



HEALTHIER, LONGER,
BETTER LIVES

AIA SINGAPORE

COMPANY FACTSHEET



AIA GROUP FACTS



The only international life insurer headquartered and listed in Hong Kong and

100% FOCUSED ON ASIA



THE LARGEST LISTED COMPANY ON THE HONG KONG STOCK EXCHANGE

which is incorporated and headquartered in Hong Kong



NO.1 WORLDWIDE FOR MDRT REGISTERED MEMBERS

The only multinational company to top the table for seven consecutive years



Serving the holders of more than **39 MILLION** individual policies and over **16 MILLION** participating members of group insurance schemes



PAID MORE THAN US\$16 BILLION

benefits and claims during 2020, providing vital financial support for customers



Provides protection to people across Asia with total sum assured of almost **US\$2 TRILLION**



PRESENCE IN

18
MARKETS

CHINA 1919

HONG KONG 1931

SINGAPORE 1931

THAILAND 1938

PHILIPPINES 1947

MALAYSIA 1948

BRUNEI 1957

AUSTRALIA 1972

NEW ZEALAND 1981

MACAU 1982

INDONESIA 1984

KOREA 1987

TAIWAN 1990

VIETNAM 2000

INDIA 2001

SRI LANKA 2012

MYANMAR 2013

CAMBODIA 2015



ABOUT AIA SINGAPORE

AIA has strived to make a significant, positive impact for our customers and communities across Asia. As we look to the future, this commitment is reinforced by our Purpose: to help millions of people live Healthier, Longer, Better Lives. Our Purpose guides the decisions we make and the actions we take as an organisation - empowering and enabling people to understand and manage their health, while meeting their long-term savings and protection needs. We believe that helping to create a healthier Asia is one of the most important and valuable things we can do for our communities, today and in the future.

Having served generations of Singaporeans for 90 years since 1931, we understand what matters to them most - good health and being financially prepared for every stage in life.

Placing our customers at the heart of everything we do, we want to make a positive impact in their lives as a trusted partner. As their needs evolve, we continuously transform ourselves to adapt to

meet these needs. We care about our customers, and to support them throughout their lives, we help them plan ahead to ensure that they are protected financially, while empowering them to lead an active and healthy life so that they can celebrate more moments of joy with their family.

Our commitment has propelled us to launch innovative solutions that truly supports our customers' health and financial wellbeing.

The AIA team and insurance representatives are driven to deliver our best every day. We are focused on journeying with our customers through good and challenging times, providing them with the best service experiences.

As we continually innovate to meet our customers' long-term needs, we look forward to being an integral part of their life journey, enabling them to live healthier, live longer, live better!



Protecting more than **1 MILLION** policyholders



32% increase in Value of New Business (VONB) to **US\$176 MILLION**, driven by double-digit growth across all channels¹



8% Increase in Operating Profit After Tax (OPAT) to **US\$339 MILLION¹**



Amongst the largest tied distribution channels in Singapore with over **5,000** professional AIA Insurance Representatives



Strong Capital Adequacy Ratio* (CAR): **199%**



Over **1,000** dedicated staff



AIA Singapore's total assets*: **S\$59 BILLION**



Sustained **LEADERSHIP** in group insurance business



AIA ranked **FIRST** in Singapore for Million Dollar Round Table (MDRT) registered members, for six consecutive years. In 2021, we doubled our number of MDRT achievers

1. As of 17 August 2021.

*Based on MAS 2020 Insurance Company Returns Figures.

AIA SINGAPORE'S RECENT AWARDS



DOMESTIC LIFE INSURER OF THE YEAR - SINGAPORE
For the 5th consecutive year



INSURANCE COMPANY OF THE YEAR
For the 3rd time



BEST INSURANCE PROVIDER - GOLD AWARD



MARKIES GOLD AWARD FOR THE MOST EFFECTIVE USE - INFLUENCERS/KOLS
#EmbracingNewNorms campaign



BEST PR CAMPAIGN: BANKING/FINANCIAL SERVICES - GOLD AWARD
#EmbracingNewNorms campaign



PLATINUM AWARD, LIFE INSURANCE CATEGORY
READER'S DIGEST TRUSTED BRAND 2021
(FIRST INSURER in Singapore to win the Platinum Award for two consecutive years)



DIGITAL TRANSFORMATION OF THE YEAR
AIA Claims EZ



DIGITAL - LIFE INSURANCE AWARD
AIA Claims EZ



PR AWARDS ASIA BRONZE AWARD - PROMOTIONAL ACTIVITY
#EmbracingNewNorms campaign



BEST PR-LED INTEGRATED COMMUNICATIONS - SILVER AWARD
#EmbracingNewNorms campaign

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