2020 Annual Results

February 2021
Cautionary Statements Regarding Forward-Looking Statements

To the extent any statements made in this Report contain information that is not historical, these statements are essentially forward-looking. These forward-looking statements include but are not limited to projections, targets, estimates and business plans that the Company expects or anticipates may or may not occur in the future. Words such as “potential”, “estimates”, “expects”, “anticipates”, “objective”, “intends”, “plans”, “believes”, “will”, “may”, “should”, variations of these words and similar expressions are intended to identify forward-looking statements.

These forward-looking statements are subject to known and unknown risks and uncertainties that may be general or specific. Readers should be cautioned that a variety of factors, many of which are beyond the Company’s control, affect the performance, operations and results of the Company, and could cause actual results to differ materially from the expectations expressed in any of the Company’s forward-looking statements. These factors include, but are not limited to, exchange rate fluctuations, market shares, competition, environmental risks, changes in legal, financial and regulatory frameworks, international economic and financial market conditions and other risks and factors beyond our control. These and other factors should be considered carefully and readers should not place undue reliance on the Company’s forward-looking statements. In addition, the Company undertakes no obligation to publicly update or revise any forward-looking statement that is contained in this Report as a result of new information, future events or otherwise. Neither the Company nor any of its employees or affiliates is responsible for, or is making, any representations concerning the future performance of the Company.
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President and Co-CEO

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Co-CEO
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Co-CEO and CFO
Ping An’s strategy: a world-leading technology-powered retail financial services group

One positioning

Two focuses

Two growth models

N pillars

Pan Financial Assets

Pan Healthcare

Finance + Technology

Finance + Ecosystem

Insurance

Banking

Asset Management

Financial Services Ecosystem

Healthcare Ecosystem

Auto Services Ecosystem

Smart City Ecosystem
Strong and consistent track record since IPO

Shareholders’ Equity CAGR = 22.9%

5-year/15-year average ROE = 20.7% / 17.2%

Dividend per share CAGR = 24.0%

Basic EPS CAGR = 23.4%

Embedded Value CAGR = 25.0%

Total Assets CAGR = 25.1%

Note: Figures may not match the calculation due to rounding.
Financial Review

Jason Yao
Co-CEO and CFO
<table>
<thead>
<tr>
<th>2020 Business highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating profit</strong>(1)</td>
</tr>
<tr>
<td>139,470 million</td>
</tr>
<tr>
<td>+4.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Net profit</strong>(1)</th>
<th><strong>L&amp;H EV</strong></th>
<th><strong>L&amp;H Operating Profit</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>143,099 million</td>
<td>824,574 million</td>
<td>92,672 million</td>
</tr>
<tr>
<td>-4.2%</td>
<td>+8.9%</td>
<td>+5.2%</td>
</tr>
</tbody>
</table>

Note: (1) Operating profit and net profit refer to the operating profit and net profit attributable to shareholders of the parent company respectively.
1. Operating profit
Retail accounted for 88% of Group operating profit

Group operating profit

- 2020: 139,470
- 2019: 132,955
- +4.9%

Retail operating profit

- 2020: 122,977
- 2019: 122,802
- +0.1%

Corporate and other operating profit

- 2020: 16,493
- 2019: 10,153
- +62%

2020 retail as % of total: 88%

2020 corporate and other as % of total: 12%

Note: Operating profit refers to the operating profit attributable to shareholders of the parent company.
Retail OPAT growth drivers

- **2020/Dec 31, 2020**
  - Retail customers (mn persons): 218 (+9.0%)
  - Operating profit per customer (RMB): 563.00 (-8.1%)
  - Product profitability: 2.76 (+4.5%)

- **2019/Dec 31, 2019**
  - Retail customers (mn persons): 200
  - Operating profit per customer (RMB): 612.54
  - Product profitability: 2.64

**Retail operating profit (RMB mn)**
- 2020: 122,977 (+0.1%)
- 2019: 122,802

**Notes:**
1. Operating profit refers to the operating profit attributable to shareholders of the parent company.
2. The number of customers as of Dec 31, 2020 is not equal to the number of customers as of December 31, 2019 plus new customers acquired during the Reporting Period due to customer attrition.
3. Figures may not match the calculation due to rounding.

- 13.32 mn (36%) sourced from Group’s internet users
- 23.70 mn (64%) sourced from traditional channels

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**Year**
- 2020/Dec 31, 2020: 122,977
- 2019/Dec 31, 2019: 122,802

**Change (%)**
- +0.1%
- +9.0%

**Operating profit per customer (RMB)**
- 2020: 563.00
- 2019: 612.54

**Change (%)**
- -8.1%
- -4.5%

**Product profitability**
- 2020: 2.76
- 2019: 2.64
Group operating profit rose 4.9% YoY

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>Proportion (%)</th>
<th>YoY Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life and health</td>
<td>92,672</td>
<td>66.4</td>
<td>5.2</td>
</tr>
<tr>
<td>Property and casualty</td>
<td>16,083</td>
<td>11.5</td>
<td>(22.9)</td>
</tr>
<tr>
<td>Banking</td>
<td>16,766</td>
<td>12.0</td>
<td>2.6</td>
</tr>
<tr>
<td>Trust</td>
<td>2,476</td>
<td>1.8</td>
<td>(4.6)</td>
</tr>
<tr>
<td>Securities</td>
<td>2,959</td>
<td>2.1</td>
<td>27.6</td>
</tr>
<tr>
<td>Other asset management(^{(1)})</td>
<td>5,737</td>
<td>4.1</td>
<td>22.6</td>
</tr>
<tr>
<td>Technology(^{(2)})</td>
<td>6,654</td>
<td>4.8</td>
<td>90.8</td>
</tr>
<tr>
<td>Others &amp; elimination</td>
<td>(3,876)</td>
<td>(2.7)</td>
<td>(27.8)</td>
</tr>
<tr>
<td>The Group</td>
<td>139,470</td>
<td>100.0</td>
<td>4.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2019 OPAT</th>
<th>2020 OPAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life and health</td>
<td>92,638</td>
<td>92,672</td>
</tr>
<tr>
<td>Property and casualty</td>
<td>16,094</td>
<td>16,083</td>
</tr>
<tr>
<td>Banking</td>
<td>16,784</td>
<td>16,766</td>
</tr>
<tr>
<td>Trust</td>
<td>2,469</td>
<td>2,476</td>
</tr>
<tr>
<td>Securities</td>
<td>2,955</td>
<td>2,959</td>
</tr>
<tr>
<td>Other asset management(^{(1)})</td>
<td>5,736</td>
<td>5,737</td>
</tr>
<tr>
<td>Technology(^{(2)})</td>
<td>6,633</td>
<td>6,654</td>
</tr>
<tr>
<td>Others &amp; elimination</td>
<td>(3,866)</td>
<td>(3,876)</td>
</tr>
<tr>
<td>The Group</td>
<td>139,410</td>
<td>139,470</td>
</tr>
</tbody>
</table>

Notes:
1. The other asset management business represents the results of subsidiaries that engage in asset management business including Ping An Asset Management, Ping An Financial Leasing, and Ping An Overseas Holdings.
2. The technology business represents the results of subsidiaries, associates and jointly controlled entities that engage in technology business including Autohome, Lufax Holding, OneConnect, Ping An Good Doctor, and Ping An HealthKonnect.
3. Operating profit refers to the operating profit attributable to shareholders of the parent company.
4. Figures may not match the calculation due to rounding.

(in RMB million)
Delivered a 19.5% operating ROE in 2020

<table>
<thead>
<tr>
<th>Segment</th>
<th>2019</th>
<th>2018</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life and health insurance</td>
<td>19.5%</td>
<td>21.7%</td>
<td>35.0%</td>
</tr>
<tr>
<td>Property and casualty insurance</td>
<td>16.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banking</td>
<td>9.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust</td>
<td>11.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Securities</td>
<td>9.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other asset management</td>
<td>11.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>7.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others &amp; elimination</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Group</td>
<td>19.5%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Operating ROE by segment

- 2020
- (%)
- The Group: 19.5%
- Life and health insurance: 35.0%
- Property and casualty insurance: 16.4%
- Banking: 9.6%
- Trust: 11.8%
- Securities: 9.5%
- Other asset management: 11.9%
- Technology: 7.8%
- Others & elimination: N/A
Operating profit excluded non-operating items and others to reflect underlying results and trend

**Operating Profit = Net Profit - Short-term Investment Variance - Impact of Discount Rate Change - One-off Material Non-operating Items and Others**

<table>
<thead>
<tr>
<th>Net profit for 2020</th>
<th>Short-term investment variance of L&amp;H(^{(1)})</th>
<th>Impact of discount rate change of L&amp;H</th>
<th>Impact of one-off material non-operating items and others(^{(2)})</th>
<th>Operating profit for 2020</th>
<th>Operating profit attributable to non-controlling interests</th>
<th>Operating profit attributable to shareholders of the parent company for 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>159,359</td>
<td>(10,308)</td>
<td>(1,282)</td>
<td></td>
<td>155,670</td>
<td>(16,200)</td>
<td>139,470</td>
</tr>
</tbody>
</table>

Notes:  
(1) Short-term investment variance is the variance between the actual investment return and the EV long-run investment return assumption (5%), net of the associated impact on insurance and investment contract liability.  
(2) The impact of one-off material non-operating items and others is the impact of material items that management considered to be non-operating incomes and expenses, which in 2020 refers to the revaluation gain on the convertible bonds issued by Lufax Holding to the Group.
L&H operating profit attributable to shareholders of the parent company rose 5.2% YoY

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>YoY change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release of residual margin</td>
<td>81,583</td>
<td>74,454</td>
<td></td>
</tr>
<tr>
<td>Return on net worth(^1)</td>
<td>13,170</td>
<td>11,738</td>
<td>12.2</td>
</tr>
<tr>
<td>Spread income(^2)</td>
<td>4,565</td>
<td>3,947</td>
<td>15.7</td>
</tr>
<tr>
<td>Operating variances and others (^3)</td>
<td>4,607</td>
<td>10,406</td>
<td>(55.7)</td>
</tr>
<tr>
<td><strong>Operating profit before tax</strong></td>
<td><strong>103,926</strong></td>
<td><strong>100,545</strong></td>
<td><strong>3.4</strong></td>
</tr>
<tr>
<td>Income tax</td>
<td>(10,260)</td>
<td>(11,595)</td>
<td>(11.5)</td>
</tr>
<tr>
<td><strong>Operating profit after tax</strong></td>
<td><strong>93,666</strong></td>
<td><strong>88,950</strong></td>
<td><strong>5.3</strong></td>
</tr>
<tr>
<td>Operating profit attributable to the parent company</td>
<td>92,672</td>
<td>88,054</td>
<td>5.2</td>
</tr>
</tbody>
</table>

