



# Managing Director's Message

At the 49th Annual General Meeting of Members of  
United Overseas Insurance Limited

**12 June 2020**

Private & Confidential

Disclaimer: This material that follows is a presentation of general background information about the Company's activities current at the date of the presentation. It is information given in summary form and does not purport to be complete. It is not to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. This material should be considered with professional advice when deciding if an investment is appropriate. The Company accepts no liability whatsoever with respect to the use of this document or its content.



**UOI**  
MEMBER OF THE UOB GROUP

### Strong & Secure Business Partnership

Our mission is to be a premier insurer in the Asia Pacific region, committed to providing quality products, excellent customer service while upholding strong corporate governance and enhancing shareholders' value.

When you insure with UOI, you have the added security that you are in partnership with one of the strongest general insurance companies in Singapore.

Winner of The Sustainability Award (Mid Cap Runner Up) by Securities Investors Association of Singapore (SIAS)

Winner of The Risk Management Award (Silver) by Singapore Institute of Directors

UOI has a financial strength rating of 'A+' (Superior), an issuer credit rating of 'aa-' and a stable outlook from A.M. Best.

A member of the United Overseas Bank Limited (UOB). UOB is a leading bank in Asia with a global network of more than 500 branches and offices in Asia Pacific, Europe and North America.

