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# **Agenda**

# **Group**

**Asia Deep Dive** 

**Summary** 



# Group

# Key highlights

## Growth

+11%

FY2018 New business profit vs FY2017 CER<sup>1</sup>

## **Earnings**

£4.8bn

FY2018 IFRS operating profit

#### Cash

£4.0bn

FY2018 Operating free surplus generation

#### **Dividend**

+5%

Growth on prior year to 49.35 pence per share

## **Embedded value**

£50bn

FY2018 Embedded value +11% vs FY2017 AER<sup>2</sup>

## **Capital**

**232**%

FY2018 Solvency II ratio



# Group

## Progress towards demerger



- ✓ Completed the legal transfer of the HK business
- ✓ Completed reinsurance of £12bn UK annuity book to Rothesay Life
- ✓ Good progress with Part VII transfer.
- ✓ HKIA announced as future Group-wide supervisor
- Raised £1.6bn of new subordinated debt

## M&GPRUDENTIAL

- ✓ Established new holding company & Group
- ✓ Appointed Mike Evans as Chairman
- ✓ Well progressed in appointing independent NEDs
- ✓ Integrating support services
- Merger and transformation on track



# Prudential plc post demerger

# Ambition and operating principles



#### **Capturing structural opportunity**

- · Long-term positioning in growing target markets
- · Creating financial solutions to meet distinct customer needs
- · Growing and diversifying distribution

#### Operating with discipline

- Long-term strategic decision making
- · Capital allocation to highest value opportunities
- · Rigorous risk management

#### **Enhancing capabilities**

- Enhancing customer service and deepening customer engagement
- Adapting to market dynamics
- · Sharing success across local business units

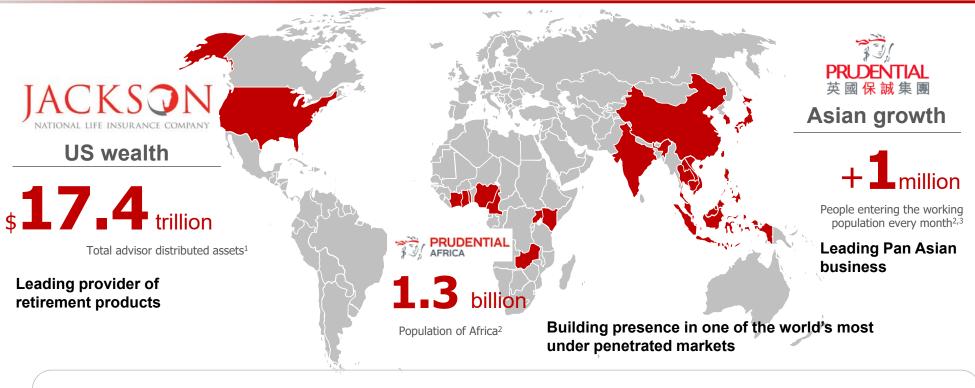
#### High quality resilient outcomes

- · Great customer outcomes
- · Recurring revenue streams
- · Resilience and scale



# Prudential plc post demerger: structural opportunity

Prudential's positioning in world's largest and fastest growing markets



**Total** 

Markets' share of global GDP<sup>5</sup>

Access to population<sup>2</sup>

Life insurance customers

 $20_{m}$ 

PRUDENTIAL

<sup>1.</sup> The Cerulli report, The State of U.S. Retail and Institutional Asset Management, 2018, IRI Retirement Fact Book 2018 and Jackson analysis. Net of existing annuity assets 2. United Nations, Department of Economic and Social Affairs, Population Division (2017). World Population Prospects: The 2017 revision.

<sup>3.</sup> Working age population: 15-64 years.

As at 31 December 2018.
 Source: IMF. 2017 GDP at October 2018 current prices.

# **Agenda**

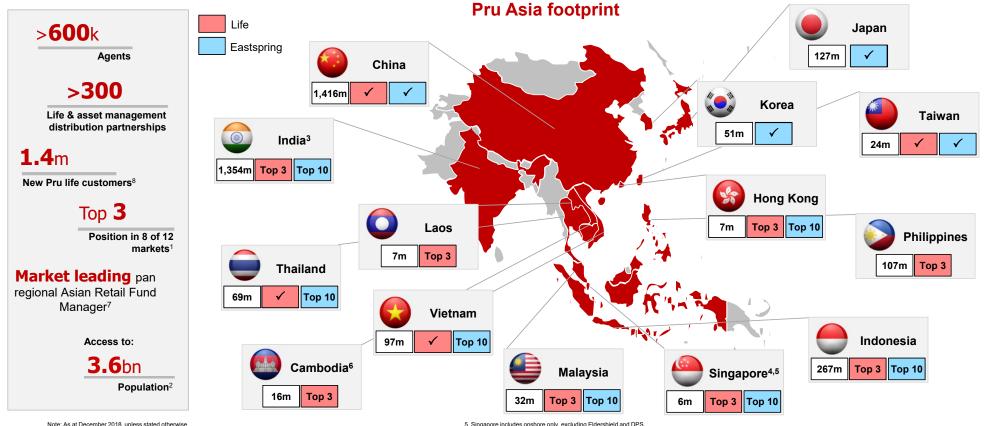
# Group

# **Asia Deep Dive**

# **Summary**



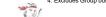
# Leading pan-regional franchise



Note: As at December 2018, unless stated otherwise.

