

中国平安 PING AN

专业·价值

2024 First Quarter Results

April 2024

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. The forward-looking statements herein do not constitute a material commitment by the Company to investors, and investors and related persons should maintain an adequate understanding of the risks and should understand the differences between commitments and forward-looking statements such as plans and forecasts. These and other factors should be considered carefully; readers should not place undue reliance on the Company’s forward-looking statements, and should pay attention to investment risks. 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.

Stay Focused: Integrated Finance + Health-and-Senior Care Strategy

World-leading Integrated Financial, Health and Senior Care Services Provider



Integrated Finance

Financial advisers

One customer, multiple products, and one-stop services



Health and Senior Care

Family doctors and senior care concierges
Industry standardization, central procurement,
and service supervision

Technological Empowerment

Empowering financial services with technologies, empowering financial services with ecosystems, and advancing development with technologies

Key Metrics of 1Q 2024

Operating profit

RMB38.7 billion

-3.0%

Net profit

RMB36.7 billion

-4.3%

Retail customers

234 million

+1.0%

L&H⁽¹⁾ operating profit

RMB27.3 billion

+2.2%

NBV

RMB12.9 billion

+20.7%

NBV margin

22.8%

+6.5 pps

Notes: (1) L&H stands for Life & Health business.

(2) Operating profit and net profit refer to the operating profit and net profit attributable to shareholders of the parent company respectively.

Key Business Highlights of 1Q 2024



The Group

Ping An maintained steady development, and its core businesses resumed growth: OPAT reached **RMB38.7 billion**. Three core businesses, namely L&H, property and casualty ("P&C") insurance and banking, saw OPAT up **0.3%** YoY.



L&H

L&H achieved steady business development and enhanced channel capabilities: L&H NBV amounted to **RMB12.9 billion**, up **20.7%** YoY on a like-for-like basis⁽¹⁾. NBV per agent increased **56.4%** YoY. NBV margin was **22.8%**, up **6.5 pps** YoY on a like-for-like basis.



P&C

Ping An P&C maintained healthy business quality with steady business growth: Insurance revenue rose **5.7%** YoY to **RMB80.6 billion**. Combined ratio ("COR") excluding guarantee insurance was **98.4%**.



Bank

Ping An Bank maintained steady business performance and asset quality: Net profit grew **2.3%** YoY. Core tier 1 capital adequacy ratio rose to **9.59%** and provision coverage ratio was **262%**.



Integrated Finance

Ping An continued to develop its integrated finance model: Retail customers increased by **1.0%** YTD to **234 million**. Contracts per customer reached **2.94**.

Note: (1) Like-for-like basis means that the computation of L&H NBV for 1Q 2023 and 1Q 2024 is based on a 4.5% long-run investment return assumption and a 9.5% risk discount rate.

Steady OPAT from the Group's Three Core Businesses

(in RMB million)

	1Q 2024	Proportion (%)	YoY change (%)
L&H ⁽¹⁾	27,288	70.5	2.2
P&C	3,874	10.0	(14.3)
Bank	8,654	22.4	2.3
Asset management	910	2.4	(30.3)
Technology ⁽²⁾	(202)	(0.5)	N/A
Others & elimination	(1,816)	(4.7)	3.2
The Group	38,709	100.0	(3.0)

