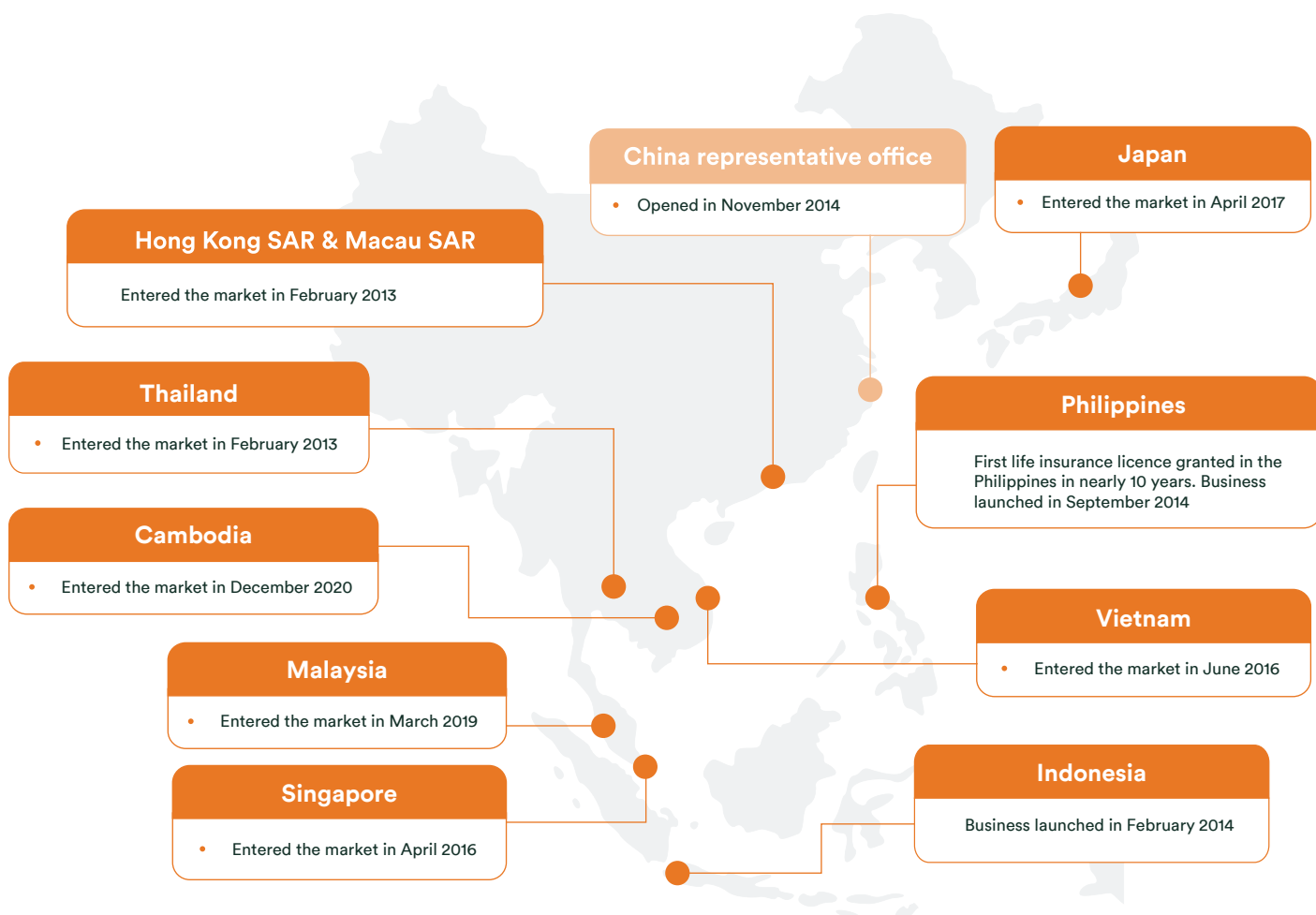


# FWD Philippines Factsheet

## About FWD Group

- FWD spans Hong Kong SAR & Macau SAR, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan, Malaysia and Cambodia.
- Our vision is changing the way people feel about insurance as a leading pan-Asian insurer.
- We focus on creating fresh customer experiences, and making the insurance journey simpler, faster and smoother, with innovative propositions and easy-to-understand products, supported by digital technology.
- Established in Asia in 2013, with a trailblazer mentality, FWD is the primary insurance business of investment group, Pacific Century Group (PCG).



# We are a different kind of insurer

FWD Life Insurance Corporation (FWD Life Insurance) launched its commercial operations in September 2014. In just six years of business, FWD Life Insurance now ranks 3rd and 4th in terms of Paid-Up Capital<sup>1</sup> and New Business Annual Premium Equivalent<sup>2</sup>, respectively.

