



2Q21
Analyst Presentation

A diverse partnership base
to drive future growth

23 August 2021



Insurance Simplified



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Growth in GWP and NEP contributed to an improved underwriting performance



Tune Protect Group (RM'mil)	2Q21	2Q20	YoY
Gross written premiums	129.4	101.9	+27.0%
Net earned premiums	43.2	35.4	+22.0%
Underwriting profit/(loss)	7.7	(2.1)	>100%
Combined ratio	82.2%	105.8%	-23.6%
Investment ¹	13.6	20.9	-34.7%
Profit/(loss) after tax	17.8	18.8	-5.0%

- An underwriting profit of RM7.7 mil was achieved in 2Q21 versus a loss last year due to: -
 - higher YoY NEP** contributed by TPR, which increased >100% YoY;
 - net claims ratio improved by 36.9%** to 10.3% due to excess motor claims reserve release as claims experience improved.
- Consequently, **combined ratio reduced to 82.2%**.
- Investment¹ was lower by 34.7% YoY as 2Q20 investment last year staged a strong rebound after the dip in March 2020.
- PAT was down 5.0% mainly from lower investment partially offset by better underwriting.
- Fair value gains of RM9.0 mil** in 2Q21 reversed approximately 31.4% of last quarter's fair value losses. Further reversals expected moving forward.

Note:- (1) An aggregate of investment income, realised gains and losses as well as fair value gains and losses.

An insurtech proposition: technology solutions for partners



Pre-Covid-19,
Our solution protects
>30,000

travellers per day on average

Insurance protection
close to 11 million
system issuance in 2019

Networks
+37
countries

APIs
+400,000
quotes per day

Proprietary distribution assets on cloud¹

- ✓ B2C transactions engine
- ✓ Online claims engine
- ✓ Travel & lifestyle products
- ✓ API engine
- ✓ B2B agent portal
- ✓ B2B2C platform
- ✓ One core – multiple insurers



Solutions on offer



B2C – web & mobile app



Integration with partner apps



Open API for partnerships



Next generation insurance

- micro insurance
- location based
- RFID – tap on/off



Future Chatbot/Whatsapp Analytics

How we work with our partners

Potential partners who require technical assistance on local partner sourcing, underwriting & reinsurance services

Local Insurer

- underwrites policies
- retains 20%

Powered by TPR

Premiums



Reinsurer

- assist with product set up
- underwriting assessments
- pays retrocession fee at 1x %

Partner subscribes to our services - we provide the know how/systems and/or reinsurance

- **engineering** as a service
- **performance marketing** for insurance
- **digital marketing** solutioning / leads
- **tech solutions** – Rocketship & mobile app

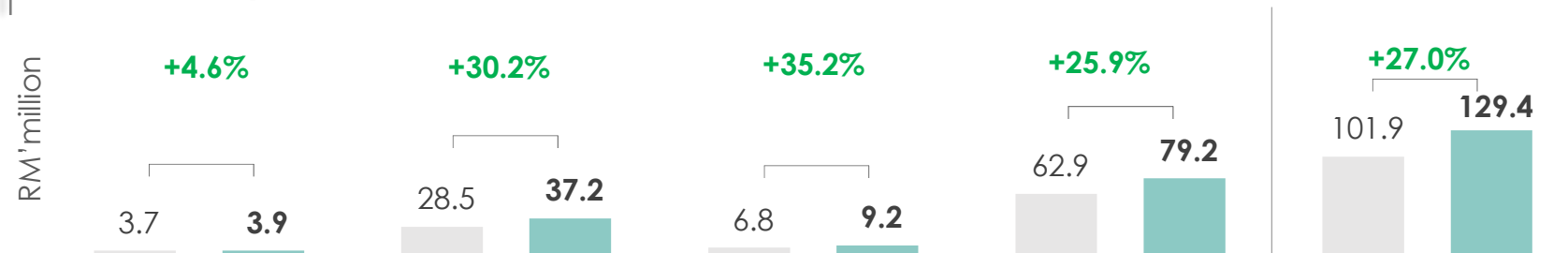


Note:- (1) Our system infrastructure is cloud-ready however deployment to the cloud is pending regulatory approval.

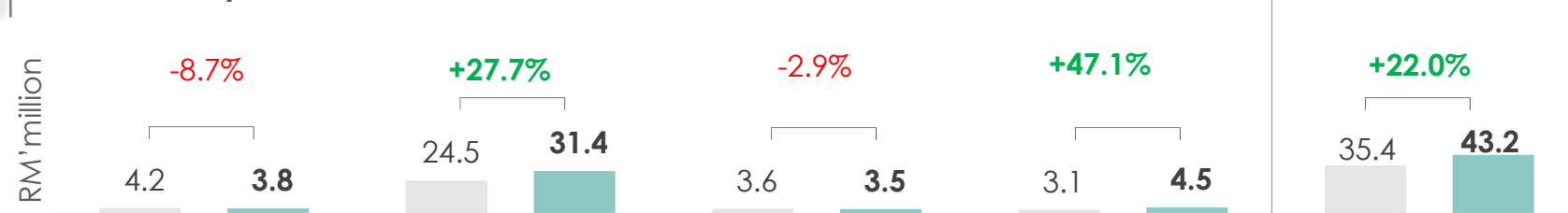
Getting our 2Q21 pillar disclosure off the ground



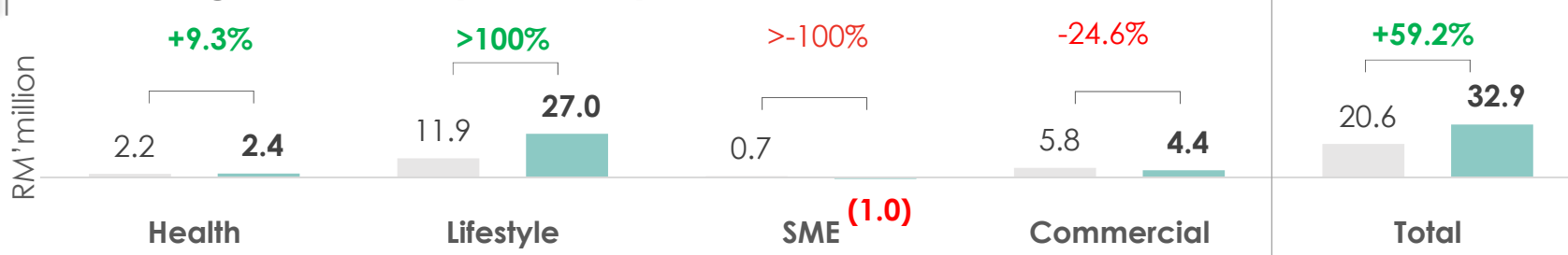
Gross written premium



Net earned premium



Underwriting contribution (before ME)



- Health pillar started out from a low base. Will continue to build scale with new health products launched and more in the pipeline.
- Sizeable commercial mix in 2Q21 a defensive strategy, providing the space for the 3 key pillars to grow. Commercial mix is anticipated to gradually taper as the 3 key pillars gain prominence.
- 2Q21 retention ratio for the three key pillars:-
 - Health is above 90%
 - Lifestyle above 80%
 - SME above 60%

Amounts presented may not foot due to rounding

■ 2Q2020 ■ 2Q2021

Health pillar – offering our partners and customers customisable and value-added solutions



Launched

In the pipeline

1H21

Jul'21

Product/
Services

Pro-Health Medical

Cashless health coverage targeting millennials



Vsafe, Covid-19 vaccine side effects cover



Health2GO, Telemedicine service



myFlexi CI, Customisable critical illness plan



myEliteDoctor, 2nd medical opinion service



"No Frills" cashless health B2C product targeting B40 scheme **Critical Illness**

