

**-Translation-**

Por Phor Chor 1 Form (Annual)

**Information Disclosure Form**

**1 Certification of the accuracy of information disclosure**

The Company has reviewed the disclosed information with care and certifies that the disclosed information is complete and accurate, not being a false or misleading statement, or lacks material/significant information. The Company, hereby, certifies the accuracy of all the information disclosed in this report.

Mr. Keilic Wong  
Chief Financial Officer  
(Attorney)

Disclosed on 28 May 2021  
For the Year 2020

Remark: Translation for information only. In case of any discrepancy between the English and the Thai version of this document, the Thai version shall prevail in all respects.

## Section 2 Disclosure Information

### 1. The Company's history, policy, objectives and strategies, business overview, product description and key services, how to contact the Company, procedures and time-frame of filing for policy benefit

#### 1.1 The Company's General Information

Prudential Life Assurance (Thailand) Public Company Limited ("the Company") was founded in Thailand in 1995 as a joint investment between the Prudential Group and Thai Sethakij Life Assurance (TS Life) and changed its name to Prudential Life Assurance (Thailand) Public Company Limited in 2007. At present, the Company is located at 944 Mitrtown Office Tower, 10<sup>th</sup>, 29<sup>th</sup>-31<sup>st</sup> Floor, Rama 4 Road, Wangmai, Pathumwan, Bangkok 10330.

The Company is a subsidiary of Prudential plc, a leading international financial services group with operations spanning in Asia, the US and Africa.

For more information about the Company's General Information, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/>

#### 1.2 Strategic Direction

**Purpose** of the Company is to "Help Thai people get the most out of life".

**Mission** of the Company is to "Be top 3 in scale and No. 1 in Hearts of our customers".

#### Strategic direction

The strategic direction is based on **Re-creating brand and customer experience** by making every touchpoint an awesome experience and giving customers a "reason to believe" in Prudential. We aim to make Thai People healthier and wealthier through our **integrated health and wealth** platform. We are **transforming bancassurance** by developing and uplifting seller's quality and capability, strengthening the relationships with bank partners to embrace and optimize all business opportunities. We will develop our **Next-generation Wellness Consultant program to provide human touch in the wellness journey of our customers**. We aim to be the **leading Digital Insurer** by knowing, acquiring and serving our customers better than anyone else. We will achieve our strategic priorities by **People and Organization Development** together with developing staff to have essential skills and capabilities and establishing new values that fosters new ways of working to deliver our mission and vision.

For more information about the Strategic Direction, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/>

### 1.3 Business Overview

The Company focuses on multi-channel distribution strategy. Our current distribution channels consist of Bancassurance, Agency, Direct/Tele marketing, digital platform and alternative channels including Group insurance.

For more information about the Business Overview, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/>

### 1.4 Company's product and key services and percentage of premium by type

The Company offers a comprehensive range of products as follows; (1) Credit Life Protection such as auto, mortgage, and SME loans, (2) Investment-linked Insurance Plan (ILP) to provide life coverage and opportunity to get higher return from investing in mutual funds, one of financial planning tools for customers' life stage needs, (3) Ordinary Life Insurance (i.e. whole life, endowment, term, annuity and return of premium insurance) for wealth protection and financial security solutions together with a variety of riders based on customers' choices, and (4) Health with as-charged, discount options, and switch benefit, and protection riders covering accidents and critical illness with comprehensive feature.

For more information about our current products and services, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/savings/>

<https://www.prudential.co.th/corp/prudential-th/en/support/>

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>

### Percentage of premium by type for the year 2020

Unit: Million Baht

Description	Ordinary					Industrial	Personal Accident	Group	Total
	Whole Life	Endowment	Term	Others	Total				
Gross premium	314	9,052	27	12,982	22,375	-	20	1,917	24,312
Percentage	1%	37%	0%	54%	92%	-	0%	8%	100%

Remarks: Data from OIC Annual Report

## **1.5 Contact channels & method of filing for policy benefits**

### **1.5.1 Procedure, time-frame, documents and method of filing for policy benefits**

In order to be convenient for the insured to request the policy benefits, the Company provides the information about procedures, time-frames, documents and methods of filing for policy benefits such as maturity benefit, cash surrender, and claim benefits in the Company's website. In addition, the customer could view and manage the policy via PRUpolicy and PRUconnect on digital platform as well.

