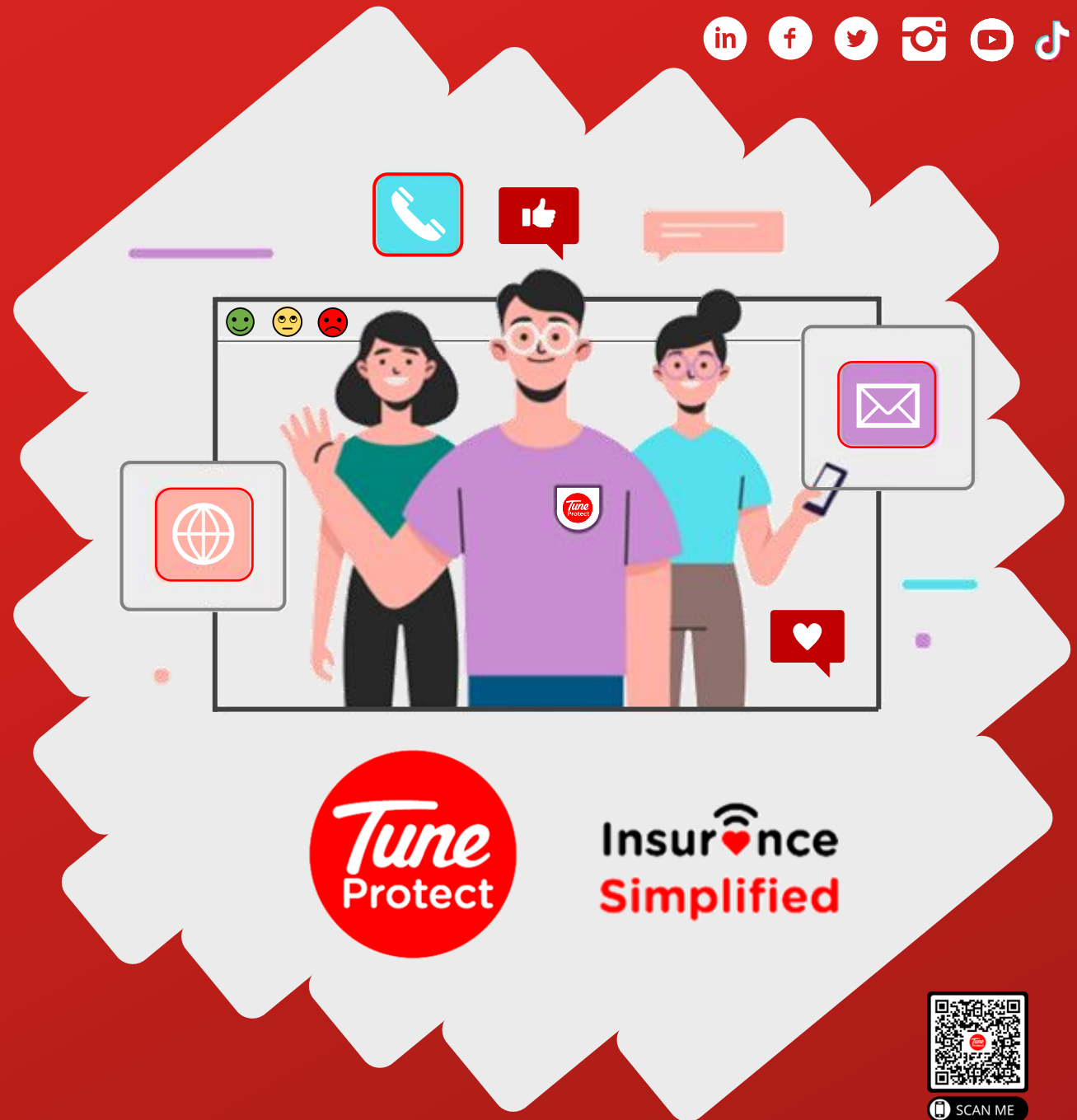


Stockbit Live Webinar

Ramping Up for Economic Recovery

30th March 2022

CONNECT WITH US



Insurance
Simplified



SCAN ME

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Section A

What we committed to achieve by 2023 and where are we currently

Unpacking the highs and lows of 2021

✓ Achieved ● On-track ● Room for improvement

1

Retention upwards towards **70%** in all LOB



5

Mobile first company



2

More efficient organisation on a **ratio** basis



6

To be a **NPS leader** in our preferred market



3

To evolve our tech arm as a **profit centre**



7

To be an employer of choice among insurers for **millennial talents**



4

To grow our **ASEAN** presence



8

To be inducted into **FTSE4Good** Bursa Malaysia Index





Retention upwards towards 70% in all LOB

Higher retention expected in FY22 with further Commercial withdrawal

Retention Ratio



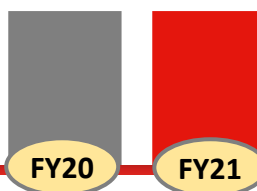
49%

+4% YoY

Health



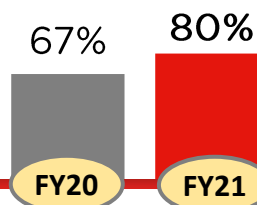
98% ≈ 98%



Lifestyle



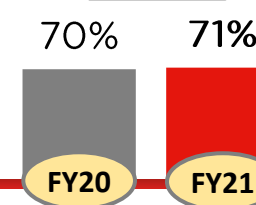
+13%



SME



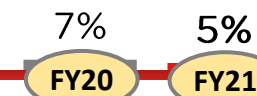
+1%



Commercial



-2%



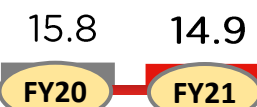
NWP



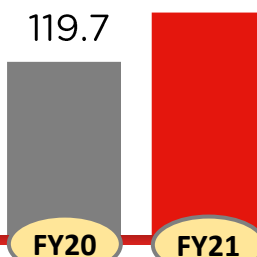
RM201.1 mil

+19.5% YoY

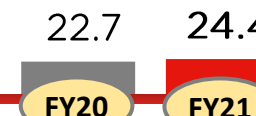
-5.6%



+28.3%



+7.8%



-18.6%



MCO recurrence in 2021 impacted the foreign worker health segment and certain new initiatives took longer than planned to execute.

Total travel NWP up RM32.4 mil / +52.5% YoY due to Middle East Travel growth.

Notwithstanding the MCO impact, SME grew from new accounts secured in 2H21 with better retention.

Ceased accepting new hull business and scaled down on high hazard property fire business.

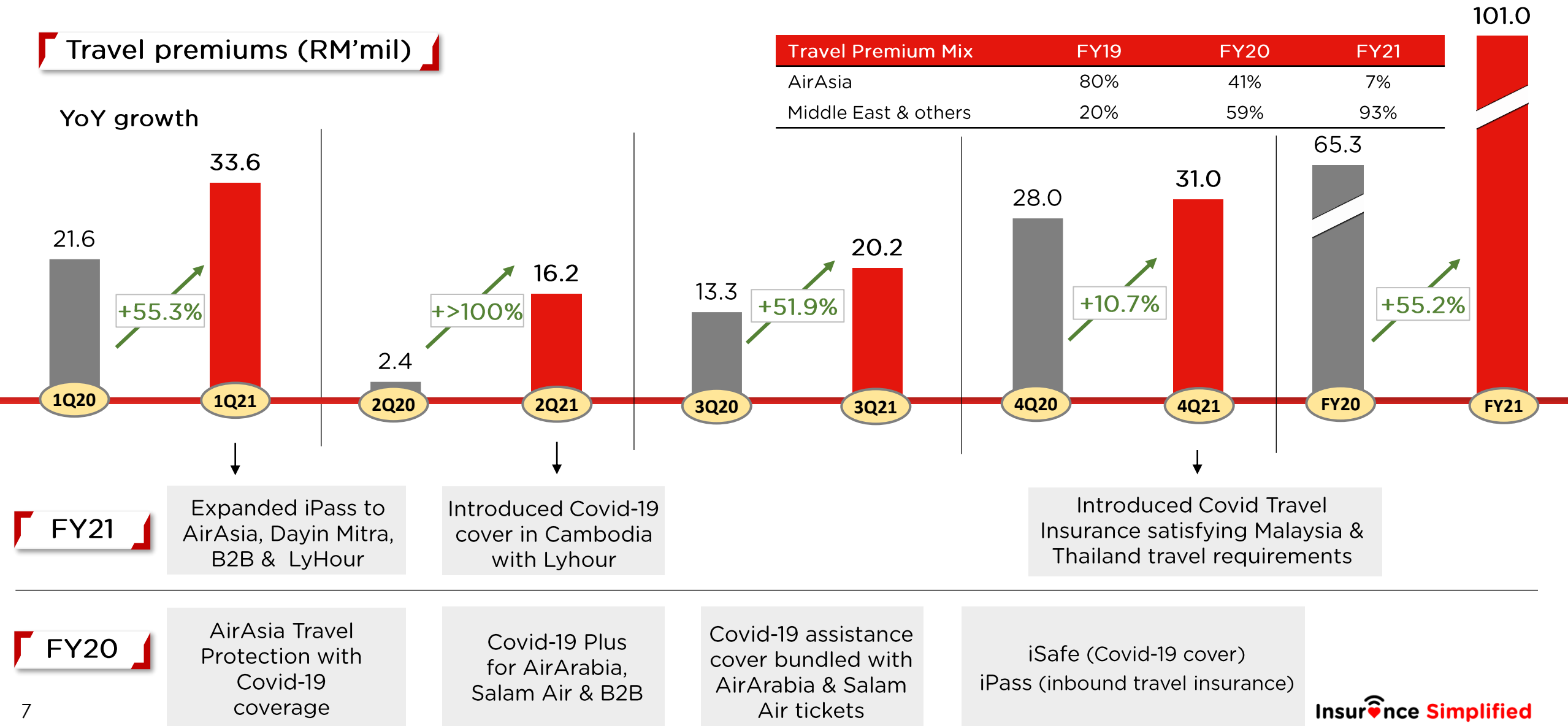


Growth in travel

Recorded YoY increase for every quarter of 2021

Travel premiums (RM'mil)

