3,000</b> tied agents</li> <li>Fitch assigned a National Insurer Financial Strength (IFS) rating of <b>'A(idn)'</b>   <b>IDR 1,723.5 billion</b> paid-up capital</li> <li>In <b>top 4</b> of employee benefits providers in Indonesia<sup>4</sup></li> <li>Partners include BTN Bank, BTPN Bank, KEB Hana Bank, Bank Victoria, QNB Bank, Panin Bank Sharia and BFI Leasing Co.</li> <li>Life   Medical   Employee Benefits</li> </ul>	<ul style="list-style-type: none"> <li>Granted the first life insurance licence issued in the Philippines in nearly 10 years. Opened for business in September 2014.</li> <li>Nearly <b>50,000</b> customers   More than <b>80,000</b> group members</li> <li>More than <b>500</b> employees   More than <b>2,500</b> tied agents</li> <li>In <b>top 10</b> of life insurance companies in the Philippines<sup>3</sup></li> <li>The most highly-capitalised insurer in the country with <b>PHP 2.3 billion</b> paid-up capital<sup>6</sup></li> <li>Exclusive partnership with Security Bank   Life   Medical   Employee Benefits</li> </ul>		
<b>SINGAPORE</b>		<b>JAPAN</b>	
<ul style="list-style-type: none"> <li>Entered the market in April 2016 with the acquisition of group medical provider Shenton Insurance, with a composite license to expand the business.</li> <li>Singapore's first fully direct and online life and general insurer</li> <li><b>139,000</b> customers   More than <b>110,000</b> group members</li> <li>More than <b>200</b> employees   Life   Medical   General   Employee Benefits</li> </ul>	<ul style="list-style-type: none"> <li>Entered the market in April 2017 with the acquisition of AIG Fuji Life   <b>17</b> offices across Japan</li> <li>More than <b>880</b> employees   More than <b>1,000,000</b> customers</li> <li>Life   Medical   Employee Benefits</li> </ul>		
<b>SINGAPORE</b>		<b>VIETNAM</b>	
<ul style="list-style-type: none"> <li>Entered the market in June 2016 with the acquisition of Great Eastern Life Vietnam</li> <li>Nearly <b>200</b> employees   More than <b>2,700</b> tied agents</li> <li><b>VND 2,811 billion</b> paid-up capital   Fastest growing life insurance company in Vietnam<sup>5</sup></li> <li>Partners include ABBANK, Nam A Bank and Tiki.vn   Life   Medical</li> </ul>	<ul style="list-style-type: none"> <li>More than <b>18,000</b> customers</li> </ul>		



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## 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 establishes 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 acquiring Shenton Insurance
- June 2016**  
FWD enters Vietnam acquiring Great Eastern Life Vietnam
- September 2016**  
Direct-to-consumer business launches in Singapore
- April 2017**  
FWD enters Japan acquiring AIG Fuji Life
- July 2017**  
Early renewal of long-term bancassurance partnership secured with TMB Bank in Thailand

## OUR GROUP EXECUTIVES



**Huynh Thanh Phong**  
Group Chief Executive Officer



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



**Rob Schimek**  
Group Managing Director, and Group Chief Operating Officer



**Alvin Chooi**  
Executive Vice President, Group Chief Strategy Officer



**Amy Hoe**  
Executive Vice President, Group Chief Technology & Operations Officer



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



**Craig Merdian**  
Executive Vice President, Group Chief Financial Officer



**Julian Lipman**  
Executive Vice President, Group Chief of Staff



**Maree Higgins**  
Group Chief Human Resources Officer



**Tim Oliver**  
Group Chief Customer Experience & Marketing 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



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



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



**Poramasiri Manolamai**  
Chief Executive Officer,  
Thailand

## 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

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



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



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



**Property:**  
Pacific Century Premium  
Developments

All figures above as of 31 March 2018 unless otherwise specified.

<sup>1</sup> Provisional Statistics on Hong Kong Long Term Insurance Business, January to March 2018, Insurance Authority of Hong Kong

<sup>2</sup> New Business Monthly Report March 2018, 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 Q1 2018, 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

<sup>6</sup> Paid-Up Capital of Life Insurance Companies Year 2017, Republic of the Philippines, Department of Finance, Insurance Commission