For more information about procedures, time-frames, documents and methods of filing for policy benefits, please visit our website

Policy Service

<https://www.prudential.co.th/corp/prudential-th/en/policy-service/>

Claims Service

<https://www.prudential.co.th/corp/prudential-th/en/how-to-claim/>

### **1.5.2 How to contact Company in case of complaints**

The Company provides various methods for the policyholders to communicate with the Company including a customer hotline, website, email, fax or post.

For more information about how to contact the Company, please visit our website.

<https://www.prudential.co.th/corp/prudential-th/en/contact-us/>

## **2. Company's corporate governance and internal controls including details on the implementation framework and processes**

### **2.1 Company's Corporate Governance and Internal Controls**

#### **Corporate Governance**

The Company has developed a Corporate Governance Framework with policies, standards and guidelines to support its directors, executives, employees and other stakeholders to carry out their roles and responsibilities in attaining long-term operational performance, with credibility and sustainability.

This framework is endorsed by the Board of Directors to assist them in ensuring that the principles of good corporate governance are practiced and an appropriate corporate governance structure, with efficient process and mechanism to control, supervise, audit and continually monitor operations of the company, is in place.

The Company sets high priority for good corporate governance and believes that this is in the heart of running its business. Together with the Prudential Group philosophy of "Listening. Understanding. Delivering.", the Prudential Group has drawn up the Code of Business Conduct that sets the values and standards required across its business operations, in its "Group Governance Manual", which is fully adopted by the Company. The Code forms the basis of the Company's integrity in its responsibility toward its customers, shareholders, business partners, competitors, regulators and all its employees. The management and employees of the Company follow the framework of this Code.

For more information about the Code of Business Conduct, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

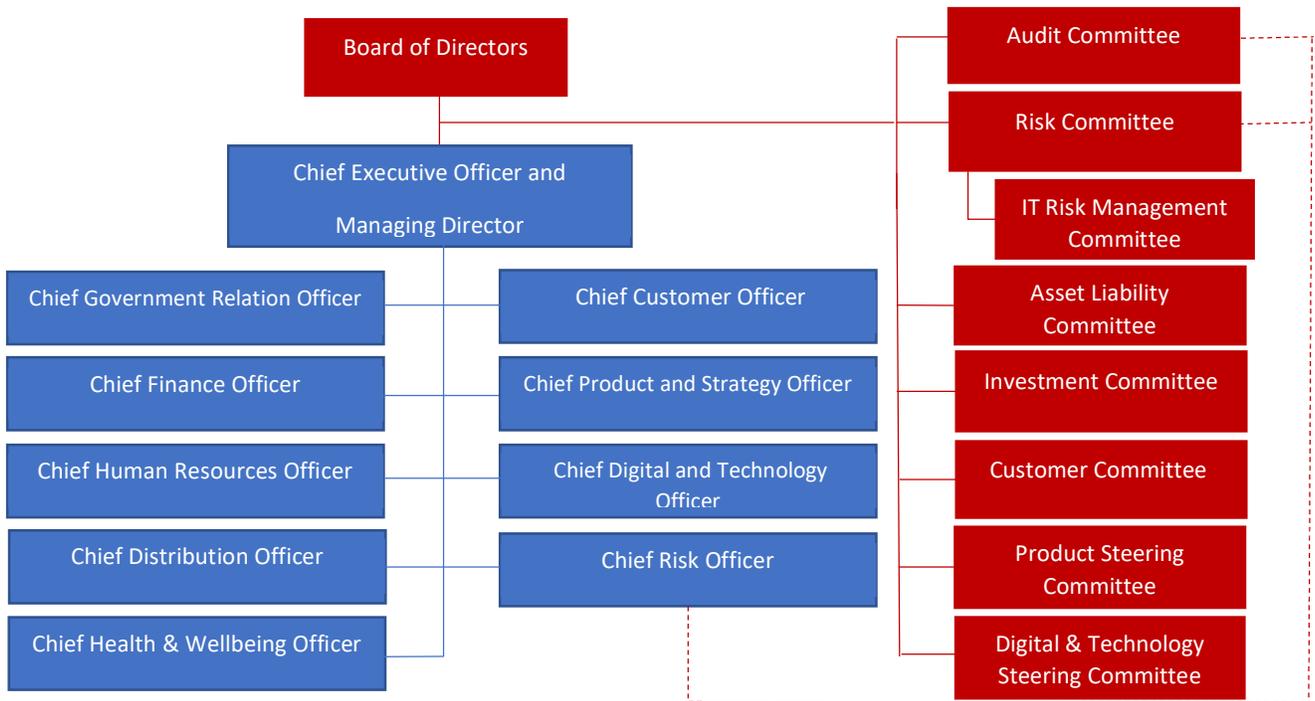
#### **Internal Controls**

The Company establishes standard operating procedures with clear goals and objectives, setting out roles and responsibilities with pre-defined authority limits where necessary, to ensure effective operations of the business. These are reviewed, monitored and assessed regularly to maintain sufficiency of the internal controls. Group-wide Internal Audit provides the independent assessment at least annually to the Audit Committee and Board of Directors.