- 1. Top 3 in 8 of 12 countries. Source: Based on formal (Competitors' results release, local regulators and insurance associations) and informal (industry exchange) market share data. Rankling based on new business (APE or weighted FYP demailing in the availability of data).

  2. United Nations, Department of Economic and Social Affairs, inspiniess for properties of Properties 2017 Revision.
- Ranking amongst private players, share among all players on a fiscal year basis excluding Group business.
   Excludes Group business.



PRUDENTIAL

5. Singapore includes onshore only, excluding Eldershield and DPS.

Source: Asia Asset Management – Fund Manager Surveys. Based on assets sourced in Asia ex-

Japan, Australia and New Zealand. Ranked according to participating firms only.

# Favourable dynamics

	Population <sup>2</sup> (m)	Market penetration <sup>3</sup> (%)	<b>GDP</b> <sup>1</sup> (\$bn)	GDP growth <sup>1</sup> (%)	
Cambodia (2013)	16	0.1%	24	7.0%	
China (2000)	1,416	2.7%	13,457	6.6%	
Hong Kong (1964)	7	14.6%	360	3.8%	
India (2000)	1,354	2.8%	2,690	7.3%	
Indonesia (1995)	267	1.9%	1,005	5.1%	
Laos (2015)	7	0%	18	6.8%	
Malaysia (1924)	32	3.3%	347	4.7%	
Philippines (1996)	107	1.2%	332	6.5%	
Singapore (1931)	6	6.6%	347	2.9%	
Taiwan (1999)	24	17.9%	603	2.7%	
Thailand (1995)	69	3.6%	490	4.6%	
Vietnam (1999)	97	1.3%	241	6.6%	

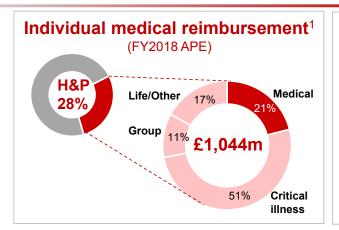


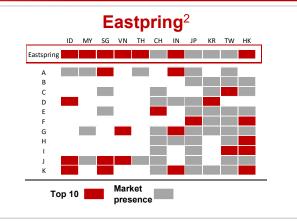
PRUDENTIAL

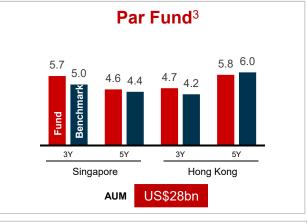
Source: IMF 2018 forecast data. Published October 2018.
 United Nations, Department of Economic and Social Affairs, Population Division, World Population Prospects
 Market penetration: Swiss Re (Sigma) – based on insurance premiums as a percentage of GDP in 2017 (estimated).



## Unique asset

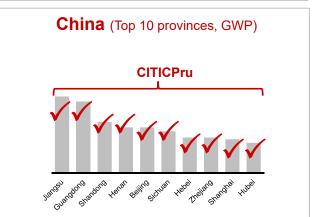












Eastspring JVs include HK, India and China. Japan reflects Publicly Offered Investment Trusts market presence. China reflects public mutual funds market presence. Wetnam reflects public mutual funds market presence only. Market presence based on whether the AMCs offer onshore domicial funds. Market pressing and AUIb based on 100% shareholdings.

3. PAGS Regular Premium Life Fund and PHK USD Main Life Fund (IRP F) as at 31 Dec 2018. Source Eastspring Investments. EVM include all HK/SG par funds as at 31 Dec 2018.

**2018 FULL YEAR RESULTS** 

4 Sharia market share FY 2018

Takaful market share FY2018 including Group.

6. Based on FY 2018 Weighted New Business Premium exc Group. Ranking amongst private players, share among all players on a fiscal year basis excluding Group business.AM rank 31 Dec 2018.

<sup>1.</sup> FY18 H&P percentage of APE
2. Sources: Singapore, Malaysia, Thailand and Hong Kong (Morningstar), Korea (Korea Financial Investment Association), India (Association of Mutual Funds in India), Japan (Investment Trusts Association, Japan), Taiwan (Securities Investment Trust & Consulting Association of R.O.C.), China (Z-Ben), Indonesia (Otoritas Jasa Keuangan), Vielnam (State Securities Commission of Vietnam), as at Dec 2018.

## Clear set of strategic priorities

# Enhance the core

Create 'bestin-class' health capability

Accelerate Eastspring

Expand presence in China



#### Strategic priorities

- Broaden flagship product range
- Expand distribution and drive efficiency
- Collaborate with non-traditional partners
- Increase automation and embed digital capability
- Narrow mortality protection gap
- Grow participation in health and medical segments
- Build-out presence in SME segment
- Expand value added services
- Strengthen and expand investment offering
- Diversify investment styles
- Enhance distribution capabilities
- Build digital enablers
- Grow into footprint
- Preserve leading edge operational capabilities
- Deepen asset management presence
- Pursue optionality to increase participation