Core financial businesses remained stable



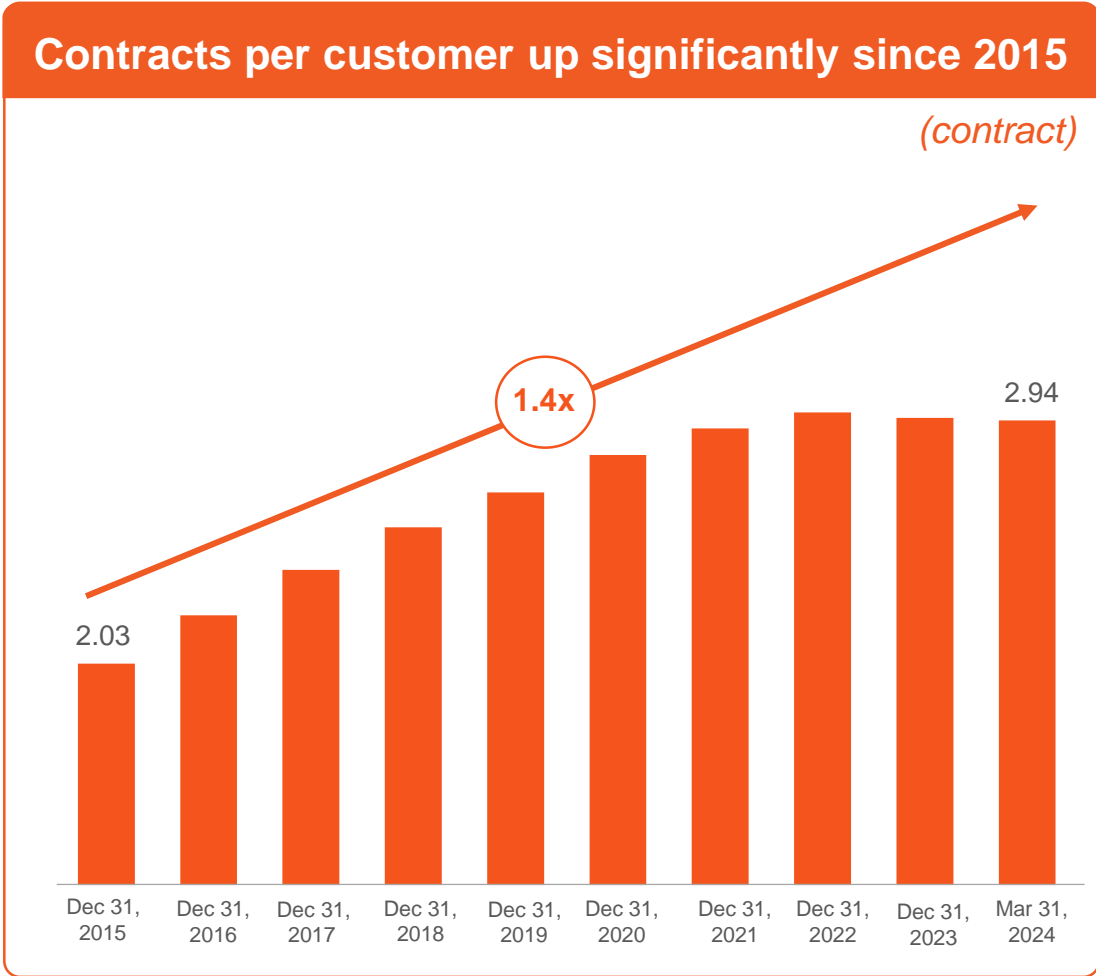