Travel Premium Mix	FY19	FY20	FY21
AirAsia	80%	41%	7%
Middle East & others	20%	59%	93%





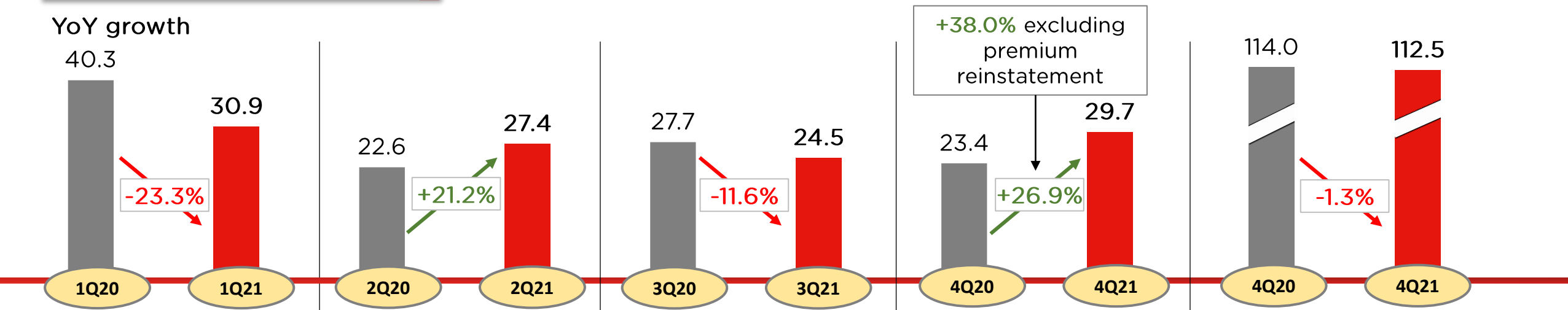
Recovery observed in our Malaysia general insurance business

In tandem with the easing of lockdown and gradual recovery of economic activities



TPM NWP (RM'mil)

YoY growth



1Q21 down 23.3% YoY due to MCO impact affecting Lifestyle (AirAsia and Motor) as well as Health (foreign workers) pillars.

- Selangkah Vax PA of RM2.4 mil
- Stronger SME growth of RM1.3 mil or 26.5% YoY
- Higher Fire premiums

- Contraction in AirAsia segment by RM1.3 mil
- Lower Commercial by RM1.4 mil

As business activities gradually resumed in 4Q21, NWP grew from Motor, AirAsia and new partnerships tie-up.

Excluding premium reinstatement of RM2.6 mil arising from flood claims, normalised full year NWP growth of 1%.

2022 plans on exiting low retention commercial business include (i) scaling down on commercial hull business, (ii) completing the exit from aviation business by May 2022, and (iii) renegotiating better treaty terms with reinsurers.

Health and Lifestyle product launches

Offering bite sized products catered for our target segment

Health



2021

Pro-Health Medical



myFlexi CI



VSafe



Vaccine insurance



Health2GO



MyEliteDoctor



Lifestyle



> 1,000 Covid Travel Pass policies sold in Nov & Dec '21.

School Students PA



Home Shield



Home Easy



Covid Travel Pass



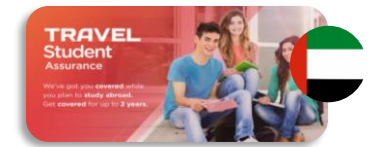
myHomePlus



iTravel



Student Assurance



Pet travel cover



2022

(in the pipeline)

Critical illness product

- Malaysia
- Vietnam
- Cambodia

Diabetes cover

- Thailand

Tenang PA Care*



Enhanced Travel Easy*



E-wallet cover
Pet health cover
Cyber-risk
Eyewear cover
P2P insurance

* Launched in 1Q22



50 new partners as of today

Widening our distribution network with access to more than 150 million customers



* Close to 630k Shopee merchant consignment insurance transactions since launched in Feb'21

2021

Health



Noya



SelCare

Lifestyle



Qoala

Bjak



RinggitPlus



instaPol
insurance in an instant



SME



howden



Quantum
Ivory

2022

(Pipeline)

- Secured 3 new partners in 1Q22. **FLEXIROAM** **Carilor** **Langkawi Tourism Association**
- More than 30 potential partners in discussion stage from diversified sectors.

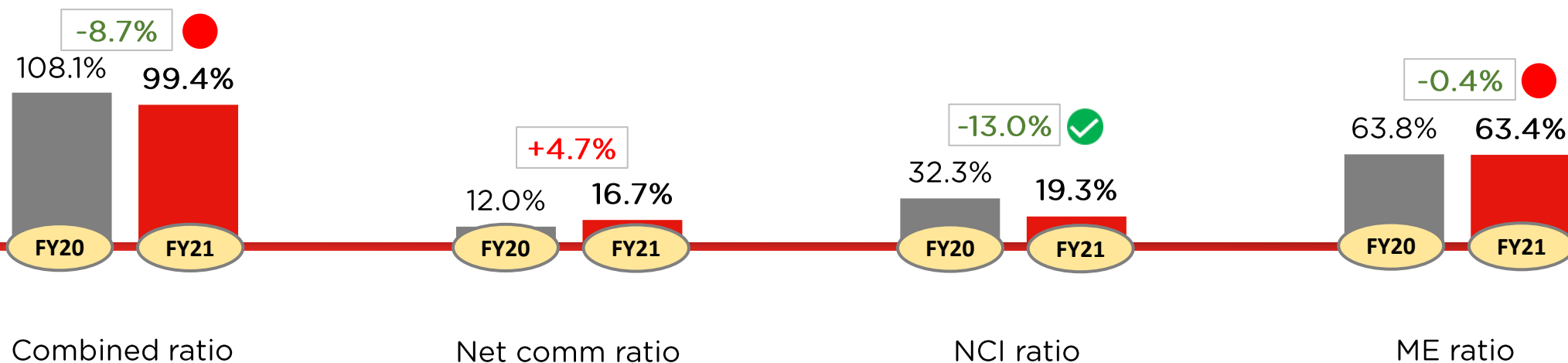
Key
success
factors

- Partnerships with greater emphasis on e-commerce.
- Zero upfront payment.
- Dec'21 sales were almost the combined sales of Sep, Oct and Nov'21.
- Improved SEO: Tune Protect search result moved from 4th page to 1st page, contributing to higher sales.
- API partner portal ready which gives access to our 11 B2C products.



More efficient organisation on a ratio basis

Expecting further improvement in ratios as topline continues to grow



Target to reduce Combined Ratio by end 2023 to industry average.

Normalisation observed with the progressive withdrawal of low retention Commercial business resulting in lower reinsurance commission.

Improved claims experience attributable to the MCO particularly in Motor and Travel.

Impairment write back in FY21 was offset by investment in talent and technology

- Key hirings in 2021: IT, Partnership, eCommerce, data and transformation.
- Technology invested: RPA bots, cloud, core system.