#### **Key Achievements**

- Upgraded EGS (HK); revamped PRUlink (ID)
- Renewed UOB; 9 new banca deals; OPUS
- DirectAsia & Hiscox (SG); Eureka (ID)
- AskPru (SG); Jet Claims (HK); WeChat (CN); H2P (HK)
- H&P: 70% of NBP; H&P NBP up 15%; SAR/policy up 7%
- Expanded PRUmedical network (ID)
- Launched PruWorks (SG)
- Babylon soft-launch (MY); rolling out to 9 markets
- Launching PFM products in China (1Q19)
- Accelerating multi-asset solutions
- Acquired TMBAM (TH); Setup WFOE (CN)
- Robo advisor: Alkanza (TW)
- Hunan established; Shaanxi approved; 10 new cities
- APE and NBP outgrew peers in 2018
- Granted licenses for Life AMC & tax-deferred pension
- Applying for pension company license

## Delivering strong and broad-based financial results

## **Double-digit growth in Value & Profit**

New business £2,604m +14%

Eastspring £151bn +6%

Free surplus +14% generation<sup>1</sup>

IFRS operating +14% profit<sup>1</sup>

## **Broad-based and high-quality growth**

Broad based	High quality
10 LBUs >10% NBP growth	<b>70</b> % NBP margin
9 LBUs margin increase	+8 <sub>ppt</sub> margin
+14% Agency NBP	+15% H&P NBP growth
+19% Banca NBP	<b>70</b> % H&P NBP mix

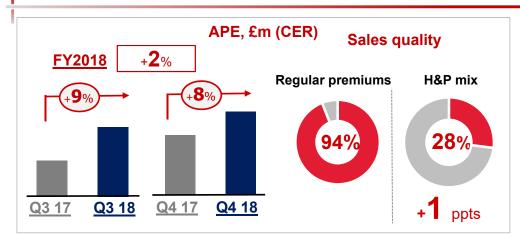
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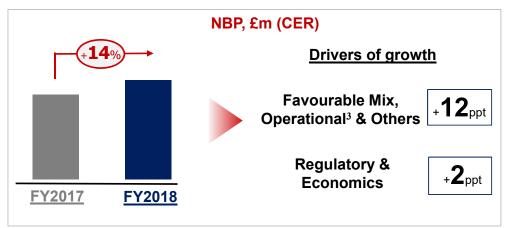
<sup>1.</sup> Growth rates indicate variances against prior year on a constant exchange rate basis.



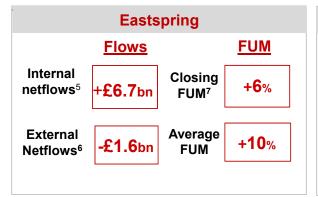
# **Financial Update**

## FY and Q4 2018 performance









		10 marl	kets achi	eving c	louble-di	git NBP	growth			Product/c	hannel
Country	China	HK	Singapore	India	Philippines	Malaysia	Vietnam	Thailand	Cambodia /Laos	Protection NBP <sup>1</sup>	+15%
APE Mix H&P Banca	+4 <sub>ppt</sub>	+1ppt	+1ppt <sup>2</sup>	+5ppt	No chg	+2ppt <sup>4</sup>	+8 <sub>ppt</sub>	+1ppt	0	Banca	
Total NBP Growth <sup>1</sup>	+14%	+17%	+15%	+17%	+14%	+13%4	+29%	+ <b>75</b> %	+73% /+32%	NBP <sup>1</sup>	+19%



Excluding group business

6. External netflows exclude MMF; MMF net inflows were +£1.5bn



Operational effect includes experience related assumption changes and model related changes Malavsia Combined.

<sup>5.</sup> Including flows from Asia, UK, MMF.

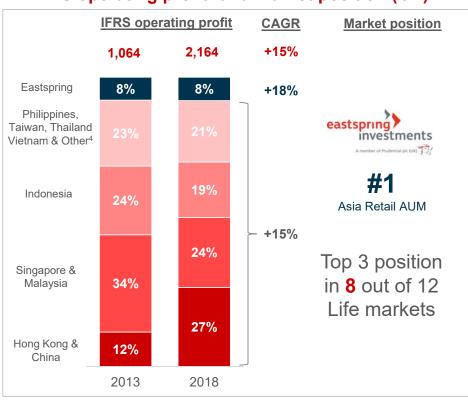
<sup>7.</sup> FY2018 on constant exchange rate basis including TMBAM represent acquisition of TMB Asset Management Co. Limited in September 2018. **2018 FULL YEAR RESULTS** 

# Balanced portfolio and strong relative performance

#### Multinational / regional peer comparison of NBP / EV Equity<sup>1</sup>

# 9.8% 8.3% 8.0% 7.3% 7.3% Prudential Peer 1 Peer 2 Peer 3 Peer 4 Peer 5

#### IFRS operating profit<sup>2</sup> and market position (£m)<sup>3</sup>



<sup>.</sup> Using 2018 NBP and opening shareholders' equity on an EV basis. Peers are multinational companies with businesses across Asia-Pacific. Results are shown only for Asia life businesses and include Japan where relevant.

Based on 2018. Source: Based on formal (Competitors' results release, local regulators and insurance associations) and informal (industry exchange) market share data. Ranking based on life weighted premium for Hong Kong and Singapore and new business (APE or weighted FYP depending on the availability of data) for remaining countries. Singapore includes onshore only, excluding Eldershield and DPS. Malaysia excludes Group business. China ranking amongst foreign JVs. India considers private segment only.