Diabetes cover

Partnering with Naluri

Providing emotional wellbeing assessment for our policyholders



Exclusive hospital network for vaccine program Medical 2nd Opinion – **PGH**



Telemedicine – **Europ Assistance**



Bundled vaccine cover **S&S LANGKAH VAX** vaccination program



Covid-19 healthcare products



LY HOUR INSURANCE PLC



Critical Illness
PVI (Vietnam)
Ly Hour (Cambodia)

Partners

Lifestyle pillar – going beyond travel to cater for our customers' lifestyle needs



Launched

In the pipeline

1H21

Jul'21

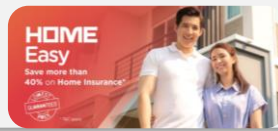
School Students PA

- PA cover for local school children
- 24 hours worldwide protection



Home Easy & Home Shield

- residential building & home content protection
- cheapest rates with >40% in savings



Student Assurance

- (travel protection)
- targeting students pursuing their university education abroad
 - available via B2B portal in the Middle East



iPass available at:-

- AirAsia
- Dayin Mitra (Indonesia)
- B2B (EMEIA)
- Ly Hour Insurance (Cambodia)



AirAsia – Teleport:

Inland transportation insurance for:-

- Indonesia
- Thailand

teleport

Instant flight delay cover

for travelers who purchase flight ticket via BE Group mobile app



Pet Travel

- targeting pet owner travelling with their pets overseas

Pet Health

- venturing into pet community protection

Eyewear

- including prescriptive, non-prescriptive glasses and sunglasses
- to collaborate with optical shops

Product/
Services

Partners

SME pillar – providing digital propositions to our SME customers



Launched

1H21

Tune iCargo

Container coverage – container repair cost, demurrage and detention charges



Worksites Marketing

- Provide free training to SMEs & cross-sell SMEs insurance



SME Digital

- an online insurance for SME & micro-SME



Redbeat Academy

Providing complementary e-business training for our SME customers



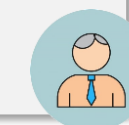
Easy payment plan

Providing our SME customers with the flexibility of premium install of up to 6 months



Digitalising our agency force

- new agency microsite
- agency portal enhancement



Partnerships – widening our distribution network in ASEAN and in the Middle East



Partnering

In the pipeline

Jan'21 to Jul'21

36 Affinity & digital partners including



6 Healthcare partners



3 Financial Advisors / Aggregator



2 Insurtech Partners



Latest in Jul'21



Instant flight delay cover



Bundled vaccine cover

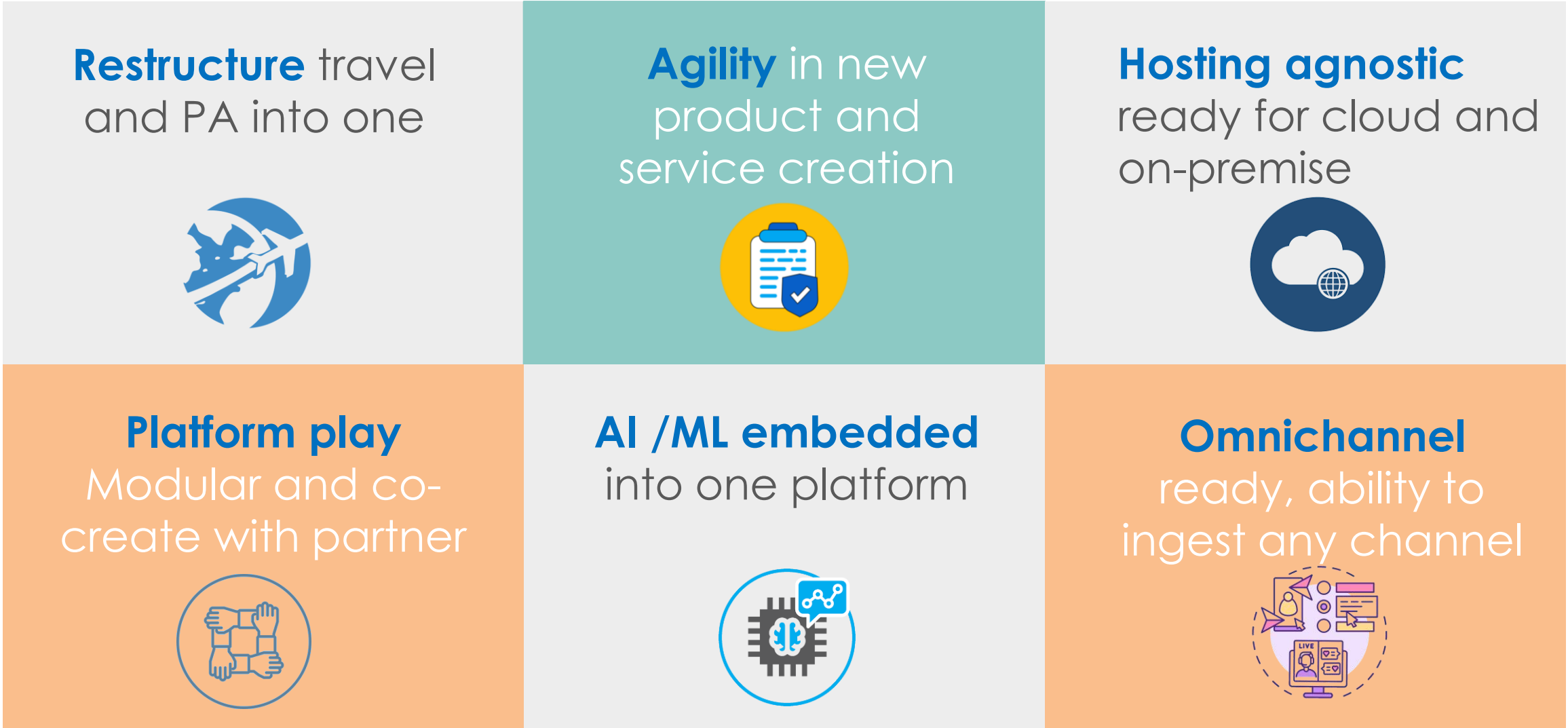
airasia money Motor
RinggitPlus Medical Travel

- Aggregator platform
- Flight search engine & OTA¹
- Event ticketing service provider
- Money remittance service provider
- Lead generation campaigns with online trading house, super app and telco

