

About FWD Group

As of 30 June 2025

FWD Group (1828.HK) is a pan-Asian life and health insurance business that serves approximately 34 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



~34 million customers*



>6,800 employees and
>50,000 contracted agents



32 bancassurance partnerships
(including 8 exclusive partners) and
>50 ecosystem partners



Ranked **7th** in 2025 Million
Dollar Round Table[^] for
multinational companies



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



Cloud adoption rate: **98%**
>300 active AI models



US\$7.2 billion total premiums¹



US\$59.4 billion total assets

Our values

Proactive

Perform with passion

Innovative

Dare to be different

Committed

Succeed together

Caring

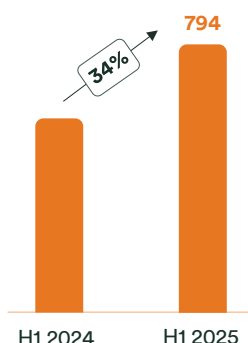
Everyone matters

Open

Do the right thing

Strong financial foundations

New business contractual service margin (US\$ mn)



Operating profit after tax

**US\$251
million**

Group embedded value

**US\$6.38
billion**

Net profit

**US\$47
million**

Groupwide solvency ratio²

283%

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
(2025)**



**Digital CX
AWARDS 2025**

The Digital Banker

**Excellence in Customer Service
Innovation – Insurance (2025)**



**Digital CX
AWARDS 2025**

The Digital Banker

**Outstanding Digital CX
Transformation in Insurance (2025)**



**water technology
Asia Awards 2025**
Best IT Initiative
FWD Group

Infopro Digital

**Best IT initiative
(2025)**



ITC ASIA | AWARDS

InsureTech Connect Asia

**Data & Analytics Master Award
(2025)**



SZ&W Group

**Data & Analytics Excellence Award
(2025)**



SZ&W Group

**Customer Experience Excellence
Award (2025)**



Workday

**Forward Thinkers Award
(2025)**



2025 BEST DATA PROTECTION OFFICER AWARD
最佳數據保護主任獎
Privacy-Friendly Awards
私隱之友嘉許獎
Awarded by PCPD, Hong Kong
由香港個人資料私隱專員公署頒發

Office of the Privacy Commissioner
for Personal Data, Hong Kong

**Best Data Protection Officer Award
(2025)**



2025 BEST AI GOVERNANCE AWARD
最佳人工智能治理獎
Privacy-Friendly Awards
私隱之友嘉許獎
Awarded by PCPD, Hong Kong
由香港個人資料私隱專員公署頒發

Office of the Privacy Commissioner
for Personal Data, Hong Kong

**Best AI Governance Award
(2025)**



2025 OUTSTANDING GOLD 卓越金獎
Privacy-Friendly Awards
私隱之友嘉許獎
Awarded by PCPD, Hong Kong
由香港個人資料私隱專員公署頒發

Office of the Privacy Commissioner
for Personal Data, Hong Kong

**Outstanding Gold Award
(2025)**

Environmental, social and governance (ESG)

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

Accessible protection

Sustainable investment

Effective governance and
sustainable business

Our Community Care programmes are focused primarily on financial inclusion, educating the next generation for a brighter future, as well as mental and physical health initiatives.



In 2025, FWD extended its regional partnership with Junior Achievement Worldwide for another three years. In this next phase, the award-winning JA *SparktheDream* programme aims to reach 40,000 additional students across Asia by 2027, integrating new tools to strengthen financial literacy, mental wellness, and resilience – while involving more teachers and families in the process.

Hong Kong SAR

- 📍 Since 2013
- ★ **Number 5** for 2025 Million Dollar Round Table membership
- 🏢 Bancassurance partners include 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 and E.Sun Commercial Bank, Ltd
- 🏠 Life | Medical | Employee Benefits

Thailand

- 📍 Since 2013
- 🏢 Exclusive bancassurance partnership with Siam Commercial Bank
- ★ **Number 1** in bancassurance by new business sales³
- ★ **Number 2** in digital by new business sales³
- ★ **Number 2** life insurer by new business sales³
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 3** for customer experience among insurers⁴
- 🏠 Life | Medical

Indonesia

- 📍 Since 2015
- ★ **Number 4** for customer experience among insurers⁴
- 🏢 Bancassurance partners include OCBC, BFI, BTN,⁵ Bank Mestika, Permata Bank, and Bank Syariah Indonesia
- 🏠 Life | Medical | Syariah
- 🏢 Through our 44.0% minority investment in BRI Life,⁶ we collaborate with Bank BRI, one of the country's leading retail banks. BRI Life has 21.8 million customers and is **number 1** in bancassurance by new business sales³

Vietnam

- 📍 Since 2016
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 4** in bancassurance by new business sales³
- ★ **Number 5** for customer experience among insurers⁴
- 🏢 Exclusive bancassurance partnership with Vietcombank as well as partnerships with Agribank and HDBank
- 🏠 Life | Medical

Malaysia

- 📍 Since 2019 (Family Takaful) and 2023 (Life)
- ★ **Number 1** for customer experience among Takaful/Insurance providers⁴
- 🏢 Exclusive bancatakaful partnership between FWD Takaful and HSBC Amanah Malaysia Berhad
- 🏢 Exclusive bancassurance partnership between FWD Insurance and Bank Simpanan Nasional
- ★ FWD Insurance won the "Top Partnership Distribution Award" at ITC Asia Insurer Awards 2024
- ★ 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 partnerships with China CITIC Bank International Limited Macau Branch, CMB Wing Lung Bank Limited Macau Branch, Chong Hing Bank Limited Macau Branch, 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
- ★ **Number 2** for 2025 Million Dollar Round Table membership
- ★ **Number 2** life insurer by new business sales³
- ★ **Number 4** 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
- ★ **Number 2** for customer experience among insurers⁴
- 🏢 One of the first fully digital direct-to-customer life and general insurers
- 🏢 Distribution network of preferred financial advisory firms and brokers
- 🏢 Bancassurance partnerships with 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 category⁷
- ★ **Number 3** in cancer insurance product category⁷
- 🏢 Distribution network of independent financial advisors and e-commerce channels
- 🏢 11 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 are as of 30 June 2025 and growth stated on a constant exchange rate basis unless otherwise specified in footnotes

[†]Including BRI Life in Indonesia

[‡]The Million Dollar Round Table is a global independent association recognised as a standard of excellence in the life insurance and financial services industries.

¹For the period of 12 months ended 30 June 2025

²Prescribed capital requirement basis

³Based on local regulators, insurance association and industry market share as of 30 June 2025, except for Vietnam is as of FY2024

⁴According to KPMG's Global Customer Experience Excellence Report 2024

⁵Under subsidiary broker Binastara Purna

⁶The investment in BRI Life and distribution agreement with BRI Bank are independent of our FWD Insurance Indonesia business

⁷Ranking according to New Good Insurances & Bad Insurances 2025 (Tokuma Shoten)