# Presentation

## 1. 2019 Business Performance

- *Financial Highlights*
- *Accolades in 2019*

## 2. Operational Resilience Amidst COVID-19 Pandemic

- *Our Financial Strength*
- *Supportive Measures for Stakeholders*

## 3. Business Outlook

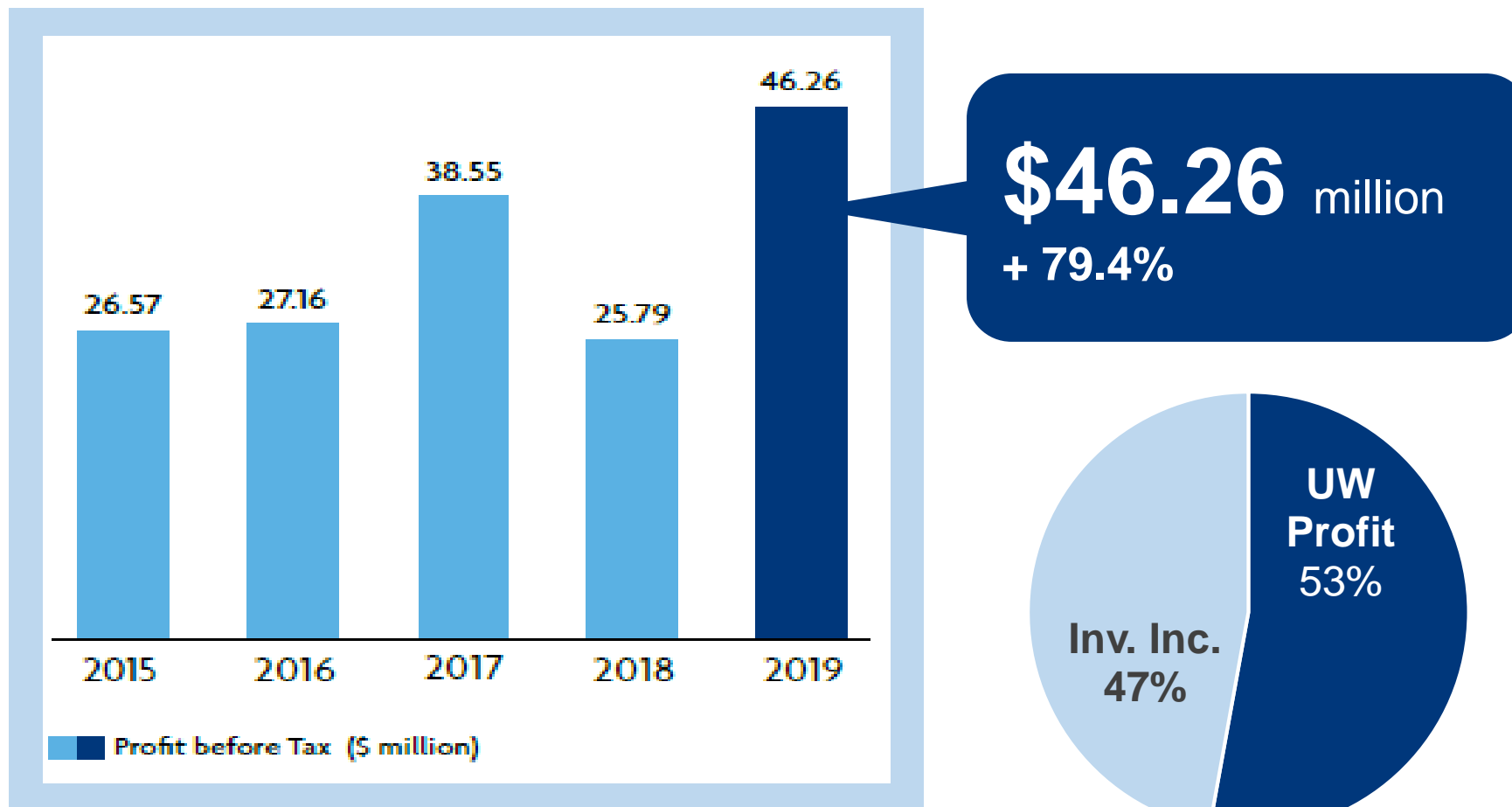
- *Prospects for the next 12 months*



# 2019 Financial Highlights

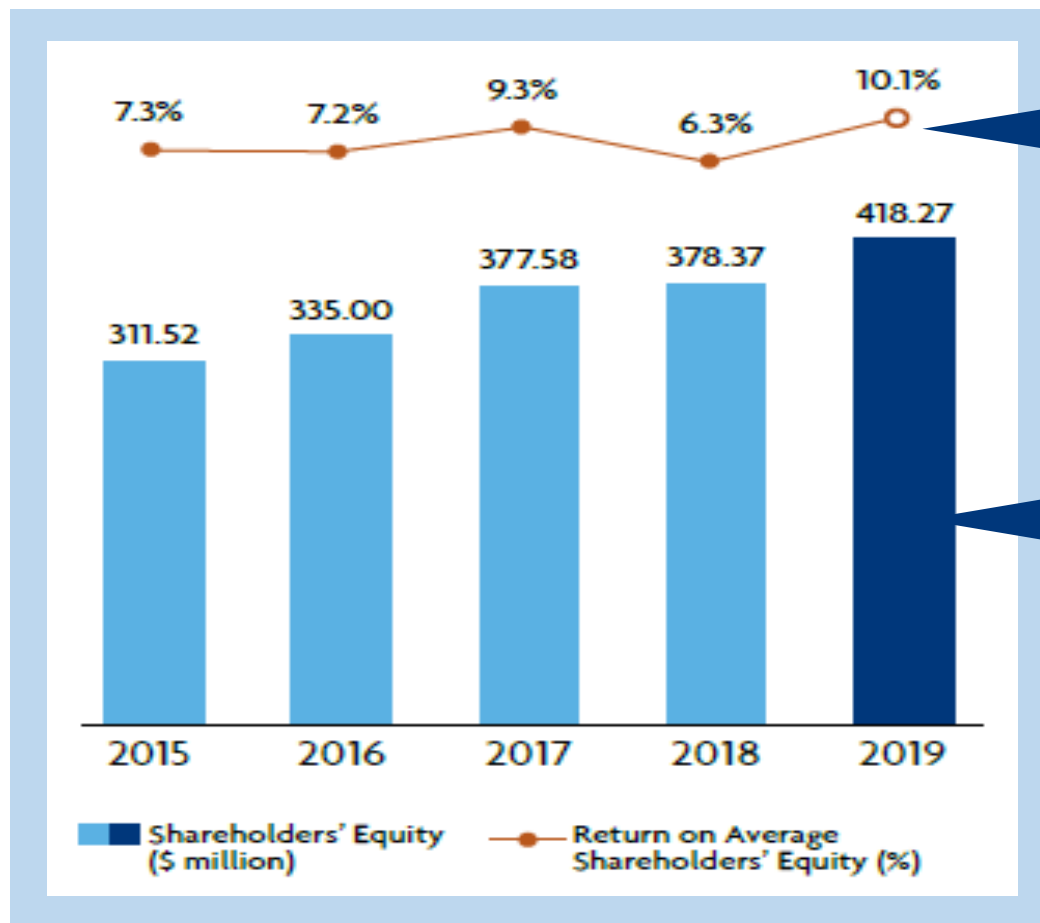
# 2019 Financial Highlights

## ➤ Profit Before Tax



# 2019 Financial Highlights

## ➤ Shareholders' Equity/Return on Average Shareholders' Equity



Return on Average Shareholders' Equity

**10.1%**

+ 3.8% pt

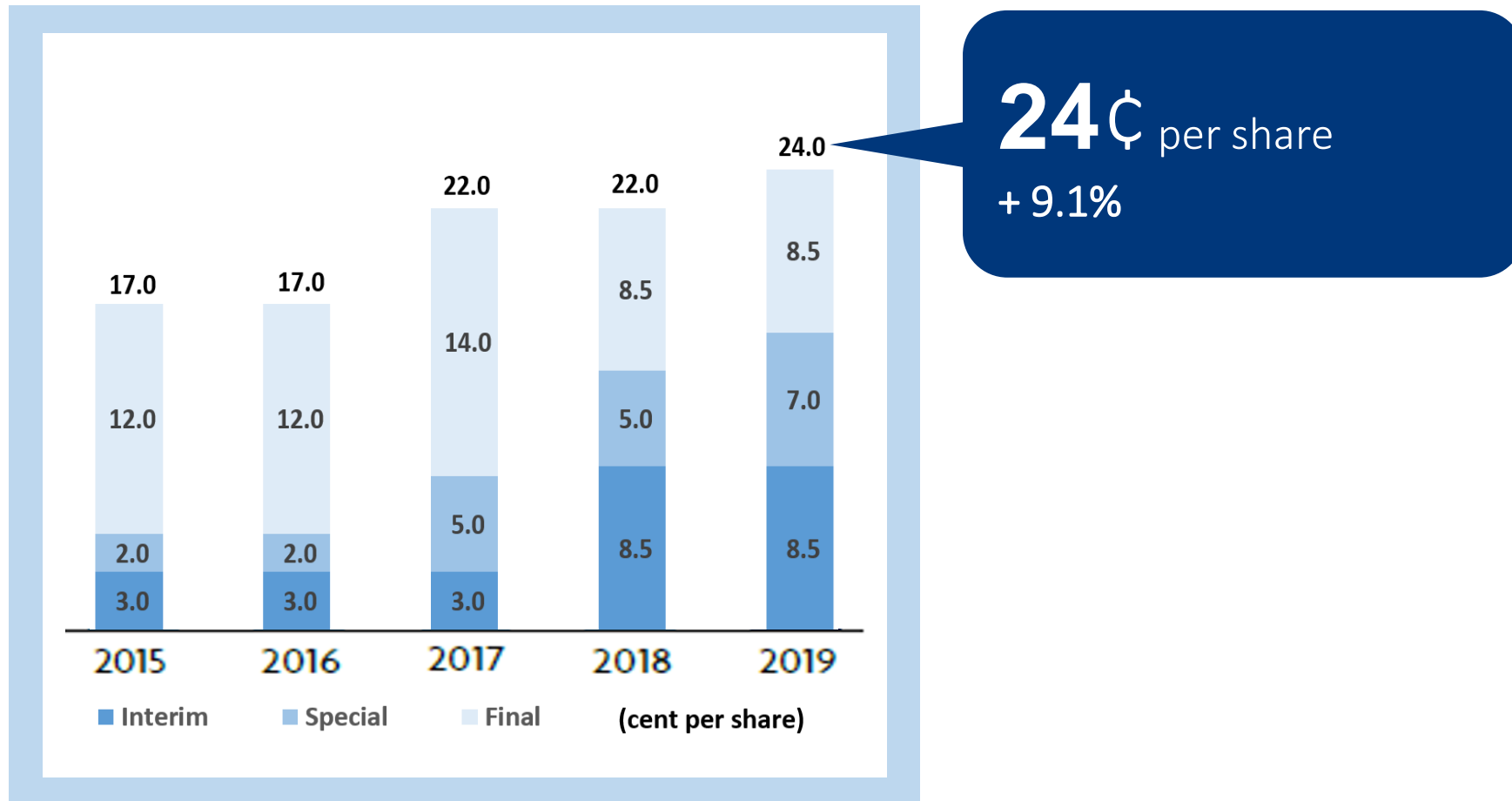
Shareholders' Equity

**\$418.27** million

+ 10.5%

# 2019 Financial Highlights

## ➤ Dividends Per Share



- **Accolades 2019**

## **Upholding Strong Corporate Governance and Enhancing Shareholder Value**





## **Operational Resilience Amidst COVID-19 Pandemic**

- **Our Financial Strength**
- **Supportive Measures For Stakeholders**



# Our Financial Strength

## AM BEST Credit Assessment

### UOI's Credit Rating is Amongst the Strongest in the region

- ❑ Financial strength rating of “A+” (Superior) and issuer credit rating of “aa-” (Very Strong).
- ❑ Ratings reflect UOI's balance sheet strength, strong operating performance and appropriate enterprise risk management (ERM).



A+

# Covid-19 Supportive Measures for Employees

## SAFE WORKPLACE



Alternative Work Arrangements



Safe and Clean Environment

## Employee Welfare

## JOB SECURITY




Full Employee Benefits

## OPERATIONAL RESILIENCE




Managing Company's Resources

# Covid-19 Supportive Measures for Other Stakeholders



**Customers**  
Online Customer Service  
COVID-19 coverage where applicable  
Flexible Premium Plans



**Intermediaries**  
Full sales and service support  
Special credit arrangements



**Tenants**  
Property tax rebates  
Deferment of rent



# Business Outlook

# Prospects for the next 12 months

## Insurance Operation

- Premium growth will be challenging.
- Claims expected to increase.

## Investment Operation

- Investment markets will continue to be volatile.
- Investment strategies will be calibrated to minimize volatility.

# Looking Ahead – 2021 50 Golden Years in Operation

## Sustainable Growth in Net Profit



## Moving into a modern progressive office premises



## Ongoing Digital and Business Transformation



2021  
Golden  
Jubilee Year