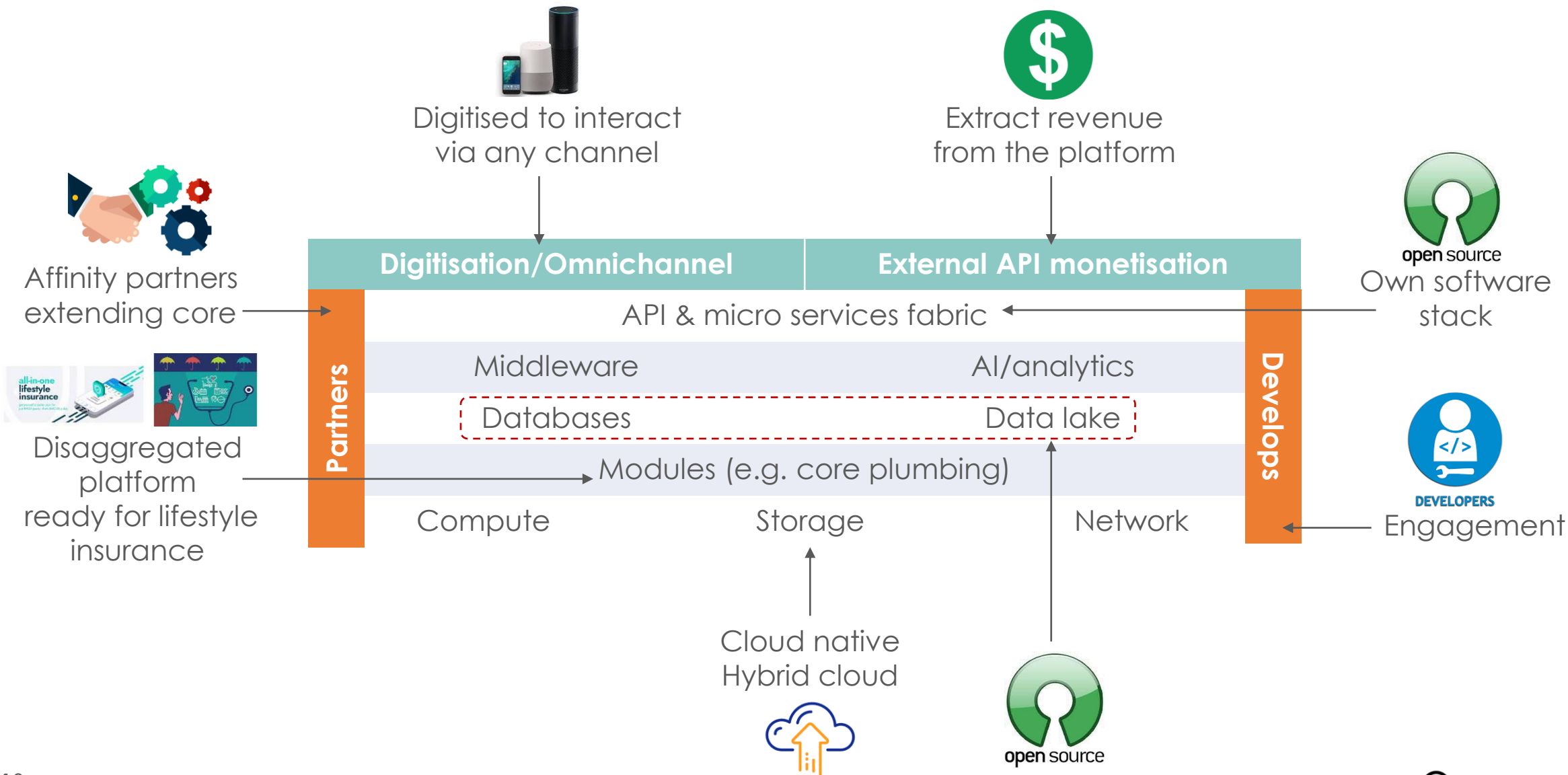
Note:- (1) Online travel agent.

Marz: A proprietary insurtech platform

A product, pricing and underwriting engine which also offers sales management capabilities.



New Marz is open, built on an API framework extensible via partners and designed to extract greater value from the platform



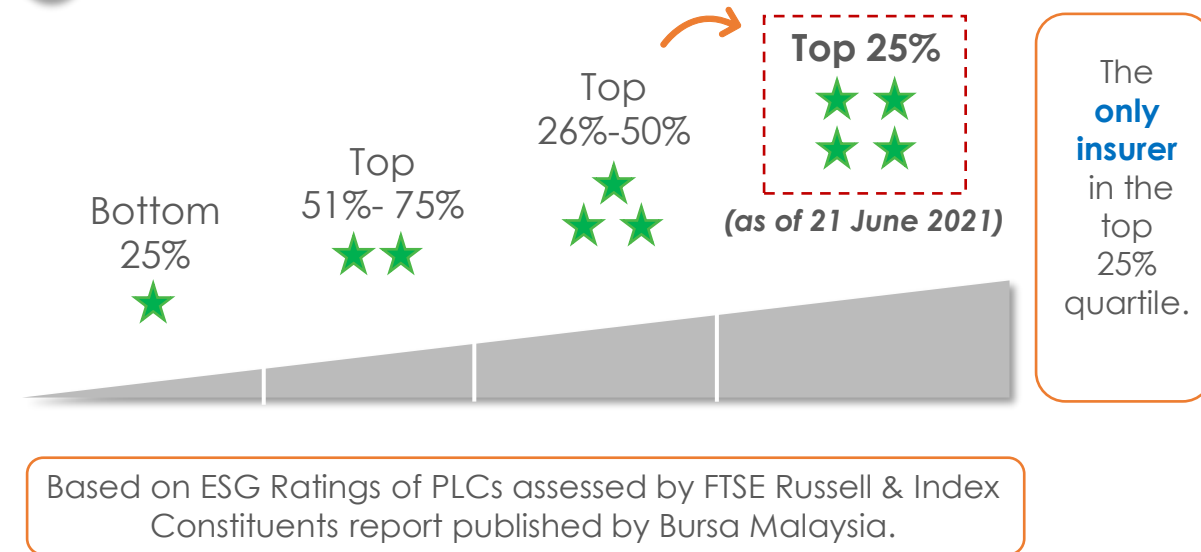
Our commitments towards ESG is reflected in the continuous improvement of our FTSE4Good ESG Rating and the accolades received



1 FTSE4Good ESG Rating (5.0 points max)



2 FTSE4Good ESG Grading Band



3 MSWG-ASEAN Corporate Governance Award 2020



- Excellence Award for CG Disclosure
(Market capitalisation above RM100 million to RM300 million)
- Industry Excellence Award

Diversity, Equity and Inclusiveness as well as our social responsibility towards our people and community forms an integral part of our culture



Sustainability pillars

Social

In support of the following United Nations Sustainable Development Goals



2Q21 highlights



Joined 30% Club Malaysia

- aims to activate C-suites to be visible in adopting diversity, equity, gender balance, and inclusion best practices
- aligns with our **50% women in leadership team** goal

Project Sunshine: helping those impacted by the Covid-19 lockdown

- donated **300 boxes** of essentials to “white flag” beneficiaries.
- collaborated with our partners **Teleport** and **MakanKongsi2.0** to help us distribute the boxes within the Klang Valley.
- due to overwhelming response, **phase 2** is currently underway to distribute more of such boxes to families and individuals in need.



Short-term outlook shrouded in uncertainty



Economy and investment outlook



- Malaysia & Thailand:-
 - downward revision of 2021 GDP forecast;
 - **accommodative monetary policy stance** expected to remain in support of the economy;
 - **do not** anticipate **further rate cuts**;
 - **bond yields** to **consolidate** in the near term.

What we observed on travel



- Countries going in and out of **lockdown**.
- Travel **restrictions** continues to apply to most countries in the Asia Pacific.
- Where permitted, only **domestic** travel is allowed.
- No definitive **timeline** when international borders will re-open especially in South-East Asia.

Health insurance is becoming more important



- Heightened **awareness** on **importance** of health insurance.
- Pandemic accelerates the rise of digital health insurance.

Businesses impacted by prolonged lockdown



- SMEs experienced drop in terms of revenue.
- Many went out of business.
- Impacted insurance sales and renewal rates.



