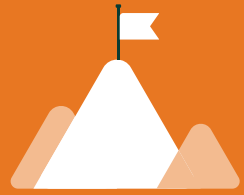




# Changing the way people feel about insurance

Group Environmental, Social and  
Governance Strategy 2021-2024



## Welcome to FWD Group's environmental, social and governance strategy

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FWD Group (FWD) was founded in 2013 with a trailblazer mentality to bring a fresh approach to the traditional life insurance industry in Asia. Led by our customers. Driven by technology. Looking outwards at what people need.

We have a vision: changing the way people feel about insurance. This strategy speaks to who we are as an organisation and what we aspire to achieve for the people we serve — who include not only our existing stakeholders, but all those we intend to reach in the future.



# Being the change we want to see



“Our vision of changing the way people feel about insurance began by asking ourselves – if we could start from a blank sheet of paper, what would that look like?”

An insurance company that makes it easy for customers to get the protection they need. A legacy-light insurer, with a digital heart and a human touch that redefined distribution. Innovative, accessible and inclusive; helping to create a better and more sustainable future. This is FWD.”

Huynh Thanh Phong, OBE  
Group CEO and Executive Director



Today, FWD offers life and medical insurance, employee benefits, general insurance, and Shariah and family takaful products across 10 markets in Asia.

We foresee a Pan-Asian insurance industry where people achieve the protection they need.

Where local communities and economies thrive because people trust us to have their backs.

Where investments in sustainable businesses support portfolio returns.

And many generations will continue to celebrate living.

**At FWD, we are working and investing every day to turn imagination into reality.**

# Focused on the goals



We support the United Nations Sustainable Development Goals (SDGs). Our Group ESG strategy aligns with seven SDGs where we feel we can make the biggest positive contributions.

SDG 3	Good health and wellbeing
SDG 4	Quality education
SDG 8	Decent work and economic growth
SDG 9	Industry, innovation and infrastructure
SDG 10	Reduced inequalities
SDG 11	Sustainable cities and communities
SDG 13	Climate action

## SUSTAINABLE DEVELOPMENT GOALS



The way we measure and disclose meaningful information about our ESG performance is guided by international best practices, including:

- Global Reporting Initiative (GRI)
- Sustainability Accounting Standards Board (SASB)
- Task Force on Climate-related Financial Disclosures (TCFD)
- Principles for Responsible Investments (PRI)