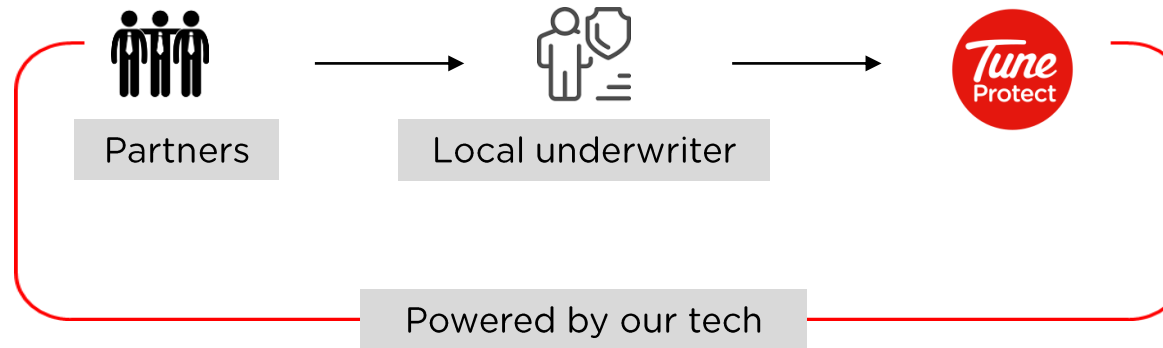


To evolve our tech arm as a profit centre

One stop centre providing reinsurance, technical assistance and underwriting services



How do we work with our partners?



Partners subscribe to our service, we provide:-

1. **Reinsurance capabilities**
2. **Technical know how**
 - product set up and pricing
 - underwriting assessment
3. **Tech capabilities**
 - end-to-end sales management tools
 - performance tracking

Our key differentiators

Drive scalability

Significant cost saving

Increase stickiness

Offers sales management capabilities

Agile product creation

Caters to both B2B and B2B2C

In 2021

- Secured our **1st partner in U.A.E** using and **paying for our tech.**



- Launched Pet Travel Assurance, our **1st non-travel products** via our redesigned and rearchitected tech platform.

2022

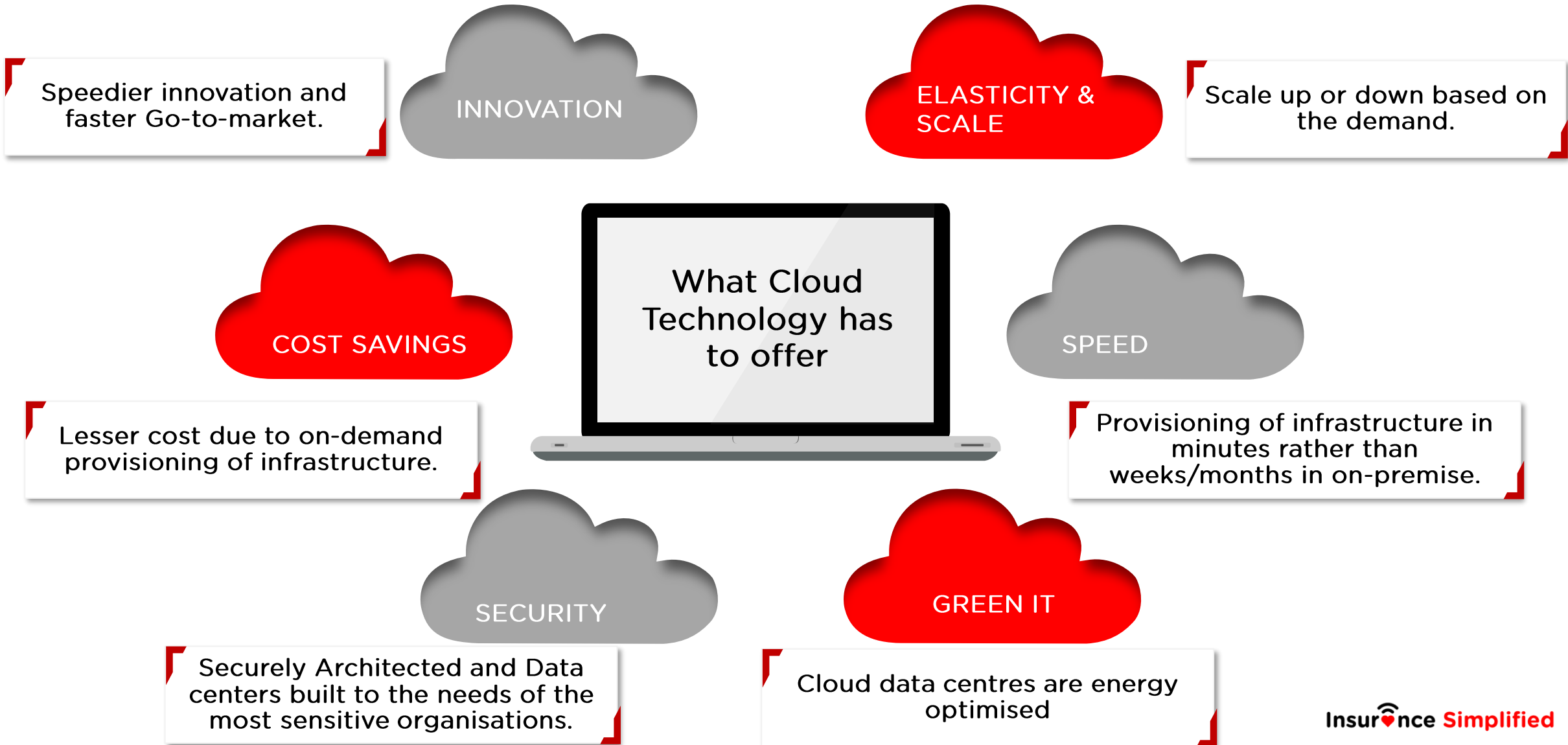
(Pipeline)

- **New agreement/partner** to deploy in **a few ASEAN countries by 1Q/2Q22.**
- Potentially looking to expand further into the Middle East and Africa.



To evolve our tech arm as a profit centre

1st Malaysian insurer to obtain approval from Bank Negara to host core system on cloud



White Label Offering : Insurtech-as-a-Service



One stop shop powering solutions for affinity partners, products, distribution, and partnerships



**APIs &
Microservices**



**Product
Configurator**



**Intermediary
Microsites**



**Flexible
Payments**



**Live Chat &
Chatbot**



insurtech.com - 16000022



**White
Labelled
Mobile App
via SDK**



Claims



Reporting



Low Code



Form Builder



**Parametric &
UBI**



**Artificial
Intelligence &
Machine
Learning**



**B2B, B2B2C
Sites**



**Embedded
Insurance**



**Automated
Underwriting
& Pricing**



**Customer
Relationship
Management**



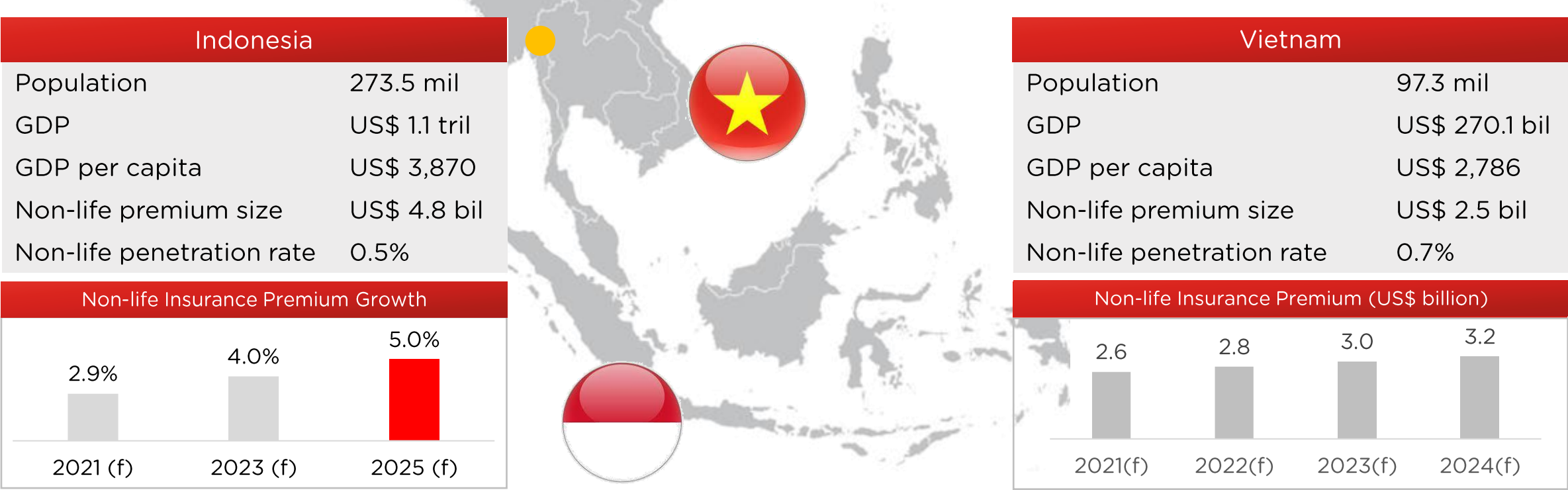
insurtech.com - 16000022

Expanding our ASEAN presence

Massive opportunity considering the low penetration rate

We are eyeing regional expansion to tap major population regional densities of South-East Asia that is fueled by market reach via direct digital access proprietary mobile app penetration and characterised by:-

- tremendous growth potential
- growing middle class
- Increasing adoption of mobile and internet



Source: GlobalData



Mobile first company

New products developed with mobile purchase option available to customers



On-the-go mobile application that allows customers to:

- Buy and manage policies
- View policies details
- Submit documentations for claims anytime and anywhere.



