

About FWD Group

As of 31 December 2025

FWD Group (1828.HK) is a pan-Asian life and health insurance business that serves more than 38 million customers across 10 markets, including BRI Life in Indonesia. FWD's customer-led and tech-enabled approach aims to deliver innovative propositions, easy-to-understand products and a simpler insurance experience. Established in 2013, the company operates in some of the fastest-growing insurance markets in the world with a vision of **changing the way people feel about insurance**. FWD Group is listed on the main board of the Hong Kong Stock Exchange under the stock code 1828.

Our business: 10 markets in Asia



>38 million customers¹



33 bancassurance partnerships (including 7 exclusive partners) and >30 ecosystem partners



Claims net promoter score: 63
Purchase emotion score – "good" or "great" : 92%



>6,900 employees and >40,000 contracted agents



>320 active AI models



Ranked among the top 10 multinational companies in 2025 Million Dollar Round Table²



US\$7.8 billion total premiums*



US\$62.4 billion total assets

Our values

Proactive
Perform with passion

Innovative
Dare to be different

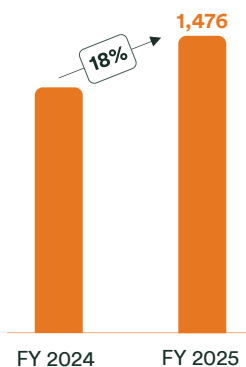
Committed
Succeed together

Caring
Everyone matters

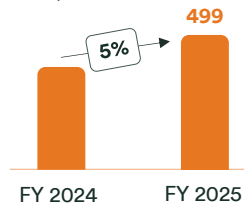
Open
Do the right thing

Strong financial foundations

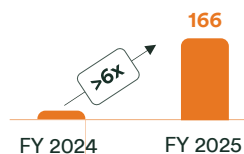
New business contractual service margin (US\$ mn)



Operating profit after tax[^] (US\$ mn)



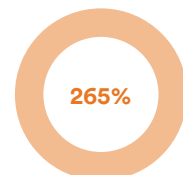
Net profit^{^3} (US\$ mn)



Group embedded value



Groupwide solvency ratio⁴



Investment grade ratings

Fitch

insurer financial strength (IFS) rating of A for core life insurance operating entities and long-term issuer default rating of BBB+ for FWD Group Holdings Limited

Moody's

notional IFS rating of A2 for major life insurance operating entities and issuer rating of Baa1 for FWD Group Holdings Limited

Awards and recognition



ASEAN Fintech Forum

Fastest Growing Insurer Award



Digital CX AWARDS 2025

The Digital Banker

Excellence in Customer Service Innovation – Insurance



Digital CX AWARDS 2025

The Digital Banker

Outstanding Digital CX Transformation in Insurance



The Digital Banker

Best AI Powered Claims Initiative



SZ&W Group

Data & Analytics Excellence Award



SZ&W Group

Customer Experience Excellence Award



Forrester

Technology Strategy Impact Award for APAC



Infopro Digital

Best IT initiative



InsureTech Connect Asia

Data & Analytics Master Award



The Digital Banker

Best Technology Implementation of the Year



The Digital Banker

Best Mobile Insurance App Award



Standard Chartered

Cross-border Corporate - Leadership Award



Office of the Privacy Commissioner for Personal Data, Hong Kong

Outstanding Gold Award



Office of the Privacy Commissioner for Personal Data, Hong Kong

Best AI Governance Award



Office of the Privacy Commissioner for Personal Data, Hong Kong

Best Data Protection Officer Award



Asian Legal Business

Insurance In-House Team of the Year



Workday

Forward Thinkers Award



Human Resources Online

Excellence in Leadership Development – Silver Award

Our community commitment

Alongside our commitment to accessible protection, sustainable investment and effective governance, FWD also invests in Community Care programmes. These are focused primarily on financial inclusion, educating the next generation for a brighter future, as well as mental and physical health initiatives.



FWD announced 12 community grants to support local communities across Asia to mark its 12th anniversary in August 2025.



In 2025, FWD extended its regional partnership with Junior Achievement Worldwide for another three years.

Initiatives spanning:

- financial literacy
- social entrepreneurship
- career readiness
- health and wellbeing

The award-winning *JA SparktheDream* programme aims to reach 40,000 additional students across Asia by 2027, involving more teachers and families in the process.

