



# Managing Director's Message

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

**12 June 2020**

Private & Confidential

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**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

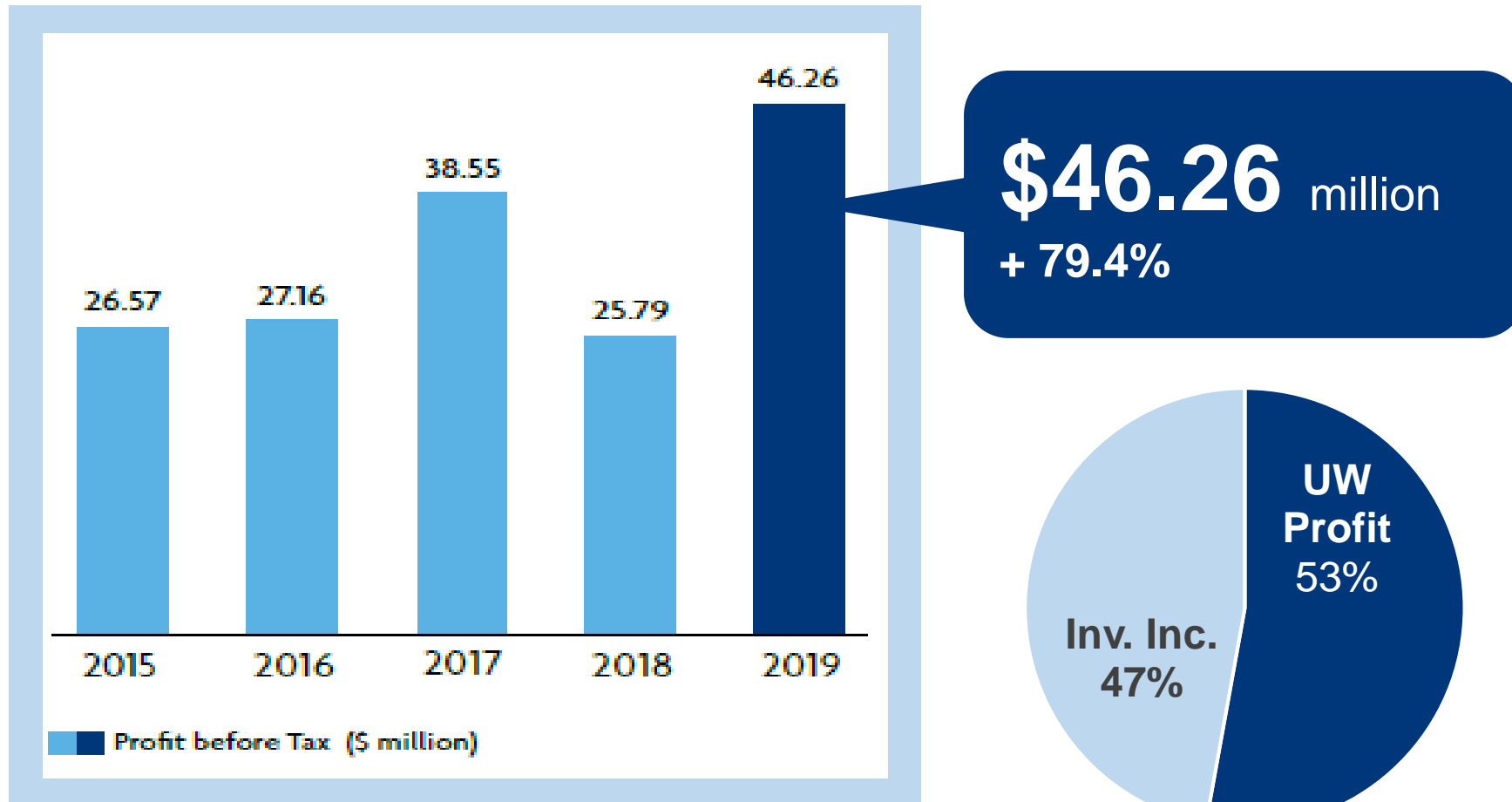
