

Changing the way

people feel about insurance

FWD Group spans Hong Kong & Macau, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan, and Malaysia, offering life and medical insurance, general insurance, employee benefits, and Shariah and family takaful products 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

More than **7 million** customers*, **6,400¹** employees and **22,000** agents

*Includes 2.5 million group members

US\$47.5 billion in assets

Hong Kong & Macau

Entered the market in February 2013 with acquisition of ING

More than **510,000** customers*
*Includes more than 110,000 group members

More than **800** employees | More than **3,100** tied agents

Strong ratings: FWD Life rated "A3" by Moody's and "A" by Fitch. FWD General Insurance rated "A" by Fitch

In **top 10** of life insurance companies in Hong Kong²

Partners include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Ltd, and Industrial & Commercial Bank of China (Asia)

Other partners include 7-Eleven, HKT, HKTVMall, and Tap & Go Payments

Life | Medical | General | Employee Benefits | Financial Planning

Japan

Entered the market in April 2017 with the acquisition of AIG Fuji Life Japan

17 offices across Japan

More than **1 million** customers^{5*}
*Includes more than 47,000 group members

More than **1,000** employees

Life | Medical | Employee Benefits

Thailand

Entered the market in February 2013 with acquisition of ING.

Completed acquisition of Siam Commercial Bank Life in September 2019

3 million customers*
*Includes around 790,000 group members

More than **2,300** employees | **5,500** tied agents

In **top 6** for FWD and **top 5** for newly acquired SCB Life for life insurance companies in Thailand³

Long term bancassurance partnerships with Siam Commercial Bank and TMB

Other partners include CIMB, 7-Eleven and Tesco Lotus

Life | Medical | Employee Benefits

Indonesia

Opened for business in February 2014. Announced joint-venture with FWD in June 2015

More than **610,000** customers*
*Includes more than 200,000 group members

310 employees | More than **2,300** tied agents

IDR2,433.5 billion paid-up capital

In **top 2** of employee benefits providers in Indonesia⁴

Partners include BTN Bank, BTPN Bank, KEB Hana Bank, Bank Victoria, QNB Bank, Panin Bank Sharia, BFI Leasing Co. and Bank Mestika

Life | Medical | Employee Benefits | Shariah



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Philippines

- ✍ First life insurance licence granted in the Philippines in nearly 10 years. Opened for business in September 2014
- ♥ More than **1.4 million** customers*
*Includes more than 1.3 million group members
- 👤 More than **630** employees | **4,100** tied agents
- 🚩 In **top 8** of life insurance companies in the Philippines in terms of new business annual premium equivalent⁵
- 💰 Has the highest paid-up capital among life insurers in the Philippines, with Php **2.3 billion**⁶
- 🏦 Partners include Security Bank
- 📁 Life | Medical | Employee Benefits

Malaysia

- ✍ Entered the market in March 2019 with the acquisition of 49% stake in HSBC Amanah Takaful
- ♥ **82,000** customers*
*Includes more than 2,600 group members
- 👤 More than **170** employees
- 🏦 Partnership with HSBC Amanah Bank
- 📁 Family Takaful | Employee Benefits

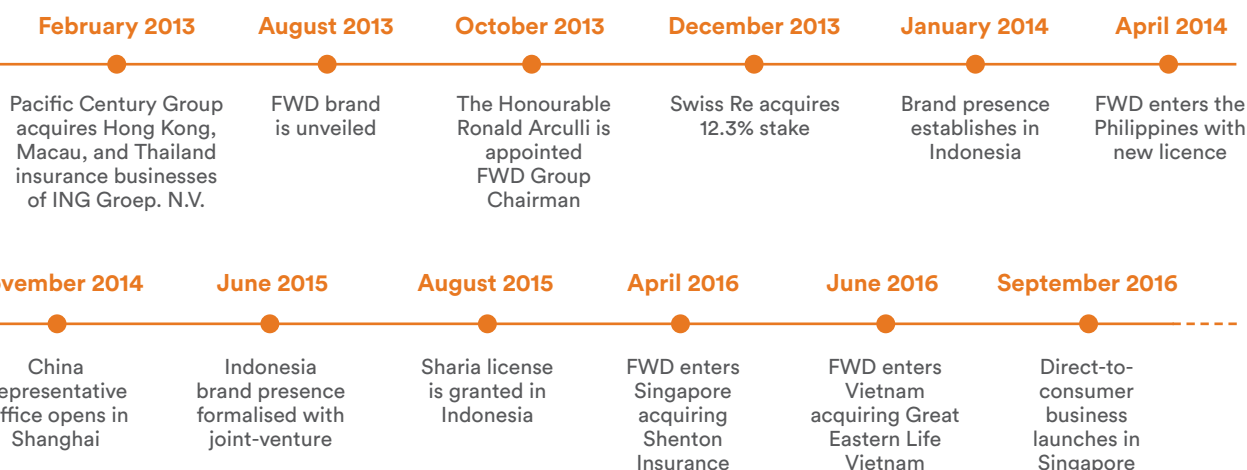
Singapore

- ✍ Entered the market in April 2016 with a composite license
- 🔍 Singapore's first fully direct and online life and general insurer
- ♥ More than **300,000** customers*
*Includes almost 100,000 group members
- 👤 More than **180** employees
- 📁 Life | Medical | General | Employee Benefits

Vietnam

- ✍ Entered the market in June 2016 with the acquisition of Great Eastern Life Vietnam
- ♥ Nearly **90,000** customers
- 👤 More than **300** employees | More than **3,700** tied agents
- 💰 **VND3,675 billion** paid-up capital
- 🏦 Partners include ABBANK, Nam A Bank and Tiki Corporation
- 📁 Life | Medical

Timeline



All figures above as of 30 September 2019 unless otherwise specified in footnotes.

¹ Includes Group office employees

² Provisional Statistics on Hong Kong Long Term Insurance Business, January to June 2019, Insurance Authority of Hong Kong

³ Total business Monthly Report September 2019, Thai Life Assurance Association (combined figure for FWD and SCB Life not yet available)

⁴ New Business Quarterly Report Q2 2019, Indonesian Life Insurance Association

⁵ New Business Annual Premium Equivalent of Life Insurance Companies Year 2018, Republic of the Philippines, Department of Finance, Insurance Commission

⁶ Paid-Up Capital of Life Insurance Companies Year 2018, Republic of the Philippines, Department of Finance, Insurance Commission

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April 2017

FWD enters Japan acquiring AIG Fuji Life

July 2017

Early renewal of long-term bancassurance partnership is secured with TMB Bank in Thailand

October 2018

FWD agrees to acquire PT Commonwealth Life in Indonesia

March 2019

FWD completes acquisition of 49% stake in HSBC Amanah Takaful in Malaysia

June 2019

FWD agrees to acquire MetLife Hong Kong

September 2019

FWD completes the acquisition of SCB Life and enters into long-term bancassurance partnership with SCB in Thailand

Our Group Management



Huynh Thanh Phong
Group Chief Executive Officer



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



Jon Nielsen
Managing Director and Group Chief Financial Officer



Rob Schimek
Managing Director and Group Chief Operating Officer



Boon-Kee Tan
Group Chief Business Officer



Julian Lipman
Executive Vice President, Group Chief of Staff



Maree Higgins
Group Chief Human Resources Officer



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



Norio Tomono
Country Chief Executive Officer, Japan



Peter Grimes
Country Chief Executive Officer, Thailand
(As of 1 January 2020)

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

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