Appendix

TPG

Insurance Simplified

TPG - Financial Snapshot



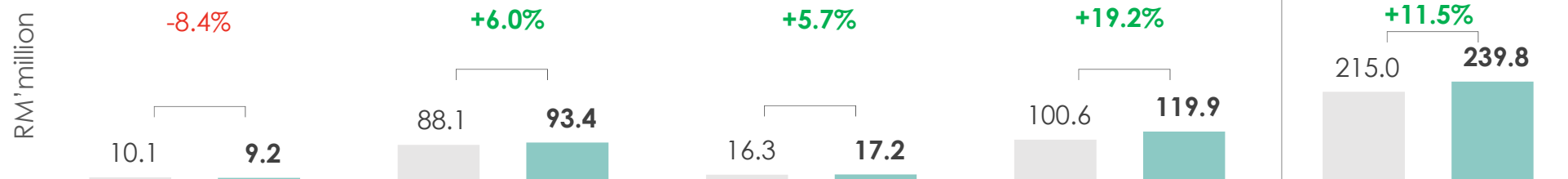
Income Statement (in RM'000)	2Q21	2Q20	YoY	1Q21	QoQ	1H21	1H20	YoY
Gross written premiums	129,366	101,886	27.0%	110,425	17.2%	239,791	215,040	11.5%
Operating revenue	110,690	100,942	9.7%	117,449	-5.8%	228,139	223,298	2.2%
Gross earned premiums	106,145	93,059	14.1%	112,754	-5.9%	218,899	208,101	5.2%
Investment income	4,545	7,883	-42.3%	4,695	-3.2%	9,240	15,197	-39.2%
Net earned premiums	43,235	35,449	22.0%	56,376	-23.3%	99,611	93,821	6.2%
Net fees & commission	(5,935)	1,918	> -100%	(12,069)	-50.8%	(18,004)	(6,040)	>100%
Net claims	(4,437)	(16,718)	-73.5%	(14,096)	-68.5%	(18,533)	(39,587)	-53.2%
Management expenses	(25,155)	(22,720)	10.7%	(29,388)	-14.4%	(54,543)	(47,518)	14.8%
Underwriting profits/(loss)	7,708	(2,071)	>100%	823	>100%	8,531	676	>100%
Share of results of an associate	(1,190)	625	> -100%	(199)	>100%	(1,389)	(1,325)	4.8%
Share of results of a JV	-	213	-100%	-	-	-	307	-100%
Profit/(loss) after tax	17,836	18,766	-5.0%	(20,533)	>100%	(2,697)	21,538	> -100%
Profit/(loss) after tax & minority interest	14,249	12,597	13.1%	(15,449)	>100%	(1,200)	15,097	> -100%
Basic EPS (sen)	1.90	1.68	13.1%	(2.06)	>100%	(0.16)	2.01	> -100%
Net commission ratio	13.7%	-5.4%	19.1%	21.4%	-7.7%	18.1%	6.4%	11.7%
Net claim incurred ratio	10.3%	47.2%	-36.9%	25.0%	-14.7%	18.6%	42.2%	-23.6%
Management Expenses ratio	58.2%	64.1%	-5.9%	52.1%	6.1%	54.8%	50.6%	4.2%
Combined ratio	82.2%	105.8%	-23.6%	98.5%	-16.3%	91.4%	99.3%	-7.9%
ROaE (annualised)	10.0%	8.9%	1.1%	n.a.	n.a.	n.a.	5.3%	n.a.
ROaA (annualised)	3.2%	2.9%	0.3%	n.a.	n.a.	n.a.	1.8%	n.a.

Amounts presented may not foot due to rounding

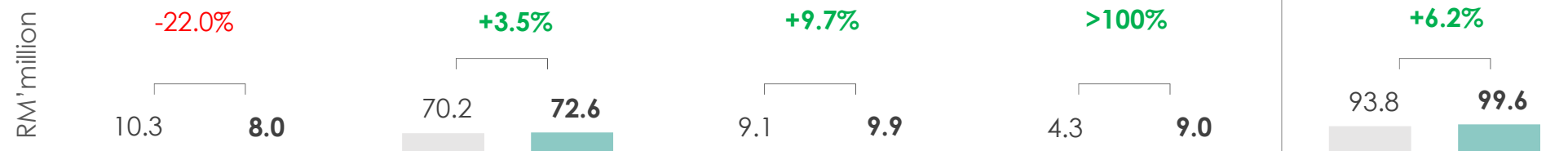
Key pillars – 1H21 Financial Highlights



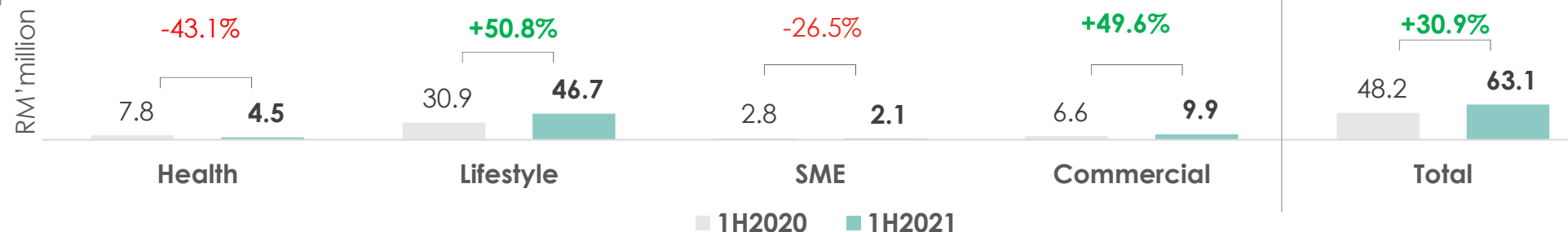
Gross written premium



Net earned premium



Underwriting contribution (before ME)

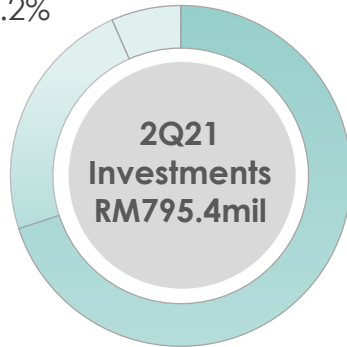


Amounts presented may not foot due to rounding

Asset allocation mix

Deposits with FIs
2Q21 : 6.6%
2Q20 : 6.2%

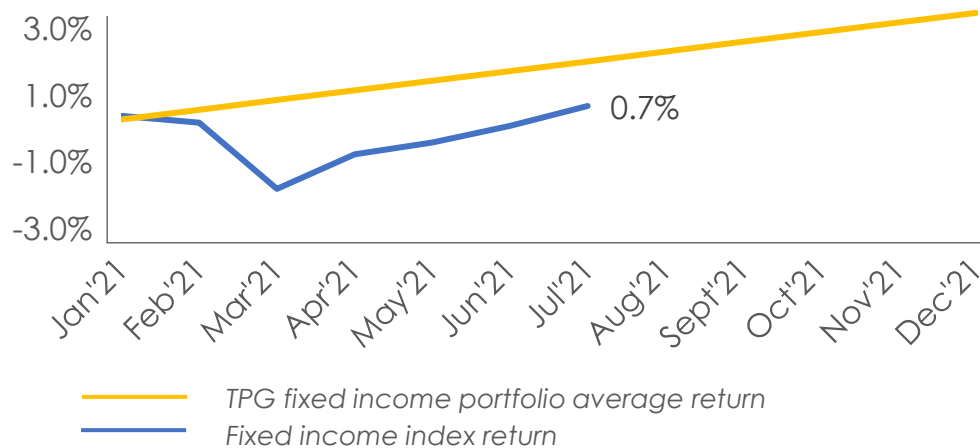
Debt securities*
2Q21 : 23.4%
2Q20 : 30.8%



Unit trust funds*
2Q21 : 70.0%
2Q20 : 63.0%

* Debt securities and fixed income funds make up 83% of the total investment portfolio as at 30 June 2021.