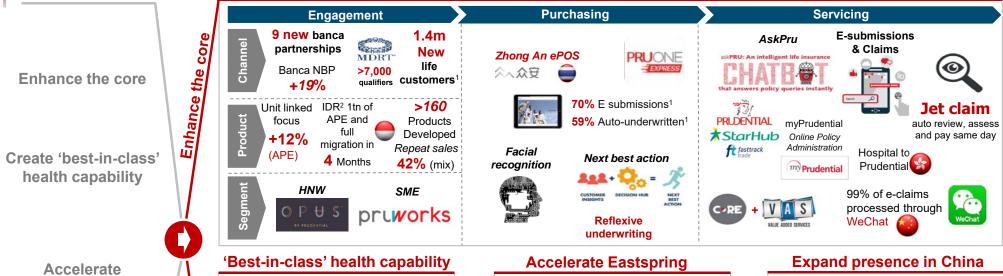
Other includes India, Laos and Cambodia.

2018 FULL YEAR RESULTS



<sup>2.</sup> Shown on a constant exchange rate basis. Excludes PCA Korea Life. Presentation consistent with the "IFRS operating profit by business unit" disclosure

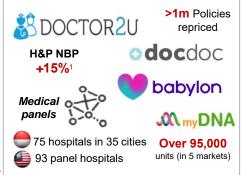
## Execution of strategic priorities



Accelerate Eastspring

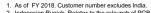
Expand presence in China

PRUDENTIAL







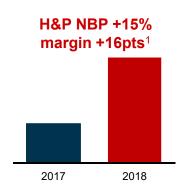


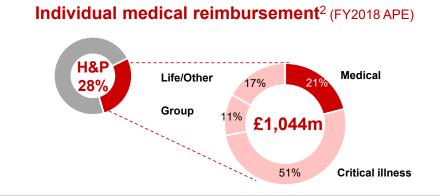
Indonesian Rupiah. Relates to the relaunch of PGB in September 2018.

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## Best-in-class health and protection capabilities







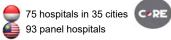
#### **Credentials**

#### >5mn

Health customers regionally

>1m Policies repriced









"Hospital to Prudential" Portal and Chatbot Claims



#### **Opportunities**

Narrow mortality protection gap

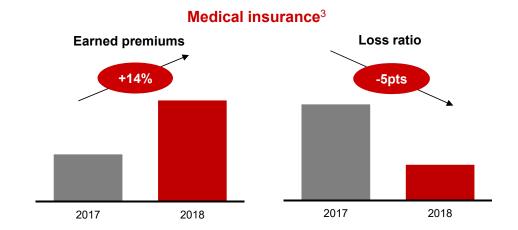


**VHIS** 

Expand value added services; build out SME and HNW segments



Strengthen claims and provider management

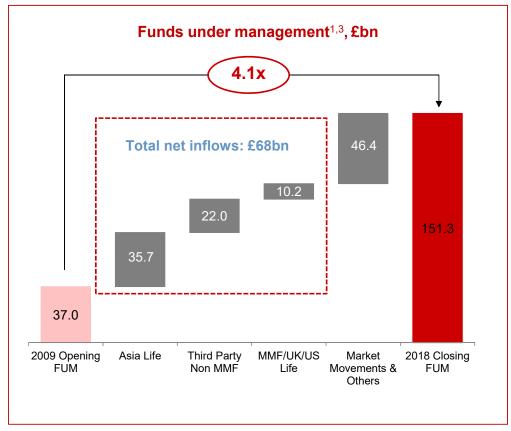


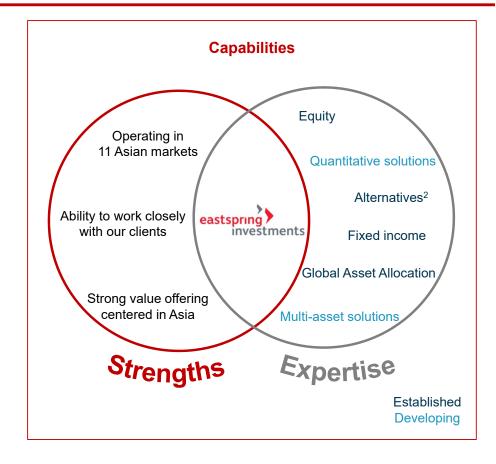


Constant exchange rate
 H&P percentage of APE

Including Hong Kong, Singapore, Malaysia and Indonesia; constant exchange rate

# **Asia Eastspring Investments**





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Infrastructure, private equity, syndicated loans
Eastspring funds under management presented includes Money Market Funds (MMF)



## Country highlights – Hong Kong

#### Structural trends **Domestic** Ageing **Significant** Gov't initiatives population<sup>1</sup> Protection gap<sup>2</sup> ➤ VHIS³ 43 HKMC<sup>4</sup> tax-deferred Av. in Av. in annuity scheme 2015 2050 Mainland Gov't initiatives Infrastructure Greater Bay Area Mainland visitors pa<sup>5</sup> MACAU BRIDGE

#### **Platform**

#### Agency

Unrivalled agency capabilities

Ranked #1 with

agents

market share7

One of the largest MDRT8 agency forces in HK



#### **Bancassurance**

Successful partnership continuing to deliver substantial benefits





#### **Execution**

**Continuous product** PRUhealth critical upgrades & innovation illness multi-care

Focus on quality

Insurance income as % of total9

Strong persistency

**98**% Retention rate



332

2017 2018 CER

> Insurance Connect

<sup>1</sup> UN population forecast by age. Medium variant forecast 2 Swiss Re Asia's health protection gap: insights for building greater resilience

