

# Group Fact Sheet

As of 31 December 2022

FWD Group is a pan-Asian life insurance business with more than 10 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 presence: 10 years, 10 markets in Asia



> 10 million customers



> 48,000 contracted agents



22 bancassurance partnerships  
(including 9 exclusive partners)



US\$6.3 billion total premiums



~ 7,000 employees



Ranked **6th** in the Global 2022  
Million Dollar Round Table for  
multinational companies



> 50 ecosystem partners



US\$58.9 billion total assets

## Our values

### Committed

Succeed together

### Innovative

Dare to be different

### Proactive

Perform with passion

### Open

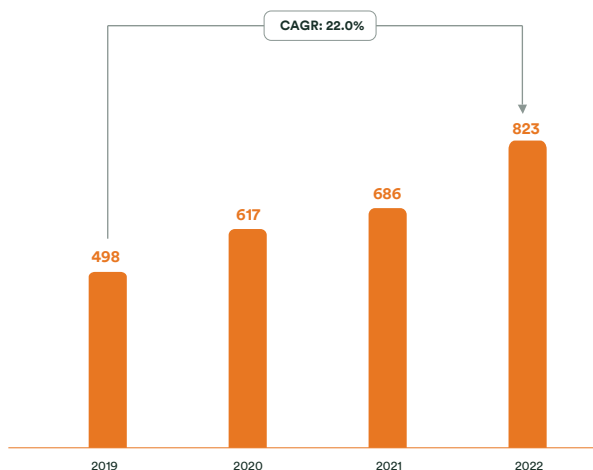
Do the right thing

### Caring

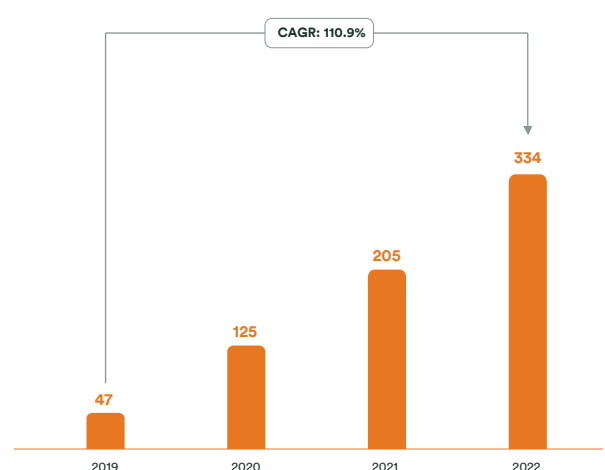
Everyone matters

## Strong financial results

### Value of new business (US\$ mn)



### Operating profit before tax (US\$ mn)



**Top 5 in  
Southeast Asia<sup>1</sup>**  
by new business sales

**Top 3  
in 7 markets<sup>2</sup>**  
for being recognised as  
the most different brand

**Customer  
focus**  
Claims net promoter  
score: **48**

**Digital  
heart**  
Cloud adoption rate:  
**94%**

## Community Care

Focusing on financial inclusion, our programmes and partnerships are all about educating the next generation for a brighter future and empowering people with disabilities to live fulfilled lives.



Our signature programme, in partnership with Junior Achievement, helps children across Asia gain financial literacy and build better money habits. We nurture these skills and inspire them to be their own agents of change.

## Awards and recognition



**Gartner**  
**Most Innovative in Excellence  
in Employee Experience**



**Insurance Asia**  
**Customer Service Initiative  
of the Year**



**Asia Insurance Review**  
**Innovation of the Year**



**The Digital Banker**  
**Best Use of AI for Customer  
Experience - Insurance**



**Insurance Asia News**  
**Best Technology Firm**



**IDC Asia/Pacific**  
**FIIA 2022 Special Award**



**Infopro Digital**  
**Best Alternative Data Initiative**



**DigFin**  
**Best Solution for Distribution**



**Celent**  
**Celent Model Insurer 2022:  
Data, Analytics, and AI**

## 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

- Number 9** life insurer in Hong Kong<sup>3</sup> by new business sales
- 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.
- Other partners include 7-Eleven, Aon, HKT, PrimeCredit and The Club
- Life | Medical | Employee Benefits | Financial Planning

## Thailand

- Number 2** life insurer in Thailand<sup>3</sup> by new business sales
- Number 1** in bancassurance channel in Thailand<sup>3</sup> by new business sales
- Number 1** in digital channel in Thailand<sup>3</sup> by new business sales
- Ranked **top 5** across industries and **top 3** among insurers for customer experience in Thailand for the second consecutive year<sup>5</sup>
- Long-term exclusive bancassurance partnerships with Siam Commercial Bank
- Other partners include SCB Protect, TrueYou, True Move H, Asia Plus Securities, Megafin Broker, Tri Petch Insurance Service and Sahathai Pathanaphant
- Life | Medical | Employee Benefits

