

Group Fact Sheet

As of 30 June 2023

FWD Group is a pan-Asian life insurance business with more than 11 million customers across 10 markets, including some of the fastest growing insurance markets in the world.

FWD reached its 10-year anniversary in 2023. The company is focused on making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology. Through this customer-led approach, FWD is committed to **changing the way people feel about insurance**.

Our business: 10 years, 10 markets in Asia



> 11 million customers



> 7,400 employees and > 52,000 contracted agents



24 bancassurance partnerships (including 9 exclusive partners) and > 50 ecosystem partners



Ranked 6th in the Global 2023 Million Dollar Round Table for multinational companies



Claims net promoter score: 57



Cloud adoption rate: 96%



US\$6.3 billion total premiums¹



US\$51.8 billion total assets²

Our values

Proactive

Perform with passion

Innovative

Dare to be different

Committed

Succeed together

Caring

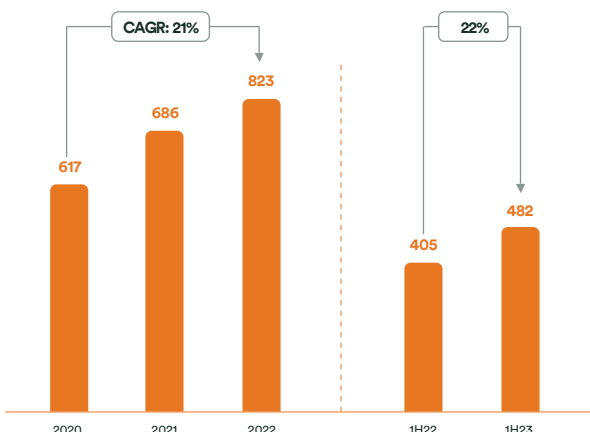
Everyone matters

Open

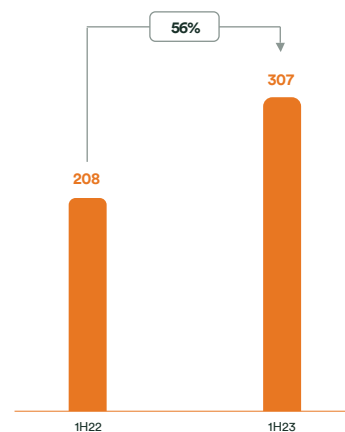
Do the right thing

Strong financial results

Value of new business (US\$ mn)



Operating profit before tax² (US\$ mn)



Environment, social and governance (ESG)

Our Group ESG strategy sets out what we aspire to achieve for our stakeholders and the communities we serve.



For example, our Community Care programmes are focused on financial inclusion, educating the next generation for a brighter future and empowering people with disabilities to live fulfilled lives.



Our signature programme with Junior Achievement equips students across Asia with the financial literacy skills and tools they need to take charge of their financial future.

Awards and recognition



The Digital Banker
Best Use of AI for Customer Experience – Insurance (2023)



IDC Asia/Pacific
Most Innovative Insurer in Asia (2023)



Gallup
Gallup Exceptional Workplace Award (2023)



Marketing Interactive
Best Use of Consumer Insights / Data Analytics – Bronze (2023)



Singapore Business Review
SBR Technology Excellence Awards for the Digital - Life Insurance (2023)



LinkedIn
Talent Insights Pioneer (2022)

Investment grade ratings

Fitch

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

Moody's

notional IFS rating of A3 and issuer rating of Baa2 for FWD Group Holdings Limited

Our shareholders

Majority shareholder: Pacific Century Group

Minority shareholders: Apollo | Canada Pension Plan Investment Board | GIC Ventures | Hopu Investments | Huatai Growth Focus Limited | Li Ka Shing Foundation | Metro Pacific Investments Corporation | ORIX Asia Capital Limited | RRJ Capital | Swiss Re Group | The Siam Commercial Bank Public Company Limited

Hong Kong SAR

- Since 2013
- Number 4** for 2023 Million Dollar Round Table membership
- Bancassurance partners include Bank of Communications (HK) Ltd, China Construction Bank (Asia) Corporation Limited, E.Sun Commercial Bank, Ltd, Industrial and Commercial Bank of China (Asia) Ltd and Nanyang Commercial Bank, Ltd.
- Life | Medical | Employee Benefits

Thailand

- Since 2013
- Number 1** in bancassurance channel by new business sales³
- Exclusive bancassurance partnership with Siam Commercial Bank
- Number 2** for 2023 Million Dollar Round Table membership
- Number 2** for customer experience among insurers⁴
- Life | Medical | Employee Benefits

Indonesia

- Since 2015
- Number 4** agency business by new business sales³
- Exclusive bancassurance partnership with PT Bank Commonwealth
- Life | Medical | Employee Benefits | Shariah
- Through our 39.8% minority investment in BRI Life,⁵ we collaborate with Bank BRI, the country's leading retail bank. BRI Life has 26.7 million customers and is **number 1** in bancassurance by new business sales³

Vietnam

- Since 2016
- Number 1** for customer experience among insurers for the second consecutive year⁴
- Number 3** for 2023 Million Dollar Round Table membership
- Exclusive bancassurance partnership with Vietcombank as well as partnerships with Agribank and HDBank
- Life | Medical

Malaysia

- Since 2019 (Family Takaful) and 2023 (Life)
- Number 5** agency business for FWD Takaful by new business sales³
- Exclusive bancatakaful partnership with HSBC Amanah Malaysia Berhad
- Exclusive bancassurance partnership with Bank Simpanan Nasional
- Family Takaful | Life | Employee Benefits

Macau SAR

- Since 2013
- Bancassurance partnerships with China CITIC Bank International Limited and CMB Wing Lung Bank Limited
- Life | Medical

The Philippines

- Since 2014
- Number 2** for 2023 Million Dollar Round Table membership
- Number 2** for customer experience among insurers⁴
- Exclusive bancassurance partnership with Security Bank
- 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
- One of the first fully digital direct-to-customer life and general insurers
- Distribution network of preferred financial advisory firms and brokers
- Life | General | Health

Japan

- Since 2017
- Number 1** in income protection life insurance category⁶
- Number 2** in cancer insurance product category⁶
- Number 3** for customer experience among insurers⁴
- Distribution network of independent financial advisors, neo-insurance and e-commerce channels
- 16 offices
- Life | Medical | Employee Benefits

Cambodia

- Since 2021
- Digital leader with paperless and highly automated operations
- Exclusive bancassurance partnerships with Chip Mong Commercial Bank Plc. and First Finance Plc.
- Life | Health

All figures as of 30 June 2023 and growth stated on a constant exchange rate basis unless otherwise specified in footnotes

¹ For the period of 12 months ended 30 June 2023

² Stated on the basis of International Financial Reporting Standards 17

³ Based on local regulators, insurance association and industry market share as of 1H2023

⁴ According to KPMG's Global Customer Experience Excellence Report 2022

⁵ The investment in BRI Life and distribution agreement with BRI Bank are independent of our FWD Insurance Indonesia business

⁶ Ranking according to New Good Insurances & Bad Insurances 2023 (Tokuma Shoten)