<sup>3</sup> Voluntary Health Insurance Scheme (VHIS)

<sup>4</sup> Hong Kong Mortgage Corporation (HKMC)
5 Hong Kong Tourist Board. For year ended 31 December 2018

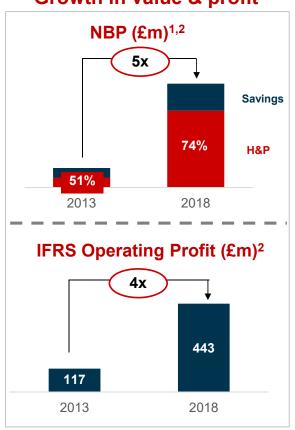
<sup>6</sup> Hong Kong Trade Development Council 7 As at 30 September 2018

<sup>8</sup> Million Dollar Round Table

<sup>9</sup> Total income includes insurance income, spread income, fee income, with-profits income and expected returns on shareholder assets and excludes margin on revenues

# Country highlights – Hong Kong

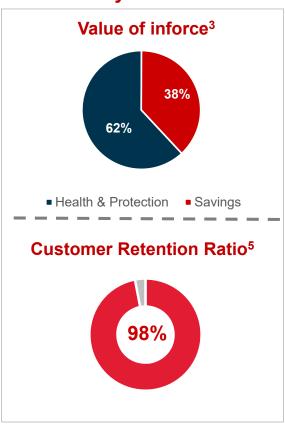
## **Growth in value & profit**



## **Quality of new business**

	МСН	Domestic	PHKL	
Average case size (£'000) <sup>3</sup>	6.4	4.8	5.7	
No. of policies ('000) <sup>3</sup>	176	122	298	
H&P APE Mix <sup>3</sup>	26%	23%	25%	
	(+6ppt) <sup>6</sup>	(+3ppt) <sup>6</sup>	(+5ppt) <sup>6</sup>	
Regular Premium Mix <sup>3</sup> ~31%  Total Market Share of >5 year duration policy <sup>4</sup>				

## **Quality of inforce**



PRUDENTIAL3. As at YTD December 2018. Average case size on APE basis.

<sup>1.</sup> Results are shown on a constant exchange rate basis and are post tax.

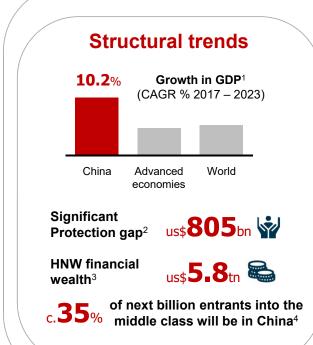
<sup>2.</sup> Multiple shown are based on 2013 to 2018 time period, on a constant exchange rate basis

<sup>4.</sup> Source: Insurance Authority, Hong Kong; Weighted premium income for 9 months to

<sup>5.</sup> FY2018

<sup>6.</sup> Represent increase in mix from 2013 to 2018

# Country highlights – China



#### **Platform**

#### **Expansion into footprint**

**75**% of population

Access to:

Access to: **78**% China GDP

Branches (+1 from FY17)

(+10 from FY17)

Agency

48<sub>k</sub> Agents<sup>5</sup>

32% Increase MDRTs6

Increase in

✓ Approval for 20<sup>th</sup> branch



#### **Bancassurance**

Bank partners<sup>5</sup>

#### **Execution**

#### Strategic opportunity

- ✓ Approval for tax deferred pension
- ✓ Application for pension company
- ✓ Established WFOE<sup>7</sup>
- ✓ Approval for QDLP<sup>8</sup>

#### Leveraging technology



Agency

99%

WeChat utilisation for claims



IFRS operating profit +20%

**NBP** 

+14%



<sup>1</sup> Source: IMF. 2017 GDP at September 2018 current prices

<sup>2</sup> Swiss Re Asia's health protection gap: insights for building greater resilience

<sup>3</sup> Capgemini Financial Services Analysis 2017

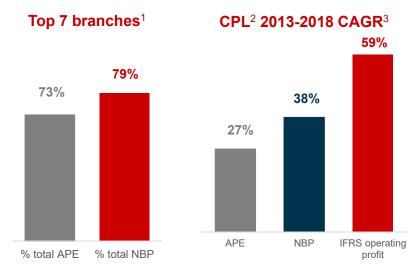
<sup>5</sup> As at 31 December 2018

<sup>6</sup> Million Dollar Round Table. Data as at July 2018 7 Wholly Foreign Owned Enterprise (WFOE)

<sup>8</sup> Qualified Domestic Limited Partnership (QDLP)

# Track record of profitable growth of provincial branches

#### Well-established branches forming the bedrock



- > Top 7 branches 1 (out of total 19) contribute >70% of APE and NBP
- > 6 of the Top 7 branches have been established for 10 years or longer
- Well established and expanding agency forces
- High-quality businesses (focus on regular premiums, H&P) driving profitable growth for CPL

#### Key success factors for provincial branches 4

- Speed of decision
- Branch KPIs and alignment to company strategy

making

Organisation and Operating Model at branch

Competitive pressure

strategy

- Selection of sub-branch locations · Investment in brand visibility

**Support from** 

Headquarter

- Timing of **Entry** Internal Level of talent within **Empowerment** branch **Branch** 3 Sustainable
  - Choice of CEO in branches
  - Previous insurance experience
  - Access to JV partner's ecosystem
  - Capabilities of GM-1 at provincial level

