



Hong Kong & Macau Corporate Factsheet

About FWD

- FWD Hong Kong & Macau are part of the FWD Group, a pan-Asian life insurance business with more than 10 million customers across 10 markets, including some of the fastest growing insurance markets in the world.
- FWD 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.

FWD Hong Kong & Macau

Comprehensive product offerings

FWD Hong Kong:



Life and Medical Insurance | Employee Benefits | Financial Planning



The 8th largest life insurer by market share in Hong Kong²

FWD Macau: Life and Medical Insurance

Omni-channel distribution

We maintain omni-channel sales distribution so that our customers can connect with us and be served in their preferred and convenient ways:



Tied Agency: provide quality personalised services to customers



Bank Partners: major ones include Bank of Communications (Hong Kong) Limited, China Construction Bank (Asia) Corporation Limited, E.SUN Bank, and Industrial and Commercial Bank of China (Asia) Limited



Brokerage: strong partnership with 200+ financial intermediary firms in Hong Kong



FWD Financial Planners: 100+ professional financial planners



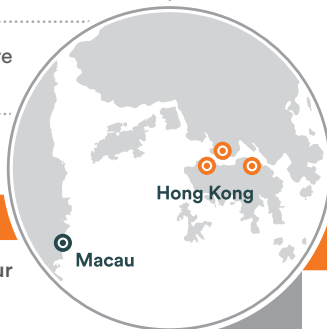
FWD one-stop digital platform:
<https://www.fwd.com.hk/online-insurance/en/>

Holistic customer services



Reachable anytime, anywhere:

- ✓ 4 Insurance Solutions Centres across Hong Kong & Macau
- ✓ Service hotline +852 3123 3123 (Hong Kong) / +853 8988 6060 (Macau), live chat, and chatbot
- ✓ Claims Ambassadors Service
- ✓ FWD Moments mobile app



Strong financial position

Credit Ratings

FWD Life Insurance Company (Bermuda) Limited

Moody's: **A3**
Fitch Ratings: **A**

InsurTech

Elevating the customer experience with technology



Instant cash withdrawal from designated insurance plans to mobile wallets



Online-to-offline experiential platform for Hong Kong people to pursue their aspirations



Customers can choose to get claims paid in cash at convenient stores / through FPS

Remarks: 1. PCG is an Asia-based private investment group established in 1993 with interests across three core business pillars: **Financial Services** - PineBridge Investments, FWD Group, bolttech | **Technology, Media & Telecommunications** - PCCW, HKT | **Property** - Pacific Century Premium Developments. 2. Source: Provisional Statistics on Hong Kong Long Term Insurance Business - January to December 2021, Insurance Authority of Hong Kong. The calculation combines individual and group businesses.

Note: All figures above are as of 31 December 2021 unless otherwise stated.



Insurance Solutions Centre 保險綜合服務中心



4 Insurance Solutions Centres

Conveniently located throughout Hong Kong and Macau | Providing instant and comprehensive insurance services

Hong Kong • 7/F, FWD Financial Centre, 308 Des Voeux Road Central, Sheung Wan
• 13/F, Devon House, Taikoo Place, 979 King's Road, Quarry Bay

Kowloon • Suite 2605, 26/F, Miramar Tower, 132 Nathan Road, Tsim Sha Tsui
Macau • 12/F, Fortuna Business Centre, 301-355, Avenida Comercial De Macau, Macau

Awards

Recognitions for our endeavour to deliver quality, and customer-led insurance services and solutions:



Accredited Professional Financial Planning Firm 2021
Institute of Financial Planners of Hong Kong



Financial Institution Awards 2021
Bloomberg Businessweek/Chinese Edition



Financial Services Awards of Excellence 2021
Hong Kong Economic Journal



Hong Kong Insurance Awards 2021
The Hong Kong Federation of Insurers



IFPHK Financial Education Leadership Awards 2021
Institute of Financial Planners of Hong Kong



Marketing Events Awards 2021
Marketing Magazine



PR Awards Asia 2021
PRWeek and Campaign



Asia Recruitment Awards 2021
Human Resources Online



Shenzhen-Hong Kong Fintech Award
HK Monetary Authority & Office of Financial Development Service, the People's Government of Shenzhen Municipality



Caring Company Award
Hong Kong Council of Social Service (19th year since 2002)

Talk to us

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Offices of FWD Hong Kong & Macau

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