



HEALTHIER, LONGER,
BETTER LIVES

AIA INDONESIA COMPANY PROFILE

aia-financial.co.id



AIA terdaftar dan diawasi oleh Otoritas Jasa Keuangan



MESSAGE FROM OUR PRESIDENT DIRECTOR

As the time goes by, AIA remains devoted to its customers, accompanying them through all stages of their lives to live healthier, longer, better lives. With more than 100 years of experience and leadership in the insurance industry, AIA continues to uphold its core values and beliefs; Live Well, Get Well and Plan Well to transform the industry, protecting millions of families in Indonesia.

Living healthier, longer and better lives requires a holistic approach and it starts with a simple measure; a healthy lifestyle. This is reflected in AIA's business strategy. We help our customers to protect their loved ones with our innovative breakthrough, AIA Vitality, which sets AIA apart from the other insurance companies. Uniquely time in the industry, AIA proactively takes part to help Indonesian families to develop a healthy lifestyle and reward them for their commitments. Our Active health program also accompanies our customers, taking care of their health from the very beginning of the doctor's prognosis until they regain their health, with the comfort of personal healthcare experts.

Insurance is meant for future protection, from things that are unforeseen and uncertain. Understanding this, we recognize our responsibility to help our customers plan their lives well, devising life plans not only for the present, but also for the future, building the legacy of the families for the generations to come.

Utilizing technology, data and analysis as one of the backbones of a business and collaborating with prominent partners globally, AIA looks forward to serving our customers and helping millions of families in Indonesia live healthier, longer, better lives.

Sainthan Satyamoorthy

President Director
AIA Indonesia



WHAT WE STAND FOR

In AIA, we focus on healthy living, transforming the way we do business, from payor to partner. Our purpose is helping millions of families in Indonesia live healthier, longer, better lives.

OUR PRODUCTS

We provide a wide range of the best financial solutions to meet the protection needs of Indonesians people, both individual and corporate.

INDIVIDUAL



Life Insurance



Medical Insurance



Critical Illness Protection



Life Insurance with
Syariah Principle



Life Insurance with
Investment Plan

CORPORATE



Employee Benefits



Pension

CITIES WE CALL HOME



Operating in all over Indonesia with Bancassurance partners, Also AIA Agency representative offices in following cities:

Pekanbaru, Jember, Jambi, Padang, Samarinda, Batam, Solo, Denpasar, Banjarmasin, Bekasi, Kupang, Bontang, Bogor, Manado, and Ambon.

AIA GROUP

Presence in
18 Markets

Provides protection to people across the region with total sum assured of almost **US\$2 trillion⁽¹⁾**

Over 16 million benefit payments were made during 2020, helping customers and their families to cope with challenges at different life stages

Notes:

(1) As of 31 December 2022.

(2) As of 30 December 2022

(3) A record total of 16,017 AIA agents and agency leaders were registered as MDRT members as of 1 July 2022.