- Extension of nationwide relationships to local level
- Negotiations with local units of distributors
- · Product suite relevance to promise

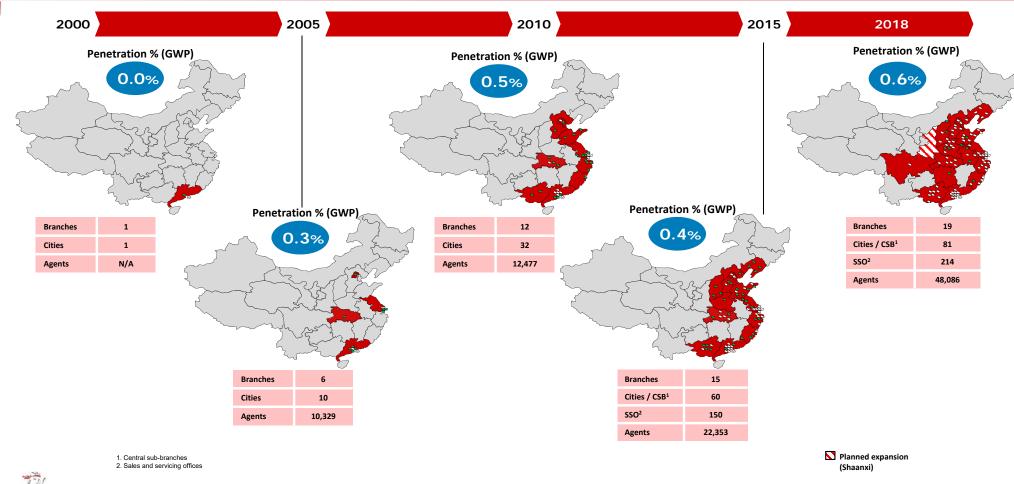
- Reliance on JV partner's business
- · Customer acquisition strategy
- Local service network
- · Brand promise



1. Top 7 branches by size of NBP in 2018

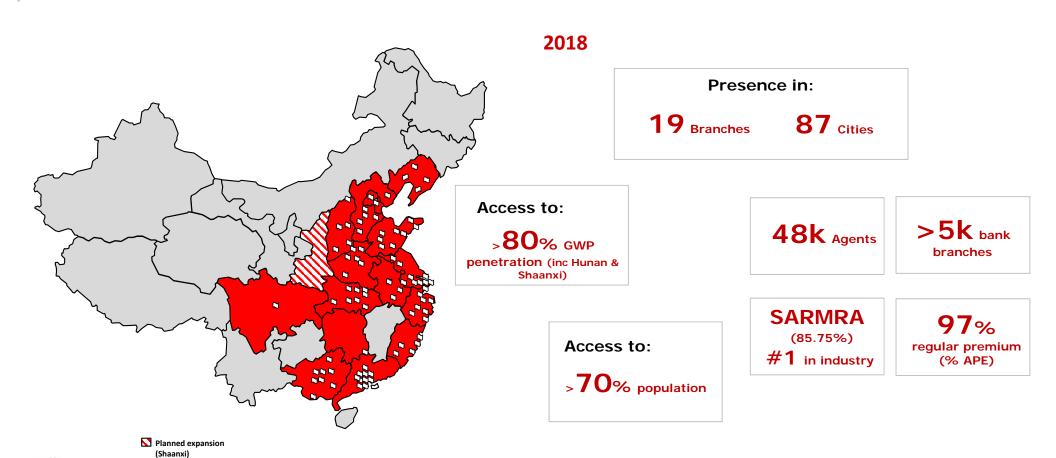
Constant exchange rates; NBP on post-tax basis; IFRS operating profit on pretax basis