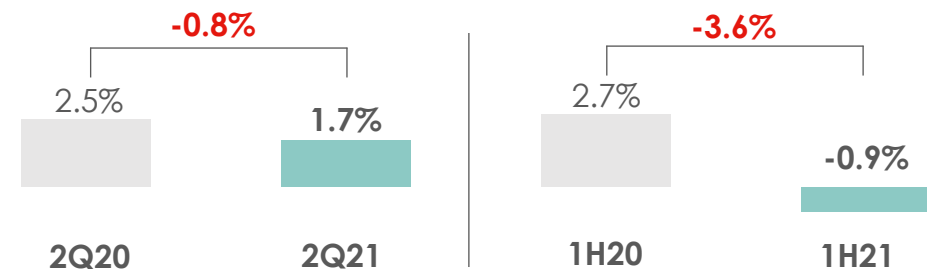
Our fixed income portfolio average return vs index return



Investment income

RM'mil	2Q21	2Q20	YoY	1H21	1H20	YoY
Investment income	4.5	7.9	-42.3%	9.2	15.2	-39.2%
Realised gains/(losses)	0.1	1.9	-93.8%	3.4	2.5	34.8%
Fair value gains/(losses)	9.0	11.1	-19.5%	(19.6) ¹	4.7	> -100%
Net investment income	13.6	20.9	-34.7%	(6.9)	22.5	> -100%

Investment yield²



Notes:-

(1) Fair value losses incurred in 1Q21 from debt securities/fixed income funds mainly due to the surge in global bond yields driven by the sell-off of US government bonds and inflationary expectations. Approximately 31.4% of the losses have been reversed as at 30 June 2021.

(2) Investment yield = $\frac{\text{Investment income} + \text{realised gains/(losses)} + \text{fair value gains/(losses)}}{\text{Total investments}}$

Total investments



Appendix

TPR/TP EMEIA

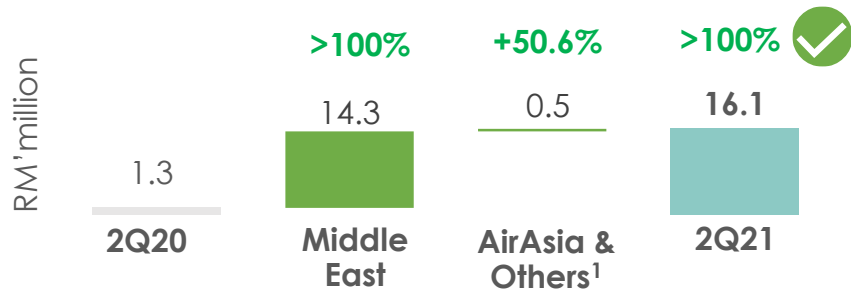
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TPR/TP EMEA – 2Q21 Financial Highlights



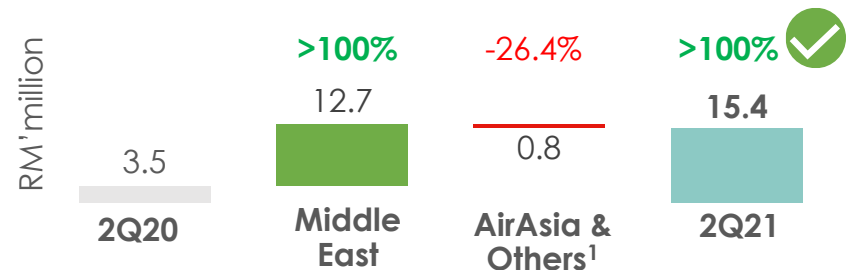
AirArabia and B2B leading the YoY GWP and NEP growth in travel.

Gross written premium



GWP mix	2Q20	2Q21
Middle East	20%	91%
AirAsia & Others ¹	80%	9%

Net earned premium



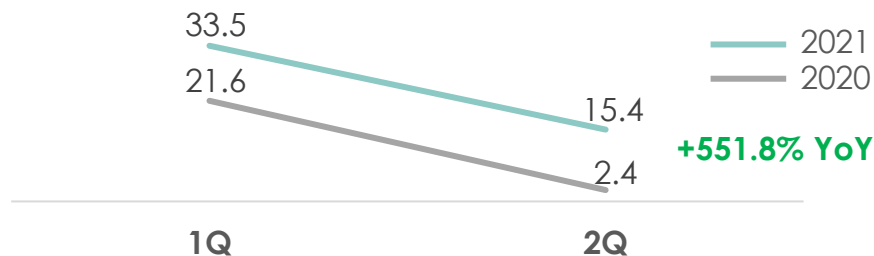
NEP mix	2Q20	2Q21
Middle East	11%	85%
AirAsia & Others ¹	89%	15%

- GWP and NEP** increased >100% YoY due to the growth in the Middle East region, mainly contributed by AirArabia and B2B.

- The 54.6% YoY **improvement in combined ratio** was: -
 - o a factor of higher NEP;
 - o ME ratio **improved by 64.2% YoY**;
 - o NCI ratio **improved by 10.5% YoY**;
 - o partially offset by higher net commission in tandem with topline growth.

- Recorded a **PAT** of RM9.1 mil in 2Q21, up 476.2% YoY vs PAT of RM1.6 mil in 2Q20. This was on par with 2Q19 pre-Covid profit of RM9.2 mil.

- 2Q21 total consolidated travel premiums² of RM15.4 mil increased by 551.8% YoY from RM2.4 mil in 2Q20.

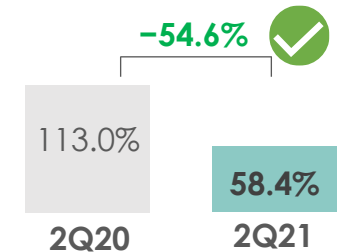


Notes: -

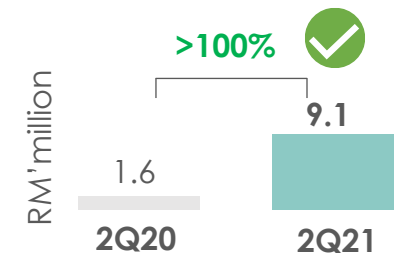
(1) "Others" includes BaoViet business and Bamboo Airways.

(2) Consolidated of TPR + TPM travel premiums.