Notes:
- \(^1\) Return on net worth is the investment return on shareholder equity based on the EV long-run investment return assumption (5%).
- \(^2\) Spread income is the expected investment return from assets backing contract liability based on the EV long-run investment return assumption (5%) exceeding the interest required on contract liability.
- \(^3\) Operating variances and others dropped 55.7% year on year, mainly because of increased strategic investment in technology and team building as well as fluctuations in policy persistency ratios.
- \(^4\) Figures may not match the calculation due to rounding.
L&H residual margin release rose 9.6% YoY

**RM release:** • Major source of profit • Locked in at issuance • Immune to capital market fluctuation

**CAGR: 21%**

Note: Long-term protection products cover whole-life, term life, critical illness and long-term accident insurance. The critical illness plus savings combination sold over recent years contains high protection elements, though its main products are classified as Long-PPP Protection & Saving hybrid due to conservative classification.
L&H delivered an operating ROEV of 14.5% despite challenges brought by COVID-19

Operating ROEV of L&H = 14.5%

Unwinding of in-force value was RMB56,208 million
ANA return was RMB9,913 million

End-2019 L&H EV | Expected return on EV(1) | Value generation of new business(2) | Operating contribution(3) | L&H EV before non-operating contributions | Economic assumptions changes(4) | Investment variance and others(5) | Employee stock ownership plan | Dividend paid and capital injected(6) | End-2020 L&H EV
---|---|---|---|---|---|---|---|---|---
757,490 | 66,121 | 57,571 | (14,115) | 867,067 | 15,677 | (7,375) | (1,433) | (49,361) | 824,574

Notes:
(1) Expected return on EV consists of the expected return from opening adjusted net assets, the opening value of in-force and the NBV during the Reporting Period.
(2) Value generation of new business includes NBV (RMB49,575 million) and risk diversification effects (RMB7,995 million).
(3) Operating contribution includes operating assumptions and model changes (RMB-2,990 million), L&H operating variance and others (RMB-11,125 million). Adverse variances came mainly as a result of increased strategic investment in technology and team building as well as fluctuating policy persistency ratios.
(4) Economic assumptions changes amounted to RMB15,677 million as the percentage of investment returns that can be exempted from income tax has been raised according to company experience and trend analysis.
(5) Investment variance and others include the investment variance and market value adjustments.
(6) Dividends paid by Ping An Life to the Group amounted to RMB49,511 million. The Company injected RMB150 million of capital into Ping An Health.
(7) Figures may not match the calculation due to rounding.
NBV fell 34.7% YoY amid COVID-19 which hits our long-term protection business hard

(in RMB million)

<table>
<thead>
<tr>
<th>Category</th>
<th>NBV</th>
<th>Change (%)</th>
<th>NBV Margin (%)</th>
<th>Change (pps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail business</td>
<td>48,756</td>
<td>(35.4)</td>
<td>47.4</td>
<td>(12.3)</td>
</tr>
<tr>
<td>Agent channel</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protection &amp; Saving hybrid (short-PPP)</td>
<td>42,913</td>
<td>(37.1)</td>
<td>54.9</td>
<td>(10.1)</td>
</tr>
<tr>
<td>Protection &amp; Saving hybrid (long-PPP)</td>
<td>7,195</td>
<td>8.0</td>
<td>55.6</td>
<td>(0.6)</td>
</tr>
<tr>
<td>Long-term protection</td>
<td>25,756</td>
<td>(48.5)</td>
<td>96.0</td>
<td>(8.9)</td>
</tr>
<tr>
<td>Short-term insurance</td>
<td>3,775</td>
<td>29.7</td>
<td>67.2</td>
<td>21.9</td>
</tr>
<tr>
<td>Telemarketing, internet and others</td>
<td>4,234</td>
<td>(30.4)</td>
<td>27.4</td>
<td>(12.0)</td>
</tr>
<tr>
<td>Bancassurance</td>
<td>1,609</td>
<td>35.1</td>
<td>17.7</td>
<td>(2.7)</td>
</tr>
<tr>
<td>Group business</td>
<td>820</td>
<td>78.5</td>
<td>1.8</td>
<td>0.4</td>
</tr>
<tr>
<td>Total NBV</td>
<td>49,575</td>
<td>(34.7)</td>
<td>33.3</td>
<td>(14.0)</td>
</tr>
</tbody>
</table>

Notes: (1) PPP stands for Premium Payment Period. Protection & Saving hybrid (Long-PPP) products cover endowment and annuity products with PPP of 10 years and above. The critical illness plus savings combination sold over recent years contains high protection elements, though its main products are classified as Long-PPP Protection & Saving hybrid due to conservative classification. (2) Long-term protection products cover whole-life, term life, critical illness and long-term accident insurance. (3) Figures may not match the calculation due to rounding.
2. Dividends and capital
Continued growth of cash dividends with DPS up 7.3% YoY

Attaching importance to shareholder returns with total dividend of RMB2.20 per share in cash

<table>
<thead>
<tr>
<th>Year</th>
<th>Interim dividend per share</th>
<th>Final dividend per share</th>
<th>(in RMB per share)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1.00</td>
<td>0.50</td>
<td>1.50</td>
</tr>
<tr>
<td>2018</td>
<td>1.10</td>
<td>0.62</td>
<td>1.72</td>
</tr>
<tr>
<td>2019</td>
<td>1.30</td>
<td>0.75</td>
<td>2.05</td>
</tr>
<tr>
<td>2020</td>
<td>1.40</td>
<td>0.80</td>
<td>2.20</td>
</tr>
</tbody>
</table>

Note: 2020 final dividend is pending for approval at the 2020 Annual General Meeting.

Free cash position of the parent company remained healthy

<table>
<thead>
<tr>
<th>Year</th>
<th>End-2019 free cash</th>
<th>Dividend from subsidiaries</th>
<th>Dividend paid out to shareholders</th>
<th>Share repurchase</th>
<th>Investments in subsidiaries</th>
<th>Others(2)</th>
<th>End-2020 free cash</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>45,068</td>
<td>38,241</td>
<td>0</td>
<td>-0</td>
<td>(994)</td>
<td>0</td>
<td>42,705</td>
</tr>
<tr>
<td>2020</td>
<td></td>
<td>41,449</td>
<td></td>
<td></td>
<td>(994)</td>
<td>(4,577)</td>
<td></td>
</tr>
</tbody>
</table>

Notes: (1) Free cash of the parent company includes bonds, equity securities, bank deposits and cash equivalents that the parent company holds. Free cash of the parent company is mainly invested in subsidiaries or used in daily operations or for dividend distribution.
(2) Others mainly include short-term borrowings.
Strong solvency position remained resilient to capital market volatility

Comprehensive solvency margin ratios significantly exceeded Regulatory requirements

<table>
<thead>
<tr>
<th></th>
<th>Ping An Group</th>
<th>Ping An Life</th>
<th>Ping An P&amp;C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported</td>
<td>-9.2 pps</td>
<td>-14.5 pps</td>
<td>-5.1 pps</td>
</tr>
<tr>
<td>30% decrease in fair value of equity assets</td>
<td>-7.4 pps</td>
<td>-14.3 pps</td>
<td>241.4%</td>
</tr>
<tr>
<td>50 bps decline in interest rate</td>
<td>-14.3 pps</td>
<td>0.8 pps</td>
<td></td>
</tr>
</tbody>
</table>

Comprehensive solvency margin ratio requirement ≥ 100%
Core solvency margin ratio requirement ≥ 50%

Dec 31, 2019:
- Ping An Group: -9.2 pps
- Ping An Life: -14.5 pps
- Ping An P&C: -5.1 pps
- Core Tier 1 capital adequacy ratio above regulatory minimum
- Comprehensive solvency margin ratio significantly exceeded regulatory requirements

Notes:
1. The company conducts stress tests on insurance companies’ solvency margin ratios on a quarterly basis. Ping An Bank and its wholly-owned subsidiary Ping An Wealth Management Co., Ltd. are included in the computation of the above core Tier 1 capital adequacy ratio.
2. Figures may not match the calculation due to rounding.
3. Investment portfolio of insurance funds
## Investment portfolio of insurance funds

### Proportion

<table>
<thead>
<tr>
<th></th>
<th>Dec 31, 2020</th>
<th>Dec 31, 2019</th>
<th>Change (pps)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>2.3%</td>
<td>3.0%</td>
<td>(0.7)</td>
</tr>
<tr>
<td>Term deposits</td>
<td>6.1%</td>
<td>6.6%</td>
<td>(0.5)</td>
</tr>
<tr>
<td>Debt financial assets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bond investments</td>
<td>50.2%</td>
<td>46.9%</td>
<td>3.3</td>
</tr>
<tr>
<td>Bond funds</td>
<td>1.3%</td>
<td>1.3%</td>
<td>-</td>
</tr>
<tr>
<td>Preferred stocks</td>
<td>3.2%</td>
<td>3.6%</td>
<td>(0.4)</td>
</tr>
<tr>
<td>Perpetual bonds</td>
<td>1.4%</td>
<td>0.6%</td>
<td>0.8</td>
</tr>
<tr>
<td>Policy loans</td>
<td>4.3%</td>
<td>4.3%</td>
<td>-</td>
</tr>
<tr>
<td>Debt schemes</td>
<td>4.3%</td>
<td>4.1%</td>
<td>0.2</td>
</tr>
<tr>
<td>Wealth management products(1)</td>
<td>6.7%</td>
<td>9.3%</td>
<td>(2.6)</td>
</tr>
<tr>
<td>Equity financial assets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stocks</td>
<td>8.4%</td>
<td>9.2%</td>
<td>(0.8)</td>
</tr>
<tr>
<td>Equity funds</td>
<td>1.8%</td>
<td>1.5%</td>
<td>0.3</td>
</tr>
<tr>
<td>Wealth management products(1)</td>
<td>1.1%</td>
<td>1.2%</td>
<td>(0.1)</td>
</tr>
<tr>
<td>Unlisted equities</td>
<td>2.2%</td>
<td>2.1%</td>
<td>0.1</td>
</tr>
<tr>
<td>Long-term equity stakes</td>
<td>4.2%</td>
<td>3.8%</td>
<td>0.4</td>
</tr>
<tr>
<td>Investment properties</td>
<td>1.7%</td>
<td>1.9%</td>
<td>(0.2)</td>
</tr>
<tr>
<td>Other investments(2)</td>
<td>0.8%</td>
<td>0.6%</td>
<td>0.2</td>
</tr>
<tr>
<td>Total investments (in RMB million)</td>
<td>3,740,581</td>
<td>3,208,836</td>
<td>23</td>
</tr>
</tbody>
</table>

### Proportions of corporate bonds and non-standard debt assets

<table>
<thead>
<tr>
<th></th>
<th>Dec 31, 2020</th>
<th>Dec 31, 2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate bonds</td>
<td>2.9%</td>
<td>4.0%</td>
<td>-1.1 pps</td>
</tr>
<tr>
<td>Non-standard debt assets</td>
<td>11.0%</td>
<td>13.4%</td>
<td>-2.4 pps</td>
</tr>
</tbody>
</table>

### Investment portfolio (by accounting measurement)

- **Carried at fair value through profit or loss**: 18.9%
- **Carried at fair value through other comprehensive income**: 13.7%
- **Others(1)**: 5.9%
- **Measured at amortized cost**: 61.5%

**Note:** (1) Others include long-term equity stakes, investment properties, and derivative financial assets.

---

*Notes: (1) Wealth management products include trust plans from trust companies, products from insurance asset management companies, and wealth management products from commercial banks. (2) Other investments mainly include statutory deposits for insurance operations, three-month or longer-term financial assets purchased under reverse repurchase agreements, and derivative financial assets.*
10-year average investment return > EV long-run investment return assumption (5%)

### 10-year average investment return (2011-2020)

- **EV long-run investment return assumption (5%)**: 5.3%
- **Average net investment yield**: 5.3%
- **Average total investment yield**: 5.3%
- **Average comprehensive investment yield**: 5.5%

### Investment performance

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net investment yield</td>
<td>5.1%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Total investment yield</td>
<td>6.2%</td>
<td>6.9%</td>
</tr>
</tbody>
</table>
Constantly improving internal controls over investment risk management

Continued to strengthen asset-liability risk management

- The Company optimized asset-liability duration matching by making more investment in long-duration bonds.
- Attaching great importance to cost-return matching-based risk management, the Company established a risk appetite framework in which the matching of costs and returns was a key quantitative indicator, and conducted necessary reviews on a regular basis.

