

As of 1 June 2024

# FWD Insurance Fact Sheet

PT FWD Insurance Indonesia (“FWD Insurance”) is part of FWD Group, a pan-Asian life insurance business with more than 13 million customers across 10 markets, including some of the fastest-growing insurance markets in the world. FWD Group was established in 2013 and is focused on **changing the way people feel about insurance**. FWD Insurance’s customer-led and digitally enabled approach aims to deliver innovative propositions, easy-to-understand products and a simpler insurance experience.

FWD Insurance offers a comprehensive range of products, including individual and group term life insurance, individual and group personal accident insurance unit-linked insurance, and group medical insurance delivered through technology-driven distribution channels such as agency, bancassurance, and digital commerce.

## Highlights



**FWD Group ranked 6<sup>th</sup>** in the Global 2023 Million Dollar Round Table for multinational companies<sup>1</sup>



**Number 4 insurance agency business** by new business sales<sup>2</sup>



**8 bancassurance** partnerships



**95.50%** cloud adoption rate<sup>3</sup>



**> 12,000** insurance agents<sup>3</sup>



**36 sales offices** nationwide

## Our values

### Proactive

Perform with passion

### Innovative

Dare to be different

### Committed

Succeed together

### Caring

Everyone matters

### Open

Do the right thing

## Multi-channel distribution and services

Agency



Bancassurance



Digital commerce



## Investment grade rating

### Fitch

National Long Term Insurer Financial Strength rating of A+(idn) with stable outlook<sup>4</sup>

## Contact details



Chatbot Fi



1500 525



customercare.id@fwd.com

## Highlighted programmes

### FWD Care

#### FWD Care Recover Plan

Post-claims support for physical and emotional recovery for the insured and their closest family members at no cost by professional personnel.



#### FWD Mind Strength Support Programme

A first-in-the-market digital mental health solution for the public that is designed to enable Indonesians to proactively, privately and positively strengthen their minds.

## Highlighted mobile applications



#### Omne by FWD

An application that allows customers to manage individual insurance policies, lead a better lifestyle, and maximise their daily activities with #DoLifeat100%. Omne by FWD has just been launched at 20 May 2024.



#### FWD MAX

FWD Insurance application to serve as a loyalty and insurance platform, which can be used by customers, sales forces and the public. Currently, FWD MAX is still active to be used as a complimentary for Omne by FWD.

## Community Care



### FWD Bebas Berbagi



Through collaboration with local communities, this creates thought sharing forums, improving literacy<sup>7</sup> and social causes that are impactful.



### JA SparktheDream



Our signature programme, in partnership with Prestasi Junior Indonesia, helps children gain financial literacy and build better money habits. We nurture these skills and inspire them to be their own agents of change.

## Awards and recognition



- Investortrust Best Unit Link Awards 2024 (for FWD Dana Berimbang Global Syariah)
- Warta Ekonomi Indonesia Digital Innovation Awards 2024 (The Most Innovative Life Insurance for Digital Technology Innovation to Enhance Financial Inclusion, (Category : Life Insurance))
- Insurance Asia Awards 2023 (Insurance Initiative of The Year – Indonesia)
- SWA Indonesia HR Excellence Awards 2023 (Very good remark in Learning & Development and Knowledge Management, Reward Management & Talent Retention Strategy, and Wellbeing Management category)
- SWA Indonesia Digital Customer Engagement Champions in Services Industry 2023
- SWA-Business Digest Indonesia Customer Experience Champion Awards 2023
- Marketeers Editor's Choice Awards 2023 (Insurance Aftersales Service of the Year)

#### Remarks

<sup>1</sup> More information: <https://www.mdrt.org/about-MDRT/for-companies/top-10-multinational-companies/>

<sup>2</sup> Based on local regulators, insurance association and industry market share as of FY2023

<sup>3</sup> Based on published 2023 Sustainability Report

<sup>4</sup> [fitchratings.com/entity/pt-fwd-insurance-indonesia-97269768](https://fitchratings.com/entity/pt-fwd-insurance-indonesia-97269768)