

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; 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\$256 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 Interim Results as at 30 June 2019 (Year-on-Year Growth)

- Value of New Business (VONB) of US\$2,275 million ▲ 20%
- VONB margin up 6.2 pps to 65.6%
- Annualised New Premiums (ANP) of US\$3,443 million ▲ 9%
- Total weighted premium income (TWPI) of US\$16,405 million ▲ 17%

Source: AIA Group Limited Interim Report 2019

aia.com.hk

¹ “AIA”, “the Company” or “the Group” herein refers to AIA Group Limited and its subsidiaries.

² “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 16,500 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 talent.
- Built long-term partnerships with Citibank, China Construction Bank (Asia) and Public Bank (Hong Kong), to provide customers with convenient and suitable insurance services through their extensive banking network[^].
- Provides a comprehensive range of products and services to different customer segments through large-scale and established Independent Financial Advisors.

Over **80** Products



Well-rounded services

- Offers customers a **wide selection of over 80 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 and rewards 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*



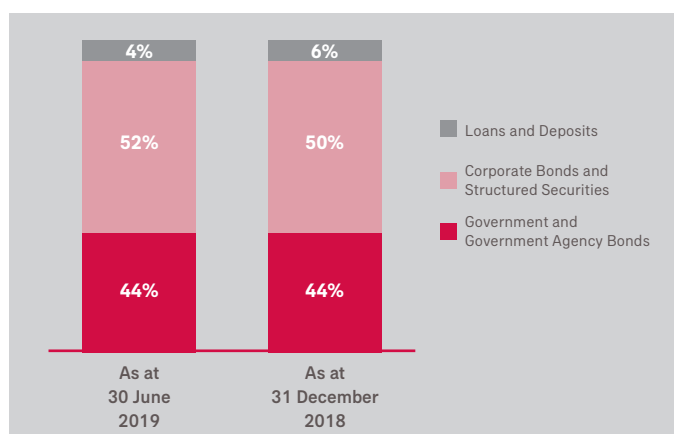
Reader's Digest
Trusted Brand Platinum Awards (Hong Kong)*



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 Interim Report 2019



Regulatory Capital

- The Group's lead insurance regulator is the Insurance Authority (IA). The Group's principal operating company is AIA Co.¹⁴, a Hong Kong-domiciled insurer.
- As at 30 June 2019, the total available capital for AIA Co., our main regulated entity, was US\$11,238 million as measured under the Hong Kong Insurance Ordinance (HKIO) basis, resulting in a solvency ratio of 415% of regulatory minimum capital compared with 421% at 31 December 2018.
- The solvency ratio of AIA Co. remained very strong, driven by earnings offset by dividends to AIA Group Limited.

Total Investments

US\$ millions, unless otherwise stated	As at 30 June 2019	Percentage of total
Total policyholder and shareholder	192,053	88%
Total unit-linked contracts and consolidated investment funds	26,341	12%
Total Investments	218,394	100%

Source: AIA Group Limited Interim Report 2019

Policyholder and Shareholder Investments

US\$ millions, unless otherwise stated	As at 30 June 2019	Percentage of total
Participating funds and Other participating business with distinct portfolios ⁺		
Government and government agency bonds	15,595	8%
Corporate bonds and structured securities	35,294	19%
Loans and deposits	2,172	1%
Subtotal – Fixed income investments	53,061	28%
Equities	17,316	9%
Investment property and property held for own use ¹³	1,035	1%
Cash and cash equivalents	617	-
Derivatives	101	-
Subtotal Participating funds and Other participating business with distinct portfolios	72,130	38%
Other policyholder and shareholder ⁺		
Government and government agency bonds	53,710	28%
Corporate bonds and structured securities	46,491	24%
Loans and deposits	5,329	3%
Subtotal – Fixed income investments	105,530	55%
Equities	6,632	3%
Investment property and property held for own use ¹³	5,779	3%
Cash and cash equivalents	1,571	1%
Derivatives	411	-
Subtotal other policyholder and shareholder	119,923	62%
Total policyholder and shareholder	192,053	100%

Source: AIA Group Limited Interim Report 2019

Solvency Ratio of AIA Co.

US\$ millions, unless otherwise stated	As at 30 June 2019
Total available capital	11,238
Regulatory minimum capital (100%)	2,706
Solvency ratio (%)	415%

Source: AIA Group Limited Interim Results 2019

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

² Bloomberg (as at 31 July 2019)

³ AIA Group Limited Interim Report 2019 (as at 30 June 2019)

⁴ www.hsi.com.hk (July 2019)

⁵ AIA Group Limited website (as at 31 December 2018)

⁶ AIA Group Limited website (as at 31 December 2018)

⁷ Provisional statistics of the Insurance Authority on Hong Kong long term insurance business from January to June 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 2019)

⁹ Based on Hong Kong Special Administrative Region Census and Statistics Department – Thematic Household Survey Report No. 63, Dec 2017, Table 7.1a and AIA internal data.

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

¹¹ As at March 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.

* Bloomberg Businessweek / Chinese Edition - Financial Institution Awards 2016; The Hong Kong Federation of Insurers - Hong Kong Insurance Awards 2017; Hong Kong Association for Customer Service Excellence - Customer Service Excellence Awards 2017; 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 20 to the financial statements in AIA Group Limited Annual Report 2018. The comparative information has been adjusted to conform to current year presentation. Please refer to note 20 to the financial statements for additional information.