Regular extreme scenario stress tests

- The Company conducted regular stress tests by embedding testing in the asset allocation process and conducting ex ante risk management.
- In the event of increased market volatility, the Company would carry out intensified and more frequent stress testing.

Focused on developing policies and processes

- The Company standardized its business processes to optimize end-to-end risk management.
- The Company improved its investment risk management framework, and enhanced admission strategies, credit rating, counterparty and issuer credit management, concentration management, risk and contingency management, and other key processes.

Technology-powered risk management information system

- The Company established a risk warning platform. By using smart analytics models, the Company identified risks more rapidly, made timely decisions, and took action in advance.
- By establishing a risk management database, the Company conducted systematic monitoring, identification, smart warning and management of asset-liability and portfolio risks in a timely manner.
Non-standard debt assets generated 5.49% average nominal yield

<table>
<thead>
<tr>
<th>Investment proportion (%)</th>
<th>Nominal yield (%)</th>
<th>Remaining maturity (year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Infrastructure</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expressway</td>
<td>11.8</td>
<td>5.58</td>
</tr>
<tr>
<td>Electric power</td>
<td>6.0</td>
<td>4.89</td>
</tr>
<tr>
<td>Infrastructure and development zones</td>
<td>9.0</td>
<td>5.87</td>
</tr>
<tr>
<td>Others (water supply, environmental protection, railway...)</td>
<td>11.3</td>
<td>5.32</td>
</tr>
<tr>
<td><strong>Non-banking financial services</strong></td>
<td><strong>26.9</strong></td>
<td><strong>5.69</strong></td>
</tr>
<tr>
<td>Real estate</td>
<td>17.5</td>
<td>5.62</td>
</tr>
<tr>
<td>Coal mining</td>
<td>0.9</td>
<td>5.74</td>
</tr>
<tr>
<td>Others</td>
<td>16.6</td>
<td>5.10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100.0</strong></td>
<td><strong>5.49</strong></td>
</tr>
</tbody>
</table>

Note: Non-banking financial services refer to financial institutions other than banks, including insurers, asset management companies, and financial leasing companies.
4. Sustainability and honors
Sustainability: an ESG leader in China with ongoing positive impacts

Ping An’s ongoing positive impacts on the environment, society and governance (ESG)

**Responsible Investment & Insurance**
- Investment
  Responsible investment reached RMB1.03 trillion+

- Credit
  Total balance of inclusive loans and green loans was RMB0.91 trillion

- Insurance
  Sustainable insurance products: 1,297
  Sustainable insurance amount: RMB393 trillion

**Social Responsibility**
- Ping An Rural Communities Support
  We provided RMB29,834 million+ for industrial poverty alleviation

- Combating COVID-19
  We donated supplies and cash RMB180 million+

**Index & Rating**

<table>
<thead>
<tr>
<th>Index &amp; Rating</th>
<th>2020</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSCI ESG rating</td>
<td>A</td>
<td>Leading position in China and an advanced level globally</td>
</tr>
<tr>
<td>FTSE4Good Index Series</td>
<td>Included</td>
<td>The best rating among financial companies in the Chinese mainland</td>
</tr>
<tr>
<td>CDP rating</td>
<td>A-</td>
<td></td>
</tr>
<tr>
<td>Refinitiv(1) ESG rating</td>
<td>B+</td>
<td>Included in the Hang Seng China Enterprises Index ESG Index and the Hang Seng ESG50 Index</td>
</tr>
</tbody>
</table>

**Xinhua CN-ESG Evaluation System**
In December 2020, Ping An and China Economic Information Service jointly launched the "Xinhua CN-ESG Evaluation System," to form a localized ESG system with Chinese characteristics while in line with international practice, which serves as a smart tool and data support for the integration and application of corporate ESG management and portfolio ESG management.

**Global Partnerships**

Note: (1) Formerly the Financial & Risk business of Thomson Reuters.
# Honors and Awards

<table>
<thead>
<tr>
<th>Fortune Global 500</th>
<th>No. 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global financial groups</td>
<td>No. 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Global 2000 largest public companies</th>
<th>No. 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global insurance conglomerates</td>
<td>No. 1</td>
</tr>
<tr>
<td>Global financial groups</td>
<td>No. 6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top 100 most valuable global brands</th>
<th>No. 38</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most valuable global insurance brands</td>
<td>No. 1</td>
</tr>
<tr>
<td>Global financial groups</td>
<td>No. 2</td>
</tr>
</tbody>
</table>
Financial Business

Xie Yonglin
President and Co-CEO
1. Integrated finance
Retail integrated financial business: empower scenarios with basic capabilities based on “Four Connects and One Platform” to implement the “1 + N” retail business model

**“1+N” retail financial business model**

<table>
<thead>
<tr>
<th>Win market share</th>
<th>“Four Connects and One Platform” as the foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support</strong></td>
<td>Strong support including organization, performance appraisal, and resources</td>
</tr>
</tbody>
</table>

**“Four Connects and One Platform” as the foundation**

- **Account Connect**: We established financial master accounts to facilitate financial business scenarios, closed-loop client fund operations, and scenario-based demand deposit retention.
  - RMB138.5 billion
  - New AUM in financial master accounts

- **Data Connect**: We developed customer profiling in a compliant manner with customer authorization to precisely support products and services.
  - 150
  - Enabled business scenarios

- **Product Connect**: We developed innovative product portfolios targeting health services, high-end clients and children respectively; product chains have initially taken shape.
  - RMB388 billion
  - Sales of product portfolios

- **Benefit Connect**: We incorporated VIP customers at the Group level into service operations.
  - Multiple companies
  - Optimized service benefits

**Integrated marketing services platform**

- **RMB15 billion**
  - New insurance trusts

- **Nearly 2 million**
  - New auto owner credit cards

- **Strong support including organization, performance appraisal, and resources**
Retail integrated financial business: greater intra-group synergies from cross-selling

<table>
<thead>
<tr>
<th>Channel's contribution percentage in 2020</th>
<th>Ping An Health's premium income from cross-selling by agents</th>
<th>Ping An Annuity's short-term insurance premium income from cross-selling by agents</th>
<th>Ping An Property &amp; Casualty's premium income from cross-selling by agents</th>
<th>Net increase of Ping An Bank’s retail customers from cross-selling channel</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(in RMB million)</td>
<td>(in RMB million)</td>
<td>(in RMB million)</td>
<td>(million)</td>
</tr>
<tr>
<td>2020</td>
<td>6,262</td>
<td>9,055</td>
<td>45,947</td>
<td>3.01</td>
</tr>
<tr>
<td>2019</td>
<td>4,070</td>
<td>8,663</td>
<td>45,427</td>
<td>2.49</td>
</tr>
<tr>
<td></td>
<td>+53.9%</td>
<td>+4.5%</td>
<td>+1.1%</td>
<td>+21.1%</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
Retail integrated financial business: we doubled our retail cross-selling penetration ratio whilst doubling number of retail customers in last 5 years

Significant potential to further penetrate our 598 million internet user base

<table>
<thead>
<tr>
<th>Year</th>
<th>Retail customers</th>
<th>Internet users who were retail customers</th>
<th>Internet users who were not yet retail customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2015</td>
<td>109</td>
<td>184</td>
<td>57</td>
</tr>
<tr>
<td>Dec 31, 2016</td>
<td>131</td>
<td>247</td>
<td>99</td>
</tr>
<tr>
<td>Dec 31, 2017</td>
<td>157</td>
<td>303</td>
<td>127</td>
</tr>
<tr>
<td>Dec 31, 2018</td>
<td>180</td>
<td>296</td>
<td>148</td>
</tr>
<tr>
<td>Dec 31, 2019</td>
<td>200</td>
<td>342</td>
<td>174</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>218</td>
<td>404</td>
<td>194</td>
</tr>
</tbody>
</table>

Cross-selling penetration ratio has increased materially despite rapid growth in customers

<table>
<thead>
<tr>
<th>Year</th>
<th>Proportion of retail customers holding multiple contracts with different subsidiaries</th>
<th>Number of retail customers holding multiple contracts with different subsidiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2015</td>
<td>19.0%</td>
<td>21</td>
</tr>
<tr>
<td>Dec 31, 2016</td>
<td>24.0%</td>
<td>32</td>
</tr>
<tr>
<td>Dec 31, 2017</td>
<td>29.6%</td>
<td>46</td>
</tr>
<tr>
<td>Dec 31, 2018</td>
<td>34.3%</td>
<td>62</td>
</tr>
<tr>
<td>Dec 31, 2019</td>
<td>36.8%</td>
<td>74</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>38.0%</td>
<td>83</td>
</tr>
</tbody>
</table>

Notes: (1) At the end of 2019, we optimized the definitions of retail customers and internet customers by removing customers with complimentary insurance from retail customers and unique users of suspended internet platforms from internet users. Moreover, we restated the data for the comparable periods of 2017 and 2018. (2) Figures may not match the calculation due to rounding.
Corporate integrated finance: breakthroughs in the “1+N” corporate business model

<table>
<thead>
<tr>
<th>Clear customer development approaches</th>
<th>Strategic/large customers and government customers</th>
<th>Micro-, small and medium-sized business customers</th>
<th>Financial institution customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Integrating the Group’s <strong>four major capabilities</strong> (namely investment research, investment banking, asset-liability management, and supply chain services)</td>
<td>• Building a uniform customer development platform and standardized products through <strong>technological empowerment</strong>&lt;br&gt; • Online and mass customer acquisition and development</td>
<td>• Driven by expertise and technology&lt;br&gt; • Pooling the expertise of trading teams across the Group, and promoting empowerment in terms of strategies, evaluation and risk management</td>
<td></td>
</tr>
<tr>
<td>• Providing <strong>tailor-made</strong> integrated finance solutions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**“1+N” corporate business model**