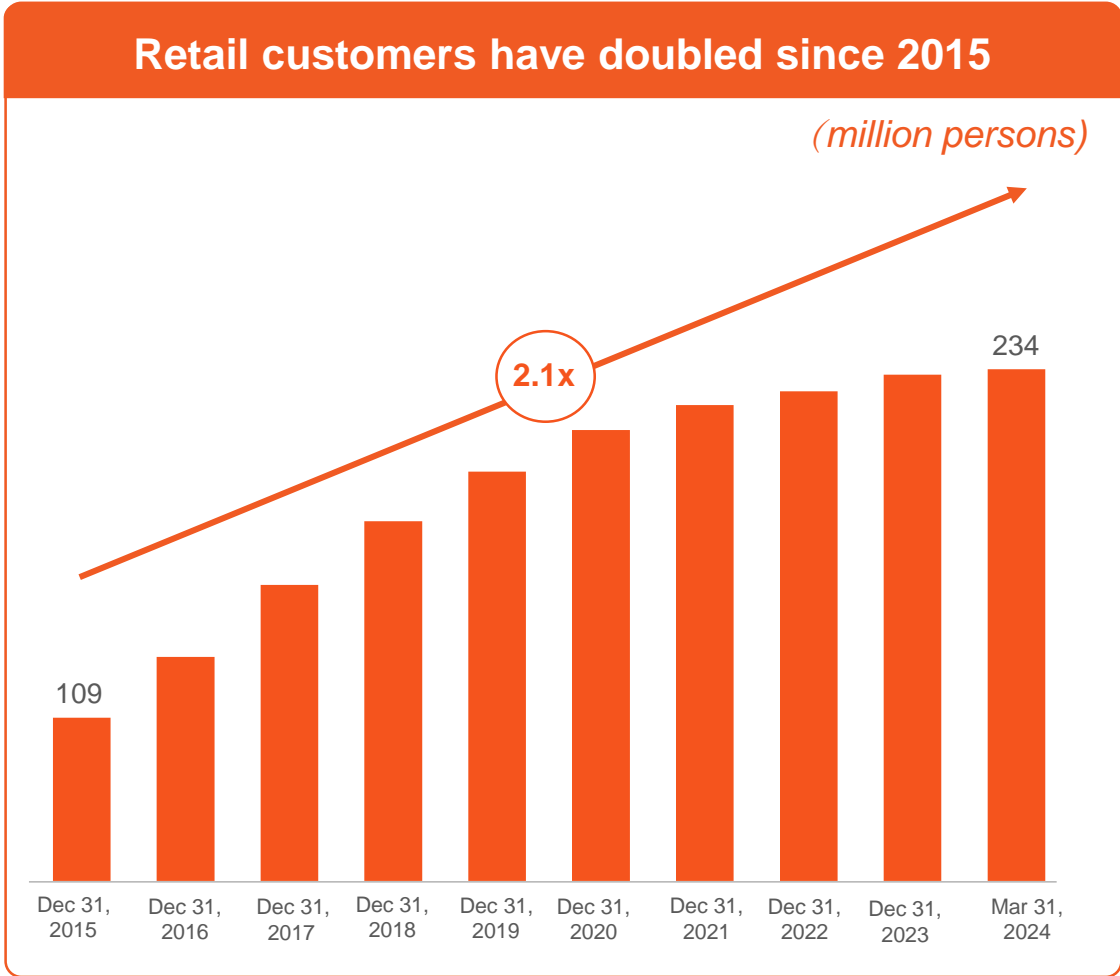
The three core businesses delivered RMB39.8 bn in OPAT, up 0.3% YoY