For more information about the Internal Controls, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

## 2.2 Company's organization chart



## 2.3 Company's management structure

### Board of Directors

The Board has the duty and responsibility to establish good Corporate Governance Framework, strategy and important policies and to ensure that the Company has effective mechanism to control, supervise and monitor the operation of the Company on a regular basis and to ensure that the Company is operated with fairness, transparency and accountability to the stakeholders under the concept of corporate governance and creating long-term value to the Company. The Board of Directors meeting shall be scheduled at least quarterly. Additional meetings may be called to examine and consider such other matters related to the Board of Directors' responsibilities as the Committee may consider desirable.

Board of Directors consists of 7 members as follows:

Name	Position
1. Ms. Lilian Lup-Yin Ng	Chairperson
2. Mr. Robin Lloyd Spencer	Managing Director
3. Mr. Wilfred John Blackburn	Director
4. Mr. Subhak Siwaraksa	Director
5. Mr. Supapong Asvinvichit	Director
6. Mr. Tatchapol Poshyanonoda	Director
7. Mr. Gavintorn Atthakor	Director

For more information about Board of Directors, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/management-team/>

## Executive Committee

Management team has the duty and responsibility to do the strategic planning and decision-making for the organizations according to the mission, vision and values of the organization, to manage and regular review of operational and financial performance of the business by presenting proposals for the business plans and the achievement, to be responsible for compliance with the Company's policies and relevant regulations by establishing and monitoring of internal controls and risk management throughout the business. The Executive Committee meeting shall be scheduled at least monthly. Additional meetings may be called to examine and consider such other matters related to the Executive Committee's responsibilities as the Committee may consider desirable.

Management Team consists of 10 members as follows:

Name	Position
1. Mr. Robin Spencer	Chief Executive Officer and Managing Director
2. Mrs. Saipin Choaknumkij	Chief Government Relations Officer
3. Mr. Keilic Wong	Chief Financial Officer
4. Mr. Martin Steven Berry	Chief Risk Officer
5. Ms. Pasalaree Theerasas	Chief Customer Officer
6. Mr. Aman Kapoor	Chief Distribution Officer
7. Ms. Rosanun Chankasame	Chief Human Resources Officer
8. Ms. Jennifer Villalobos	Chief Digital and Technology Officer
9. Mr. Itt Apiraktivong	Chief Product and Strategy Officer
10. Ms. Susan Fanning	Chief Health & Wellbeing Officer

For more information about our management structure, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/management-team/>

The Board has established the following Board Approved Committees to assist in the management of the Company's business and discharge of its duties:

- (i) Audit Committee
- (ii) Risk Committee
  - Information & Technology Risk Management Committee
- (iii) Asset Liability Committee
- (iv) Investment Committee
- (v) Customer Committee
- (vi) Product Steering Committee
- (vii) Digital Technology Steering Committee

## 2.4 Board Approved Committees

### 2.4.1 Audit Committee

The Board of Directors has delegated authority to the Audit Committee to review financial reporting, risk management, compliance and governance frameworks and internal controls to ensure compliance with laws and regulations and meet Group standards. Furthermore, the Audit Committee oversees the assurance work carried out by Group-wide Internal Audit and external audit. A review of the effectiveness of internal controls is carried out by Group-wide Internal Audit, with recommendations provided to the Audit Committee. In turn, the Audit Committee provides oversight over processes developed to address these recommendations in a timely manner. The Audit Committee meeting shall be scheduled at least quarterly. Additional meetings may be called to examine and consider such other matters related to the Audit Committee's responsibilities as the Committee may consider desirable.