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

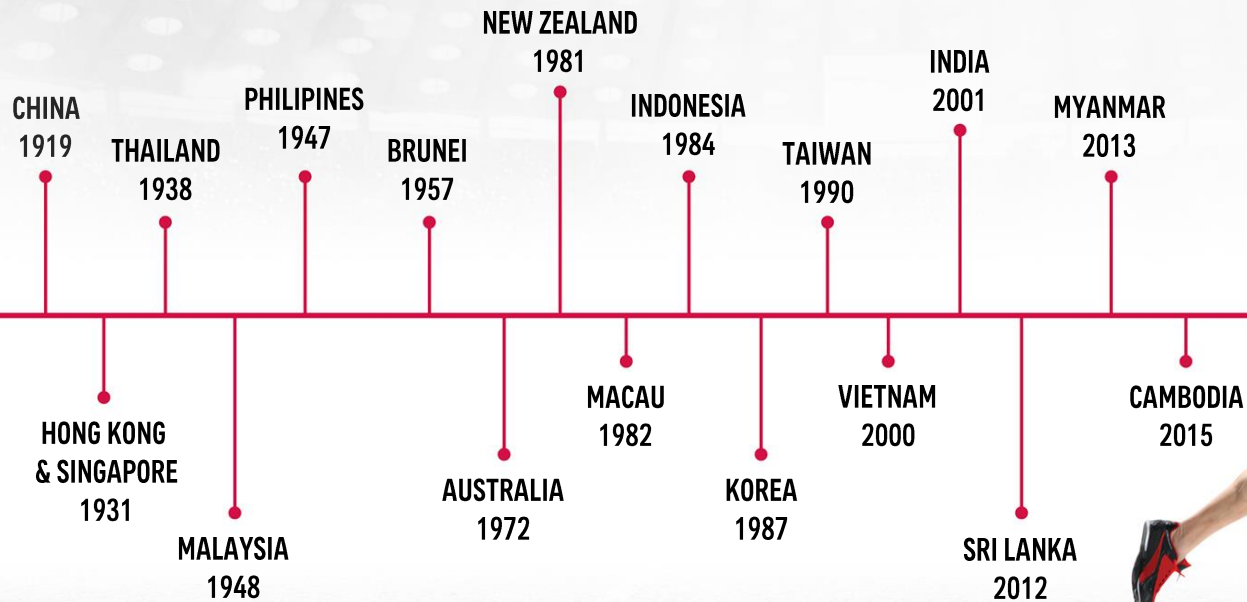
Serving the holders of more than **41 million** individual policies⁽²⁾ and over **17 million⁽²⁾** participating members of group insurance schemes

No.1 Worldwide for MDRT Members

The only multinational company to top the table for nine consecutive years⁽³⁾



AIA IN ASIA



AIA IN INDONESIA

In 1984, AIA entered Indonesia. As the business continued to grow, the company was then established under the name of PT. Asuransi Jiwa Lippo Utama in 1996. The company continued to transform ever since before finally changed its name to PT AIA FINANCIAL in 2009.



29 APRIL 2009

PT AIA FINANCIAL (AIA)

23 DECEMBER 2004

AIG LIPPO changed to PT AIG LIFE (AIG LIFE)

12 NOVEMBER 1999

Company changed its name to PT ASURANSI
AIG LIPPO LIFE (AIG)

1984

AIA entered Indonesia



OUR STRENGTH



Over 39 years of
experience in Indonesia



Protecting more than 1.1 million
individual & corporate clients with
Risk Based Capital of 559%*



Operating in all over Indonesia
with Bancassurance partners
and AIA Premier Agency Centre
(APAC) office in 13 cities



More than 6.000
sales force & 1.000
employees

*as of full year 2022

PRESTIGIOUS RECOGNITION ACROSS INDUSTRY, LOCAL AND INTERNATIONAL LEVEL

- Best Sports CSR Initiative of The Year (AIA Sepak Bola untuk Negeri) from SPIA Asia Sports Industry Awards 2019
- Indonesia's HR Asia Best Company to Work For in Asia 2020 from HR Asia
- "Very Good" rating for Life Insurance Company Financial Performance from Majalah Infobank
- Economics Sharia Award category Best Sharia Insurance 2021
- Best Unit Link 2022 for 6 fund categories from Majalah Investor
- Life Insurance Market Leader 2021 from Media Asuransi



OUR DISTRIBUTION CHANNELS AND PARTNERS

CHANNELS :

Agency
Bancassurance

Corporate Solutions
Direct Marketing

PARTNERS :



Credit Life :



LEADING IN QUALITY AND PROFESSIONALISM OF DISTRIBUTION



MDRT®

#1 MDRT FOR 9 CONSECUTIVE YEARS

AIA has been named the Number 1 Million Dollar Round Table (MDRT) company in the world for a record-breaking ninth year in a row. MDRT®, is a global, independent association of the world's leading life insurance and financial services professionals.