- *Prospects for the next 12 months*



# 2019 Financial Highlights

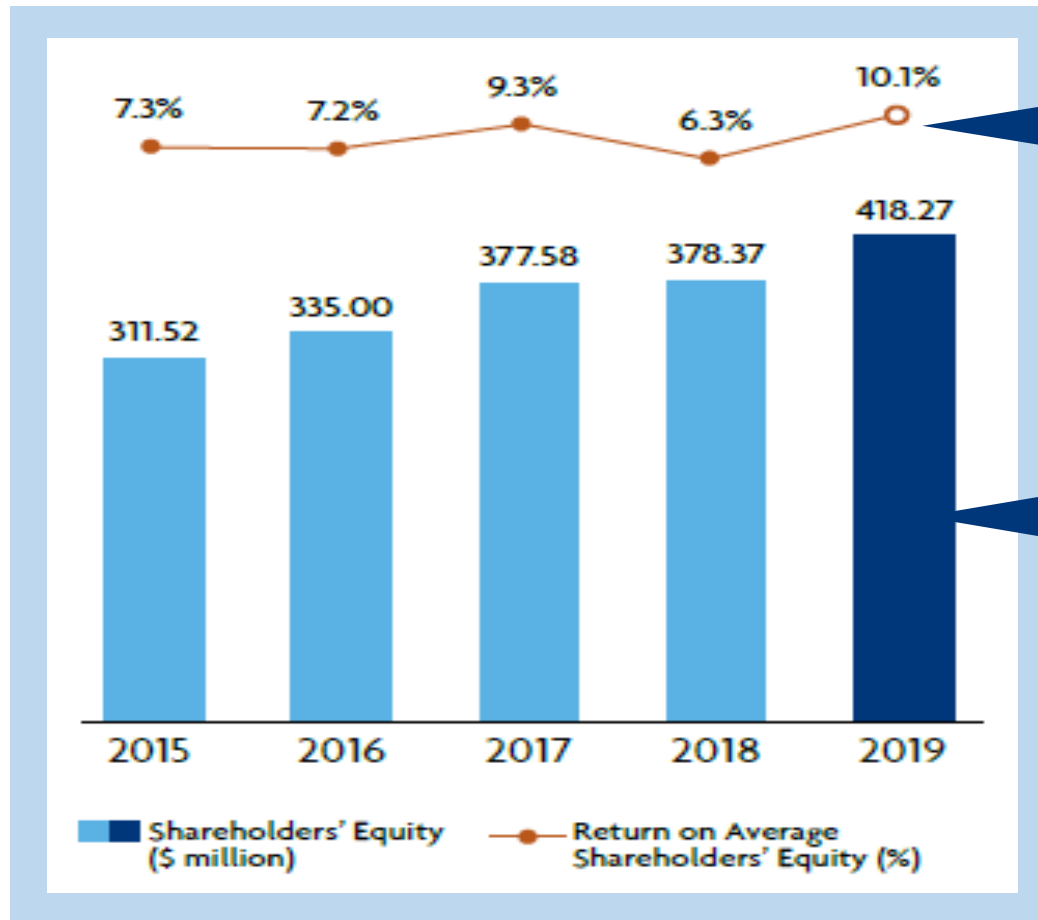
# 2019 Financial Highlights

## ➤ Profit Before Tax



# 2019 Financial Highlights

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