The Audit Committee consists of 4 members including the representatives appointed by the Board of Directors as follows:

Name	Position
1. Mr. Subhak Siwaraksa	Independent Director and Chairman
2. Mr. Supapong Asvinvichit	Independent Director
3. Mr. Vatcharakitt Asvinvichit	Independent Director
4. Ms. Lilian Lup-Yin Ng	Director

## 2.4.2 Risk Committee

The Board of Directors has delegated authority to the Risk Committee to assist the Board of Directors in providing direction and oversight of the Company overall risk appetite, risk tolerance and strategy, overseeing and advising the Board of Directors on the current and potential future risk exposures of the Company (including regulatory risk), reviewing and approving the risk framework, monitoring its effectiveness and adherence to the various risk policies. The Risk Committee meeting shall be held not less than four times a year. The Chair or Committee members may convene additional meetings at any time to deal with matters within the remit of the Committee.

The Committee shall consist of not less than 5 members, at least 2 of whom, including the Chair, must be independent non-executive directors as follows:

Name	Position
1. Dr. Tatchapol Poshyanonda	Chairman – Independent Non-Executive Director
2. Dr. Subhak Siwaraksa	Member – Independent Non-Executive Director
3. Mr. Gavintorn Atthakor	Member – Independent Non-Executive Director
4. Mr. Wilfred John Blackburn	Member – Director
5. Mr. Robin Lloyd Spencer	Member – Executive Director

### - Information & Technology Risk Management Committee

The Board of Directors has delegated authority to the Information & Technology Risk Management Committee as a sub-committee of the Risk Committee, to oversee and ensure the Company manages IT risk, IT security and data security in line with the Company's direction and regulatory framework, including instances where third-party IT service providers are used.

The Committee consists of 5 members as follows:

Name	Position
1. Mr. Robin Lloyd Spencer	Chief Executive Officer
2. Ms. Jennifer Villalobos	Chief Digital and Technology Officer
3. Ms. Pasalaree Theerasas	Chief Customer Officer
4. Mr. Martin Berry	Chief Risk Officer
5. Ms. Saipin Choaknumkij	Chief Government Relations Officer

### 2.4.3 Asset Liability Committee

The Board of Directors has delegated authority to the Asset Liability Committee (“ALCO”) to exercise direction and oversight over the asset and liability position and its management, including investment management, capital and liquidity management, reinsurance and aspects of inforce product management. The ALCO meeting shall be scheduled at least four times per year. Additional meetings may be called to examine and consider such other matters related to the ALCO’s responsibilities as the Committee may consider desirable.

The Committee consists of at least 3 members as follows:

<b>Name</b>	<b>Position</b>
1. Mr. Keilic Wong	Chief Financial Officer (Chairman)
2. Mr. Robin Spencer	Chief Executive Officer and Managing Director
3. Mr. Tak Chung Tony Yau	Head of Valuation and Appointed Actuary
4. Mr. Martin Steven Berry	Chief Risk Officer

#### 2.4.4 Investment Committee

The Board of Directors has delegated authority to the Investment Committee, reporting directly to the Board of Directors, to establish the Company's investment framework by setting investment policy and guideline and proposing to be approved by the Company's Board of Directors. The committee reviews and approves investment plans and investment risk management policies, as well as supervises and monitors the Company's investment to ensure that they are in line with the overall investment and risk policies, and the provisions of related laws. The committee is also responsible in the areas of governance, transparency and conflicts of interests that may arise from investment activities, as well as to ensure that the Company has adequate system, personnel and information for investment management. The committee shares report the investment performance to the board at least once a year.

The Investment Committee meeting shall be scheduled at least quarterly. Additional meetings may be called to examine and consider such other matters related to the Investment Committee's responsibilities as the Committee may consider desirable.

The Committee consists of members as follows:

Name	Position
1. Mr. Keilic Wong	Chief Financial Officer (Chairman)
2. Mr. Tak Chung Tony Yau	Head of Valuation and Appointed Actuary
3. Mr. Yingyong Chiaravutthi	Head of Investment
4. Mr. Martin Steven Berry	Chief Risk Officer

#### 2.4.5 Customer Committee

The Board of Directors has delegated authority to the Customer Committee, to make strategic direction and to manage to elevate customer experience and to build a culture of fair treatment of customers as part of its business operations, and to drive customer-centricity across PLT, which ultimately lead to business growth and sustainability.