Notes: (1) The computation of OPAT is based on a 4.5% long-run investment return assumption. OPAT for 1Q 2023 based on a 4.5% long-run investment return assumption was RMB26,696 million, which was disclosed in the chapter "Analysis of Embedded Value" of the Company's 2023 Annual Report.

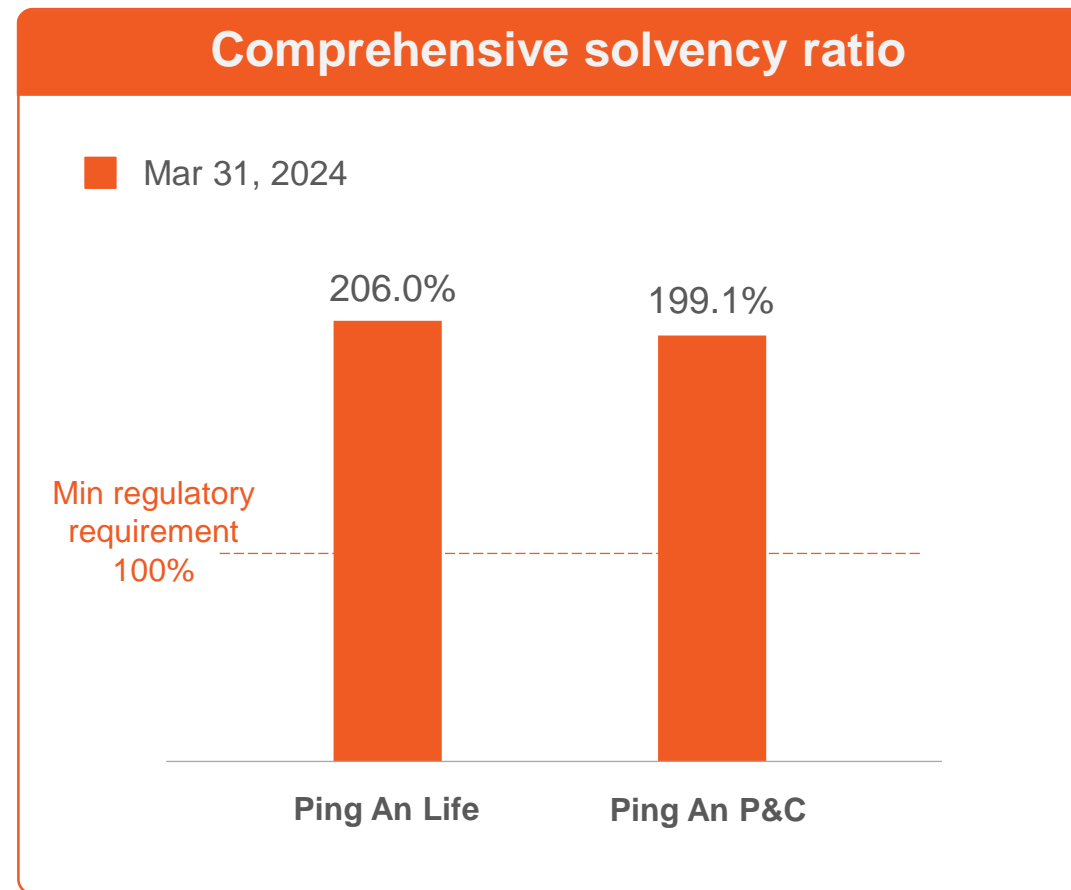
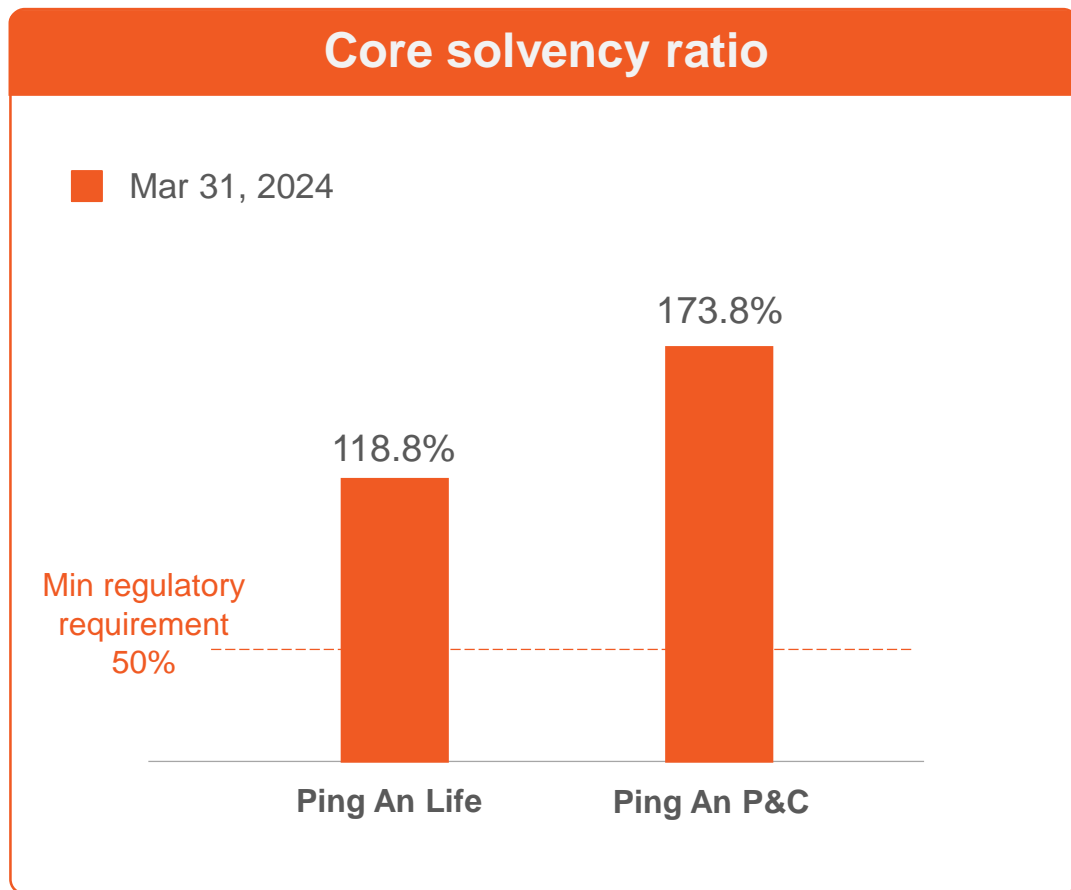
(2) Technology business's OPAT declined by RMB895 mn mainly due to a YoY decrease in Lufax Holding's net profit.