Return on Average Shareholders' Equity

**10.1%**

+ 3.8% pt

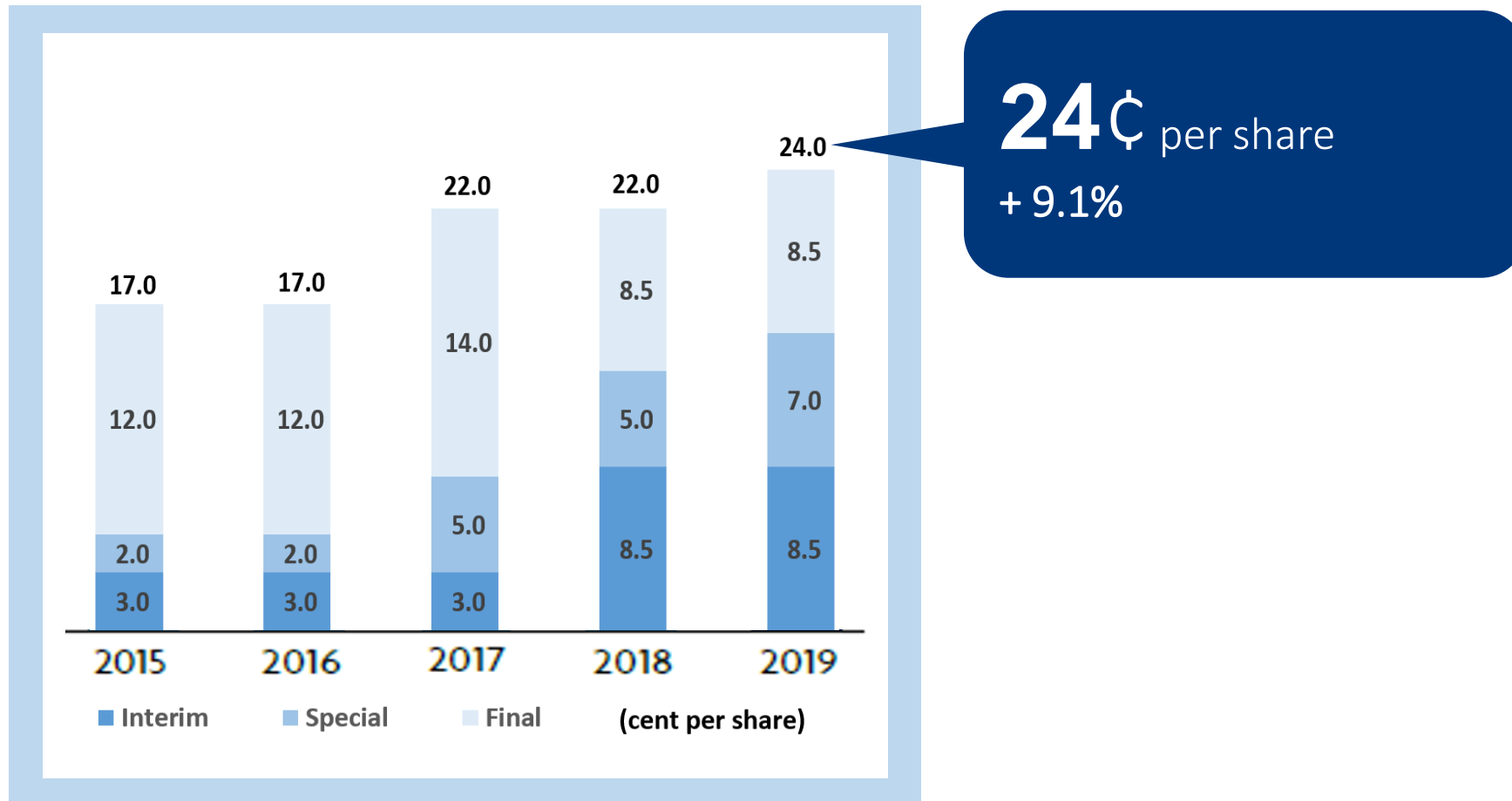
Shareholders' Equity

**\$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



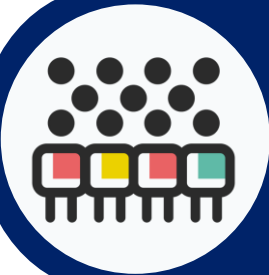
### Customers

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