The Committee consists of 8 members as follows:

Name	Position
1. Mr. Robin Spencer	Chief Executive Officer and Managing Director (Chairman)
2. Mr. Martin Steven Berry	Chief Risk Officer
3. Mr. Keilic Wong	Chief Financial Officer
4. Ms. Pasalaree Theerasas	Chief Customer Officer
5. Mr. Aman Kapoor	Chief Distribution Officer
6. Ms. Susan Fanning	Chief Health & Wellbeing Officer
7. Mr. Siva Shanker Jayaraj	Chief Brand Officer
8. Mr. Chalernpol Chairprasert	Head of Customer Experience Delivery

#### 2.4.6 Product Steering Committee

The Board of Directors has delegated authority to the Product Steering Committee, to make strategic direction and decisions, and provide oversight and governance on product development and approval process, and ensure business practices, policies and guidelines, and local regulatory requirements are adhered to the product development and approval process.

The Committee consists of 8 members as follows:

Name	Position
1. Mr. Robin Spencer	Chief Executive Officer and Managing Director (Chairman)
2. Mr. Martin Steven Berry	Chief Risk Office
3. Mr. Keilic Wong	Chief Financial Officer
4. Ms. Pasalaree Theerasas	Chief Customer Officer
5. Mr. Aman Kapoor	Chief Distribution Officer
6. Ms. Jennifer Villalobos	Chief Digital & Technology Officer
7. Mr. Itt Apiraktivong	Chief Product and Strategy Officer
8. Ms. Susan Fanning	Chief Health & Wellbeing Officer

#### 2.4.7 Digital Technology Steering Committee

The Board of Directors has delegated authority to the Digital Technology Steering Committee, to oversee the uses of information technology (IT) that is appropriate to its business strategies and the IT usage is flexible as it can respond to any changes in IT and business operations in the future and cyber threat.

The Committee consists of 9 members as follows:

Name	Position
1. Mr. Robin Spencer	Chief Executive Officer and Managing Director (Chairman)
2. Ms. Jennifer Villalobos	Chief Digital and Technology Officer
3. Ms. Pasalaree Theerasas	Chief Customer Officer
4. Mr. Keilic Wong	Chief Financial Officer
5. Mr. Aman Kapoor	Chief Distribution Officer
6. Mr. Martin Steven Berry	Chief Risk Officer
7. Mr. Itt Apiraktivong	Chief Product and Strategy Officer
8. Ms. Saipin Choaknumkij	Chief Government Relations Officer
9. Ms. Susan Fanning	Chief Health & Wellbeing Officer

For more information about Sub-Committees, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

## **2.5 Director's and Executive's selection and appointment**

### **Director's Selection and appointment**

The Company recruits and selects capable candidates based on qualifications by law and regulations, skills, experience, and functional expertise, to replace Directors, who have completed their term, resigned or have been discharged and propose for the approval of Prudential Corporation Asia Officers, the Board of Directors and/or in a shareholders' meeting as stipulated in the Company's regulation.

### **Executive's Selection and appointment**

As for the principles for the hiring of "Senior Management" members for the Company, "Senior Hiring" is defined as the search and recruitment activities for the CEO and CEO's direct reports. The evaluation and assessment process must be finalized by 2 managers such as the CEO and the Regional Officer. The leadership assessment and/or any additional assessment instrument will be designed by Regional Human Resources and the formal Employment Screening is the responsibility of the Company.

For more information about Director's and Executive's selection and appointment, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

## **2.6 Remuneration policy**

### **Director's Remuneration**

The Company has established a set of well-defined procedures for setting the directors' remuneration. Each year, the appropriateness of the remuneration is reviewed with respect to the scope of responsibilities of each director to ensure that the Company's remuneration is comparable to that of other companies in the same industry. The proposed remuneration is then tabled at the General Meeting of Shareholders for approval. Once approved this will remain effective until a General Meeting of Shareholders determine otherwise. Directors who are also employees of the Company do not receive this remuneration as a director.

Remuneration for Directors who are also employees is considered on a yearly basis in line with the Company's employee remuneration policy and principles. The remuneration is aligned with the Company's objectives in order to support the delivery of the Company's business plans and strategies; and, complies with the related legislative and regulatory requirement.

### **Executive's Remuneration**

Total compensation includes salary, short-term and long-term bonus and other benefits that are competitive in the local environment. This is to ensure that senior management remuneration is appropriately positioned against external market salary information. The remuneration policy is geared towards rewarding contribution to the business and must be conscious of internal equity. Rewards should be underpinned by a thorough, involving a detailed annual performance appraisal where the achievements against targets over the prior financial reporting period.

