

About AIA Hong Kong & Macau



AIA Group was established in 1919 and began its operations in Hong Kong in 1931. Over the years, AIA Hong Kong & Macau has been leading the industry with its forward-looking vision, offering customers the most appropriate protection and financial solutions, and meeting their needs and aspirations in different life stages. Guided by its steadfast belief in **“creating shared value”** for different stakeholders as well as the society, AIA Hong Kong & Macau is committed to playing a leading role in driving the economic and social development of Hong Kong and across the Asia-Pacific region, fulfilling its commitment to the economy and community, **helping people live Healthier, Longer, Better Lives.**



A Century of Success

- Founded in Shanghai in 1919; over 100 years of history in Asia-Pacific
- The **largest** life insurer in the world¹
- Began operations in Hong Kong in 1931 and has a presence in **18 markets**



Solid Foundations

- Market capitalisation has **more than trebled**² since public listing in 2010
- Total assets of **US\$284 billion**³
- AIA Group Limited (Stock Code : 1299) is **the second largest constituent stock of the Hang Seng Index**⁴



Globally Renowned

- Credit Ratings – AIA International Limited S&P⁵ : AA- / Stable
Moody's⁶ : Aa2 / Stable

AIA Group Limited Annual Results as at 31 December 2019 (Year-on-Year)

- | | | |
|--|------|--|
| • Value of New Business (VONB) of US\$4,154 million | ▲ 6% | • VONB margin up 3.0 pps to 62.9% |
| • Annualised New Premiums (ANP) of US\$6,585 million | ▲ 2% | • Total weighted premium income (TWPI) of US\$34,002 million |
| | | ▲ 13% |

Source: AIA Group Limited Annual Report 2019

aia.com.hk

• “AIA”, “the Company” or “the Group” herein refers to AIA Group Limited and its subsidiaries.
• “AIA Hong Kong & Macau” or “AIA Hong Kong” herein refers to AIA International Limited (Incorporated in Bermuda with limited liability).



AIA Hong Kong & Macau

Over **3** Million Customers



Largest number of policies

- Has the largest number of policies in Hong Kong⁷, **serving over 3 million customers**⁸.
Approximately one in three people protected by individual medical insurance in Hong Kong is an AIA customer⁹.

Multi-channel Distribution



Professional team

- **Largest number of MDRT members - Number 1 in Hong Kong and Macau for the 17th year**¹⁰
- **Over 18,700 financial planners**¹¹ and a devoted team of front- and back-end staff strive to deliver excellent service and operating efficiency.
- Focused on “**Premier Agency**” strategy to enhance talent development.
Founded AIA Premier Academy in 2011 to recruit and cultivate high-calibre young financial planners.
- Built long-term partnerships with **Citibank (Hong Kong) Limited, China Construction Bank (Asia), Public Bank (Hong Kong) Limited and Hong Leong Insurance (Asia) Limited**, to provide customers with convenient and suitable insurance services through their extensive networks[^].
- Provides a comprehensive range of products and services to different customer segments through large-scale and established **Independent Financial Advisors**.

Over **100** Products



Well-rounded services

- Offers customers a **wide selection of over 100 products** to meet their protection and financial needs - ranging from individual life, group life, accident, medical and health, mandatory provident fund, personal lines insurance to investment-linked products with numerous investment options; dedicated to providing superb product solutions to meet the financial needs of high net worth customers.
- The game-changing “**AIA Vitality**” programme offers instant premium discounts or extra cover, and an array of rewards and discounts offered by partners to reward customers for pursuing healthy lifestyles[#].
- Innovative digital platforms facilitating a convenient, customer-oriented experience.

Hong Kong : (852) 2232 8888

Macau : (853) 8988 1822



Strategic Locations in Hong Kong and Macau

Centrally located in the heart of Hong Kong and Macau's business districts, including the iconic AIA Central.

- **AIA Central**
- **AIA Tower, North Point**
- **AIA Building, Wan Chai**
- **AIA Hong Kong Tower, Quarry Bay**
- **AIA Financial Centre, Prince Edward**
- **AIA Kowloon Tower, Kwun Tong**
- **Avenida Comercial de Macau**

AIA Wealth Select Centres in multiple strategic locations offer customers all-round services, ensuring ease and convenience in application procedures.





Reputation and Recognition



Bloomberg Businessweek
/ Chinese Edition
Financial Institution
Awards*



The Hong Kong Federation
of Insurers
Hong Kong Insurance
Awards*



Hong Kong Association for
Customer Service Excellence
Customer Service
Excellence Awards*



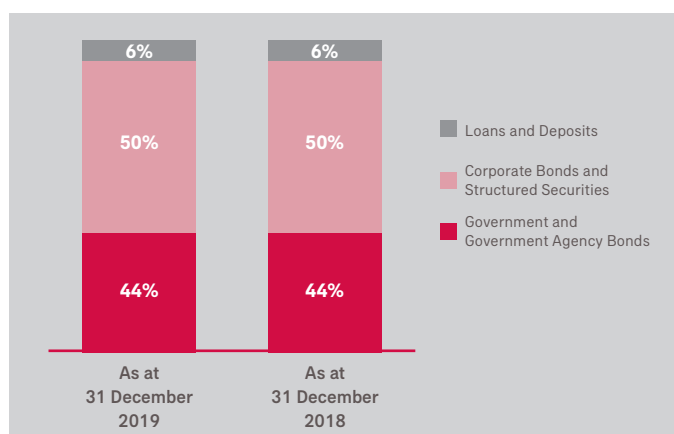
Reader's Digest
Trusted Brand
Platinum Awards
(Hong Kong)*