1 Get a quote easily and buy within 4 steps

2 Digital insurance card to view policy details at a glance

3 Submit & check claims through the app

4 Contact our support team

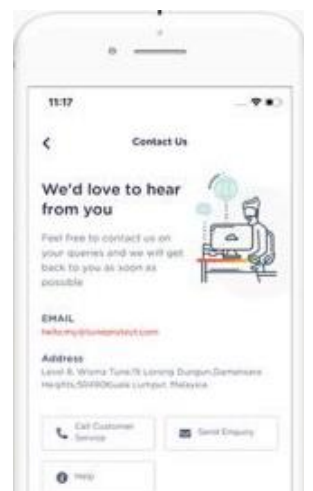
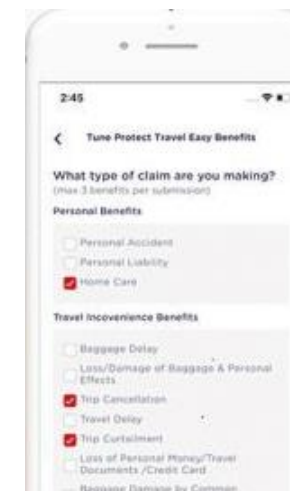
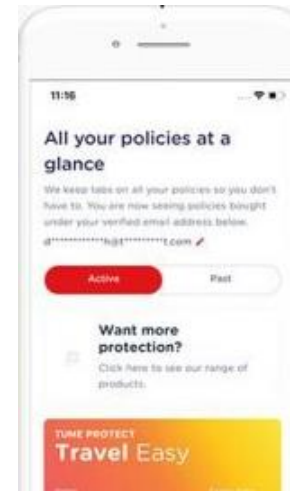
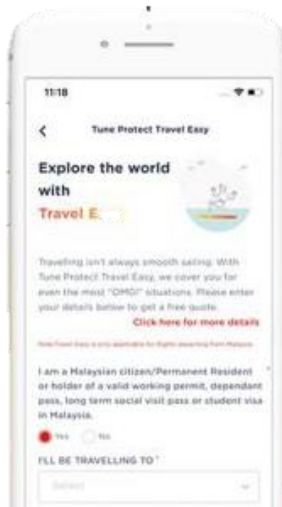
Achieved a **46%** increase in Mobile App's registered users.



More than **300%** growth in its transaction volume YoY.



Launching Rocketship mobile app to Tune Protect Thailand in March 2022.



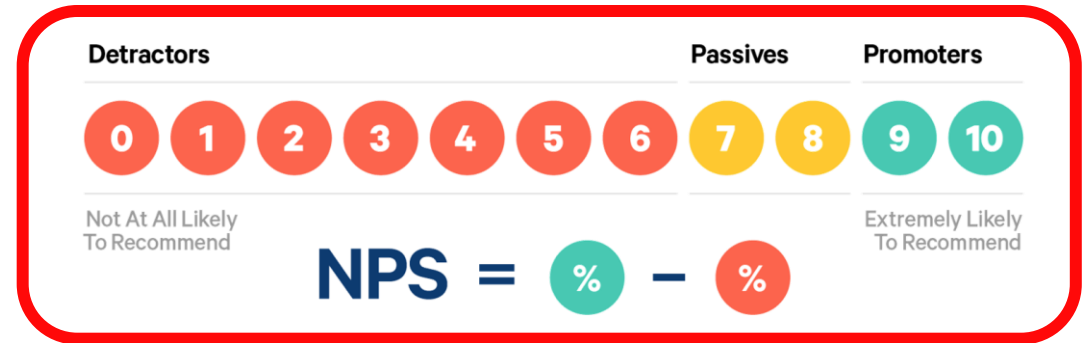
To be a NPS leader in our preferred market

Surpassed our FY21 expectation by registering a positive customer NPS



	Apr'21 (baseline)	Dec'21
Overall customer NPS	-16	+14
Partner NPS*	+48	+78

** Only TP EMEIA's partners. Planning a group wide partners roll-out in 2022.*



Our promise to customers by 2022

- 3 minutes to buy
- 3 hours customer response time
- 3 working days claim payout

Established Experience Tribe to run its own NPS programme in house which will allow us to obtain customer feedback from various touchpoints.

Examples of quick wins implemented



- Expediting flood claims settlement within 3 days instead of the usual 10 days.
- Instant flight delay cover (partnership with a leading e-wallet provider in Vietnam).
- Paperless & parametric fully automated claims in TP EMEIA went live on 10th February 2022.
- Developed infographic product fact sheet to make policy documents user friendly and easy to understand.
- Educating the public in general insurance knowledge and product benefits via social media.



To be an employer of choice among insurers for millennial talents

Transitioning a negative employee NPS into the positive range in less than 1 year



	Apr'21 (baseline)	Dec'21
 Overall Employee NPS	-26	+5 

Examples of quick wins implemented

- Promoted core values through 'Make A Difference' Awards and Referral Program.
- Introduced Flexible Working Arrangements, i.e. Flexi Dress, Flexi Time, Flexi Space.
- Built an innovation culture through 90% certified white lean belt.
- Implemented e-learning platform.



Appealing to the younger working generation via trending social media applications such as TikTok.

In 2021, 5% of our new hires came from our internship pool.

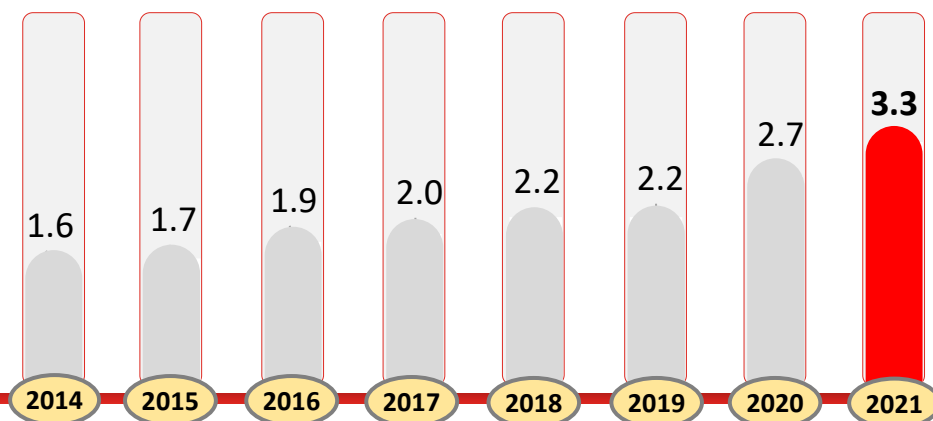


To be inducted into FTSE4Good Bursa Malaysia Index

Made the grade with our inclusion on 20th December 2021



Exceeded the index inclusion threshold of 2.9 scoring 3.3 / 5.0.



The **ONLY** insurer in the index.



In the **TOP 25%** quartile of the FTSE4Good ESG Grading Band.

ESG commitments achieved in 2021

Embedded sustainability elements in all 51 key processes & policies.

Embed charity elements in selected new B2C products.

Zero paper for in control processes.

Adopted NPS as a measure of success.

Sustainability Highlights



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4Q21 Financial Overview

NWP growth offset by weaker investments and share of losses in Thailand



TPG (RM'mil)	4Q20	4Q21	YoY	FY20	FY21	YoY
Net written premiums	47.5	55.7	17.2%	168.3	201.1	19.5%
Underwriting profit/(loss)	(6.5)	(7.6)	-18.3%	(15.3)	1.2	> 100%
Combined ratio	112.2%	114.4%	2.2%	108.1%	99.4%	-8.7%
Net investment income ¹	3.7	(3.2)	> -100%	44.0	(7.3)	> -100%
Share of results ²	3.7	(5.2)	> -100%	2.4	(9.5)	> -100%
Profit/(loss) after tax	1.6	(14.7)	> -100%	28.2	(18.2)	> -100%

Notes:-

1. Aggregate of investment income, realised gains and losses & fair value gains and losses.

2. Share of results of an associate (TPT) and a joint venture company (TP EMEIA).

4Q21 bottom line slipped into the red due to:-



- Flood-related claims exposure.
- Claims normalisation post the easing of lockdown.



- Challenges in investments persists.



- Losses in TPT's book primarily due to a group PA account.

Excess of loss cover limited our flood-related claims exposure

Focused on simplifying and expediting the claims settlement of impacted customers



How we assisted our impacted customers

3 days expedited claims settlements* instead of the usual 10.



set up a **dedicated claims hotline**.



no police report or **claims documents** needed.



for **damaged vehicles**, our panel workshops will verify the damages and handle the claim process.