**Strategic/large customers and government customers**

- Sophisticated investment and financing model
  - In six areas including infrastructure, mixed ownership reform and M&As, we set up **task forces** and established **18 benchmarking models**
  - We established a **200-person expert database**, and a case database to empower account managers

**Micro-, small and medium-sized business customers**

- Simple, standard model
  - We reshaped the “Ping An Digital Pocket” app which has **over one million** corporate registered users, realizing the cross-company development of corporate customers
  - Thanks to the synergies between retail and corporate businesses, we established the profiles of small and micro-businesses, and supported the open bank and Ping An Life’s customer acquisition
  - We built a strong middle office

**Financial institution customers**

- Transaction collaboration model
  - Cumulative yield outperformed the market
  - We conducted **uniform strategy research** and established a strategy committee to effectively improve the accuracy of research and judgment
  - We monitored nearly 7,000 entities for unified risk warning and reminding

**Breakthroughs in three models**

**Technological empowerment**

- **System**
  - We built a smart middle office to empower the three models, and achieved **online data-driven operations**

- **Data**
  - We launched databases covering **regional taxation, employment** and **investment flows** to present whole pictures of regional cooperation
Corporate integrated finance: steady increase in value contributions

Written premium of the corporate channel\(^{(1)}\)

<table>
<thead>
<tr>
<th>Year</th>
<th>Written premium of the corporate channel (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>2,672</td>
</tr>
<tr>
<td>2020</td>
<td>4,938</td>
</tr>
</tbody>
</table>

Increase of underlying assets invested by insurance funds sourced from corporate business\(^{(3)}\)

<table>
<thead>
<tr>
<th>Year</th>
<th>Increase of underlying assets (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>96,616</td>
</tr>
<tr>
<td>2020</td>
<td>147,906</td>
</tr>
</tbody>
</table>

New financing scale achieved through corporate business cross-selling\(^{(2)}\)

<table>
<thead>
<tr>
<th>Year</th>
<th>New financing scale achieved through corporate business cross-selling (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>296,742</td>
</tr>
<tr>
<td>2020</td>
<td>503,495</td>
</tr>
</tbody>
</table>

Notes:

1. Written premium of the corporate channel refers to corporate premiums achieved through cross-selling less that achieved by Ping An Life.
2. The new financing scale achieved through corporate business cross-selling refers to the scale of new financing projects achieved by the Group’s member companies through cross-selling.
3. The underlying assets invested by insurance funds sourced from corporate business refer to the assets sourced by the Group’s core financial companies, including Ping An Asset Management, Ping An Securities, and Ping An Trust, for the allocation of the Group’s insurance funds.
2. Insurance business
Chinese life insurance market offers significant NBV growth opportunity

<table>
<thead>
<tr>
<th>Total mortality protection gap in Asia 2019 (1)</th>
<th>Additional annual life premium opportunity to close the mortality gap (2020-2030) (1)</th>
<th>Estimated healthcare protection gap in Asia (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="chart1.png" alt="Bar chart" /></td>
<td><img src="chart2.png" alt="Bar chart" /></td>
<td><img src="chart3.png" alt="Bar chart" /></td>
</tr>
</tbody>
</table>

Notes: (1) Source: “Closing Asia's mortality protection gap” by Swiss Re Institute, July 2020. (2) Source: “Closing Asia’s USD 1.8 trillion health protection gap” by Swiss Re Institute, October 2018. The statistical period is 2017. (3) Life insurance density refers to life premium per capita and life insurance penetration refers to life premium as a % of GDP. Source: Swiss Re Sigma Explorer portal, data as of 2019. (4) Ping An’s data refers to new business only and excludes short-term products; sum assured per policy accounts for basic benefit only, excluding extra payout of special benefit. (5) Hong Kong’s data is from “Insights From Gen Re’s Dread Disease Survey,” May 2019 Issue, and USD79,000 is Hong Kong’s average for 2015.
Ping An Life’s reform: key timeline

2H2018

Aug 2018

Initiation

- Reform initiative began as a channel and product adjustment exercise

2019

Nov 2019

Scope widened

- 7 modules: leveraged the Group’s technology and healthcare resources to advance the reform, and established seven working groups, namely Products, Sales, Teams, Training, Resources, Operations and Technology

2020

Top-level design

- Channel + Product: Chairman Ma Mingzhe reaffirmed the direction of the reform, namely carrying out the “channel + product” strategy, pursuing a digital transformation, and realizing four-dimensional empowerment

Jun 2020

Implementation

- Further emphasized the requirements for upgrading distribution channels, products and operations
- The project focused more on implementing the 12 key projects of the reform

Sep 2020

Jan 2021

Promotion

- Continuously advance the reform and drive the “stable-healthy-elite” transformation of Ping An Life’s sales force via business outlet-based key projects and the “product +” system

2021
Ping An Life’s reform: upgrade distribution channels, products and operations to build a world-leading life insurer

A world-leading life insurer

Channel upgrade

- **Team management**: stable, healthy, excellent teams built in a competence-oriented manner
- **“5-Star outlets with strong performance, high quality and good behavior”**: a technology-powered new approach to developing 5-Star outlets with strong performance, high quality and good behavior

Product upgrade

- **“Health +” project**: launched one of the industry’s first approved medical insurance products with guaranteed renewal up to 20 years, which was combined with “e Sheng RUN” health services
- **“Chronic disease +” project**: launched chronic disease management services provided by family doctors, fitness instructors and dietitians based on AI-enabled precise matching of customers
- **“Critical illness +” project**: rolled out critical illness insurance products that cover 120 diseases and allow multiple claims for mild diseases

Operation upgrade

- **Data-driven operations**: anticipate trends, make timely decisions, and take action ahead of others to enhance delicacy management
- **Data-driven marketing**: successfully raised customer reach rates and pursued sales targets through marketing scenarios including content marketing, social marketing, event marketing, and service marketing
Ping An Life’s reform: “1+4” channel reform saw initial results

“1+4” channel reform

5-Star outlets with strong performance, high quality and good behaviors

Digital business outlets
- **Efficiency**: target to reduce business outlet managers’ administration time by 90%
- **Capability**: target to improve the management of 95% of business outlets

Digital recruitment
- **Quality**: build high-productivity, high-performing, high-income teams
- **Quantity**: maintain a stable team of 1 million sales agents

Digital training with AskBob
- **Coverage**: 800,000+ users
- **Use**: per capita usage frequency of 6 times+ per day; provided services nearly 17 million times in 2020
- **Content**: a database with millions of entries of data

Digital activity management
- **Standard actions**: build a new model focused on “details” and “consistency”
- **Core goals**: to increase the valid activity rate and the number of long-term insurance policies per capita
The NBV margin declined as consumer demand for high-value protection products was temporarily tempered and offline operations were hindered by COVID-19.

Ping An adjusted its product strategy to meet customer demand and keep them engaged by selling simple and marketable health reimbursement products online, as well as customer-favored saving products under prevailing lower interest rate environment.
Protection-focused agent force’s productivity declined due to temporary challenges to face-to-face visits

<table>
<thead>
<tr>
<th>Year</th>
<th>Agent channel NBV (in RMB million)</th>
<th>Agent force (in million)</th>
<th>Agent income (RMB per agent per month)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>64,401</td>
<td>1.02</td>
<td>4,629</td>
</tr>
<tr>
<td>2019</td>
<td>68,209</td>
<td>1.17</td>
<td>5,512</td>
</tr>
<tr>
<td>2020</td>
<td>42,913</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Average number of agents (in million)</th>
<th>NBV per agent (RMB)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>1.32</td>
<td>48,789</td>
</tr>
<tr>
<td>2019</td>
<td>1.20</td>
<td>56,791</td>
</tr>
<tr>
<td>2020</td>
<td>1.05</td>
<td>40,688</td>
</tr>
</tbody>
</table>

Higher income from cross-selling amid the COVID-19 thanks to the Group’s strengths in integrated finance.
P&C business grew steadily despite COVID-19

### Premium income

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-auto insurance</td>
<td>270,930</td>
<td>285,854</td>
<td>5.5%</td>
</tr>
<tr>
<td>Auto insurance</td>
<td>194,315</td>
<td>196,151</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

### Combined ratio

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense ratio</td>
<td>39.1%</td>
<td>38.6%</td>
<td>-0.5%</td>
</tr>
<tr>
<td>Loss ratio</td>
<td>57.3%</td>
<td>60.5%</td>
<td>3.2%</td>
</tr>
</tbody>
</table>

### Operating profit

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating profit</td>
<td>20,952</td>
<td>16,159</td>
<td>-22.9%</td>
</tr>
</tbody>
</table>

### Operating ROE

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating ROE</td>
<td>24.6%</td>
<td>16.4%</td>
<td>-8.2 pps</td>
</tr>
</tbody>
</table>
P&C maintained better-than-industry business quality

Breakdown of premium income and combined ratio

<table>
<thead>
<tr>
<th></th>
<th>Premium income</th>
<th>Combined ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amount (in RMB million)</td>
<td>YoY change (%)</td>
</tr>
<tr>
<td>Auto insurance</td>
<td>196,151</td>
<td>0.9</td>
</tr>
<tr>
<td>Guarantee insurance</td>
<td>37,429</td>
<td>7.8</td>
</tr>
<tr>
<td>Liability insurance</td>
<td>15,311</td>
<td>27.8</td>
</tr>
<tr>
<td>Accidental injury insurance</td>
<td>14,312</td>
<td>21.8</td>
</tr>
<tr>
<td>Corporate property &amp; casualty insurance</td>
<td>7,118</td>
<td>12.0</td>
</tr>
</tbody>
</table>

Combined ratio of guarantee insurance

- 1H 2020: 125.6%, 14.6 pps
- 2020: 111.0%
Digital transformation empowering insurance business operations

**Life insurance business**

**Digital marketing**
- **Smart customer visit**: we provided sales agents with AI-driven business development support during the COVID-19, and facilitated 3.8 million+ online customer visits
- **Smart insurance tool**: we analyzed customer demand with AI, made insurance plans and generated written premium of over RMB15 billion from customer conversion for Ping An Life in 2020

**Digital services**
- **AI customer services**: we served customers 220 million+ times in 2020 and improved the proportion of customers who bought additional insurance by 9 pps
- **AI-powered, video-based customer survey robot**: we offered 24/7 online customer survey services, and completed customer survey for 3.8 million+ new insurance policies in 2020, with a one-time success rate of 98%, 27 pps higher than the traditional model

**Digital risk management**
- **Smart advance payment**: we pioneered “Smart Advance Payment Services” in the industry and paid eligible customers before being discharged from hospital based on customer profiling, with a total amount of RMB260 million+ paid to customers in advance under this model

**P&C business**

**Auto insurance**
- The “Ping An Auto Owner” app has over 126 million registered users which over 81 million had linked their vehicles with the app. In Dec 2020, the app had over 30 million monthly active users
- "One-click claims services": 90% of insurance claims for family cars were settled via “One-click Claims Services”
- 82% of personal auto insurance policies were underwritten through self-service. 90% of personal auto insurance policy modifications were completed through self-service