Investment Management

- Stationed in Hong Kong, the Group investment management function works closely with in-market investment teams of seasoned professionals, leveraging their extensive local knowledge to establish best practice, achieve consistency and maximise efficiency.
- Group's investment management function is an integral component of the business, meeting asset-liability and financial management objectives line up while supporting product design and development to meet customers' protection and investment needs.

Prudent Fixed Income Portfolio¹²



Source: AIA Group Limited Annual Report 2019



Regulatory Capital

- The Group's supervisor is the Insurance Authority (IA). The Group's principal operating company is AIA Co.¹⁴, a Hong Kong-domiciled insurer.
- As at 31 December 2019, the total available capital for AIA Co., our main regulated entity, was US\$11,856 million as measured under the Hong Kong Insurance Ordinance (HKIO) basis, resulting in a solvency ratio of 362% of regulatory minimum capital compared with 421% at 31 December 2018.
- The solvency ratio of AIA Co. remained strong after the effect of the acquisition of CMLA and dividends to the Company.

Total Investments

US\$ millions, unless otherwise stated	As at 31 December 2019	Percentage of total
Total policyholder and shareholder	212,742	87%
Total unit-linked contracts and consolidated investment funds	31,456	13%
Total Investments	244,198	100%

Source: AIA Group Limited Annual Report 2019

Policyholder and Shareholder Investments

US\$ millions, unless otherwise stated	As at 31 December 2019	Percentage of total
Participating funds and Other participating business with distinct portfolios ⁺		
Government and government agency bonds	17,725	9%
Corporate bonds and structured securities	40,842	19%
Loans and deposits	2,523	1%
Subtotal – Fixed income investments	61,090	29%
Equities	18,739	8%
Investment property and property held for own use ¹³	1,065	1%
Cash and cash equivalents	481	-
Derivatives	231	-
Subtotal Participating funds and Other participating business with distinct portfolios	81,606	38%
Other policyholder and shareholder ⁺		
Government and government agency bonds	60,072	29%
Corporate bonds and structured securities	47,479	22%
Loans and deposits	6,860	3%
Subtotal – Fixed income investments	114,411	54%
Equities	7,482	4%
Investment property and property held for own use ¹³	5,829	3%
Cash and cash equivalents	2,708	1%
Derivatives	706	-
Subtotal other policyholder and shareholder	131,136	62%
Total policyholder and shareholder	212,742	100%

Source: AIA Group Limited Annual Report 2019

Solvency Ratio of AIA Co.

US\$ millions, unless otherwise stated	As at 31 December 2019
Total available capital	11,856
Regulatory minimum capital (100%)	3,272
Solvency ratio (%)	362%

Source: AIA Group Limited Annual Report 2019

¹ By market capitalisation, Bloomberg (as at 31 December 2019)

² Bloomberg (as at 31 December 2019)

³ AIA Group Limited Annual Report 2019 (as at 31 December 2019)

⁴ www.hsi.com.hk (March 2020)

⁵ AIA Group Limited website (as at 31 December 2019)

⁶ AIA Group Limited website (as at 31 December 2019)

⁷ Provisional statistics of the Insurance Authority on Hong Kong long term insurance business from January to December 2019. The policies refer to the Direct Inforce Business of Individual Life and Annuity (Classes A & C) and Other Individual Business (Classes B, D, E & F).

⁸ AIA Hong Kong internal data includes Hong Kong and Macau's individual life, group insurance and mandatory provident fund customers (as at 31 March 2020)

⁹ Based on Hong Kong Special Administrative Region Census and Statistics Department – Thematic Household Survey Report No. 68, Nov 2019, Table 7.1a and AIA internal data.

¹⁰ <https://www.mdr.org/companies> (as at 1 July 2018)

¹¹ As at December 2019

¹² Policyholder and shareholder investments only; excludes investment-linked investments.

¹³ Amounts included at fair value.

¹⁴ AIA Company Limited, a subsidiary of AIA Group Limited.

¹⁵ The banks herein are authorised distributors and agents of AIA Hong Kong.

¹⁶ Please visit aia.com.hk/aia/italy for more details.

* Bloomberg Businessweek / Chinese Edition: Financial Institution Awards 2016; The Hong Kong Federation of Insurers: Hong Kong Insurance Awards 2019; Hong Kong Association for Customer Service Excellence: Customer Service Excellence Awards 2018; Reader's Digest: Trusted Brand Platinum Award – Insurance Company for Hong Kong 2019.

+ Presentation of Participating Funds and Other Participating Business with distinct Portfolios and Other Policyholder and Shareholder is consistent with note 21 to the financial statements in AIA Group Limited Annual Report 2019. The comparative information has been adjusted to conform to current year presentation. Please refer to note 21 to the financial statements for additional information.