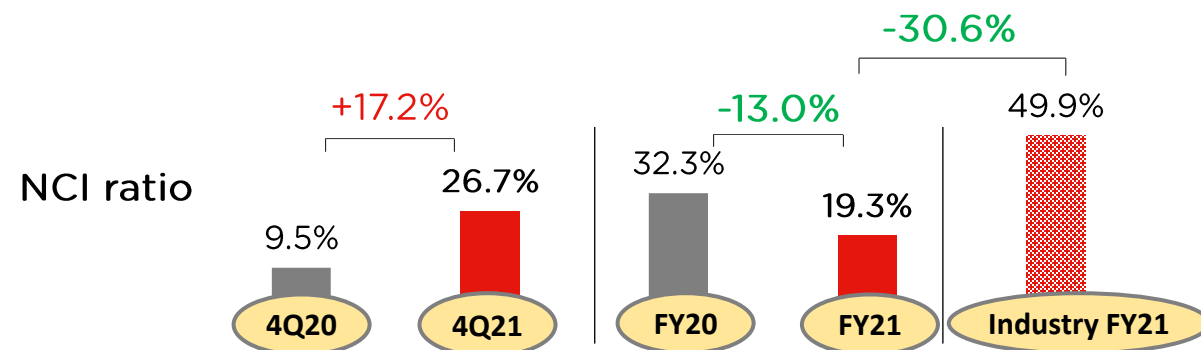
for **damaged properties**, an onsite assessment will be conducted by a loss adjuster.

87%

of property flood claims received were **paid within 3 days**.

Impact to our claims

- 0.6% of our Motor policies have flood cover vs industry's 4%.
- 7% of our non-Motor policies have flood cover vs industry's 30%.
- Despite the gross exposure of RM7.0 mil, net impact to PBT was only RM3.6 mil of :-
 - Losses capped at RM1 mil due to excess of loss cover.
 - Reinstatement of premium of RM2.6 mil.
- **FY21 NCI ratio recorded YoY improvement** and is significantly **lower than industry**.



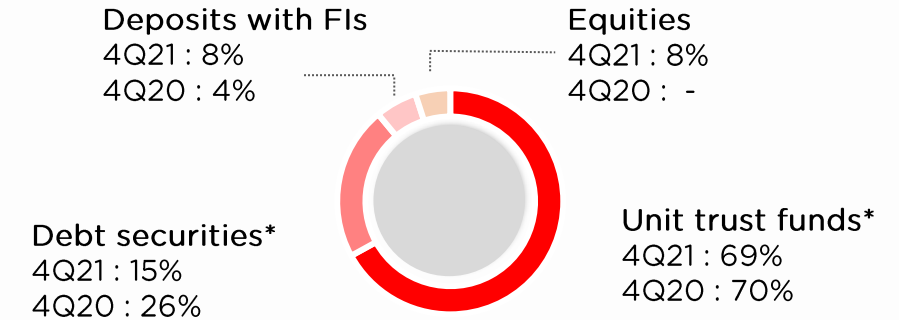
Rise in global bond yields persisted in 4Q21

Repositioned our portfolio for a more defensive mix



RM'mil	4Q20	4Q21	YoY	FY20	FY21	YoY
Investment income	6.8	5.3	-21.8%	31.9	22.4	-29.5%
Realised gains / (losses)	8.8	(2.7)	> -100%	14.8	(0.7)	> -100%
Fair value gains / (losses)	(11.9)	(5.8)	51.3%	(2.6)	(29.0)	> -100%
Net investment income	3.7	(3.2)	> -100%	44.0	(7.3)	> -100%

RM758.0 mil investment mix as of 31 Dec 2021



* Debt securities and fixed income funds make up 82% of the total portfolio.

2022 market outlook

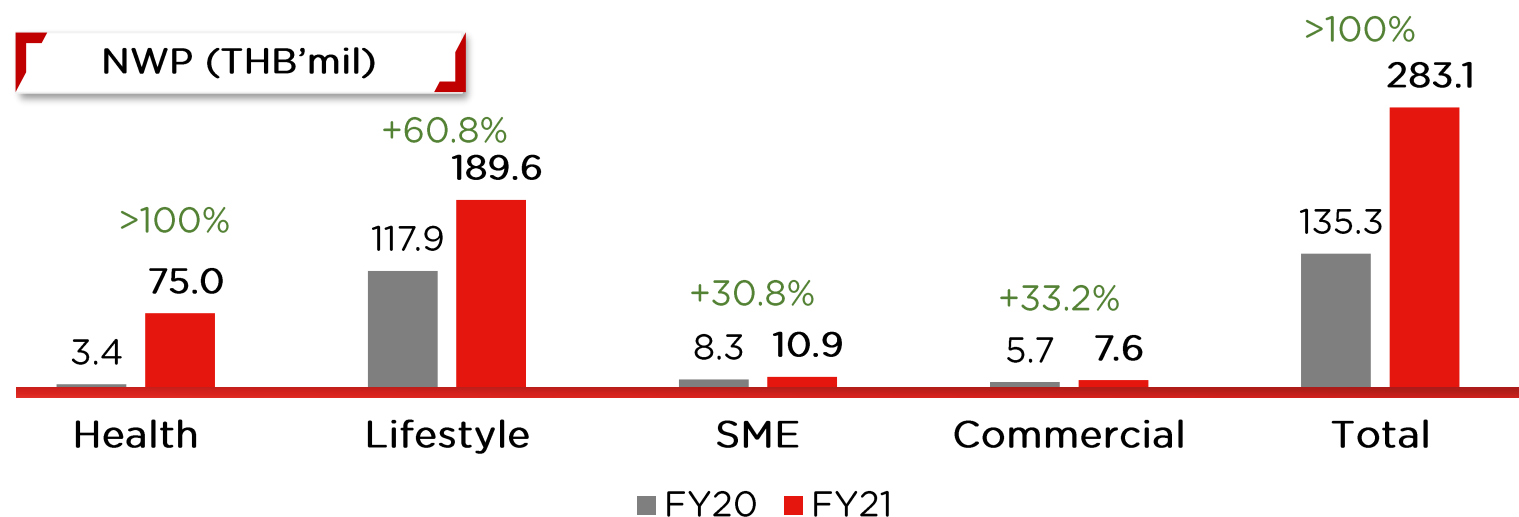
- The market is pricing in the possibility of:-
 - up to 7 rate hike by US Fed (2022);
 - BNM anticipated to raise OPR by 100 basis points (2022 to 2023).
- BNM in its 20th January 2022 Monetary Policy Committee meeting indicated there is no imminent hike in the OPR expected, yet.

Our response

- Completed the following in Dec'21:-
 - ESG foreign equity allocation of up to 10%;
 - Mix of ESG investments stands at 13.4%.
- Repositioned for a more **defensive portfolio mix** by re-allocating 15% of our longer duration corporate bonds to short duration government bonds. Average bond duration of circa 2.8 years as at end 2021.
- Our portfolio now is **less sensitive to yield curve volatility**.

TPT in 2021

Encouraging topline growth. Losses hampered by one-off event.



Industry recognition



Global Banking & Finance Awards
Best Online Insurance Company Thailand 2021



2021 key highlights:-

- **Full year NWP grew 2x** contributed predominantly by retail segment:-
 - Lifestyle up 60.8% YoY; and
 - Health up 22x.
- Pillar mix for 2021 showed a less concentrated Lifestyle pillar and reduction of commercial business. Topline portfolio mix for Lifestyle, SME, Health and Commercial in 2021 is **67:4:26:3** vs **87:6:2:4** for 2020.
- Introduction of Covid-19 related covers such as Tune iPass (for inbound travel) and **reduced our reliance on AirAsia** (contributed about 5% to total NWP).
- **Launched brand new e-commerce website/D2C channel** to a host of Lifestyle and Health products. Improvement in UI/UX helped grow our **D2C channel by 33x** vs 2020.
- **22 key partners with > 65m** customer leads for TPT to cross sell and upsell.
- FY21 and 4Q21 losses impacted by **one-off impact of the group PA account**.
- Revamped business mix to be **retail focused**.

