

FWD Care Report 2025

Helping Filipinos Move Forward When They Need It Most



When life takes an unexpected turn, knowing you have someone to count on makes all the difference.

At FWD, we care about the people behind every claim: a family navigating a difficult transition, a customer focusing on recovery, or a loved one finding the strength to rebuild. These are some of life's most difficult moments, and they remind us why insurance matters.

We believe protection should be easy to understand and easy to claim. When our customers need us most, we are committed to making support accessible, helping them move forward with greater confidence.

This is how we showed up for the families who trusted FWD last year:

PHP 518.6 Million of Financial Protection Deployed for Filipino Families



This is the meaningful sum of thousands of times we were able to show up for our customers. It is proof of the promises we intend to keep for you, too.

PHP 424.5 Million Helping Customers Move Forward with the Family



Losing a loved one brings emotional and financial challenges that no family should have to face alone. While no amount of money can replace someone dear, insurance can help provide stability during a difficult transition. These claim payouts helped families manage immediate financial responsibilities and maintain their plans for the future with greater security and dignity.

PHP 91.5 Million Clearing the Path to Recovery



A major diagnosis such as cancer, stroke, renal failure, coronary artery disease, or heart attack can change every aspect of a person's life, impacting health, emotions, finances, and future plans.

We believe our customers should focus on healing, not on medical bills. This cash payout provided financial breathing room during a difficult time.

PHP 2.6 Million Supporting Everyday Medical Needs



Even a standard hospital stay can disrupt a family's monthly budget. To make sure medical costs didn't turn into long-term stress, our Hospital Cash Benefit provided extra everyday support, keeping the focus on getting better.

We've Got You Covered

We hope you and your loved ones enjoy long, healthy, and fulfilling lives. But when life does not go according to plan, we want you to have confidence that support will be there when you need it.

Every claim paid represents a promise fulfilled — helping customers and families navigate life's uncertainties with greater peace of mind. We take care of the financial support so you can focus on healing, rebuilding, caring for your loved ones, and moving forward.



We're here for you

For concerns and inquiries, you can reach:

- Chat: fwd.com.ph
- Email: customerconnect.ph@fwd.com
- Call: +632 8888 8388
- Manage your policy with FWD Omne or Customer Portal

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Learn more about
FWD's consumer
protection commitment:

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