## Macau SAR

- Partners include Chong Hing Bank Limited, CMB Wing Lung Bank Limited and The Bank of East Asia Limited
- Other partners include Ablemex Financial & Insurance Service Limited, CES Insurance Consultants (HK) Limited, Macau Insurance Broker Ltd. and Wealthy Comprehensive Insurance Agency Company Limited
- Life | Medical

## Vietnam

- Number 6** life insurer in Vietnam<sup>3</sup> by new business sales
- Ranked **top 3** across industries and **number 1** among insurers for customer experience in Vietnam for the second consecutive year<sup>5</sup>
- Long-term exclusive bancassurance partnership with Vietcombank
- Other partners include Nam A Bank, HDBank, Agribank, Traveloka, Lazada and Shopee
- Life | Medical

## Singapore

- One of the first fully digital direct-to-customer life and general insurers in Singapore, with the capability to provide offline advisory
- Partners include IPP Financial Advisers, Finexis Advisory, SG Alliance, Synergy Financial Advisers, AXS, Ryde, iFAST, Shopback, TruTrip, Surer, Skyscanner, MoneySmart, Singsaver and Klook
- Life | General | Investment

## Japan

- 16** offices across Japan
- Number 1** in Income Protection Life Insurance and **number 2** in Cancer Insurance product categories<sup>4</sup>
- Ranked **number 3** for customer experience among insurers in Japan<sup>5</sup>
- Partners include EPOS, MILIZE and Oak Lawn Marketing
- Life | Medical | Employee Benefits

## Indonesia

- Top 5** digital insurance e-commerce business in Indonesia<sup>3</sup> by new business sales
- Top 6** insurance agency business in Indonesia<sup>3</sup> by new business sales
- Exclusive bancassurance partnership with PT Bank Commonwealth
- Partners include Traveloka,<sup>6</sup> Erajaya, PasarPolis, Kredit Pintar and Lifepal
- Through our minority investment in BRI Life,<sup>7</sup> we collaborate with Bank BRI, the country's leading retail bank with more than 142 million customers. BRI Life ranked **number 2** on a licensed entity basis and **number 1** in bancassurance by new business sales in Indonesia<sup>3</sup>
- Life | Medical | Employee Benefits | Shariah

## The Philippines

- Number 8** life insurer in the Philippines<sup>3</sup> by new business sales
- Ranked **number 2** for customer experience among insurers in the Philippines<sup>5</sup>
- Long-term exclusive partnership with Security Bank
- Other partners include Cebuana Lhuillier, Intellicare, Lazada, Marsh Philippines and The Medical City
- Life | Investment-linked | Health

## Malaysia

- Number 8** takaful provider in Malaysia<sup>3</sup> by new business sales
- Ranked **top 10** across industries for customer experience in Malaysia<sup>5</sup>
- Long-term exclusive bancatakal partnership with HSBC Amanah Malaysia Berhad
- Other partners include Employees Provident Fund (EPF), Alliance Islamic Bank, Klook, Foodpanda and Sedania
- Family Takaful | Employee Benefits

## Cambodia

- Digital leader with paperless and highly automated operations
- Number 8** life insurer in Cambodia<sup>3</sup> by new business sales
- Named the "Most Innovative New Digital Insurer – Cambodia 2021"<sup>8</sup>
- Exclusive bancassurance partnership with First Finance Plc and Chip Mong Commercial Bank Plc
- Life

All figures as of 31 December 2022 and growth stated on a constant exchange rate basis unless otherwise specified in footnotes

<sup>1</sup> Life insurers competing in three or more of FWD's markets, according to NMG 2021

<sup>2</sup> Based on 2021 full year data from Blackbox Research's Brand Tracking Survey

<sup>3</sup> Based on local regulators, insurance association and industry market share as of 9M2022, except for Indonesia, Vietnam, Malaysia and Cambodia as of FY2022

<sup>4</sup> Ranking according to New Good Insurances & Bad Insurances 2023 (Tokuma Shoten)

<sup>5</sup> According to KPMG's Global Customer Experience Excellence Report 2021, 2022

<sup>6</sup> Cooperation between FWD Insurance and PT Mitra Jasa Pratama (MJP)

<sup>7</sup> The investment in BRI Life and distribution agreement with BRI Bank are independent of our FWD Insurance Indonesia business

<sup>8</sup> Based on Global Business Outlook Awards, the United Kingdom