The programme integrates new tools to strengthen:

- financial literacy
- mental wellness
- resilience

Hong Kong SAR

- 📍 Since 2013
- ★ **Number 5** for 2025 Million Dollar Round Table membership
Bancassurance partners: Bank of Communications (HK) Ltd, China Construction Bank (Asia) Corporation Limited, Industrial and Commercial Bank of China (Asia) Ltd, Nanyang Commercial Bank Limited, PAO Bank Limited, Bank SinoPac, CTBC Bank Co. Ltd, E.Sun Commercial Bank, Ltd and Mega Bank
- 🏠 Life | Medical | Employee Benefits

Thailand

- 📍 Since 2013
- 🏠 Exclusive bancassurance partnership with Siam Commercial Bank
- ★ **Number 1** in bancassurance by new business sales⁵
- ★ **Number 2** life insurer by new business sales⁵
- ★ **Number 2** in digital by new business sales⁵
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 2** net promoter score among insurers⁶
- 🏠 Life | Medical

Indonesia

- 📍 Since 2015
- ★ **Number 3** net promoter score among insurers⁶
- 🏠 Bancassurance partners: OCBC, BFI, BTN,⁷ Bank Mestika, Permata Bank, Bank Syariah Indonesia, and Bank BJB
- 🏠 Life | Medical | Syariah
- 🏠 Through our 44.0% minority investment in BRI Life,⁸ we collaborate with Bank BRI, one of the country's leading retail banks. BRI Life has 26.4 million customers and is **number 1** in bancassurance by new business sales⁵

Vietnam

- 📍 Since 2016
- 🏠 Exclusive bancassurance partnership with Vietcombank as well as partnerships with Agribank and HDBank
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 2** net promoter score among insurers⁶
- ★ **Number 5** in bancassurance by new business sales⁵
- 🏠 Life | Medical

Malaysia

- 📍 Since 2019 (Family Takaful) and 2023 (Life)
- 🏠 Exclusive bancatakaful partnership between FWD Takaful and HSBC Amanah Malaysia Berhad, as well as bancatakaful partnership with Alliance Bank and MBSB Bank
- 🏠 Exclusive bancassurance partnership between FWD Insurance and Bank Simpanan Nasional
- ★ **Number 2** net promoter score among Takaful/Insurance providers⁶
- ★ FWD Takaful won "Best Takaful Provider", "Best Bancassurance Partnership" and "Most Impactful CSR Initiative" at Insurance Asia News Country Awards for Excellence 2025
- 🏠 Family Takaful | Life | Employee Benefits

Macau SAR

- 📍 Since 2013
- 🏠 Bancassurance partners: The Bank of East Asia, Limited, Macau Branch, China CITIC Bank International Limited Macau Branch, CMB Wing Lung Bank Limited Macau Branch, Chong Hing Bank Limited Macau Branch, and Bank SinoPac Macau Branch
- ★ Won the "China GBA Sector - GBA Macau - Client Service" award for two consecutive years at Bloomberg Businessweek/Chinese Edition's "Financial Institutions 2025"
- 🏠 Life | Medical

The Philippines

- 📍 Since 2014
- 🏠 Exclusive bancassurance partnership with Security Bank
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 3** life insurer by new business sales⁵
- 🏠 First insurance provider with 24-hour customer service and one of the first to launch an artificial intelligence-driven financial planning tool
- 🏠 Life | Health

Singapore

- 📍 Since 2016
- ★ **Number 2** net promoter score among insurers⁶
- 🏠 One of the first fully digital direct-to-customer life and general insurers
- 🏠 Distribution network of preferred financial advisory firms and brokers
- 🏠 Bancassurance partners: Bank of China Limited, Singapore Branch and CIMB Bank Berhad, Singapore Branch
- ★ Won the "Outstanding Customer Service" award at the InsuranceAsia News Country Awards for Excellence 2025
- 🏠 Life | General | Health

Japan

- 📍 Since 2017
- ★ **Number 1** in income protection life insurance category⁹
- ★ **Number 1** in medical insurance product category⁹
- 🏠 Distribution network of independent financial advisors and e-commerce channels
- 🏠 11 offices
- 🏠 Life | Medical | Variable Annuity

Cambodia

- 📍 Since 2021
- 🏠 Exclusive bancassurance partnership with Chip Mong Commercial Bank Plc.
- 🏠 Digital leader with paperless and highly automated operations
- 🏠 Life | Health

FWD Private

- 📍 Since 2023 (Bermuda) and 2024 (Singapore branch)
- 🏠 Exclusive high-net-worth (HNW) brand under FWD Group for HNW and ultra HNW individuals
- 🏠 Products primarily distributed via international brokers across Hong Kong, Singapore, Dubai and Switzerland
- 🏠 Wealth Management | Legacy Planning

All figures are as of 31 December 2025 and growth stated on a constant exchange rate basis unless otherwise specified in footnotes

¹Including all customers from BRI Life in Indonesia

²Based on the statistics published by The Million Dollar Round Table (MDRT) as of July 2025. The MDRT is a global independent association recognised as a standard of excellence in the life insurance and financial services industries

³Actual exchange rate basis

⁴Prescribed capital requirement basis

⁵Based on local regulators, insurance association and industry market share as of 31 December 2025

⁶According to independent benchmarking by Qualtrics, as at December 2025

⁷Under subsidiary broker Binasantra Purna

⁸The investment in BRI Life and distribution agreement with BRI Bank are independent of our FWD Insurance Indonesia business

⁹Ranking according to New Good Insurances & Bad Insurances 2026 (Tokuma Shoten)

* Total premiums refers to total weighted premium income

^ Operating profit after tax and net profit after tax represent the amounts attributable to equity holders of the company and are presented net of non-controlling interests