

FWD Life Philippines Fact Sheet

As of 30 September 2023

FWD Life Insurance Corporation (FWD Philippines) launched its commercial operations in September 2014. Currently, FWD Philippines ranks number one in customer experience among insurers in the country¹ and maintains its position as top three and six in terms of paid-up capital² and new business annual premium equivalent³, respectively.

FWD Philippines is part of FWD Group, 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**.

For more information, please visit fwd.com.ph.

Our business: 10 years, 10 markets in Asia



> 11 million customers



> 52,000 contracted agents



> 7,400 employees



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



24 bancassurance partnerships (including 9 exclusive partners)



US\$6.3 billions⁴ total premiums



> 50 ecosystem partners



US\$51.8 billion total assets⁵

All figures as of 30 June 2023 and growth stated on a constant



#1 Most Different Brand in the PH



#2 Most Innovative Brand in the PH



#1 for Customer Experience among insurers in the PH



Community Care

Focusing on financial inclusion, we educate the next generation for a better future and empower people with disabilities to live fulfilled lives.



Our shareholders

Majority shareholder

Pacific Century Group

Minority shareholders

Apollo | Canada Pension Plan Investment Board | GIC Ventures | Hop 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

FWD Philippines Board of Directors



Binayak Dutta Non-Executive Director | **Adrian O'Connor** Non-Executive Director | **Ken Lau** Non-Executive Director | **Antonio Manuel De Rosas** President and Chief Executive Officer | **Amb. Jose Cuisia, Jr.** Chairman | **Atty. Lilia De Lima** Independent Director | **Manolito Tayag** Independent Director | **Henry Joseph Herrera** Independent Director

FWD Philippines Key Milestones

- **September 2014**
Began operations with two products: FWD All Set, a single-pay insurance plan, and FWD Set for Life, a regular-pay insurance plan with optional premium benefits
- **February 2015**
Launched strategic bancassurance partnership with Security Bank Corporation
- **March 2017**
Launched FWD 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 never make a major critical illness claim by age 75
- **October 2017**
Launched FWD 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 Philippines Chairman of the Board
- **August 2018**
Launched FWD Set for Tomorrow, a series of customizable life term protection plans
- **September 2019**
Launched partnership with Intellicare and Aventus to offer individual and group insurance plans through their various channels
- **November 2019**
Launched FWD Online Shop, a direct-to-consumer platform offering accessible and affordable insurance plans consumers can buy within minutes
- **December 2019**
Unveiled the newly renamed FWD - Muntinlupa - Cavite Expressway (FWD - MCX)
- **July 2020**
Launched FWD flagship store in Lazada
- **October 2020**
Introduced FWD Affiliates, a one-of-a-kind mobile app that makes financial literacy fun and rewarding with engaging content and cash-convertible rewards

Announced partnership with The Medical City that seeks to enable more Filipinos to live their best life
- **January 2021**
Launched 3-in-1 Protection Bundle, a harmonized insurance package covering life, accidental death, and critical illness that comes with exclusive rewards available at the FWD online shop
- **February 2021**
Launched FWD Babyproof, the first life and investment protection plan designed to set up babies for success