FWD Group spans 10 markets in Asia including Hong Kong SAR & Macau SAR, Thailand, Indonesia, the Philippines, Singapore, Vietnam, Japan, Malaysia and Cambodia, offering life and medical insurance, general insurance, employee benefits, Shariah and family takaful products across a number of its markets. In the Philippines, FWD has 18 business hubs located in key cities nationwide, with its headquarters in Bonifacio Global City in Taguig.

Established in Asia in 2013 with a trailblazer mentality, FWD is the primary insurance business of investment group, Pacific Century Group. FWD is focused on creating fresh customer experiences and 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 aims to become a leading pan-Asian insurer that changes the way people feel about insurance.

For more information, please visit [fwd.com.ph](http://fwd.com.ph).

<sup>1</sup> [www.insurance.gov.ph](http://www.insurance.gov.ph) > Statistics > Life > 2020 > Based on Paid-Up Capital

<sup>2</sup> [www.insurance.gov.ph](http://www.insurance.gov.ph) > Statistics > Life > 2020 > Based on New Business Annual Premium Equivalent



## FWD Life Insurance Key Milestones

- **September 2014**  
Began operations with two products: All Set (a single-pay insurance plan) and Set for Life (a regular-pay insurance plan with optional premium benefits)
- **February 2015**  
Launched strategic bancassurance partnership with Security Bank Corporation.
- **June 2016**  
Signed a three-year partnership with the Philippine Basketball Association
- **July 2016**  
Former Central Bank Governor and Philippine Ambassador to the USA, Jose Cuisia, Jr., joined FWD PH Board as Non-Executive Director and Special Advisor
- **March 2017**  
Launched Set for Health, a comprehensive plan against critical illness with a unique feature that rewards customers with 100% refund of their total premium payments if they didn't have any major critical illness until age 75
- **October 2017**  
Launched US Dollar All Set Higher, a dollar-based single-payment insurance plan
- **December 2017**  
Became the first insurer in the Philippines to offer a 24/7 support hotline and live chat
- **January 2018**  
Appointed former Central Bank Governor and Philippine Ambassador to the USA, Jose Cuisia, Jr., as FWD PH Chairman of the Board
- **August 2018**  
Launched Set for Tomorrow, a series of customizable protection plans
- **November 2018**  
Launched FWD Tapp, a mobile app that allows customers to manage their policies digitally
- **September 2019**  
Launched partnership with Intellicare and Aventus to offer individuals and group insurance products through these companies' various channels
- **November 2019**  
Launched FWD online shop, our new direct-to-consumer online insurance platform including our exclusive online product suite
- **December 2019**  
Launched Enzo, FWD's chatbot, with the capability to respond to product inquiries and offer product recommendations tailored to customers' financial goals  
  
Ranked 1st for Customer Experience in the Philippines based on an independent CX Index conducted by Forrester  
  
Unveiled the newly renamed FWD - Muntinlupa - Cavite Expressway (FWD - MCX)
- **March 2020**  
Provided FWD COVID-19 Ready, a special coverage for customers diagnosed with COVID-19 virus
- **April 2020**  
Announced FWD COVID-19 Assist, an enhanced special coverage against COVID-19 for customers, medical and health care workers
- **July 2020**  
Launched FWD flagship store in Lazada
- **September 2020**  
Launched new Set for Life add-ons to address customers' evolving needs
- **December 2020**  
Ranked 4th among life insurers in the Philippines based on New Business Annual Premium Equivalent  
  
Announced partnership with The Medical City to enable more Filipinos to live their best life
- **January 2021**  
Launched 3-in-1 Protection Bundle, a harmonized insurance package that combines three digital products into one
- **February 2021**  
Launched Babyproof, a life insurance bundle designed to cater baby's needs  
  
Introduced two new funds to strengthen FWD protection and investment offerings: FWD Global Good ESG Fund and FWD Diversity Fund
- **March 2021**  
Enabled customers to buy insurance gift to their loved ones via FWD Online Shop  
  
Announced partnership with Cebuana Lhuillier for nationwide protection and financial inclusion
- **May 2021**  
Launched FWD Family Hero, a life insurance plan with built-in investment designed for OFW families

## FWD Philippines Board of Directors



**Binayak Dutta**  
Non-Executive Director

**Adrian O'Connor**  
Non-Executive Director

**Li Hao Zhuang**  
Executive Director

**Amb. Jose Cuisia, Jr.**  
Chairman

**Atty. Lilia De Lima**  
Independent Director

**Atty. Leo Dominguez**  
Independent Director

**Vicente Castillo**  
Independent Director