Combined ratio



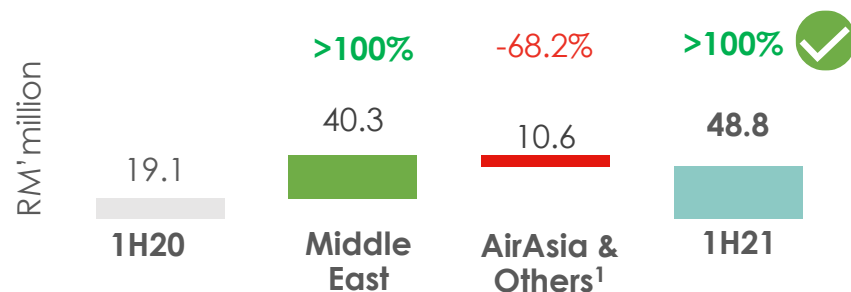
Profit after tax



TPR/TP EMEIA – 1H21 Financial Highlights



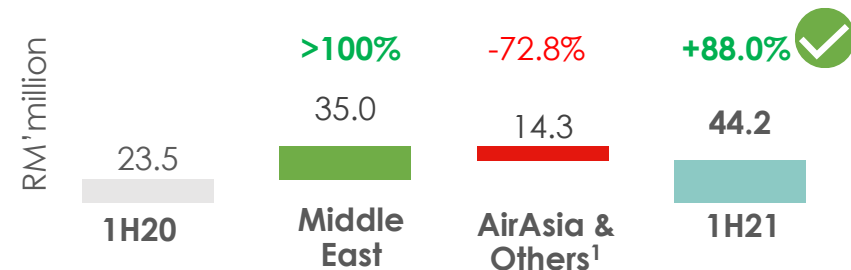
Gross written premium



GWP mix

	1H20	1H21
Middle East	19%	90%
AirAsia & Others ¹	81%	10%

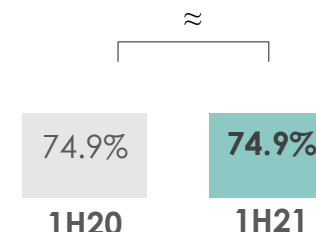
Net earned premium



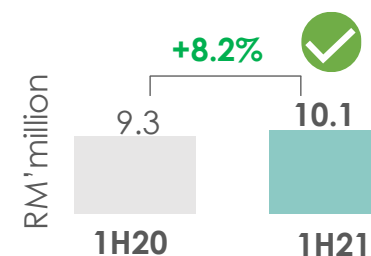
NEP mix

	1H20	1H21
Middle East	16%	88%
AirAsia & Others ¹	84%	12%

Combined ratio



Profit after tax



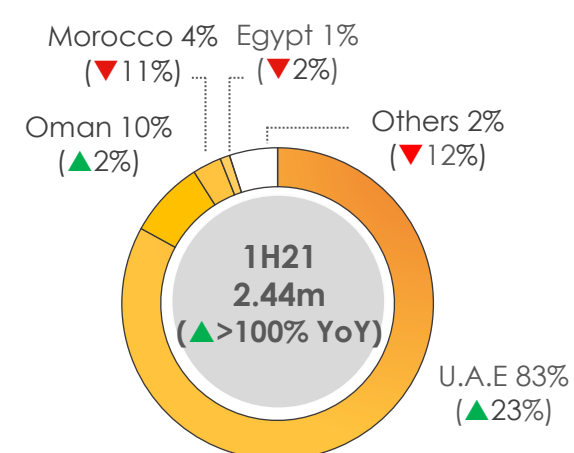
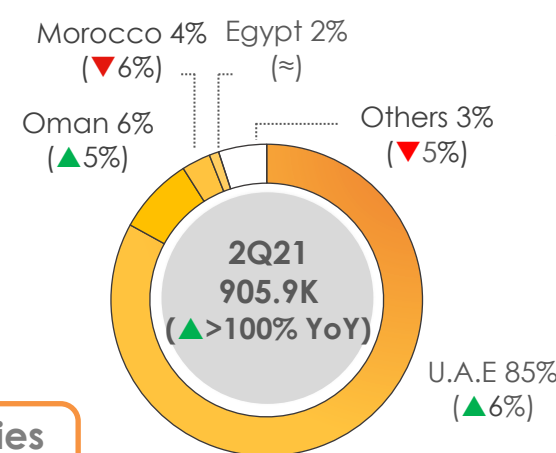
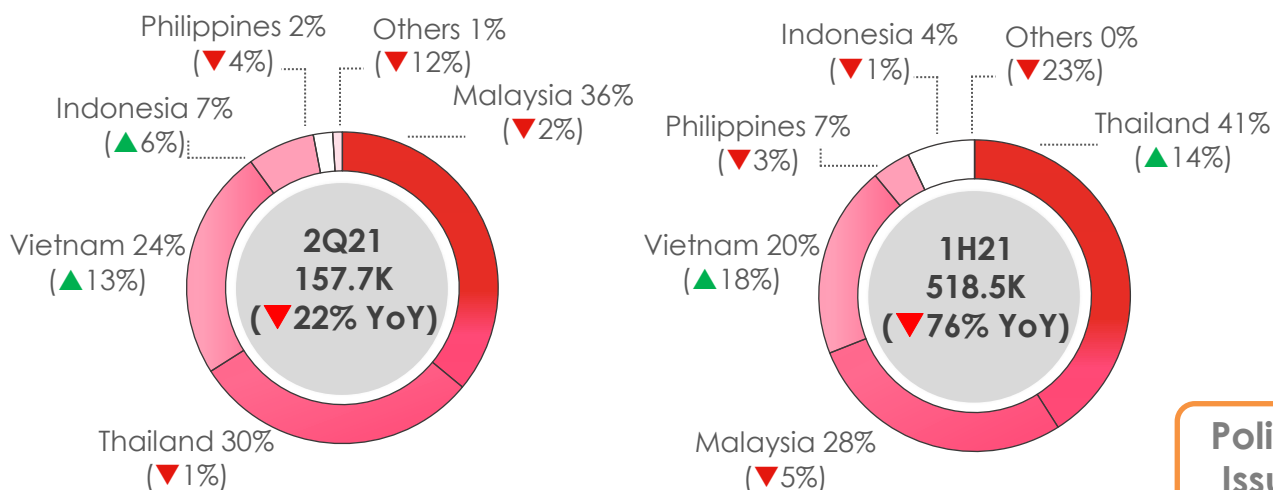
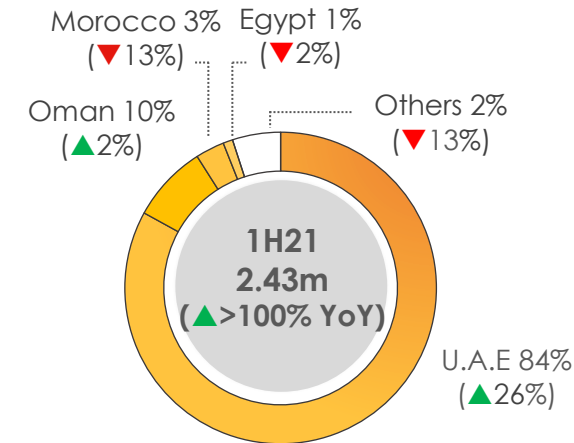
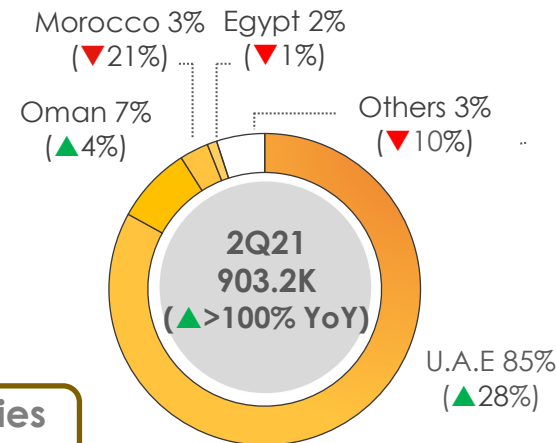
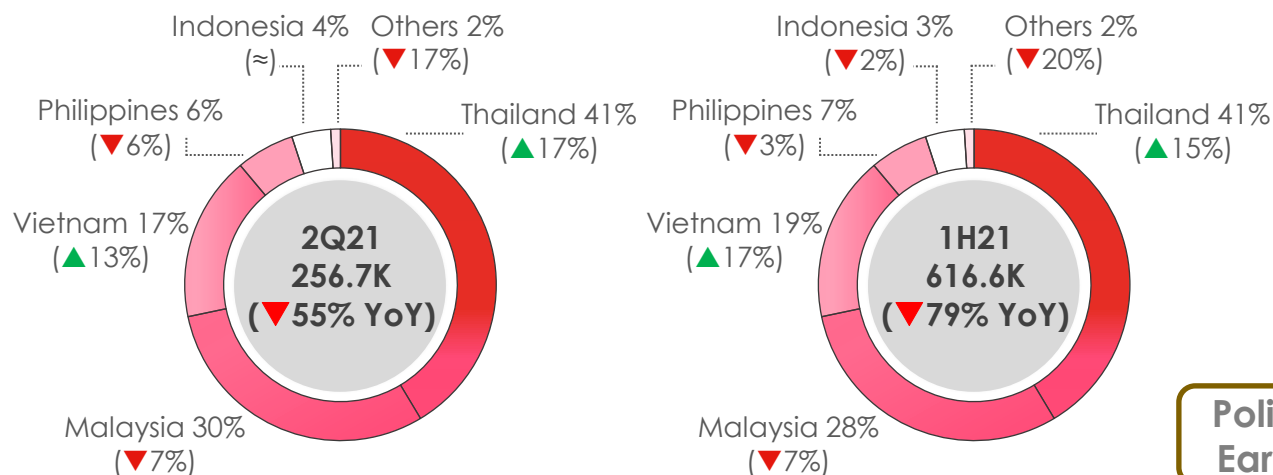
Note:- (1) "Others" includes BaoViet business and Bamboo Airways.