For more information about Remuneration policy, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

### **3. Enterprise Risk Management: ERM and Asset Liability Management: ALM**

#### **3.1 Enterprise Risk Management: ERM**

Risk Management is an essential process of the Company to protect, maintain and support the Company to maximize risk-adjusted returns and to provide a competitive rate of return that supports the profitable growth of its business, while safeguarding the Company's financial strength. Therefore, management is able to effectively manage the uncertainty according to the situation and reduce the impact and uncertainty on the Company direction, strategies, decision and operation.

The Company implements the Risk Management Policy to promote the effectiveness and efficiency of the Enterprise Risk Management, ensure a sufficient resource allocation and meet insurance obligations. It also helps promote good corporate governance and trustworthiness within the organization and industry.

The risk management process of the Company is comprised of risk identification, risk measurement and assessment, risk management and control, and risk monitoring and reporting.

#### **3.2 Asset Liability Management: ALM**

Assets and liability management is one of the key responsibilities of Asset and liability committee (ALCO), whose roles are to monitor, review, and analyze risks that could impact the Company's capital adequacy, with consideration of risk appetite, economic outlook, implicit product guarantees, policyholders' reasonable expectations and profitability to the Company.

The Company manages duration matching by setting asset duration target to be approximately in line with liability duration to manage sensitivities against future market interest rate movements and manage the investment cash flows to ensure that they will meet contractual obligations of policyholders.

For more information about Enterprise Risk Management: ERM and Asset Liability Management: ALM, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

#### **4. Expected underwriting risks that might significantly affect to company financial position, reinsurance management, relation between capital and risk of company and concentration risk**

##### **Underwriting risks**

The Company underwrites its risks based on the principal of both medical and financial health of customers. There may be other factors to be considered as part of the underwriting process based on occupation and lifestyle of the risks being underwritten. The Company would also apply risk aggregation rules where deemed appropriate. The processes of underwriting are also in line with the reinsurance arrangements of the Company.

##### **Reinsurance management**

Reinsurance management is defined as a process of retention versus ceding of risks to the reinsurer. The Company enters into reinsurance arrangements based on risk appetite and to ensure adequate capital management. Risks considered include large risks (individual and portfolio level), concentration risk and emerging health risks. The Company reviews its panel of reinsurers from time to time as well as with the creation of new customer solutions.

For more information about Risk Management, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/corporate-governance/>

## **5. The valuation, method and assumption to assess insurance contract liabilities**

### **Long-term technical reserves**

The Company determines the long-term technical reserves based on the approved actuarial methodology.

### **Process involved in determining assumptions**

The Company determines assumptions in relation to mortality, morbidity and pricing rates that were established at the time when insurance products designed and as approved to the Office of Insurance Commission. These assumptions are locked-in and used for calculating the liabilities over the life of the contract. This year, there is no change in assumption from last year.

### **Short-term technical reserves**

Short-term technical reserves consist of loss reserve, outstanding claims and premium reserves.

### **Process involved in determining assumptions**

The Company determines the loss reserves and outstanding claims in accordance with the Company's claim assessment. The assumptions used in the estimation are intended to result in provisions which are sufficient to cover any liabilities arising from insurance contracts that can be foreseen to a reasonable extent.

However, given the uncertainty in establishing a provision for insurance claims, it is likely that the final liability could be significantly different from the original liability established.

Provision is made at the reporting date for the expected ultimate cost of settlement of all claims incurred in respect of events up to that date, whether reported or not.

The Company uses "Bornhuetter-Ferguson" method, "Chain Ladder" method and "Expected Loss Ratio" method to estimate claims incurred but not reported depending on the maturity of a particular line of business and the type of business written.

Information of Policy Liabilities Valuation as follows:

Unit: Million Baht

Description	Year 2020		Year 2019	
	Book value	Appraisal value	Book value	Appraisal value
Long-term technical reserves	105,433	117,437	97,679	105,865
Short-term technical reserves	350	317	378	353
Unpaid policy benefits	328	328	302	302
Due to insured	687	687	486	486

Remark: Book value is value of liability from insurance contract liabilities appraised according to accounting standard. The key objective is to enable investors to analyze economic value of liability from insurance contract liabilities according to accounting standards in Thailand. The said value was audited by certified public accountant.

Appraisal value is value of insurance contract liabilities assessed under the Notification of the Insurance Commission on Asset Valuation and Life Assurance Valuation. Primary purpose is for overseeing the financial security of insurance companies and to ensure that the Company is able to fully cover the Insured Person's insurance benefits according to the insurance policy. It is required assessment from actuary that qualified by the registrar according to actuarial standard. The assumption used for determining this shall be in line with actual experience or in case that the Company has no enough experience, it could be referred to the industry experience and adjust to be suit to the Company's portfolio characteristic. Moreover, reserve must include Provision of Adverse Deviation, which is prescribed by the OIC.