# Citic-Pru's expansion (2000-2018)



PRUDENTIAL

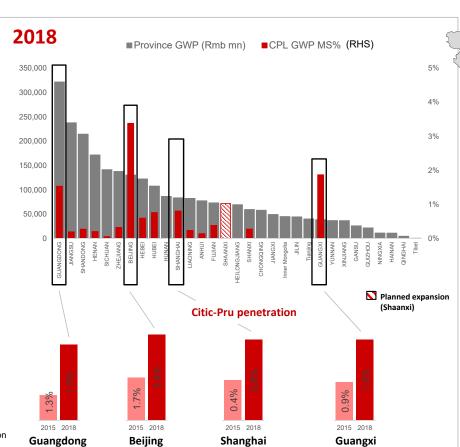
# Citic-Pru's expansion – 2018



PRUDENTIAL

# Citic-Pru's expansion – 2018

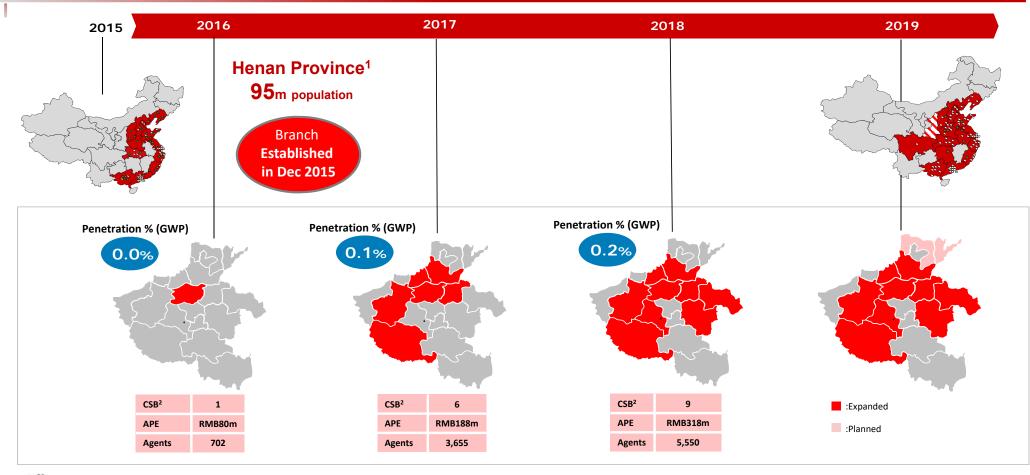








# Citic-Pru's expansion – Henan branch (2015-2018)

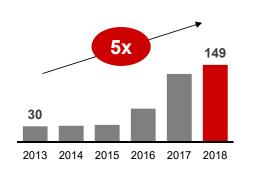




Total 18 Cities in Henan Province
 Central sub-branches

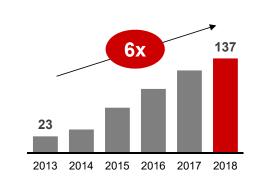
# Benefits starting to come through

#### New Business Profit (£'m)1,3



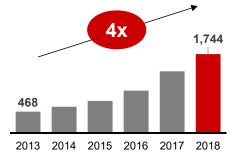


#### H&P APE (£'m) 1,4



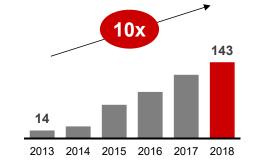


#### Life gross written premium income (£'m)1,2





#### IFRS operating profit (£'m)1,4





Comparatives stated on a constant exchange rate basis.

Source: CBIRC. Gross written premiums at 100% of renewal premiums, 100% of first year premiums and 100% of single premiums. 100% basis.
 50% basis, post-tax.

 <sup>50%</sup> basis, post-ta:
 50% basis pre-tax.

# Country highlights - Indonesia

## **Structural trends**

**267**<sub>m</sub> Population of<sup>1</sup>

Insurance penetration<sup>2</sup> **1.9**%

Protection gap<sup>3</sup>

us\$**82**bn



Expanding middle class

To enter the middle-class each year 2015-2020

#### **Platform**

#### **Enhancing distribution capabilities**

#### **Agency initiatives**

✓ Segmentation



'Elite' agents APE of total

6% increase in MDRTs4

PRUuniversity Launched in July

Recruitment activation

training

reduction in licencing & onboarding time

#### **Bancassurance**

Transformation of

**OCBC NISP** 

Strong start since launch of APE mix (May'18). By 4Q, 6% of banca sales

#### **Execution**

#### **Broadening product range**

#### **New launches**

- ✓ Revamped flagship RP unit linked product
  - New product features led to:

E-submission

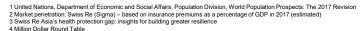
**>50**% Auto-debit

#### Strong pipeline

✓ Stand-alone CI product with ROP5 element launched in 1Q19



- Planned next:
  - · Launch of SME group offering
  - Revamp of HNW medical
  - Revamp of mass affluent version of RP unit linked product



5 Return of premium



## Country snapshots



~20,000 agents



**42**% H&P Mix (APE)

Initiated PRUbiz beyond



**Improvement** medical claims experience

**92**% Retention Ratio

**97**% Regular Premium

#### Singapore<sup>1</sup>

+15% NBP +22% IFRS

23% regular premium market share

## Optimising #UOB

strategic partnerships



1st in market flexible premium & policy terms savings product (Pru Active Saver)

PruWorks deployed Opus branding, onboarded

## Thailand<sup>1</sup>

+37% APE

+75% NBP

#### Successful partnership launch SCB 🛆

>1,000 branch access

+13% increase in active agents

+15% case per active agent

**Increased** business automation

e-POS 2.0 leveraged Zhong An technology

# Vietnam<sup>1</sup>

+29% NBP

+16% IFRS

#### **Optimising** partnerships





**PRUbot** 

Launched MmyDNA

1.5m customers

CHATE

1.9m policies

99% Regular Premium



# **Agenda**

Group

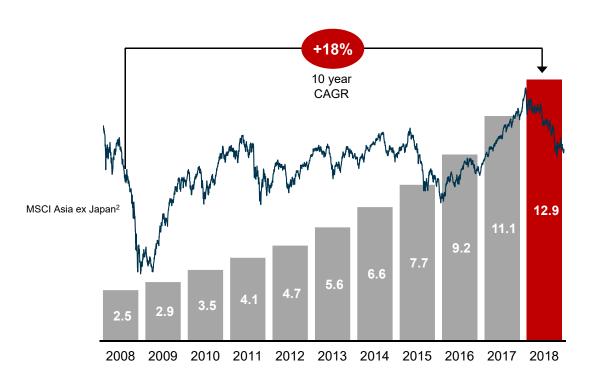
**Asia Deep Dive** 

**Summary** 



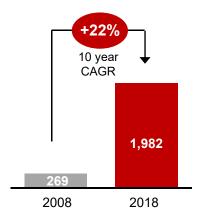
## Compounding growth driving a growing earnings base