TPR/TP EMEIA – Policies Earned and Issued



AirAsia & Others¹

Middle East



Policies Earned

Policies Issued



Appendix

TPM

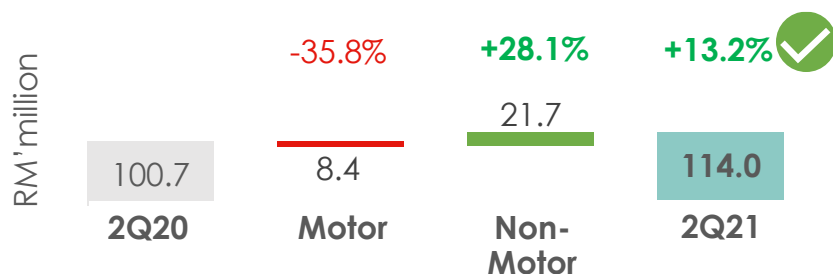
Insurance Simplified

TPM – 2Q21 Financial Highlights



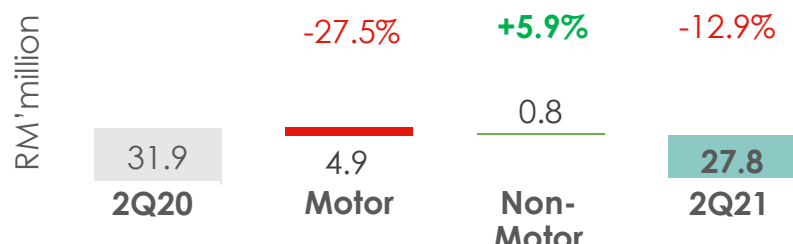
Our portfolio rebalancing has led to a healthier book, lower NCI and overall better underwriting performance.

Gross written premium



GWP mix	2Q20	2Q21
Motor	23%	13%
Non-Motor	77%	87%

Net earned premium



NEP mix	2Q20	2Q21
Motor	56%	47%
Non-Motor	44%	53%

- **GWP 13.2% YoY growth** was driven by Commercial and SME segments.

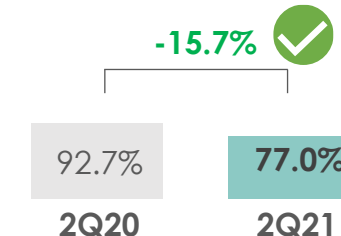
- Part of Motor reduction was because TPM was not selected as the preferred partner for POS in 2021. In view of the improved motor results, we have pushed out a more competitive motor pricing in end 2Q21.

- **Improvement in combined ratio** as **NCI ratio reduced** by 29.0% from 52.8% in 2Q20 to 23.8% in 2Q21. This is associated with the release of Motor IBNR and revision of current year loss ratio as claims experience improved.

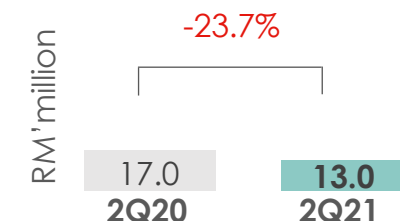
- 2Q21 PAT lower compared to 2Q20 PAT due to the higher unrealised investment gain recorded last year.

- Recorded fair value gains of RM6 mil in 2Q21 reversing approximately 38% of the fair value losses last quarter. Further **reversal expected moving forward**.

Combined ratio



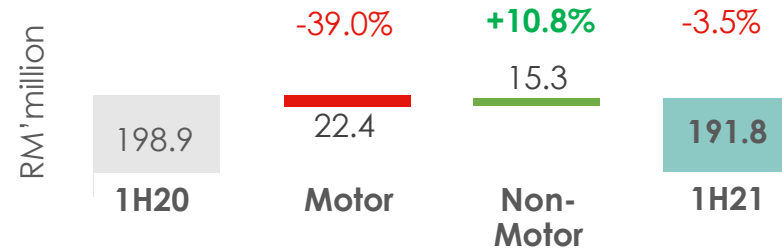
Profit after tax



TPM – 1H21 Financial Highlights

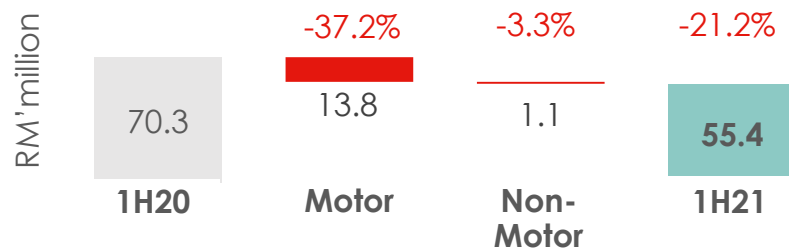


Gross written premium



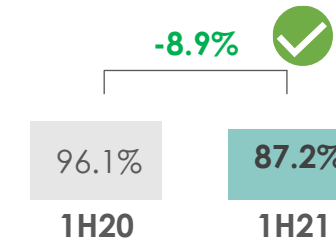
GWP mix	1H20	1H21
Motor	29%	18%
Non-Motor	71%	82%