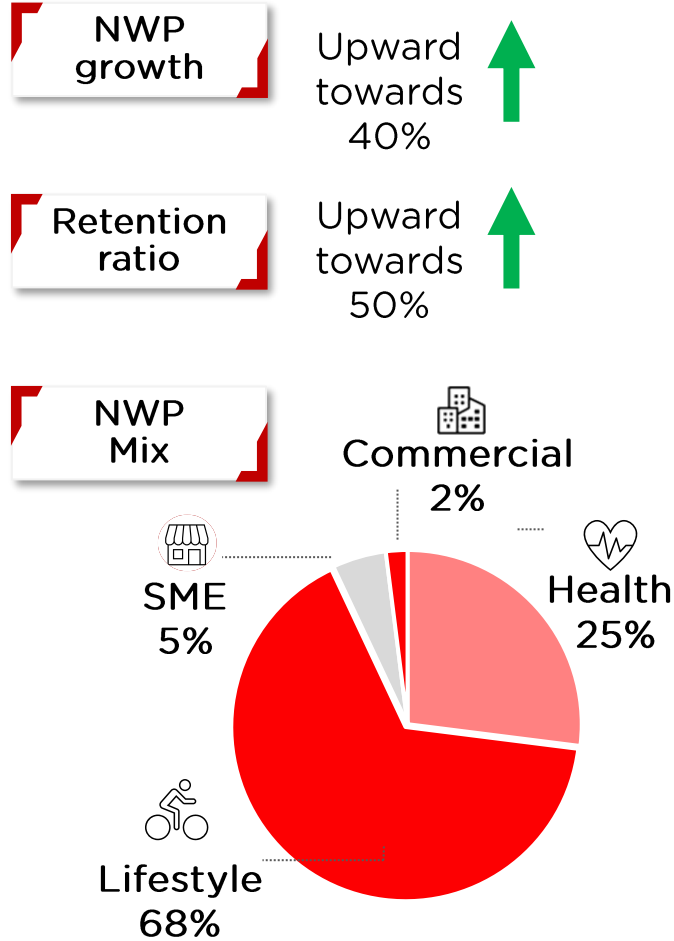


TPT's focus for 2022

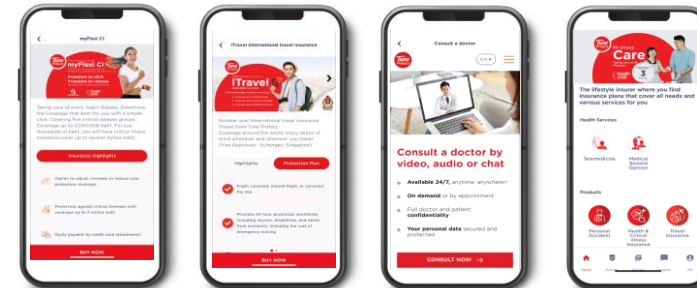
Capitalise on the recovery of domestic and international travel



2022 targets



- **Health**
 - Innovative health products via digital channel focus (such as critical illness and diabetes).
 - Strengthen health services and infrastructure.
- **Lifestyle**
 - Promote profitable lifestyle products (such as PA, travel and fire) and innovative new lines focus on digital trends on e-wallet and cyber-risk protection.
 - Focus on Thailand travel recovery and drive inbound iPass sales and outbound travel through all key distribution channels.
- **SME**
 - Implement worksite marketing strategy and expand SME business in greater Bangkok.
 - Simple and flexible SME products and value-added service to SME corporate.
- **Commercial**
 - In line with Group's strategy to gradually withdraw from large account, expect its contribution to reduce to 2% of total NWP (vs 3% in 2021).
- **AirAsia**
 - Domestic tourism recovery and expansion through AirAsia ecosystem (Teleport, AirAsia Super App).
- **Mobile App** launching in March, a service focused app where customers are able to self service their insurance needs or ask questions at their fingertips.



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FY2022 Outlook

Business activities gradually resume, and international borders are reopening

Economic activities



Malaysia economy

- GDP growth is projected to accelerate to 5.75% in 2022.

Driven by :-

- easing of **containment measures** or **lockdown**.
- improved global and **domestic demand and consumption**.



Thailand economy

- 2022 GDP growth is expected to be around 3.5% to 4.0%.

(source : IMF)

There may also be a **gradual normalisation of claims ratio**, specifically on Malaysia Motor business.

Insurance

- **Higher awareness** and **acceptance** of insurance.
- **Increasing demand** for health or Covid-19 coverage.
- **Scale down large commercial** more aggressively.
- **Technology innovation** within the insurance space.
- Rolling out more affordable insurance products to encourage the take-up by **B40/lower income group**.

Investments

- **Volatility** expected to persist in the bond market stemming from **potential interest rate hikes** in both the United States and Malaysia.
- Investment returns may be impacted in the coming quarters.
- Repositioned for a more **defensive portfolio mix** and will continue to monitor.

Business activities gradually resume, and international borders are reopening

International borders

1. Already reopened to fully vaccinated international travellers without quarantine restrictions



Thailand



Philippines



India

2. In discussion to reopen



Malaysia: in discussion to reopen the country's border.



Vietnam: Slated to open 15th March 2022 with 1 day quarantine if Covid test results is negative.



Indonesia: considering lifting all quarantine requirements for travellers around April.



Singapore: added Hong Kong to its VTL list and committed to steadily reopening its borders and to set up more quarantine-free travel agreements.

New core system

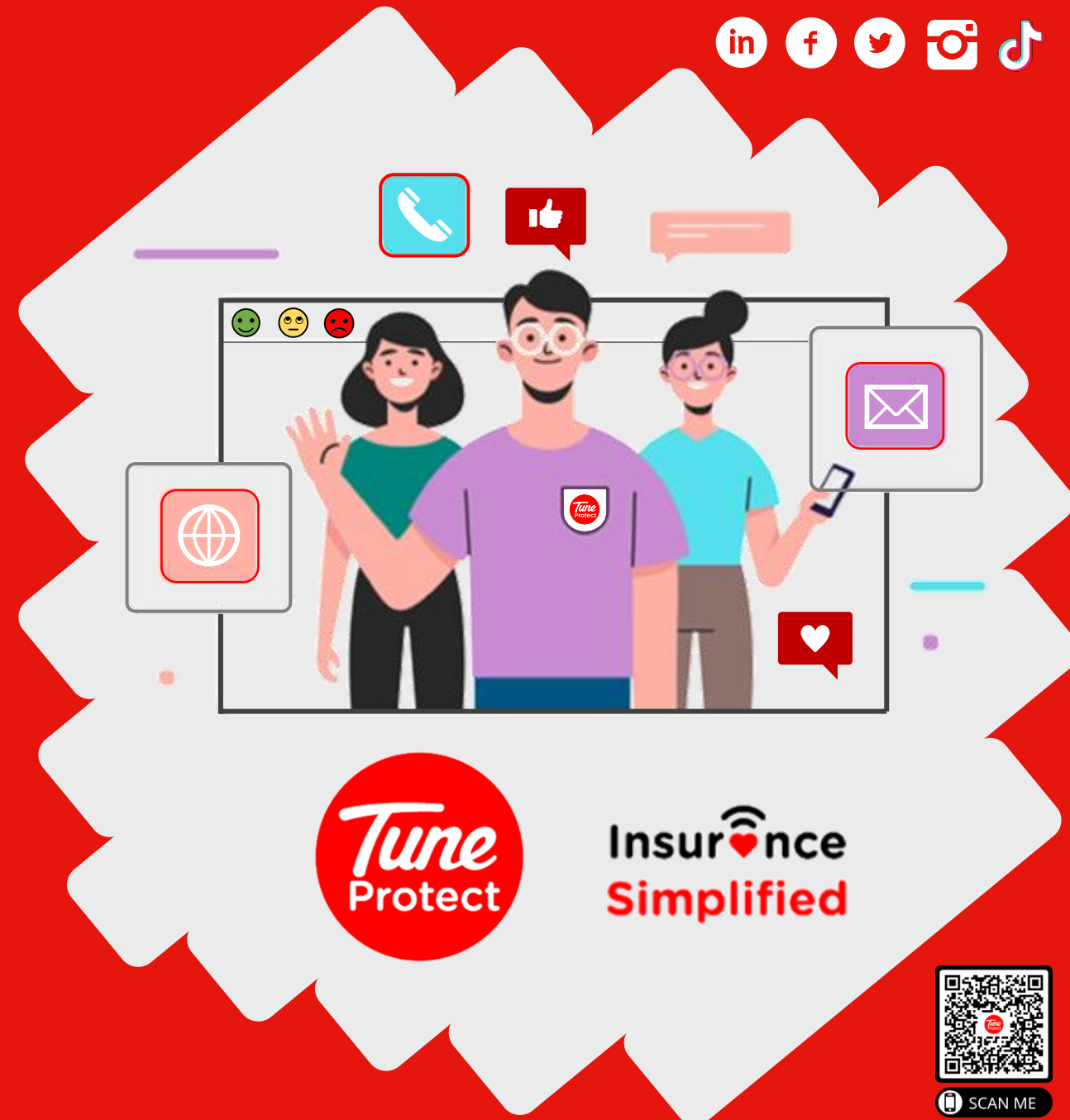
- **Cloud-native** architecture.
- Flexible and **agile product structure**.
- Able to **scale our operations quickly** to react to market and business demands and needs.
- **Save significant cost** on from the need to deploy our systems to multiple environments on multiple infrastructure.

E-commerce

- Expect **material contribution from our e-commerce** channel in 2022:-
 - new partnerships starting to gain momentum.
 - increasing marketing and campaigns.
 - benefiting from greater social media presence.