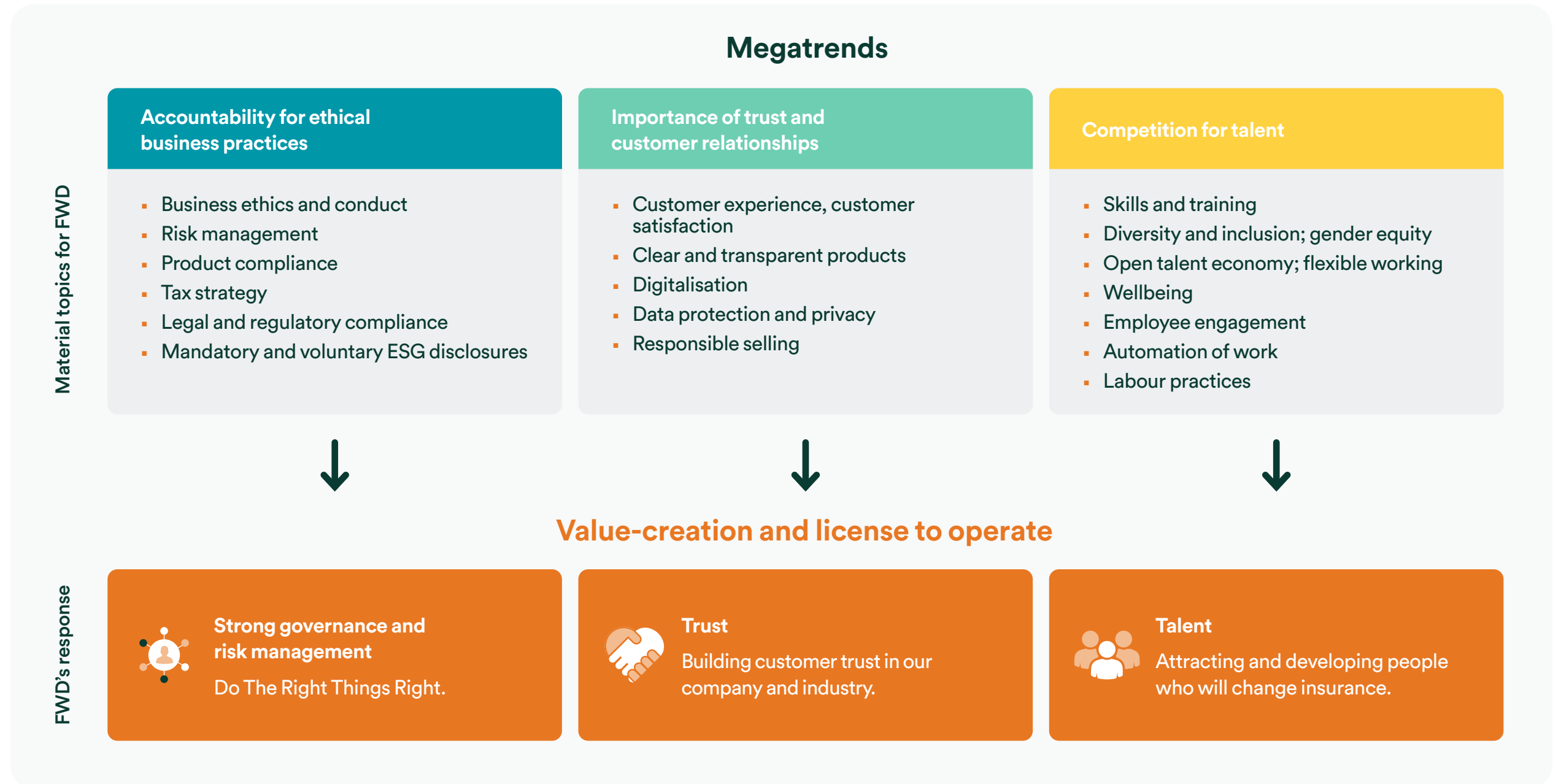
We will continue to consider how best to adapt our corporate reporting in line with the evolving landscape of relevant benchmarks and ESG standards.

# Issues that matter to FWD



Through a materiality assessment in 2020, we reflected on the views of our leadership and employees, our peers, industry trends and leading international ESG frameworks.

