



Group Fraud, Waste and Abuse Policy

The Prudential Group is committed to upholding the highest standards of integrity and transparency. The Group Fraud, Waste and Abuse (FWA) Policy outlines the principles and expectations for managing fraud, waste, and abuse risks across the Group's operations.

The Policy is aligned with key regulatory requirements, including:

- The Hong Kong Insurance Authority's GL-32 guideline on fraud prevention in insurance.
- The UK Economic Crime and Corporate Transparency Act 2023, which mandates appropriate fraud prevention procedures and a shift in corporate culture.

The Group strictly prohibits all forms of FWA. FWA risk management is a business-owned process, supported by procedures that:

- Minimise losses while recognising that FWA risk cannot be fully eliminated.
- Safeguard customers and meet regulatory expectations.
- Promote consistency across functions and roles.
- Encourage sharing of insights and lessons learned.