Thank You Appendix

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Insur♥nce
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SCAN ME

TPG – Financial Snapshot

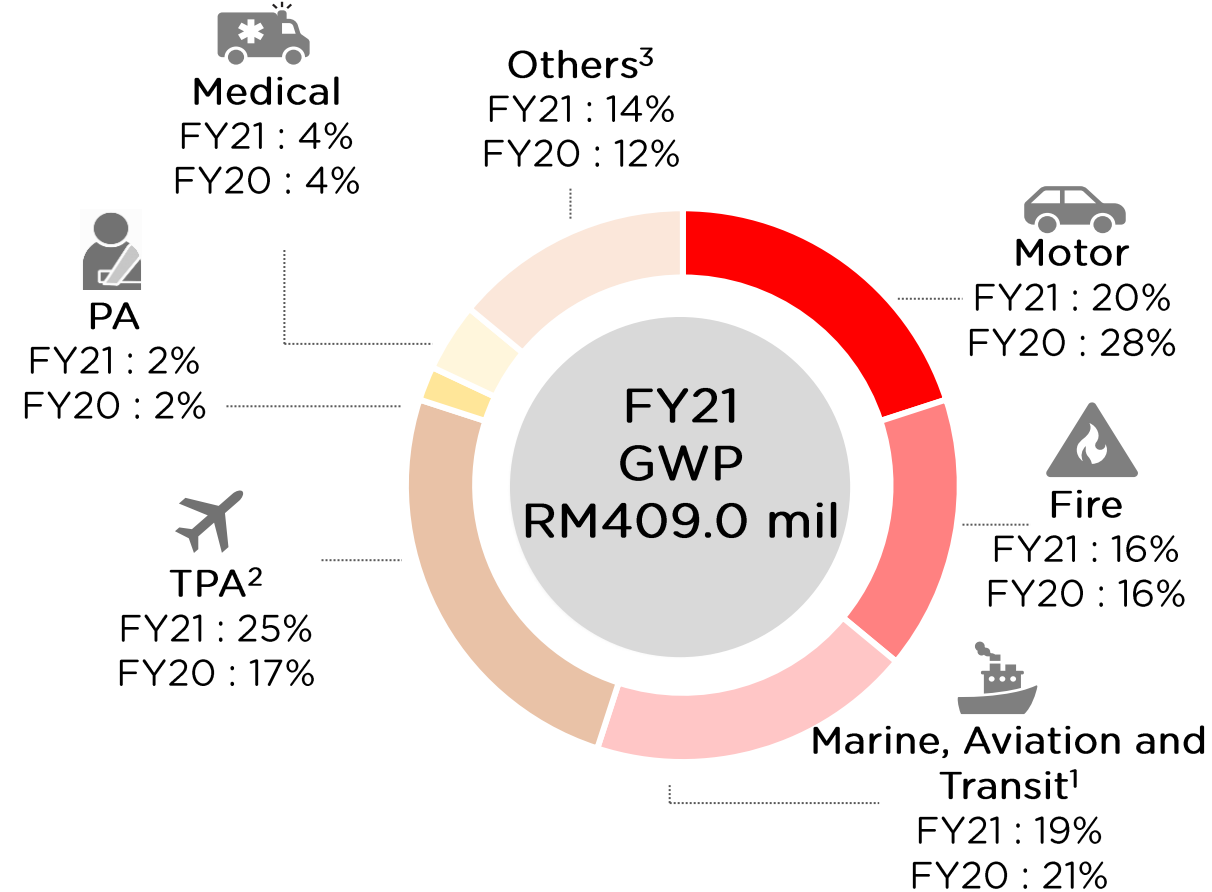
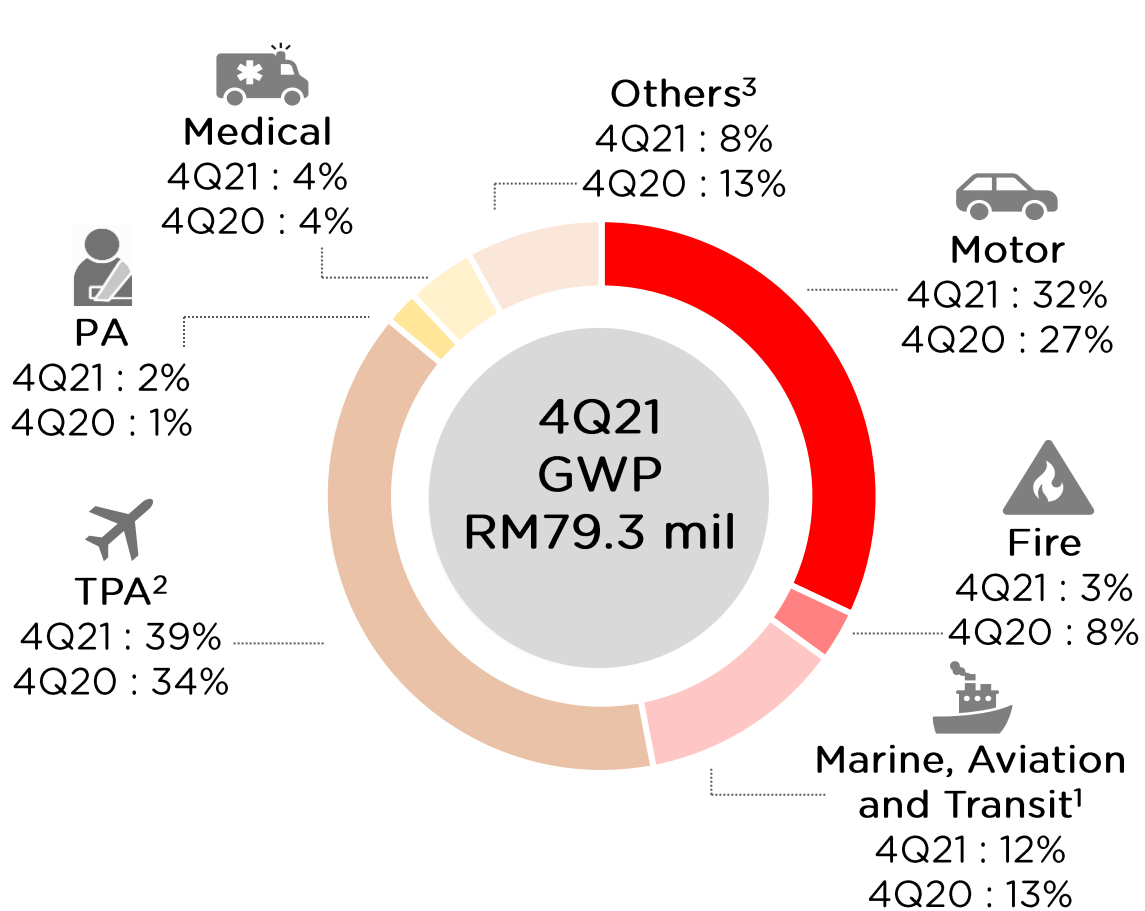


Income Statement (in RM'000)	4Q20	4Q21	YoY	3Q21	QoQ	FY20	FY21	YoY
Gross written premiums	82,244	79,310	-3.6%	89,858	-11.7%	375,283	408,959	9.0%
Net written premiums	47,488	55,665	17.2%	43,197	28.9%	168,294	201,133	19.5%
Net earned premiums	52,850	53,171	0.6%	44,023	20.8%	189,882	196,805	3.6%
Investment income	6,783	5,302	-21.8%	7,903	-32.9%	31,858	22,445	-29.5%
Realised gains / (losses)	8,832	(2,663)	> -100%	(1,443)	84.5%	14,781	(684)	> -100%
Fair value gains / (losses)	(11,900)	(5,848)	-50.9%	(3,621)	61.5%	(2,597)	(29,051)	> 100%
Net fees & commission	(9,904)	(8,628)	-12.9%	(6,323)	36.5%	(22,855)	(32,955)	44.2%
Net claims	(5,021)	(14,190)	> 100%	(5,174)	> 100%	(61,237)	(37,897)	-38.1%
Management expenses	(44,399)	(37,990)	-14.4%	(32,261)	17.8%	(121,134)	(124,794)	3.0%
Underwriting profits/(loss)	(6,474)	(7,637)	-18.0%	265	> -100%	(15,344)	1,159	> 100%
Share of results of an associate	(187)	(5,249)	> 100%	(3,095)	69.6%	(1,889)	(9,733)	> 100%
Share of results of a JV	3,908	73	-98.1%	119	-38.7%	4,269	192	-95.5%
Profit/(loss) after tax	1,609	(14,743)	> -100%	(782)	> 100%	28,203	(18,222)	> -100%
Profit/(loss) after tax & minority interest	1,016	(12,129)	> -100%	(1,661)	> 100%	18,391	(14,990)	> -100%
Basic EPS/(LPS) (sen)	0.14	(1.61)	> -100%	(0.22)	> 100%	2.45	(1.99)	> -100%
Net commission ratio	18.7%	16.2%	-2.5%	14.4%	1.9%	12.0%	16.7%	4.7%
Net claim incurred ratio	9.5%	26.7%	17.2%	11.8%	14.9%	32.3%	19.3%	-13.0%
Management expenses ratio	84.0%	71.5%	-12.5%	73.3%	-1.8%	63.8%	63.4%	-0.4%
Combined ratio	112.2%	114.4%	2.2%	99.4%	15.0%	108.1%	99.4%	-8.7%
ROaE (annualised)	0.7%	n.a.	n.a.	n.a.	n.a.	3.2%	n.a.	n.a.
ROaA (annualised)	0.2%	n.a.	n.a.	n.a.	n.a.	1.1%	n.a.	n.a.
Investment yield* (annualised)	1.8%	n.a.	n.a.	1.4%	n.a.	5.3%	n.a.	n.a.