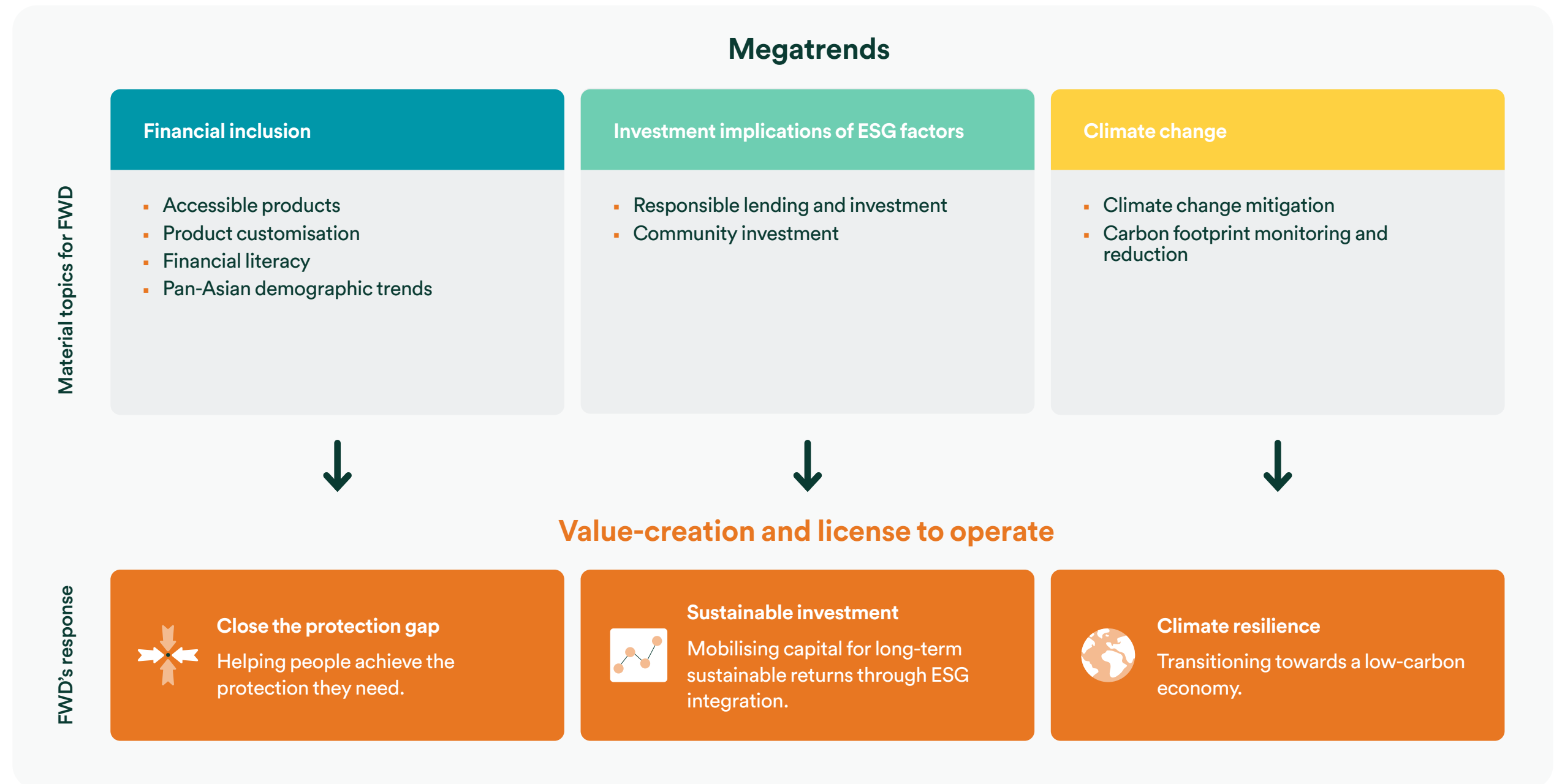
As a result, our Group ESG strategy is focused on six megatrends that are shaping the future of insurance, and which provide a useful structure for organising ESG topics that are material for our business.



# Issues that matter to FWD



We believe our responses will continue to strengthen our license to operate while creating value for the people and communities we serve.



# Our ESG value-creation



In order to make the greatest impact, we've set ourselves 10 bold commitments. We aim to implement these by 2024 and will report our progress annually.





## Firm foundations—

Strong corporate governance and risk management.

We are a trailblazer intent on changing the way people feel about insurance.

### Strengthening our culture of integrity and risk management

We live by our values in every decision because it makes our business stronger and more resilient.

- Ensure robust and transparent decision-making.
- Incorporate material ESG factors into risk management.



## Trust—

Building customer trust in our company and industry.

We know that addressing customer pain points is key for maximising our reach and unlocking value in our customer base.

### 1 Being there in the moments that matter, offering personalised customer experiences

- Achieve and sustain leading customer experience scores.
- Create ways for customers to stay engaged with FWD, while ensuring responsible use of their data.
- Train all employees on our Treating Customers Fairly Policy. Ask them to renew their endorsement of this policy annually.

### 2 Delivering the protection that our customers need via simpler, more inclusive products

- Simplify our policies and contracts.
- Make insurance easy to buy, understand and claim.
- Promote and encourage digital inclusion.









# Changing the way people feel about insurance

We are Committed, Innovative, Open, Proactive and Caring. These core values guide us in everything we do at FWD.

We want to know what you think about this strategy. Reach out to us at [esg@fwd.com](mailto:esg@fwd.com) to let us know your feedback.