Net earned premium

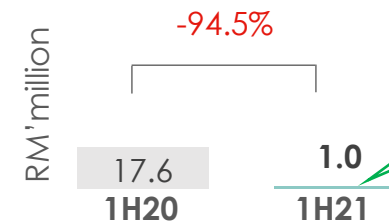


NEP mix	1H20	1H21
Motor	53%	42%
Non-Motor	47%	58%

Combined ratio

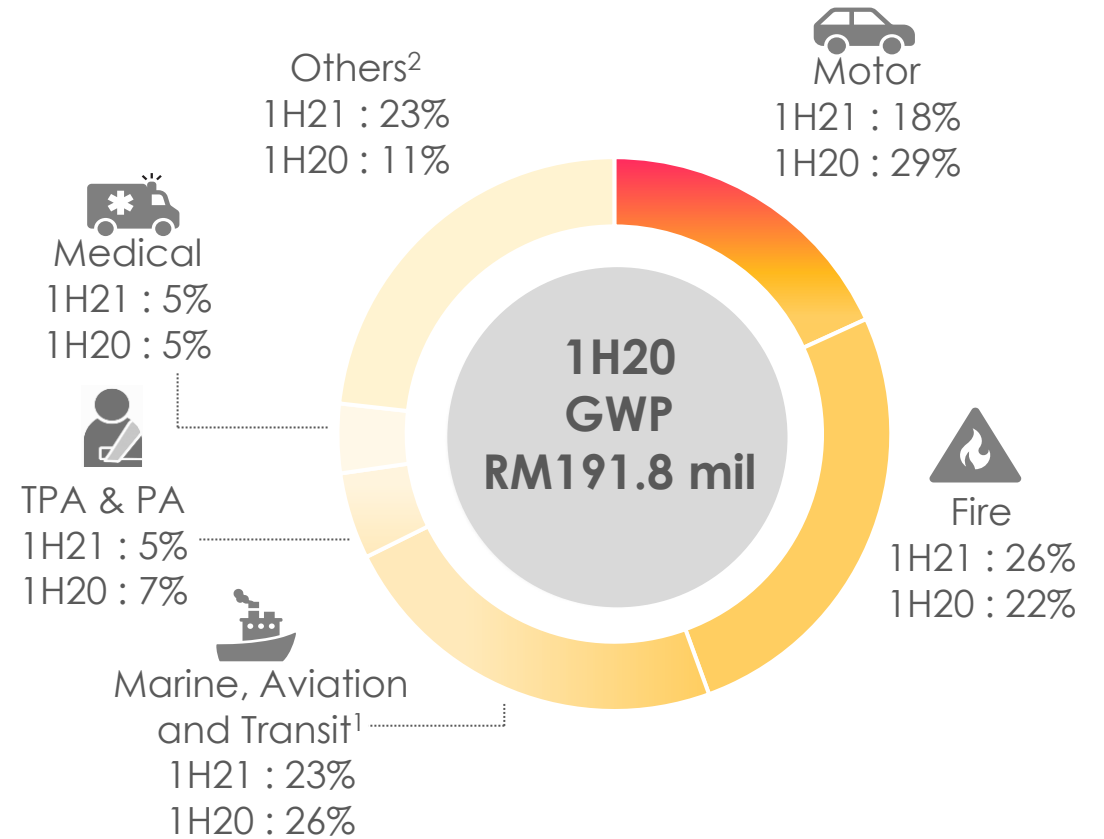
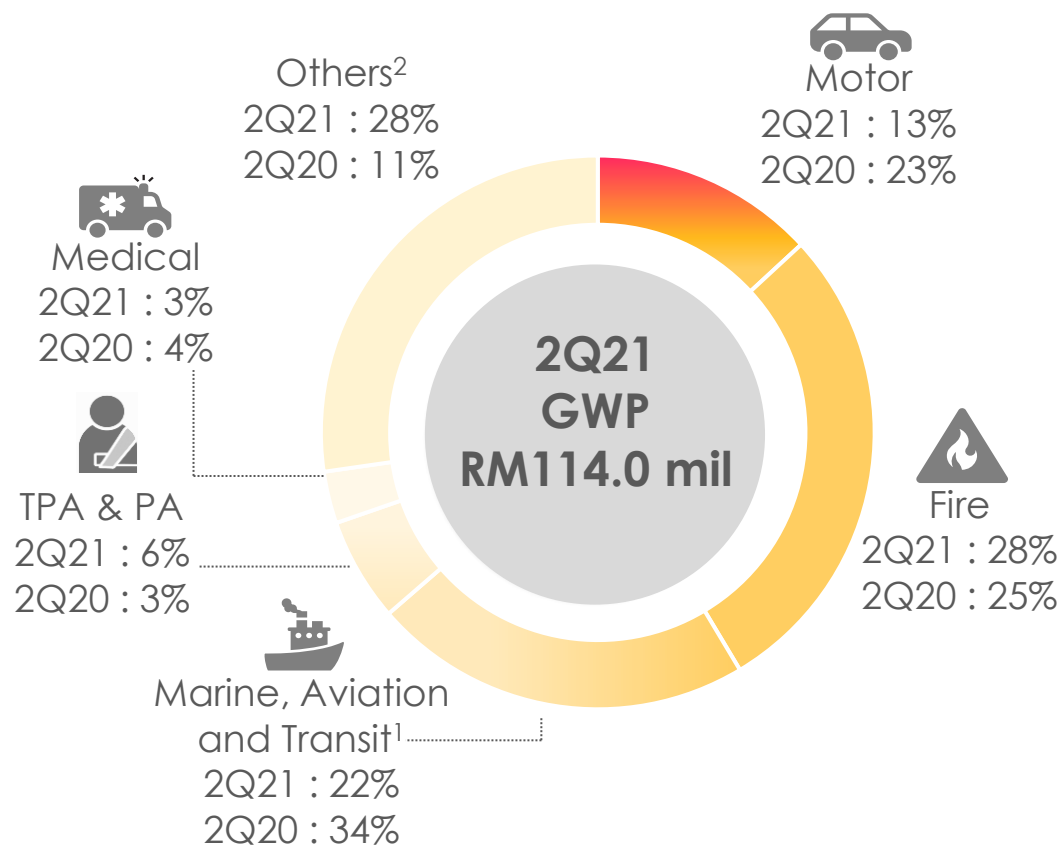


Profit after tax



Excluding the impact of **unrealised investment losses**, 1H21 would have recorded a PAT of RM10.7 mil.

TPM – Portfolio Mix



Notes:-

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

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



Appendix

TPT

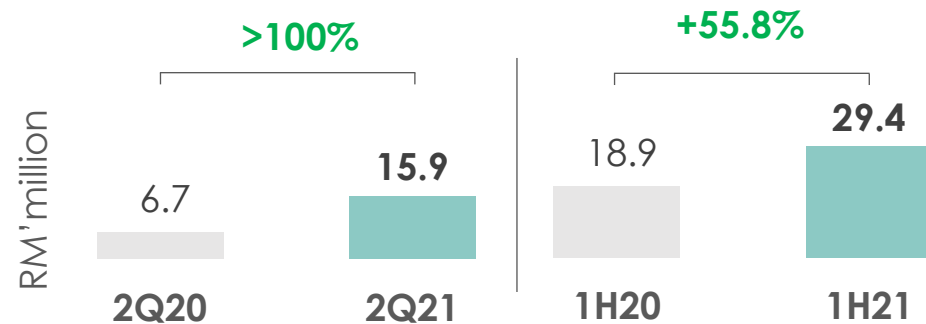
Insurance Simplified

TPT - 2Q/1H21 Financial Highlights

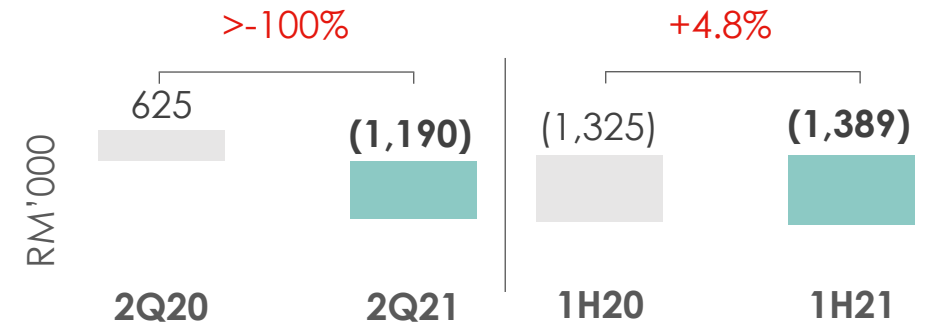


Share of losses mainly in relation to a group PA account.

Gross written premium



Share of results



- Excluding the impact of the account above, our 2Q21 and 1H21 share of results would have been positive at RM0.1 mil and RM0.2 mil respectively.
- Encouraging topline growth was mainly driven by the launch of new products.
- Our newly launched personal lines such as Tune iPass, Covid iPass, PA package and iSafe have a healthier underwriting performance.



Our key partners have

65 mil

customers leads that we could potentially reach out



- Our partnership diversification is progressing well with less dependency on AirAsia.

Abbreviations

AI	Artificial Intelligence	PA	Personal Accident
API	Application Programming Interface	PAT	Profit After Tax
ASEAN	Association of Southeast Asian Nations	RFID	Radio-Frequency Identification
B2B	Business-to-Business	QoQ	Quarter-On-Quarter
B2C	Business-to-Consumers	ROaA	Return On Average Assets
B2B2C	Business-to-Business-to-Consumers	ROaE	Return On Average Equity
CG	Corporate Governance	SME	Small and Medium Enterprise
ESG	Environment, Social and Governance	TPA	Travel Personal Accident
EPS	Earnings Per Share	TPG/Group	Tune Protect Group
FY	Financial Year	TPM	Tune Protect Malaysia
GWP	Gross Written Premium	TPR	Tune Protect Re Ltd
JV	Joint Venture	TPT	Tune Protect Thailand
ME	Management Expenses	U.A.E	United Arab Emirates
NEP	Net Earned Premium	YoY	Year-on-Year

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

3 key pillars definition

Health:- Medical & Health (Individual/Retail & Group Businesses inclusive)

Lifestyle:- Travel, PA, Fire & Home Content (Individual/Retail business)

SME:- Businesses related cover with a total sum insured not exceeding RM5 million

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