(3) Figures may not match the calculation due to rounding.

Integrated Finance: 234 mn Retail Customers, 2.94 Contracts per Customer



Solvency Ratios Still above Regulatory Requirements



Note: Solvency ratios of Ping An Life and Ping An P&C are computed in accordance with the C-ROSS Phase II and the transition period policy.

L&H: Steady Development and Enhanced Channel Capabilities

NBV up YoY

(in RMB million)

20.7%

10,682

12,890

1Q 2023

1Q 2024

NBV margin

By FYP **16.3%**

22.8%

By ANP **22.8%**

29.0%

Significant increase in NBV per agent

- NBV per agent increased **56.4%** YoY
- Proportion of “Talent +” new agents increased by **11.0 pps** YoY

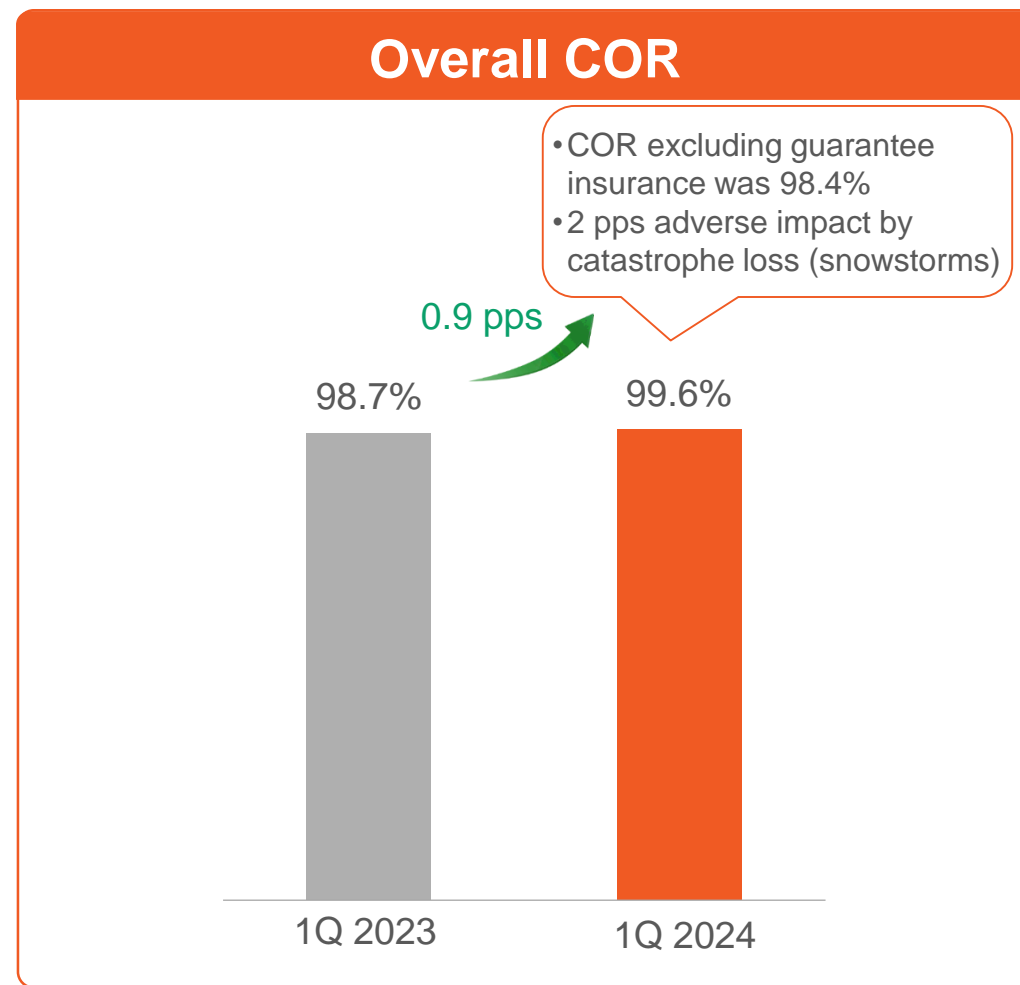
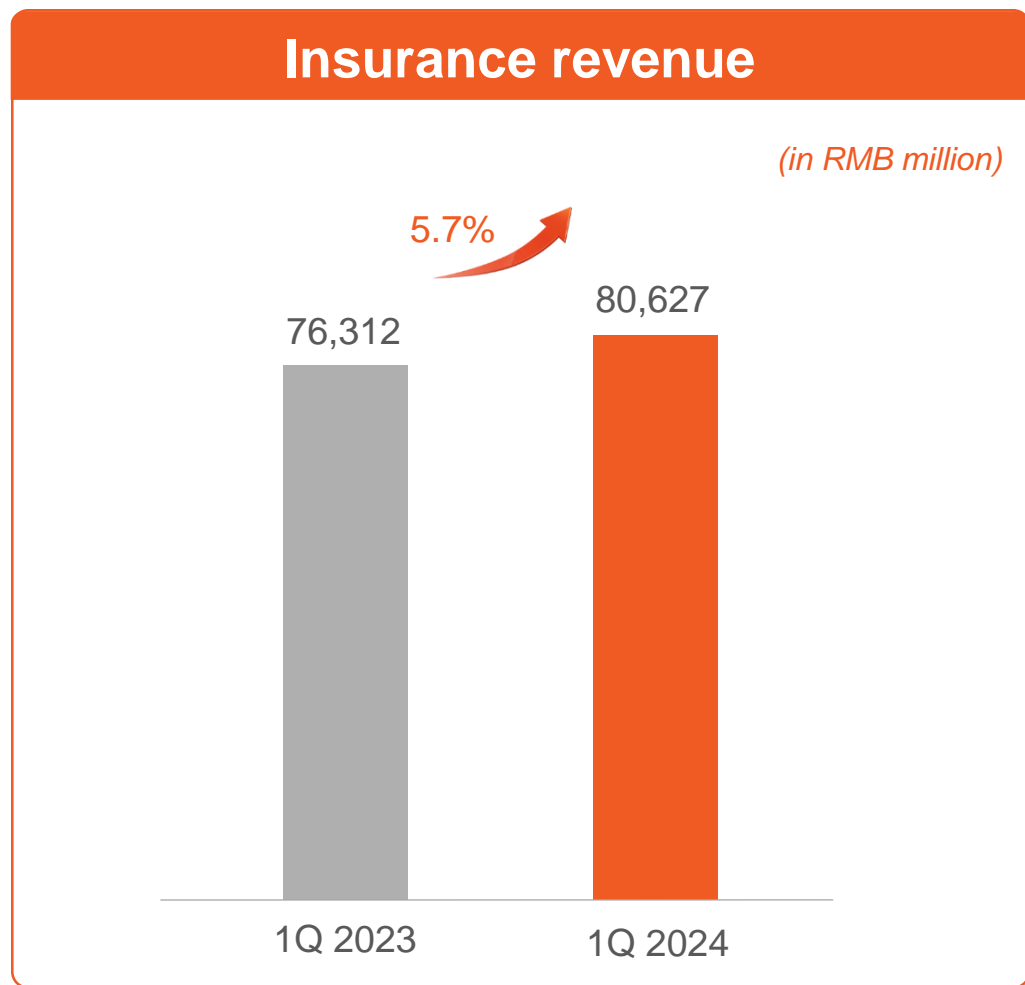
Enhanced channel capabilities