**P&C insurance**
- **Smart Risk Management**: P&C enabled the sharing and reuse of risk management capabilities among business lines and processes, and reduced losses by a total of RMB520 million through over ten business scenarios including anti-fraud in claim settlement
- **P&C initiated enterprise risk management consultant project**: P&C sent out approximately 806,000 text message alerts in 2020
3. Banking business
Stable business development with double-digit growth in revenue and pre-provision operating profit

Steady growth in revenue

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>116,716</td>
<td>137,958</td>
<td>153,542</td>
</tr>
<tr>
<td>Growth</td>
<td>18.2%</td>
<td>11.3%</td>
<td></td>
</tr>
</tbody>
</table>

Pre-provision operating profit exceeded RMB100 billion

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>80,176</td>
<td>95,816</td>
<td>107,327</td>
</tr>
<tr>
<td>Growth</td>
<td>19.5%</td>
<td>12.0%</td>
<td></td>
</tr>
</tbody>
</table>

Net profit grew steadily

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>24,818</td>
<td>28,195</td>
<td>28,928</td>
</tr>
<tr>
<td>Growth</td>
<td>13.6%</td>
<td>2.6%</td>
<td></td>
</tr>
</tbody>
</table>

Increasing net non-interest revenue

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>41,971</td>
<td>47,997</td>
<td>53,892</td>
</tr>
<tr>
<td>Growth</td>
<td>14.4%</td>
<td>12.3%</td>
<td></td>
</tr>
</tbody>
</table>

Stable net interest margin

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>2.35%</td>
<td>2.62%</td>
<td>2.53%</td>
</tr>
</tbody>
</table>

Sharp drop in cost of liabilities

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>2.85%</td>
<td>2.64%</td>
<td>2.32%</td>
</tr>
</tbody>
</table>

(in RMB million)
Continued de-risking and strengthened risk provision

**Decreasing NPL ratio**
- Dec 31, 2017: 1.70%
- Dec 31, 2018: 1.75%
- Dec 31, 2019: 1.65%
- Dec 31, 2020: 1.18%

**Decreasing percentage of SMLs**
- Dec 31, 2017: 3.70%
- Dec 31, 2018: 2.73%
- Dec 31, 2019: 2.01%
- Dec 31, 2020: 1.11%

**Decreasing percentage of loans 60+ days overdue**
- Dec 31, 2018: 1.92%
- Dec 31, 2019: 1.58%
- Dec 31, 2020: 1.08%

**Increasing provision coverage ratio for NPLs**
- Dec 31, 2017: 151%
- Dec 31, 2018: 155%
- Dec 31, 2019: 183%
- Dec 31, 2020: 201%

**Increasing provision coverage ratio for loans 60+ days overdue**
- Dec 31, 2018: 141%
- Dec 31, 2019: 190%
- Dec 31, 2020: 220%

**Deviation of loans 60+ days overdue (1)** below 1
- Dec 31, 2018: 1.10
- Dec 31, 2019: 0.96
- Dec 31, 2020: 0.92

Note: Deviation of loans more than 60 days overdue = balance of loans more than 60 days overdue / balance of non-performing loans.
Assets and liabilities both exceeded RMB4 trillion as deposits and loans grew

As of Dec 31, 2020, Ping An Bank’s assets and liabilities both exceeded RMB4 trillion. Assets totaled RMB4,468,514 million, up 13.4% YoY. Liabilities totaled RMB4,104,383 million, up 13.2% YoY.

Note: Total loans and advances, deposits, and their components are exclusive of interest receivable and payable.
New 3-year transformation strategy positions Ping An Bank as a digital bank, an ecosystem, and a platform

Adhering to transformation

Adhering to the retail transformation strategy

Building a world-leading smart retail bank

Pursuing three objectives

Technological empowerment
Breakthroughs in retail banking
Enhancement of corporate banking

Ping An Bank positioned as a digital bank, an ecosystem, and a platform under the new 3-year strategy

“Aanticipate trends, make timely decisions, and take action ahead of others” for decision-making, “increase profit, efficiency and productivity” for operations, and “reduce costs, risks and labor” for management

A digital bank

Digital operations empower traditional finance: Ping An Bank continues to optimize AI Bank, strives for perfection of business management, so as to “increase profit, efficiency and productivity” for operations, and “reduce costs, risks and labor” for management

Digital operations boost innovations: Ping An Bank builds a smart brain to promote comprehensive digital operations, and develops strong middle-office capabilities to enable business innovations

An ecosystem

Co-build ecosystems with the Group: For instance, in the auto ecosystem, Ping An Bank works with key partners including Ping An Property & Casualty, gas stations and used-car platforms to offer one-stop service experience covering the purchase, use, maintenance and trading of vehicles

Promote the strategic alliance model: Ping An Bank carries out cross-border and in-depth cooperation with alliances such as JD and Ctrip to co-build scenarios

A platform

Connection with the platform, mass customer acquisition, and scenario-based operations

For retail business, Ping An Bank creates the “Open Bank 1.0 Platform”: The platform covers functions including accounts, wealth management, payments, loans and credit cards, empowering customer acquisition and marketing

For corporate business, Ping An Bank formulates the “Nebula Plan”: Ping An Bank combines industries with financing through satellite and IoT to promote the implementation of supply chain finance in innovative scenarios

New 3-year transformation strategy positions Ping An Bank as a digital bank, an ecosystem, and a platform

Pursuing three objectives

Technological empowerment
Breakthroughs in retail banking
Enhancement of corporate banking

Build a moat and give full play to our advantages for gains in return

• Co-build ecosystems with the Group: For instance, in the auto ecosystem, Ping An Bank works with key partners including Ping An Property & Casualty, gas stations and used-car platforms to offer one-stop service experience covering the purchase, use, maintenance and trading of vehicles

• Promote the strategic alliance model: Ping An Bank carries out cross-border and in-depth cooperation with alliances such as JD and Ctrip to co-build scenarios

Build a moat and give full play to our advantages for gains in return

• Co-build ecosystems with the Group: For instance, in the auto ecosystem, Ping An Bank works with key partners including Ping An Property & Casualty, gas stations and used-car platforms to offer one-stop service experience covering the purchase, use, maintenance and trading of vehicles

• Promote the strategic alliance model: Ping An Bank carries out cross-border and in-depth cooperation with alliances such as JD and Ctrip to co-build scenarios
Retail banking: stable business development and upgraded retail transformation

- Amid the COVID-19 epidemic, Ping An Bank's retail business showed strong development resilience. Operating performance grew steadily, and operating risks were generally under control.

- We implement data-driven operations, online operations, comprehensive services, and ecosystem-based development, balance the development of the three business lines, namely basic retail banking, private banking and wealth management, and consumer finance, and upgrade the retail transformation.

### Revenue from Retail Banking Grew Steadily

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue (in RMB million)</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>79,973</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>88,578</td>
<td>10.8%</td>
</tr>
</tbody>
</table>

### Daily Average Balance of Retail Demand Deposits Increased Rapidly

<table>
<thead>
<tr>
<th>Year</th>
<th>Balance (in RMB million)</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>169,289</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>207,279</td>
<td>22.4%</td>
</tr>
</tbody>
</table>

### Retail NPL Ratio Declined

<table>
<thead>
<tr>
<th>Year</th>
<th>NPL Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2019</td>
<td>1.19%</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>1.13%</td>
</tr>
</tbody>
</table>

### Retail AUM Grew Rapidly

<table>
<thead>
<tr>
<th>Date</th>
<th>AUM (in RMB million)</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2018</td>
<td>1,416,796</td>
<td></td>
</tr>
<tr>
<td>Dec 31, 2019</td>
<td>1,982,721</td>
<td>32.4%</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>2,624,762</td>
<td></td>
</tr>
</tbody>
</table>

### Retail Customers Exceeded 100 Million

<table>
<thead>
<tr>
<th>Date</th>
<th>Number of Customers (in million persons)</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2018</td>
<td>83.90</td>
<td></td>
</tr>
<tr>
<td>Dec 31, 2019</td>
<td>97.08</td>
<td>10.4%</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>107.15</td>
<td></td>
</tr>
</tbody>
</table>

### Consumer Finance Grew Rapidly

- New mortgage loans and collateral mortgage loans: 35.6% YOY
- New auto loans: 41.1% YOY
- Number of credit cards in circulation: 6.5% YOY
Retail business: continuous productivity improvements and cost reductions

**Improved productivity & efficiency**

- Average retail AUM-based revenue per outlet was **up 42% YoY**
- The average monthly number of customers served by AI account managers was **up 693%**
- Marketing tools including the AI-powered business card empowered the team efficiently, increasing the per capita productivity of wealth managers by **22% YoY**
- Ping An Bank issued 10.15 million credit cards in 2020, nearly **90%** of which were automatically approved by AI

**Reduced operating costs**

- We increased the proportion of businesses processed online to save the costs of external customer acquisition or manual operations
- Ping An Bank’s cost-to-income ratio was **29.11%**, down **0.50 pps YoY**
- Unmanned customer services accounted for **90%** of Ping An Bank’s customer service workloads, **up 4.0 pps** from the beginning of 2020
- The Smart Anti-fraud System (SAFE) has helped to avoid over **RMB2.4 billion** of losses from fraud attacks since its go-live
- The credit card smart speech platform made **171 million** outbound calls in 2020, with a recognition accuracy rate of over **96%**
Corporate banking: steady business growth, improved revenue structure and reduced cost of liabilities

Fast-growing corporate current deposit balance

Dec 31, 2019: 595,317
Dec 31, 2020: 694,240

Growing corporate net non-interest revenue

2019: 10,026
2020: 11,245

Growing corporate net non-interest revenue

- Proportion of net non-interest revenue to corporate revenue grew by 2.0 pps YoY

Falling average cost of corporate deposits

2019: 2.42%
2020: 2.17%

0.25 pps

Falling corporate NPL ratio

2019: 38.8%
2020: 28.2%

1.24%

Increasing support for real economy and small and micro-businesses

Loans to strategic customers

2019: 203,730
2020: 282,830

38.8% YoY

Balance of Ping An Bank’s inclusive small and micro-business loans

- Weighted average interest rate on new loans decreased by 1.56 pps YoY

Share in the corporate loan balance

2019: 16.6%
2020: 16.6%

40.5% YoY

Corporate banking: steady business growth, improved revenue structure and reduced cost of liabilities

(in RMB million)
Corporate banking: focus on “five areas” to improve and strengthen corporate business

New supply chain financing to ensure supply chain security through technological empowerment

- Cumulative transaction volume of "Ping An Good Chain" platform
  - 2019: 34,038
  - 2020: 82,715

Bill integration to optimize financing experience and drive discounted bill business growth

- Cumulative discounted bill business volume
  - 2019: 277,945
  - 2020: 449,159

Ecosystem-based cross-selling to improve the value contribution from corporate banking