ENGAGING OUR CUSTOMERS THROUGH PROFESSIONAL LIFE PLANNER AND BANCASSURANCE LIFE CONSULTANT

AIA is focusing in development of Life Planner and Bancassurance Life Consultant with a specially designed professional program through a comprehensive training and development process to focus on customers, building two-way communication and meaningful relationships with customers to help them plan on protection, financial plan and pursuing healthy living.



OUR SERVICES

We are committed to bring innovation for your ease and comfort



Get easily connected with
ANYA Whatsapp service
0811 1960 1000



Customer care line
1500 980



Transaction statement
sent by e-mail



Policy information
in anywhere & anytime

AIA Vitality

LIVING A HEALTHY LIFESTYLE WITH AIA VITALITY

We support you in taking charge of your health with AIA Vitality, a science-backed health and wellbeing program to support community in making healthier lifestyle choices, whilst being rewarded with access to various discounts from partners.



HOW IT WORKS



Know your Health
Learn more about your health

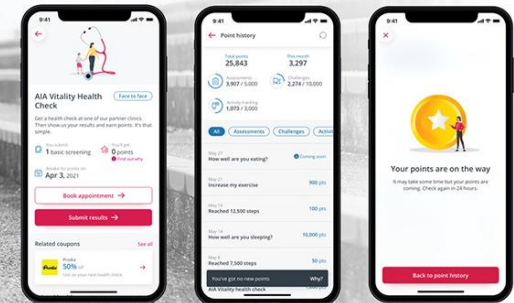


Improve your Health
We'll support you to make healthier choices



Enjoy the Rewards
Healthier choices lead to great rewards

AIA VITALITY PARTNERS





GLOBAL PRINCIPAL PARTNER

Tottenham Hotspur

In AIA, we champion healthy living. In 2013 AIA commenced a partnership with English Premier League football club Tottenham Hotspur, as the official Cup Shirt sponsor.

In May 2017, AIA announced the extension and expansion of its partnership with Tottenham Hotspur. Under the new agreement, AIA will now be recognized by the Club as a Global Principal Partner.



PERSONAL MEDICAL MANAGEMENT THERE FOR CUSTOMERS WHEN IT MATTERS MOST

AIA is committed to give a compelling propositions by presenting a world class medical services, Personal Medical Management, collaborated with Medix

When faced with a serious medical situation, customers will receive:

- The clarity that comes from a 360-degree, highly personalized view of their cases from a single point of contact
- The confidence that comes from an independent review of their diagnoses and treatment plans by a network of local and global specialists
- The control that comes from knowing they have the right information to make the right decisions at the right time
- The care that comes from 24/7 access to advice and support for a period of at least three months



HEALTHCARE AT YOUR FINGERTIPS

AIA strives to improve customer experience by forming exclusive partnership with WhiteCoat to provide increased accessibility and convenience to quality healthcare for our customers through a one-stop healthcare app.

What we offer:



Teleconsult with either Indonesia registered or Singapore-registered doctors



Medication delivery within the Jabodetabek area



Easy access to medical record in one place



TELEMEDICINE FLOW

Registration

- Download the WhiteCoat app from Google Play or App Store
- Complete registration for a WhiteCoat account



Teleconsultation

Select a doctor of your choice, or connect to the soonest available doctor and begin your teleconsult



Post Consultation

- Confirm the medication prescribed by the doctor
- Select your preferred medication delivery option and complete payment

SOCIAL IMPACT

How we deliver impact to the communities we serve



SEHAT UNTUK NEGERI



10.000 Football Donation
& Coaching Clinics



Donations of **40 High Care
Unit Beds** For Covid-19
Emergency Hospital



Train The Trainer



Oxygen Tanks donation for
Covid-19 patients at regional
hospitals in **5 Provinces**



Sehat Untuk Bersama
social movement to invite
people to make healthier
choices during lockdown



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THANK YOU

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