Notice: in some period book value and appraisal value of insurance contract liabilities may be materially different. This is due to the differences of objective and methodology that said above. By the way, the one who will use the information above should carefully study and understand the objective and methodology to calculate book value and appraisal value before making decision.

For more information about the valuation, method and assumption to assess insurance contract liabilities, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>

## **6. The Company's Investment**

### **Investment Business**

The company's investment objectives are to invest in a broad range of fixed income and equity securities that produces a consistent and stable rate of return in the long run and in those securities that matches with the liability characteristics, while maintaining a low risk profile. The investment philosophy marries fundamental security selection with macro views. The fund invests in government bonds and Investment Grade corporate bonds, as well as equity with strong fundamental. The low risk profile is achieved by having a well-diversified portfolio of high-quality assets in different markets and classes. Offshore securities include bonds issued by sovereigns and companies with solid profile in Asia and the US.

### **Investment management guideline**

The Company's Investment Committee and Asset-Liability Committee approve the overall investment mandates, including Strategic Asset Allocation and investment risk framework. Eastspring Investments (Singapore) Limited is appointed as fund manager to manage the portfolio as per the investment guidelines. The Investment Committee is responsible for the oversight of the investment execution and performance to ensure they are in compliance with the mandates and regulations.

### **Assumption and valuation method**

- **Financial Statements**

The assumption and valuation are prepared in accordance with Thai Financial Reporting Standards (TFRSs), guidelines promulgated by the Thailand Federation of Accounting Professions ("TFAC").

- Cash and cash equivalents, and policy Loans, are stated at the principal amounts less allowance for doubtful accounts which approximates the fair value.
- Debt securities, are stated at the clean price on the last day of the period provided by the Thai Bond Market Association and foreign issued debt securities are based on broker and dealer quotes.
- Listed equities use quoted prices (unadjusted) published by Security Exchange.
- Equity securities which are not marketable are stated at cost less any impairment losses.
- Unit trusts, use quoted prices (unadjusted) in active markets for identical assets or liabilities, or using the net asset value (NAV) on the last business day of the period provided by assets management companies.
- Promissory notes, use a discounted cash flow technique, which uses contractual cash flows and a market - related discount rate.
- For simple over-the-counter derivative financial instruments are based on counterparty quotes.

- **Solvency Report**

The assumption and valuation are prepared in accordance with announcement of OIC committee: Assessment of Asset and liability of Life Assurance Company.

Unit: Million Baht

Investment assets	As at 31 December			
	Year 2020		Year 2019	
	Book value	Appraisal Value	Book value	Appraisal Value
Cash and Deposits	2,446	2,446	1,917	1,917
Debt securities	103,774	102,934	94,505	94,505
Equity securities	4,276	4,276	6,892	6,897
Unit trust	8,052	8,052	17,852	17,852
Policy loans	2,705	2,705	2,530	2,530
Other Loans	-	-	-	-
Warrants	-	-	-	-
Derivatives	266	266	254	254
Others	-	-	-	-
<b>Total</b>	<b>121,519</b>	<b>120,679</b>	<b>123,950</b>	<b>123,955</b>

Remark:

- Book value refers to assets and liabilities as assessed by the Financial Reporting Standards
- Appraisal value refers to the assets and liabilities assessed under the Notification of the Insurance Commission on Asset Valuation and Life Assurance Valuation. Primary purpose is for overseeing the financial security of insurance companies and to ensure that the Company is able to fully cover the Insured Person's insurance benefits according to the insurance policy.

For more information about the Company's Investment, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>

## 7. Financial Performance

Unit: Million Baht

Description	Year 2020	Year 2019
Gross premium written	22,134	22,847
Net premiums written	21,937	22,596
Net investments income	3,553	3,823
Long-term technical reserve increase from prior year	7,755	10,807
Net benefits payments and insurance claims expenses	10,406	7,277
Net profit	166	2,652

Remarks: Data from Financial statements for the year ended 31 December 2020

Comparison with financial performance year 2019, the Company has net profit for the year 2020 amounting to 166 Million Baht (2019: Net profit 2,652 Million Baht). Net profit decreased 94 percent from last year due mainly from decreasing in net premium written and net investment income, increasing in net benefits payments and insurance claims expenses, operating expenses, and expected credit loss and impairment loss, offsetting with decreasing in long-term technical reserve movement.