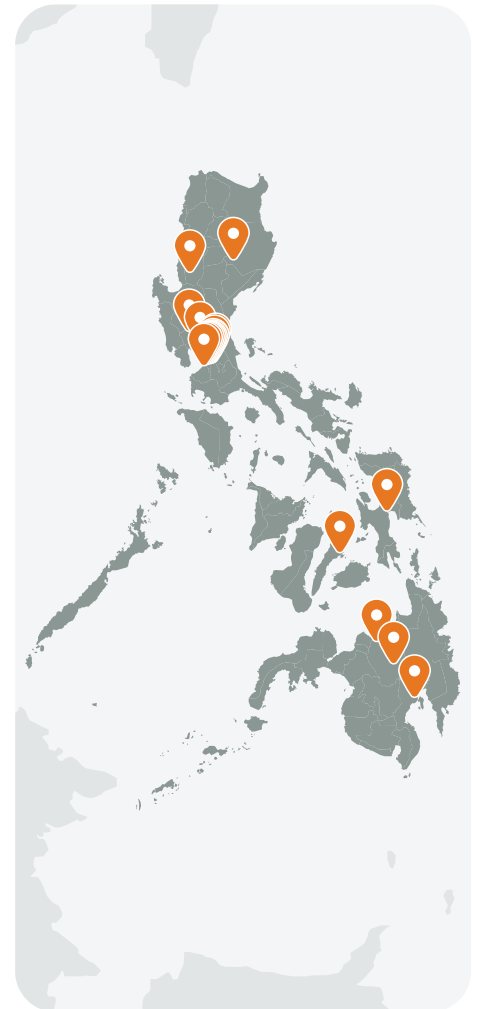
Introduced two new funds to help Filipinos grow their wealth amidst a dynamic economic landscape: FWD Global Good ESG Fund and FWD Diversity Fund
- **March 2021**
Launched KanGift - enabling Filipinos to gift insurance plans to their loved ones via FWD Online Shop

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
- **August 2021**
Announced the inclusion of COVID-19-related coverage reward in digital products: KanMend, KanLive, and KanGuard
- **October 2021**
Launched FWD Manifest, an insurance and investment product that protects and rewards customers for investing more for a longer period
- **November 2021**
Introduced FWD Health & Wellbeing, a health protection portfolio that promotes a holistic approach to a joyful, better quality of life
- **March 2022**
Sealed partnership with Marsh Philippines, one of the leading insurance brokers in the country, to cover the financial future of more Filipinos
- **April 2022**
Introduced FWD Vibrant Critical Illness Insurance, a complete protection plan from health screening to recovery

Introduced FWD x Security Bank Platinum Credit Card issued exclusively to FWD Life Insurance customers
- **June 2022**
Launched two new funds: FWD Nitro and Velocity Global Payout Funds that give stable returns via regular payouts to accelerate customers' financial gains
- **August 2022**
Launched FWD BIG 3 Critical Illness Insurance, an affordable plan that covers any of the big three health concerns from early to late-stage cancer, heart attack, and stroke
- **December 2022**
Ranked No. 1 and 2 in the Philippines for being recognized as most different and most innovative brand, respectively
- **January 2023**
Launched FWD The One, an easy-to-buy life insurance that can be personalized to build the protection one needs for whatever phase in life they are in
- **June 2023**
Introduced FWD Pitstop Liquidity Funds that allow investors to safekeep fund earnings in time of market volatility and practice smart investing

Launched JA SparktheDream, a groupwide partnership program with Junior Achievement, that is aimed to develop the financial literacy of primary school students at early ages
- **July 2023**
Ranked No. 2 in the Million Dollar Round Table (MDRT) rankings among insurance companies in the Philippines
- **August 2023**
Premiered Pinoy Money Master, the first-ever financial literacy gameshow in the Philippines

Launched Omne by FWD, our 2-in-1 supercharged app that enables users to build micro habits at the same time manage their policies
- **September 2023**
Launched FWD The One for gamers, a first-in-the-market customizable insurance plan designed for gamers, with exclusive Mobile Legends: Bang Bang in-game rewards



Footnotes:

- ¹ KPMG's Global Customer Experience Excellence Report 2023
- ² www.insurance.gov.ph > Statistics > Life > 2022 > Based on Paid-Up Capital
- ³ www.insurance.gov.ph > Statistics > Life > 2022 > New Business Annual Premium Equivalent
- ⁴ For the period of 12 months ended 30 June 2023
- ⁵ Stated on the basis of International Financial Reporting Standards 17
- ⁶ Based on 2021 full year data from Blackbox Research's Brand Tracking Survey. Blackbox Research's Brand Tracking Survey is conducted across 9 markets, surveying 4,100 respondents every month. To measure "Different" and "Innovative", respondents are asked to select brands that they perceive to be "A Life Insurance provider that is different to most others" and "A Life Insurance provider with innovative services and product offerings"