- Bancassurance:** Ping An Life continuously boosted operational efficiency by furthering the exclusive agency model with Ping An Bank and expanding partnership with high-quality external banks
- Community Grid:** Overall policy persistency ratio of retained customers in the cities with Community Grid outlets improved by **2.5 pps** YoY

Continuous development of health and senior care

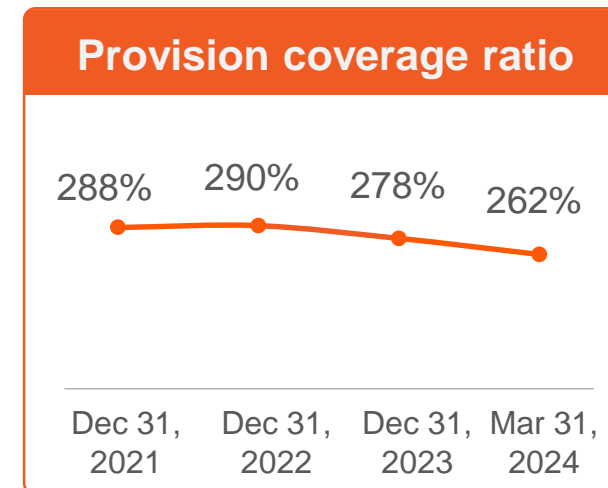
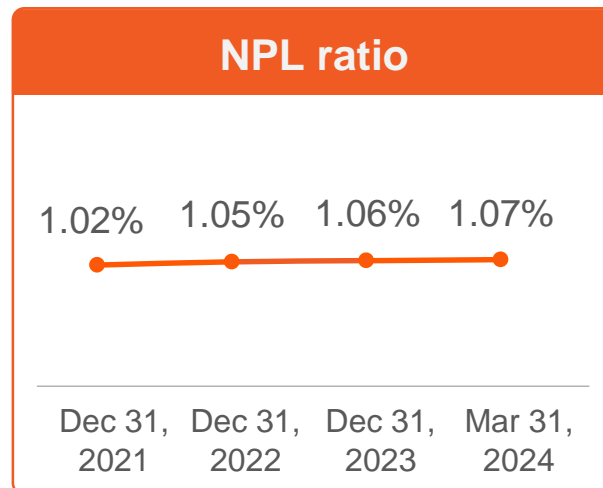
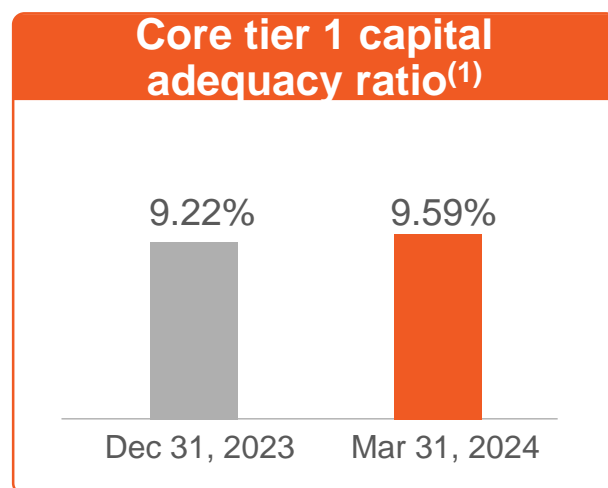
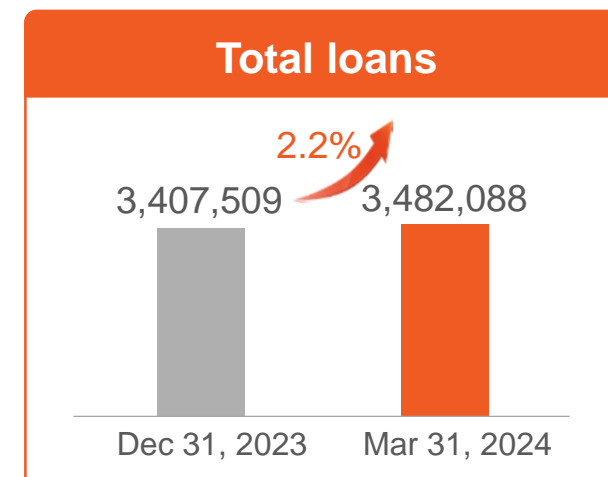
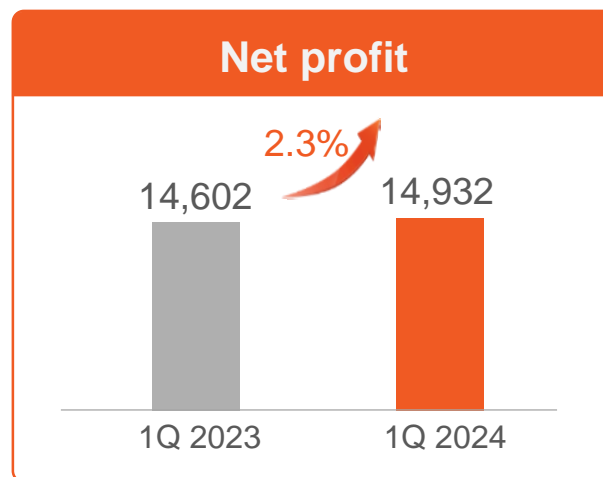
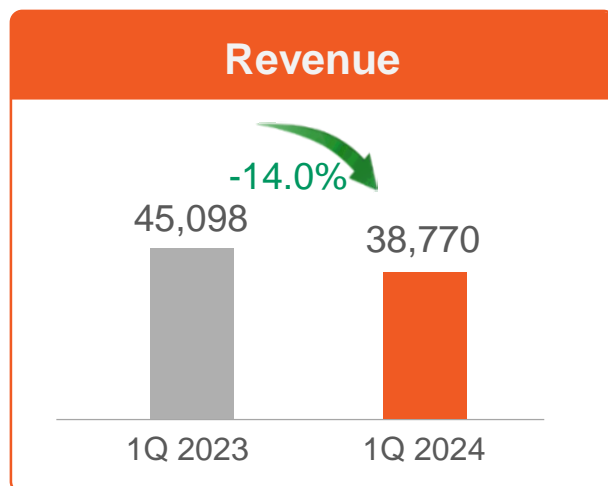
- Health care:** serving **10 mn+** customers in 1Q 2024
- Home-based senior care:** covering **54** cities across China
- High-end senior care:** unveiled in **4** cities, i.e. Shenzhen, Shanghai, Hangzhou and Foshan

P&C: Steady Revenue Growth with Solid Core Businesses



Bank: Resilient Business with Stable Asset Quality

(in RMB million)



Note: (1) For the measurement of capital adequacy ratios, the method specified in the *Administrative Measures for Capital of Commercial Banks* is adopted from 2024 onward. End-2023 capital adequacy ratios were measured by the method specified in the *Administrative Measures for Capital of Commercial Banks (Trial)*.

Tech: Empowering Core Businesses with Leading Technologies

Build leading technological capabilities

Research

- **51,700** patent applications
- **30 championships** won in domestic and international AI contests

Data

- **6 financial databases, 5 healthcare databases, hundreds of billions of data relationships**
- **30 TB** of data, one of the world's largest financial and healthcare databases

Algorithm

- A Chinese-English corpus of **2 trillion tokens**
- **A three-layer LLM (Large Language Model) platform with hundreds of billions** of parameters

Create value via extensive applications

Boosted sales

- AI-driven product sales accounted for **58%** of total product sales achieved by service representatives

Improved efficiency

- **420 million times** of services provided by AI, accounting for **80%** of the total customer service volume

Contained risks

- **RMB3 billion** saved via smart risk management

Expertise Makes Life Simple