- Insurance premiums referred by Ping An Bank
  - 2019: RMB2,701 million
  - 2020: RMB4,491 million
- Daily average deposits from cross-selling
  - 2019: RMB144,067 million
  - 2020: RMB218,919 million

Sophisticated investment and financing brand supported by the Group’s advantages

- Amount of bonds underwritten
  - 2019: RMB413,497 million
  - 2020: RMB678,414 million
- Amount of M&A business
  - 2019: RMB48,414 million
  - 2020: RMB144,067 million

A uniform customer development platform to connect scenarios and improve experience

- The upgraded "Ping An Digital Pocket" app attracted over 1 million registered corporate customers
  - Dec 31, 2019: 360
  - Dec 31, 2020: 1,040
- Open platform’s clients exceeded 10,000
  - Dec 31, 2019: 8,200
  - Dec 31, 2020: 11,900

## Interbank business: strengthening capabilities of transactions, interbank, and asset management business

### New transactions
- Net revenue from fixed-income trading in treasury business: RMB4.3 billion, +33.9% YoY
- Local currency market appraisal by the National Interbank Funding Center
- Ranking in terms of derivatives market making
- IRS & FX derivatives trading for customers

### New interbank business
- Winning multiple honors including the “Core Dealer”
- ET-Bank’s customers: 2,282
- Interbank institutional sales volume: RMB805.8 billion, +60% YoY

### New asset management business
- Scale of NAV-type products in compliance with the new asset management regulations: RMB463.5 billion, +80% YoY
- NAV-type products as % of the balance of non-principal guaranteed wealth management products: 71.5%
- +27.9 pps YoY
- A wealth management subsidiary: Officially opened in Aug, 2020
Ping An Bank increased investment in fintech, empowering business with technologies

Ping An Bank’s IT staff (including outsourced staff) increased by 12.5% YoY

IT capital expenditure and expenses grew by 33.9% YoY

Ping An Bank strengthened fintech innovation and application, and built a strong brand in fintech

- Ping An Bank co-launched the Chinese financial industry’s first IoT satellite “PingAn-1”
- A new core system for credit cards commenced operations: Ping An Bank became the first in the industry to seamlessly migrate a core business system to a PC server-based distributed architecture without suspending services
- Ping An Bank’s smart risk management platform project won the “Gartner Innovation Award 2020 for Financial Services,” making Ping An Bank the first in the Chinese mainland’s banking sector to receive the award
- Ping An Bank was honored as the “World’s Best Digital Bank 2020” by the Euromoney magazine

AI Platform
- Developed 1,000+ AI models in 2020, up 300% YoY
- Covered 100% of smart marketing scenarios
- AUM average productivity increased by 30.8%

Corporate smart middle office
- Reduced the time needed for new scenario development and launch by about 40% on average
- Labor cost down by about 25%

ET-Bank
- User visits increased by over 214% YoY
- Online sales rose by over 70.7% YoY

Developed 1,000+ AI models in 2020, up 300% YoY
Covered 100% of smart marketing scenarios
AUM average productivity increased by 30.8%
Technology Business

Jessica Tan
Co-CEO
Technological R&D: Ping An ranked 1st globally for fintech and digital healthcare patent applications, and won 60 international championships in the past three years

**Patent innovations**

- **Fintech:** ranked 1st globally with 3,978 patents
- **Digital Healthcare:** ranked 1st globally with 1,074 patents
- **AI:** ranked 3rd globally with 9,255 patents
- **Blockchain:** ranked 3rd globally with 1,128 patents

**International honors**

In the past three years, Ping An won a total of 60 international championships, 13 more than that at the beginning of 2020

- **AI:** Ping An has won championships in both SQuAD2.0 and GLUE.
- **Digital Healthcare:** AskBob outperformed specialists of 3A hospitals by scoring 97.7 to 93.9 in a human-machine contest on the combined therapy for cardiovascular diseases at the Great Wall International Congress of Cardiology.

Note: (1) The patent application rankings are based on Fintech Intellectual Property Development in Shenzhen, 2018-2020 Global Top 100 List for Digital Healthcare Patents, 2018-2020 Global Top 100 List for Artificial Intelligence Patents and 2020 Global Blockchain Invention Patent Ranking List (Top 100).
Technological empowerment of main businesses: using AI to increase sales, improve efficiency, and contain risks

<table>
<thead>
<tr>
<th>Increase sales</th>
<th>Improve efficiency</th>
<th>Contain risks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AI-driven product sales</strong></td>
<td><strong>AI service representatives’ workloads</strong>&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td><strong>Monthly average amount collected by AI</strong></td>
</tr>
<tr>
<td><strong>(in RMB billion)</strong></td>
<td><strong>(in billion times)</strong></td>
<td><strong>(in RMB billion)</strong></td>
</tr>
<tr>
<td><img src="image" alt="Graph" /></td>
<td><img src="image" alt="Graph" /></td>
<td><img src="image" alt="Graph" /></td>
</tr>
<tr>
<td>205.3</td>
<td>1.37</td>
<td>79.7</td>
</tr>
<tr>
<td>2020</td>
<td>2020</td>
<td>2020</td>
</tr>
<tr>
<td>410.5</td>
<td>1.93</td>
<td>271.9</td>
</tr>
<tr>
<td><strong>Product sales driven by AI via services</strong>: RMB274.1 billion (up 114% YoY) in product sales driven by AI in service processes, which represented 61% of total sales generated in service processes.</td>
<td><strong>Scenarios covered</strong>: covered 2,100+ scenarios, about 200 scenarios more than at the beginning of 2020.</td>
<td><strong>Recovery</strong>: AI collected nearly RMB200 billion of overdue loans, accounting for around 27% of total debts collected (up 5 pps YoY).</td>
</tr>
<tr>
<td><strong>Product sales directly driven by AI</strong>: amounted to RMB136.4 billion (up 76% YoY).</td>
<td><strong>Services covered</strong>: AI service representatives provided 82% of the total customer service workloads. AI service representatives contributed 47% of the total sales volume of all service representatives.</td>
<td><strong>Quality</strong>: the 30-day recovery rate of AI collection was 78%, outperforming the recovery rate of human service representatives.</td>
</tr>
</tbody>
</table>

Note: (1) The amount of services provided by AI service representatives refers to the total times of inbound and outbound call services provided by speech robots and text robots for loan, credit card and insurance business lines.
Healthcare ecosystem: empower hospitals, doctors, and pharmacies through healthcare management authorities, patients, payers and technologies

1. Healthcare management authorities
   - Smart Healthcare
   - Implemented in 158 cities across 30 provinces

2. Patients
   - Online: Guiding medical healthcare behaviors
     - Institutions: Ping An Good Doctor
     - Offline: 21,000 institutions covered
     - 1,000+ partner hospitals across the world
   - Retail: Ping An Annuity
     - 903 thousand daily consultations
     - 373 million registered users
   - Corporate: Ping An Annuity
     - 1,100+ enterprises

3. Payers
   - Social Health Insurance (SHI)
     - Ping An HealthKonnect
     - No. 1 health insurer in China
     - 65 million+ life insurance customers
     - RMB140 billion+ written premiums of health insurance
   - Commercial insurance
     - Ping An Annuity
     - Ping An Life
     - Ping An Good Doctor

4. Technologies
   - Research institutions: Ping An Healthcare Technology Research Institute
     - Bradford of digital healthcare applications
   - Investment institutions: Ping An Global Voyager Fund
   - Ping An Ventures
   - Ping An Life
   - Ping An Good Doctor
   - Ping An Annuity
   - Ping An Good Doctor
   - Ping An HealthKonnect
Healthcare ecosystem: hook products drive customer increase and improve customer stickiness

Number of Ping An’s financial customers

<table>
<thead>
<tr>
<th>Year</th>
<th>Customers using healthcare services</th>
<th>Customers not using healthcare services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>157 million persons</td>
<td>46%</td>
</tr>
<tr>
<td>2018</td>
<td>180 million persons</td>
<td>44%</td>
</tr>
<tr>
<td>2019</td>
<td>200 million persons</td>
<td>41%</td>
</tr>
<tr>
<td>2020</td>
<td>218 million persons</td>
<td>39%</td>
</tr>
</tbody>
</table>

Increased financial customers’ value with hook medical products and services

<table>
<thead>
<tr>
<th>Year</th>
<th>Customers not using healthcare services</th>
<th>Customers using healthcare services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>17.3 million persons</td>
<td>2.1 million persons</td>
</tr>
<tr>
<td>2018</td>
<td>19%</td>
<td>x 1.5 times</td>
</tr>
<tr>
<td>2019</td>
<td>20%</td>
<td>3.2 million persons</td>
</tr>
<tr>
<td>2020</td>
<td>15%</td>
<td>x 2.3 times</td>
</tr>
</tbody>
</table>

Driving the growth of the Group’s main financial businesses:
Each year, 15%-20% of Ping An’s new financial customers are sourced from the healthcare ecosystem.
Rising revenue and market cap of Ping An’s technology companies

Four stages of incubation of technology companies\(^{(1)}\)

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
<th>Stage 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform establishment</td>
<td>Traffic and data accumulation</td>
<td>Explosive revenue growth</td>
<td>Profit contribution</td>
</tr>
</tbody>
</table>

- Ping An HealthKonnect
- OneConnect (OCFT US)
- Ping An Good Doctor (01833.HK)
- Lufax Holding (LU US)
- Autohome (ATHM US)

Aggregate revenue of technology companies

<table>
<thead>
<tr>
<th>Year</th>
<th>(in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>82,109</td>
</tr>
<tr>
<td>2020</td>
<td>90,375</td>
</tr>
</tbody>
</table>

Aggregate market cap of listed technology companies

<table>
<thead>
<tr>
<th>Year</th>
<th>(in USD million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 31, 2019</td>
<td>20,905</td>
</tr>
<tr>
<td>Dec 31, 2020</td>
<td>34,965</td>
</tr>
</tbody>
</table>

Notes:

(1) The above four stages are classified by the Company on the basis of business operations.

