

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, 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 **5 million** customers*, **4,600**¹ employees and **17,900** agents

*Includes more than 3 million individual customers & 2 million group members

US\$30billion in assets

Hong Kong & Macau

Entered the market in February 2013 with acquisition of ING

More than **613,000** customers*
*Includes more than 106,000 group members

More than **790** employees | More than **2,800** 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

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

Retail partners include 7-Eleven, Cathay Pacific, CSL Mobile, Sony, Tap & Go Payments, and 3 Hong Kong by Hutchison Telecommunications

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*
*Including more than 44,000 group members

800 employees

Life | Medical | Employee Benefits

Thailand

Entered the market in February 2013 with acquisition of ING

More than **2.2 million** customers*
*Includes more than 1.2 million group members

More than **1,500** employees | More than **4,400** tied agents

In **top 5** of life insurance companies in Thailand³

Long term bancassurance partnership with TMB, one of the largest banks in Thailand, partnership with CIMB

Retail partners include 7-Eleven, Tesco Lotus

Life | Medical | Employee Benefits | Unit Linked

Indonesia

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

More than **560,000** customers*
*Includes more than 170,000 group members

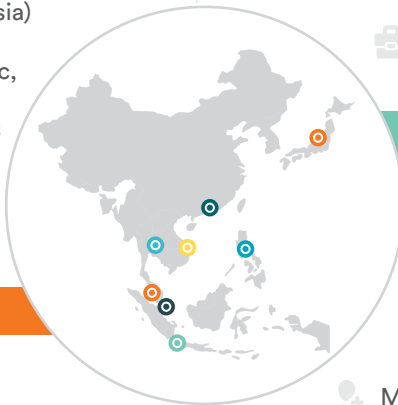
More than **310** employees | Nearly **2,600** tied agents

IDR1,983.5m paid-up capital

In **top 4** of employee benefits providers in Indonesia⁴

Bank 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

Almost **500,000** customers*
*Includes more than 420,000 group members.

More than **570** employees | More than **3,300** tied agents

In **top 10** of life insurance companies in the Philippines ⁵

The most highly-capitalised insurer in the country with **PHP2.3 billion** paid-up capital ⁶

Partners include Security Bank and TrueMoney Philippines

Life | Employee Benefits | Medical

Malaysia ⁷

Entered the market in March 2019 with the acquisition of 49% stake in HSBC Amanah Takaful

More than **82,000** customers*
*Includes more than 49,000 group members

130 employees | **129** tied agents

HSBC Amanah Bank

Family Takaful

Singapore

Entered the market in April 2016 with the acquisition of group medical provider Shenton Insurance, with a composite license to expand the business

Singapore's first fully direct and online life and general insurer

More than **300,000** customers*
*Includes almost 100,000 group members

More than **200** employees

Life | Medical | General | Employee Benefits

Vietnam

Entered the market in June 2016 with the acquisition of Great Eastern Life Vietnam

More than **53,900** customers

Almost **250** employees | Almost **4,800** tied agents

VND2,811 billion paid-up capital

Partners include ABBANK, Nam A Bank and Tiki Corporation

Life | Medical

All figures above as of 31 December 2018 unless otherwise specified in footnotes.

¹ Includes Group office employees

² Provisional Statistics on Hong Kong Long Term Insurance Business, January to December 2018, Insurance Authority of Hong Kong

³ Total business Monthly Report December 2018, Thai Life Assurance Association

⁴ New Business Quarterly Report Q2 2018, Indonesian Life Insurance Association

⁵ 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

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

⁷ Information for Malaysia as of 31 March 2019

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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 is 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 brand presence formalised with joint-venture

August 2015

Sharia license is 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 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

Our Group Management



Huynh Thanh Phong
Group Chief
Executive Officer



Rob Schimek
Managing Director
and Group Chief
Operating Officer



Craig Merdian
Executive Vice
President, Group Chief
Financial Officer



Binayak Dutta
Managing Director,
Emerging Markets and
Group Chief Distribution
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



Julian Lipman
Executive Vice
President, Group
Chief of Staff



Maree Higgins
Group Chief Human
Resources Officer



Tim Oliver
Group Chief Customer
& Marketing Officer

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Our Country Executive Leaders



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



Anantharaman Sridharan
President Director,
Indonesia



Khang Huu Huynh
General Director,
Vietnam



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



Norio Tomono
Representative Director
President and Chief
Executive Officer, Japan



Salim Majid Zain
Chief Executive Officer,
FWD Takaful, Malaysia

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