Amounts presented may not foot due to rounding

* Investment yield =
$$\frac{\text{Investment income} + \text{Realised gains / (losses)} + \text{FV gains / (losses)}}{\text{Investments}}$$

TPG – Portfolio Mix



Notes:-

(1) Consist of Aviation, Marine Cargo, Marine Hull and Offshore Oil.

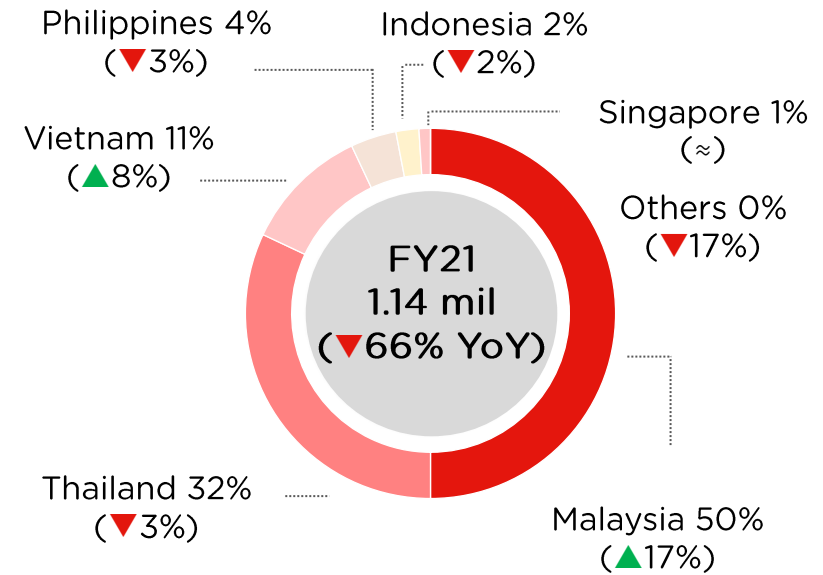
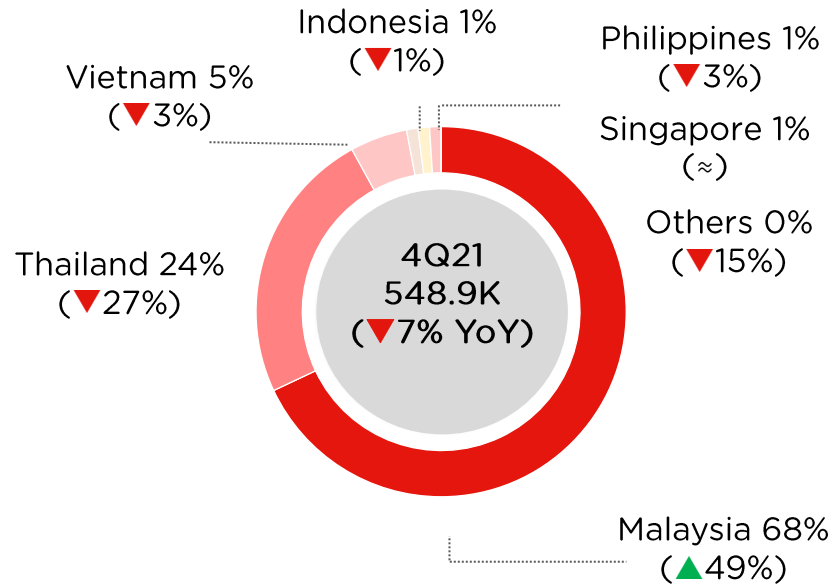
(2) Consist of group total Travel.

(3) Consist of Bonds, Engineering, Liabilities, Workers Compensation and Others.

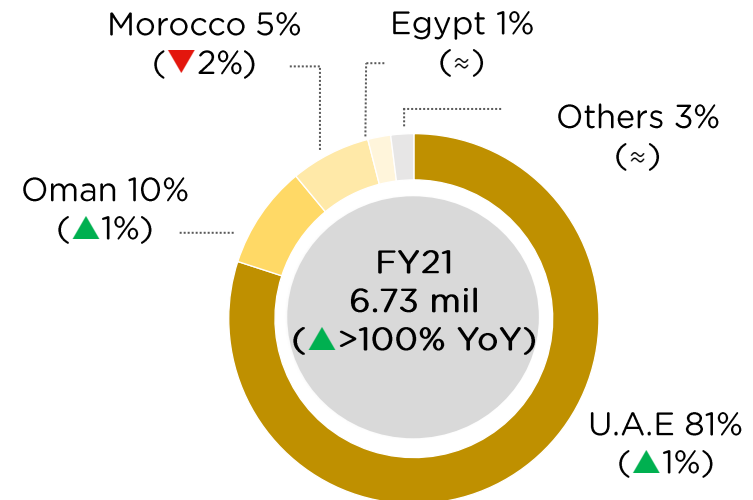
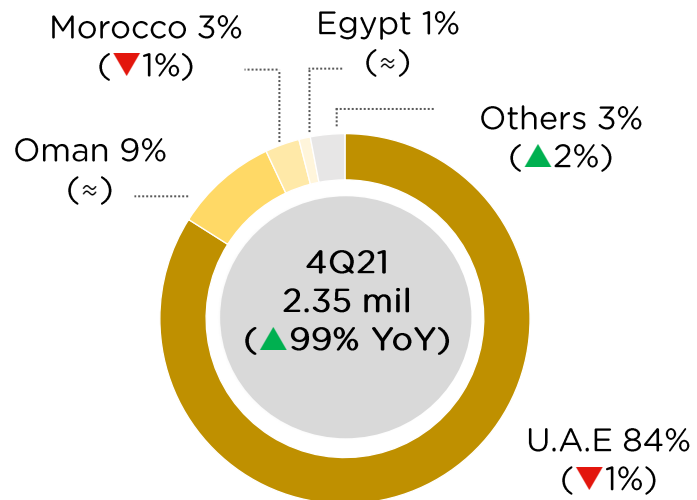
TPR – Policies Issued



AirAsia & others¹



Middle East



Notes:-
(1) "Others" includes BaoViet business and Bamboo Airways.

Glossary

Abbreviations



ASEAN	Association of Southeast Asian Nations	MCO	Movement Control Order	SME	Small and Medium Enterprise
B2B	Business-to-Business	ME	Management Expenses	THB	Thailand Baht
B2B2C	Business-to-Business-to-Consumer	MY	Malaysia	TPA	Travel Personal Accident
B2C	Business-to-Consumer	NCI	Net Claims Incurred	TPG/Group	Tune Protect Group
D2C	Direct-to-Consumer	NPS	Net Promoter Score	TPM	Tune Protect Malaysia
ESG	Environment, Social and Governance	NWP	Net Written Premium	TPR	Tune Protect Re Ltd
EPS	Earnings Per Share	PA	Personal Accident	TPT	Tune Protect Thailand
FY	Financial Year	PAT	Profit After Tax	U.A.E	United Arab Emirates
GWP	Gross Written Premium	OPR	Overnight Policy Rate	UI/UX	User interface/User experience
IMF	International Monetary Fund	QoQ	Quarter-On-Quarter	US	United States
IT	Information Technology	ROaA	Return On Average Assets	USD	US Dollar
JV	Joint Venture	ROaE	Return On Average Equity	VTL	Vaccinated Travel Lane
LOB	Line of business	RPA	Robotic Process Automation	YoY	Year-on-Year
LPS	Loss Per Share	SEO	Search Engine Optimisation		

About Tune Protect Group

Tune Protect Group Berhad (Tune Protect or the Group) is a financial holding company listed on the main market of Bursa Malaysia. Aspiring to be an ASEAN-based lifestyle insurer that everyone loves, Tune Protect aims to simplify consumer experience with best-in-class products and technology that complement their lifestyle needs. With its tagline “Insurance Simplified”, Tune Protect offers an array of affordable protection plans to suit individual, SME and corporate needs via its insurance, reinsurance and marketing arms in Malaysia, Thailand and the United Arab Emirates. Tune Protect has established a strong foothold in the travel, lifestyle, health and digital insurance space globally with presence across more than 60 countries through strategic partnerships with local underwriters in these markets.

For more information on Tune Protect, visit their website at <https://www.tuneprotect.com/> or email us at IR@tuneprotect.com

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