(2) The total revenue of the technology business is the sum of revenues of technology companies in our technology segment, without considering the shareholding proportions.
Lufax Holding (LU US): China’s leading technology-powered personal financial services platform

**Customer metrics**

- **Investors**
  - Wealth management: Proportion of client assets (from customers with assets of over RMB300,000) 76%
  - Active investors: 14.88 million
  - Accumulated borrowers: 14.48 million
  - Partner institutions: 6 partner banks, 6 partner trust companies, 6 partner insurers
  
- **Borrowers**
  - Retail credit facilitation: 51 partner banks, 6 partner trust companies, 6 partner insurers
  - Overdue ratio: 2.0% +0.1 pps YoY

**Financial metrics**

- **Revenue**
  - 2019: 47,834
  - 2020: 52,046
  - YoY: +8.8% YoY

- **Net profit**
  - 2019: 13,317
  - 2020: 12,276
  - In 2020, net profit excluding the impact of C-round restructuring costs grew by 2.1% year on year to RMB13.6 billion

**Business metrics**

- **Balance of retail credit facilitated**
  - 2019: 462,243
  - 2020: 545,145
  - YoY: +17.9% YoY

- **Client assets**
  - 2019: 346,856
  - 2020: 426,571
  - YoY: +23.0% YoY

**Notes:**
1. The ratio of loans more than 30 days overdue refers to the proportion of loans more than 30 days (inclusive) overdue to the balance of retail credit facilitated.
2. Current products refer to products that continued to be distributed by the wealth management business, including asset management plans, bank products, mutual funds, privately offered funds, trust, insurance and other investment products.
3. Legacy products refer to products that ceased to be distributed by the wealth management business but still have outstanding balances, mainly comprising peer-to-peer products.
## OneConnect (OCFT US): China’s leading technology-as-a-service platform for financial institutions

### Customer metrics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Banks</strong></td>
<td>642</td>
</tr>
<tr>
<td>— Major banks</td>
<td>18</td>
</tr>
<tr>
<td>— City commercial banks</td>
<td>132</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Insurance institutions</strong></td>
<td>106</td>
</tr>
<tr>
<td>— Life insurers</td>
<td>42</td>
</tr>
<tr>
<td>— Property &amp; casualty insurers</td>
<td>54</td>
</tr>
</tbody>
</table>

### Financial metrics

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>+42.3% YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong> (in RMB million)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volume-based revenue(1)</td>
<td>2,328</td>
<td>2,900</td>
<td></td>
</tr>
<tr>
<td>Fixed revenue(1)</td>
<td>72%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Scale</td>
<td>28%</td>
<td>29%</td>
<td></td>
</tr>
</tbody>
</table>

### Business metrics

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transaction volume of retail and SME loans</strong></td>
<td>RMB111.9 bn</td>
</tr>
<tr>
<td>Scale</td>
<td></td>
</tr>
<tr>
<td>Claims processed via Smart Quick Claim</td>
<td>5.86 mn</td>
</tr>
<tr>
<td>+16.3% YoY</td>
<td></td>
</tr>
</tbody>
</table>

| Countries and regions covered    | 20       |
| +6 YoY                           |          |

| Partner institutions             | 100+     |
|                                  |          |

| Patent applications              | 4,836    |
|                                  |          |

| Awards won by Gamma Lab          | 14       |
|                                  |          |

### Note:

(1) Volume-based revenue includes revenue from business origination services, risk management services, operational support services and cloud services platform. Fixed revenue includes implementation revenue and others.
Ping An Good Doctor (01833.HK): China’s leading online healthcare services platform

### Customer metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered users</td>
<td>373 million</td>
<td>+18.3% YoY</td>
</tr>
<tr>
<td>Average daily consultations</td>
<td>903 thousand</td>
<td>+23.9% YoY</td>
</tr>
<tr>
<td>MAU in Dec 2020</td>
<td>72.62 million</td>
<td>+8.5% YoY</td>
</tr>
</tbody>
</table>

### Financial metrics

#### Revenue (in RMB million)

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>5,065</td>
<td>83%</td>
</tr>
<tr>
<td>2020</td>
<td>6,866</td>
<td>77%</td>
</tr>
</tbody>
</table>

- Online medical services: 17% (2019) vs. 23% (2020)
- Other businesses: 83% (2019) vs. 27% (2020)

- Revenue from online medical services rose 82.4% YoY
- Gross profit margin grew 4.0 pps year on year to 27.1%
- Net loss margin improved 0.9 pps year on year to 13.8%

### External cooperation

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet hospitals</td>
<td>Contracted: 120+ In cooperation: 50</td>
</tr>
<tr>
<td>Companies</td>
<td>Contracted: 1,100+</td>
</tr>
<tr>
<td>Doctors</td>
<td>In-house medical team members: 2,200+ Externally contracted doctors: 21,000+</td>
</tr>
<tr>
<td>Health management courses</td>
<td>400+</td>
</tr>
<tr>
<td>Offline merchants</td>
<td>2,000+</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
Autohome (ATHM US): China’s leading online auto services platform

### Customer metrics

<table>
<thead>
<tr>
<th></th>
<th>Average daily active users on mobile devices (in million)</th>
<th>YoY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2019</td>
<td>36.83</td>
<td></td>
</tr>
<tr>
<td>Dec 2020</td>
<td>42.11</td>
<td>+14.3%</td>
</tr>
</tbody>
</table>

Notes: (1) Average daily active users on mobile devices include those on mobile webpages, apps and mini-programs.

### Financial metrics

<table>
<thead>
<tr>
<th></th>
<th>Revenue (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>8,421</td>
</tr>
<tr>
<td>2020</td>
<td>8,659</td>
</tr>
</tbody>
</table>

### Key metrics for new business

<table>
<thead>
<tr>
<th></th>
<th>Revenue of data products</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>+70% YoY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Data product customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automaker services</td>
<td>45</td>
</tr>
<tr>
<td>Dealer services</td>
<td>19,000+</td>
</tr>
</tbody>
</table>

In 2020, net profit grew 6.2% YoY to RMB3,621 million.

(2) Net profit refers to the non-GAAP adjusted net profit.
Smart City: Leveraging technologies to empower city governance, support industries, and advance people's livelihoods

**Smart Education**
- **Adult education**[^1]: Served 65.86 million users, over 1,500 government and enterprise customers
- **Child education**: served 8 million users, with courses broadcast 29 million times

**Smart Healthcare**
- **Coverage**: 30 provinces, 21,000 healthcare management authorities and about 650,000 doctors
- **Usage**: AI-based medical services[^2] were used 390 million times (+200% YoY) in 2020

**Smart Government**
- **Coverage**: 40+ cities, 60+ commissions, nearly 1.5 million companies
- **Efficiency increased**: helped governments with smart macroeconomic and industry chain analytics; offered services to benefit enterprises and manage risks

**Smart Life**
- **Cities**: online processing of nearly 8,000 service items on mobile devices and 24/7 AI-enabled instant filing and approval of 800+ service items in 21 cities
- **Citizens**: the citizen service platform was accessed 2 billion+ times by 31 million users

---

[^1]: Adult education includes vocational education.

[^2]: AI-based medical services include AI-powered medical image recognition, diagnosis and treatment assistance, and medical knowledge Q&As.
Q&A
## Appendices: 2020 Group operating profit (Table A-1)

*(in RMB million)*

<table>
<thead>
<tr>
<th></th>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net profit attributable to shareholders of the parent company</strong></td>
<td>95,018</td>
<td>16,083</td>
<td>16,766</td>
<td>2,476</td>
<td>2,959</td>
<td>5,737</td>
<td>7,936</td>
<td>(3,876)</td>
<td>143,099</td>
</tr>
<tr>
<td><strong>Net profit attributable to non-controlling interests</strong></td>
<td>1,054</td>
<td>76</td>
<td>12,162</td>
<td>3</td>
<td>143</td>
<td>974</td>
<td>1,567</td>
<td>281</td>
<td>16,260</td>
</tr>
<tr>
<td><strong>Net profit (A)</strong></td>
<td>96,072</td>
<td>16,159</td>
<td>28,928</td>
<td>2,479</td>
<td>3,102</td>
<td>6,711</td>
<td>9,503</td>
<td>(3,595)</td>
<td>159,359</td>
</tr>
<tr>
<td>Excluding:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Short-term investment variance (B)</td>
<td>10,308</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>10,308</td>
</tr>
<tr>
<td>Impact of discount rate change (C)</td>
<td>(7,902)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>(7,902)</td>
</tr>
<tr>
<td>Impact of one-off material non-operating items and others (D)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,282</td>
<td>-</td>
<td>1,282</td>
</tr>
<tr>
<td><strong>Operating profit (E = A – B – C – D)</strong></td>
<td>93,666</td>
<td>16,159</td>
<td>28,928</td>
<td>2,479</td>
<td>3,102</td>
<td>6,711</td>
<td>8,221</td>
<td>(3,595)</td>
<td>155,670</td>
</tr>
</tbody>
</table>

| **Operating profit attributable to shareholders of the parent company** | 92,672        | 16,083 | 16,766 | 2,476 | 2,959      | 5,737                   | 6,654      | (3,876)                          | 139,470   |
| **Operating profit attributable to non-controlling interests**     | 994           | 76    | 12,162 | 3     | 143        | 974                     | 1,567      | 281                             | 16,200    |

Note: Figures may not match the calculation due to rounding.
## Appendices: 2019 Group operating profit (Table A-2)

### Net profit attributable to shareholders of the parent company

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>102,659</td>
<td>22,697</td>
<td>16,342</td>
<td>2,595</td>
<td>2,319</td>
<td>4,680</td>
<td>3,487</td>
<td>(5,372)</td>
<td>149,407</td>
</tr>
</tbody>
</table>

### Net profit attributable to non-controlling interests

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,078</td>
<td>111</td>
<td>11,853</td>
<td>3</td>
<td>57</td>
<td>761</td>
<td>1,174</td>
<td>(79)</td>
<td>14,958</td>
</tr>
</tbody>
</table>

### Net profit (A)

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>103,737</td>
<td>22,808</td>
<td>28,195</td>
<td>2,598</td>
<td>2,376</td>
<td>5,441</td>
<td>4,661</td>
<td>(5,451)</td>
<td>164,365</td>
</tr>
</tbody>
</table>

Excluding:

- Short-term investment variance (B): 19,354
- Impact of discount rate change (C): (13,164)
- Impact of one-off material non-operating items and others (D): 8,597

### Operating profit (E = A – B – C – D)

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>88,950</td>
<td>20,952</td>
<td>28,195</td>
<td>2,598</td>
<td>2,376</td>
<td>5,441</td>
<td>4,661</td>
<td>(5,451)</td>
<td>147,722</td>
</tr>
</tbody>
</table>

### Operating profit attributable to shareholders of the parent company

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>88,054</td>
<td>20,850</td>
<td>16,342</td>
<td>2,595</td>
<td>2,319</td>
<td>4,680</td>
<td>3,487</td>
<td>(5,372)</td>
<td>132,955</td>
</tr>
</tbody>
</table>

### Operating profit attributable to non-controlling interests

<table>
<thead>
<tr>
<th>Life &amp; Health</th>
<th>P&amp;C</th>
<th>Banking</th>
<th>Trust</th>
<th>Securities</th>
<th>Other Asset Management</th>
<th>Technology</th>
<th>Other businesses and elimination</th>
<th>The Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>896</td>
<td>102</td>
<td>11,853</td>
<td>3</td>
<td>57</td>
<td>761</td>
<td>1,174</td>
<td>(79)</td>
<td>14,767</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
## Appendices: Life & Health earnings (Table B)