- Net premium written slightly decreased 3 percent from last year to 21,937 Million Baht and investment income decreased 7 percent to 3,553 Million Baht due to portfolio rebalancing to lower risk assets.
- Net benefits payments and insurance claims expenses increased 43% or 3,129 Million Baht from last year to 10,406 Million Baht aligned with the higher release of long-term technical reserve.
- Expected credit loss and impairment loss increased of 1,342 Million Baht due to provision for investments in corporate bonds and equities (in turn mostly from 936MB provision for Thai Airway bond and 417MB from equity impairment). Given a large allocation in corporate bonds (of 34% of assets as at 31 December 2020), we are somewhat vulnerable to market volatility and adverse economic impact of COVID-19. Operating expenses increased of 441MB due to business expansion to serve PLT strategic direction including our new partnership with TMB, digital partners and IFRS 17 implementation cost.

Unit: Percentage

Description	Year 2020	Year 2019
First year underwriting expenses: Net premiums written	44.69	44.03
Renewal year underwriting expenses: Net premiums written	2.33	3.33
Return on equity ratio	0.52	9.32
Return on assets ratio		
- Return on total assets ratio	0.11	1.98
- Return on total assets excluded unit linked and universal life ratio	0.12	2.10
Return on Investment ratio		
- Return on Investment ratio	2.62	3.11
- Return on Investment excluded unit linked and universal life ratio	2.82	3.32
Ratio of invested assets to insurance reserve (Appraisal value)	111.25	124.59

Remark:

- Appraisal value refers to the assets and liabilities assessed under the Notification of the Insurance Commission on Asset Valuation and Life Assurance Valuation. Primary purpose is for overseeing the financial security of insurance companies and to ensure that the Company is able to fully cover the Insured Person's insurance benefits according to the insurance policy.
- Unit Linked Insurance is a life insurance that provides both life insurance protection and Investment in mutual funds. The policy value depends on the unit value. Assets in the Fund belong to the insured, not to the Company.
- Universal life insurance is a clearly defined policy that separate life insurance part and investment part. The return on investment depends on the Company's investment but not less than the minimum return.

For more information about the Financial Performance, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>

## 8. Capital Adequacy

The Company's capital management policy is to maintain a strong capital base to meet policyholders' obligations and the requirements of the Office of Insurance Commission, to create shareholder value and deliver sustainable returns to shareholders. The Company performed its own risk and solvency assessment (ORSA) incorporating with its business plan, company key risk, and capital management, taking into account strategic risks and external factors which could negatively affect capital adequacy. Capital management is one of the key responsibilities of Asset and Liability Committee (ALCO). The Company activities to effectively monitor and test our capital sufficiency on a regular basis include but not limited to

- Testing capital adequacy in 3 years Business Plan;
- Regularly testing and forward projection of capital adequacy based on going concern basis and economic downturn; and
- The sensitivity test on any significant changes to assess the impact of key risk variables for better informed decisions.

In accordance with and the requirements of the Office of Insurance Commission, all insurers are required to maintain a minimum at least 120% of capital adequacy ratio. It is the Company's policy to hold capital levels in excess of minimum requirement. As at 31 December 2020, the capital adequacy ratio is at 297%.

Unit: Million Baht

Description	As at 31 December	
	Year 2020	Year 2019
Total assets	152,318	146,197
Total liabilities	122,422	110,346
- Insurance contract liabilities	118,769	107,006
- Other liabilities	3,653	3,340
Shareholders' equity	29,896	35,850
Common Equity Tier 1 ratio (Percentage)	297%	429%
Tier 1 ratio (Percentage)	297%	429%
Capital Adequacy Ratio (Percentage)	297%	429%
Total Capital Available	11,166	25,017
Total Capital Required	3,764	5,827

Remark:

- According to the Notification of the Office of Commission regarding "Type of Capital Fund including Rules, Procedures and Conditions for Calculating the Life Insurance Capital Fund", the Registrar may impose necessary measures to supervise a company with a capital adequacy ratio lower than one hundred and twenty percent.
- The above items are calculated by using the appraisal value according to the Notification of the Insurance Commission regarding "Asset and Liability Valuation of Life Insurance Company".

For more information about the Capital Adequacy, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>

## 9. Audited Financial Statements

For Financial statements for the year ended 31 December 2020, please visit our website

<https://www.prudential.co.th/corp/prudential-th/en/about-prudential-thailand/our-financial-performance/>