#### Renewal premium income<sup>1</sup>, £bn



#### 1 On a constant exchange rate basis 2 Source: Datastream

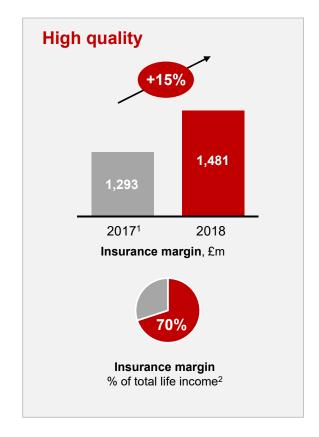
#### Life IFRS operating profit<sup>1,3</sup>, £m

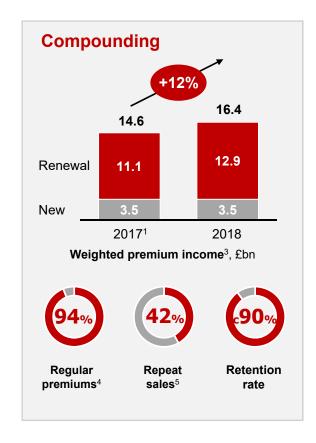


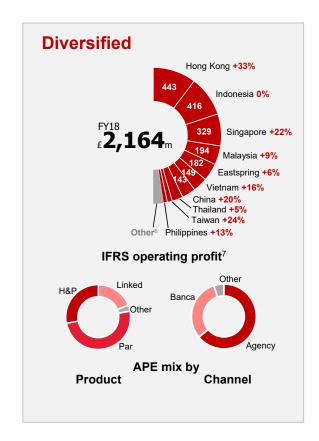
- > Scale and diversification of portfolio driving value across the cycle
- Compounding effect of strong persistency & new business value growth underpins earnings
- > Double digit growth in key metrics underlines multiple performance levers



# High quality and diversified portfolio









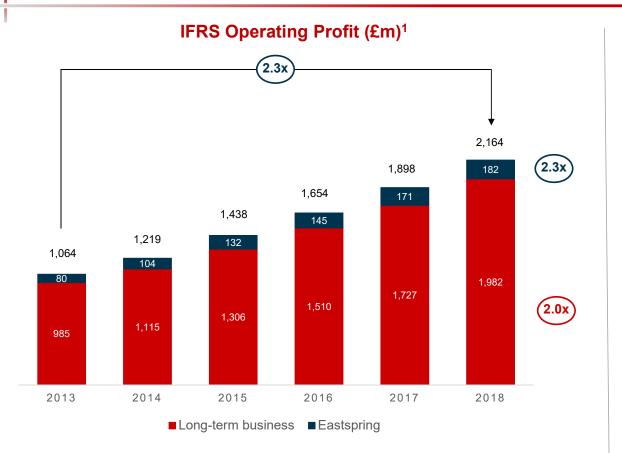
<sup>1</sup> On a constant exchange rate basis 2 Total life income includes insurance income, spread income, fee income, with-profits income and expected return on shareholder assets and excludes margin on revenue

<sup>3</sup> Weighted premium income comprises gross earned premiums at 100% of renewal premium, 100% of first year premiums and 10% of single premiums 4 Represented by regular premiums as a percentage of APE

<sup>5</sup> Repeat sales as a percentage of APE

<sup>6</sup> Other includes India, Cambodia, Laos and non-recurrent items 7 Growth rates on a constant exchange rate basis

# Upscaling the profit curve across markets



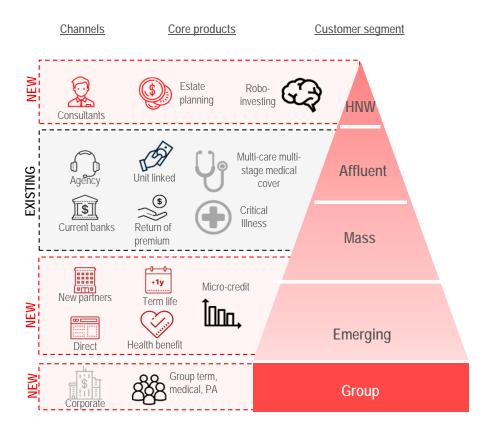
#### IFRS profit contribution by entity<sup>2</sup>

£'m	2013	2018
>400		Hong Kong Indonesia
300-400		Singapore
200-300	Indonesia Singapore	
150-200		Malaysia Eastspring
100-150	Malaysia Hong Kong	Vietnam China Thailand
50-100	Eastspring Thailand Vietnam	Taiwan Other
20-50	Other	Philippines
<20	Philippines Taiwan China	



<sup>1.</sup> Shown on a constant exchange rate basis. Excludes Korea Life and Japan
2. Presentation consistent with the "IFRS operating profit by business unit" disclosure. Excludes Korea, Japan and non-recurring items. "Other" is shown as a single item and includes India, Laos and Cambodia. Constant exchange rate basis

# **Asia** Summary



- Delivering high quality profitable growth
- Well positioned to benefit from long-term structural opportunities
- Executing on a clear set of strategic priorities
- Unlocking new customer segments through broader proposition set and new channels
- Building out digital capabilities