### Profit Analysis

<table>
<thead>
<tr>
<th>(in RMB million)</th>
<th>2020</th>
<th>2019</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release of residual margin</td>
<td>81,583</td>
<td>74,454</td>
<td>A</td>
</tr>
<tr>
<td>Return on net worth</td>
<td>13,170</td>
<td>11,738</td>
<td></td>
</tr>
<tr>
<td>Spread income</td>
<td>4,565</td>
<td>3,947</td>
<td></td>
</tr>
<tr>
<td>Operating variances and others</td>
<td>4,607</td>
<td>10,406</td>
<td></td>
</tr>
<tr>
<td><strong>Operating profit before tax</strong></td>
<td>103,926</td>
<td>100,545</td>
<td></td>
</tr>
<tr>
<td>Income tax</td>
<td>(10,260)</td>
<td>(11,595)</td>
<td></td>
</tr>
<tr>
<td><strong>Operating profit after tax</strong></td>
<td>93,666</td>
<td>88,950</td>
<td></td>
</tr>
<tr>
<td>Short-term investment variance</td>
<td>10,308</td>
<td>19,354</td>
<td></td>
</tr>
<tr>
<td>Impact of discount rate change</td>
<td>(7,902)</td>
<td>(13,164)</td>
<td></td>
</tr>
<tr>
<td>Impact of one-off material non-operating items and others</td>
<td>-</td>
<td>8,597</td>
<td></td>
</tr>
<tr>
<td><strong>Net profit</strong></td>
<td>96,072</td>
<td>103,737</td>
<td>See Table A</td>
</tr>
</tbody>
</table>

### Residual Margin

<table>
<thead>
<tr>
<th>(in RMB million)</th>
<th>2020</th>
<th>2019</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening residual margin</td>
<td>918,416</td>
<td>786,633</td>
<td></td>
</tr>
<tr>
<td>Contribution from new business</td>
<td>88,571</td>
<td>155,684</td>
<td></td>
</tr>
<tr>
<td>Expected interest growth</td>
<td>36,319</td>
<td>33,811</td>
<td></td>
</tr>
<tr>
<td>Release of residual margin</td>
<td>(81,583)</td>
<td>(74,454)</td>
<td>A</td>
</tr>
<tr>
<td>Lapse variances and others</td>
<td>(1,539)</td>
<td>16,742</td>
<td></td>
</tr>
<tr>
<td><strong>Closing residual margin</strong></td>
<td>960,183</td>
<td>918,416</td>
<td></td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
## Appendices: P&C earnings (Table C)

*(in RMB million)*

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premium income</td>
<td>285,854</td>
<td>270,930</td>
<td></td>
</tr>
<tr>
<td><strong>Net earned premiums</strong></td>
<td><strong>253,017</strong></td>
<td><strong>231,403</strong></td>
<td>B</td>
</tr>
<tr>
<td>Claim expenses</td>
<td>(153,177)</td>
<td>(132,615)</td>
<td></td>
</tr>
<tr>
<td>Commission expenses of insurance operations</td>
<td>(40,704)</td>
<td>(39,368)</td>
<td></td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>(62,519)</td>
<td>(57,567)</td>
<td></td>
</tr>
<tr>
<td>Reinsurance commission revenue</td>
<td>5,473</td>
<td>6,547</td>
<td></td>
</tr>
<tr>
<td><strong>Underwriting profit</strong></td>
<td>2,090</td>
<td>8,400</td>
<td>D = B x (1-C)</td>
</tr>
<tr>
<td>Combined ratio (%)</td>
<td>99.1</td>
<td>96.4</td>
<td>C</td>
</tr>
<tr>
<td>Total investment income</td>
<td>18,370</td>
<td>17,981</td>
<td>E = F x G</td>
</tr>
<tr>
<td>Average investment assets</td>
<td>298,708</td>
<td>273,819</td>
<td>F</td>
</tr>
<tr>
<td>Total investment yield (%)</td>
<td>6.1</td>
<td>6.6</td>
<td>G</td>
</tr>
<tr>
<td>Other net revenue and expenses</td>
<td>(831)</td>
<td>(896)</td>
<td></td>
</tr>
<tr>
<td><strong>Profit before tax</strong></td>
<td>19,629</td>
<td>25,485</td>
<td></td>
</tr>
<tr>
<td>Income tax</td>
<td>(3,470)</td>
<td>(2,677)</td>
<td></td>
</tr>
<tr>
<td><strong>Net profit (a)</strong></td>
<td>16,159</td>
<td>22,808</td>
<td>See Table A</td>
</tr>
<tr>
<td>Impact of one-off material non-operating items and others (b)</td>
<td>-</td>
<td>1,856</td>
<td></td>
</tr>
<tr>
<td><strong>Operating profit (c = a – b)</strong></td>
<td>16,159</td>
<td>20,952</td>
<td>See Table A</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
## Appendices: Banking earnings (Table D)

*(in RMB million)*

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net interest revenue</td>
<td>99,650</td>
<td>89,961</td>
<td>H = I x J</td>
</tr>
<tr>
<td>Average balance of interest-earning assets</td>
<td>3,944,430</td>
<td>3,433,756</td>
<td>I</td>
</tr>
<tr>
<td>Net interest margin (%)</td>
<td>2.53</td>
<td>2.62</td>
<td>J</td>
</tr>
<tr>
<td>Net non-interest revenue</td>
<td>53,892</td>
<td>47,997</td>
<td></td>
</tr>
<tr>
<td><strong>Revenue</strong></td>
<td>153,542</td>
<td>137,958</td>
<td>K</td>
</tr>
<tr>
<td>General and administrative expenses</td>
<td>(44,690)</td>
<td>(40,852)</td>
<td>L = - (K x M)</td>
</tr>
<tr>
<td>Cost-to-income ratio (%)</td>
<td>29.11</td>
<td>29.61</td>
<td>M</td>
</tr>
<tr>
<td>Tax and surcharges</td>
<td>(1,525)</td>
<td>(1,290)</td>
<td></td>
</tr>
<tr>
<td><strong>Operating profit before impairment loss</strong></td>
<td>107,327</td>
<td>95,816</td>
<td></td>
</tr>
<tr>
<td>Impairment losses on credit and other assets</td>
<td>(70,418)</td>
<td>(59,527)</td>
<td></td>
</tr>
<tr>
<td>Including: Loan impairment loss</td>
<td>(43,148)</td>
<td>(53,288)</td>
<td></td>
</tr>
<tr>
<td>Average balance of loans (including discounted bills)</td>
<td>2,497,111</td>
<td>2,096,394</td>
<td></td>
</tr>
<tr>
<td>Credit cost (%)</td>
<td>1.73</td>
<td>2.54</td>
<td></td>
</tr>
<tr>
<td>Other expenses</td>
<td>(155)</td>
<td>(49)</td>
<td></td>
</tr>
<tr>
<td><strong>Profit before tax</strong></td>
<td>36,754</td>
<td>36,240</td>
<td></td>
</tr>
<tr>
<td>Income tax</td>
<td>(7,826)</td>
<td>(8,045)</td>
<td></td>
</tr>
<tr>
<td><strong>Net profit</strong></td>
<td>28,928</td>
<td>28,195</td>
<td>See Table A</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
## Appendices: Trust earnings (Table E)

<table>
<thead>
<tr>
<th>(in RMB million)</th>
<th>2020</th>
<th>2019</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees and commission revenue</td>
<td>4,335</td>
<td>3,722</td>
<td>Q = R x S</td>
</tr>
<tr>
<td>Monthly average assets held in trust</td>
<td>424,695</td>
<td>491,630</td>
<td>R</td>
</tr>
<tr>
<td>Fee rate of assets held in trust (%)</td>
<td>1.02</td>
<td>0.76</td>
<td>S</td>
</tr>
<tr>
<td>Fees and commission expenses</td>
<td>(451)</td>
<td>(190)</td>
<td></td>
</tr>
<tr>
<td><strong>Net fees and commission revenue</strong></td>
<td>3,884</td>
<td>3,532</td>
<td></td>
</tr>
<tr>
<td>Administrative expenses</td>
<td>(1,597)</td>
<td>(1,217)</td>
<td></td>
</tr>
<tr>
<td>Total investment income</td>
<td>399</td>
<td>617</td>
<td></td>
</tr>
<tr>
<td>Other net revenue and expenses</td>
<td>530</td>
<td>437</td>
<td></td>
</tr>
<tr>
<td><strong>Profit before tax</strong></td>
<td>3,216</td>
<td>3,369</td>
<td></td>
</tr>
<tr>
<td>Income tax</td>
<td>(737)</td>
<td>(771)</td>
<td></td>
</tr>
<tr>
<td><strong>Net profit</strong></td>
<td>2,479</td>
<td>2,598</td>
<td>See Table A</td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
## Appendices: Securities earnings (Table F)

### (in RMB million)

<table>
<thead>
<tr>
<th>Note</th>
<th>Fees and commission revenue</th>
<th>2020</th>
<th>2019</th>
<th>Fees and commission expenses</th>
<th>(in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>8,175</td>
<td>5,457</td>
<td>(2,017)</td>
<td>(in RMB million)</td>
</tr>
<tr>
<td>Net fees and commission revenue</td>
<td>6,158</td>
<td>4,274</td>
<td>Total investment income</td>
<td>6,104</td>
<td>5,520</td>
</tr>
<tr>
<td>Other revenue</td>
<td>4,203</td>
<td>4,510</td>
<td>Administrative expenses</td>
<td>(4,887)</td>
<td>(3,892)</td>
</tr>
<tr>
<td>Revenue</td>
<td>16,465</td>
<td>14,304</td>
<td>Cost-to-income ratio(%)</td>
<td>45.0</td>
<td>44.8</td>
</tr>
<tr>
<td>Finance costs</td>
<td>(2,095)</td>
<td>(1,813)</td>
<td>Finance costs</td>
<td>(2,095)</td>
<td>(1,813)</td>
</tr>
<tr>
<td>Other expenses</td>
<td>(5,599)</td>
<td>(5,612)</td>
<td>Other expenses</td>
<td>(5,599)</td>
<td>(5,612)</td>
</tr>
<tr>
<td>Profit before tax</td>
<td>3,884</td>
<td>2,987</td>
<td>U = - (T + W) x V</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income tax</td>
<td>(782)</td>
<td>(611)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net profit</td>
<td>3,102</td>
<td>2,376</td>
<td>See Table A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Figures may not match the calculation due to rounding.
Appendices: NBV and EV exhibited low sensitivity to future investment return

<table>
<thead>
<tr>
<th></th>
<th>NBV</th>
<th>Life &amp; Health EV</th>
<th>Group EV</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Investment return decreased by 50 bps per annum, and risk discount rate decreased by 50 bps</td>
<td>Investment return decreased by 50 bps per annum and risk discount rate decreased by 50 bps</td>
<td>Investment return decreased by 50 bps per annum, and risk discount rate decreased by 50 bps</td>
</tr>
<tr>
<td></td>
<td>-8.6%</td>
<td>-10.0%</td>
<td>-4.4%</td>
</tr>
<tr>
<td></td>
<td>49,575</td>
<td>824,574</td>
<td>1,328,112</td>
</tr>
</tbody>
</table>

10% increase in mortality, morbidity and accident rates

Notes: (1) Under the current EV valuation framework, the assets backing liability and capital requirements excluding free surplus are measured at carrying value. In the above investment sensitivity scenarios, adjusted net asset value will not change with future investment returns.
(2) Figures may not match the calculation due to rounding.