

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

REPORTS AND FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

Company No.

201001040438 (924363-W)

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(Incorporated in Malaysia)

**REPORTS AND FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019**

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DIRECTORS' REPORT

The Directors have pleasure in presenting their report together with the annual audited financial statements of the Company for the financial year ended 31 December 2019.

PRINCIPAL ACTIVITIES

The Company is engaged principally in the underwriting of all classes of general insurance business. There has been no significant change in the principal activity during the financial year.

FINANCIAL RESULTS

	RM'000
Profit after tax for the financial year	66,432

There were no material transfers to or from reserves or provisions during the financial year other than those disclosed in the financial statements.

In the opinion of the Directors, the results of the operations of the Company during the financial year were not substantially affected by any item, transaction or event of a material and unusual nature other than as disclosed in the financial statements.

SIGNIFICANT EVENT DURING THE FINANCIAL YEAR

On 14 August 2019, the Directors had approved the disposal of the Company's 25% ordinary shares in an associate, AIA PUBLIC Takaful Bhd. to its immediate holding company, AIA Bhd. for a total consideration of RM75,000,000 ("Disposal") following the corporate restructuring exercise at its immediate holding company in an effort to simplify its existing group structure. The Company and AIA Bhd. signed the Sale and Purchase Agreement in relation to the Disposal on 12 December 2019 and the sale consideration for the Disposal was satisfied in cash.

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DIRECTORS' REPORT (CONTINUED)

SUBSEQUENT EVENTS

In the beginning of 2020, the rapid spread of the COVID-19 has been declared a pandemic. Globally, increasing measures are being taken to contain it and these have led to a significant volatility in the financial markets and resulting in an adverse impact on the global business and economic activity. The significant disruptions have been observed in the Company's new business sales, and decelerating in values of investments have started to kick in by the end of first quarter 2020. As the situation is rapidly evolving, it is not practical to quantify the financial impact of the outbreak to the Company.

The Company is closely monitoring the developing situation and the potential impact of COVID-19 on its operations and financial position to ensure vigilant steps and appropriate actions could be taken on timely manner.

DIVIDENDS

No dividend was paid or declared by the Company since the date of the last financial year and the Directors do not recommend any dividend for the current financial year.

SHARE CAPITAL

There was no issuance of new ordinary shares during the financial year.

DIRECTORS

The Directors in office during the financial year and during the period from the end of the financial year to the date of the report are:

Ching Yew Chye @ Chng Yew Chye
Datuk Husni Zai bin Yaacob (Resigned on 10 January 2020)
Kang Ah Lai @ Kang Hak Koon
Khadijah binti Abdullah
Heng Zee Wang (Resigned on 8 May 2020)
Chong Kin Leong (Appointed on 10 January 2020)
Eric Chang Chee Heong (Appointed on 8 May 2020)

DIRECTORS' BENEFITS

During and at the end of the financial year, no arrangements subsisted to which the Company is a party with the object of enabling Directors of the Company to acquire benefits by means of the acquisition of shares in or debentures of the Company or any other body corporate.

Since the end of the previous financial period, no Director has received or become entitled to receive a benefit (other than the benefits shown under Directors' Remuneration in Note 25) by reason of a contract made by the Company or a related corporation with any Directors or with a firm of which the Director is a member, or with a company in which the Director has a substantial financial interest.

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DIRECTORS' REPORT (CONTINUED)

DIRECTORS' INTERESTS AND DEBENTURES

According to the register of Directors' shareholdings required to be kept under Section 59 of the Companies Act 2016, none of the Directors who held office at the end of the financial year held any shares or debentures in the Company or its subsidiaries or its holding company or subsidiaries of the holding company during the financial year except as follows:

	Number of ordinary shares			
	As at 1 January 2019	Acquired	Disposed	As at 31 December 2019
AIA Group Limited				
<u>Direct Interest</u>				
Heng Zee Wang	101,116	39,587	-	140,703
<u>Indirect Interest</u>				
Ching Yew Chye @ Chng Yew Chye	238,800	-	(21,800)	217,000

	Number of matching restricted stock purchase unit over ordinary shares under Employee Share Purchase Plan			
	As at 1 January 2019	Granted	Vested	As at 31 December 2019
AIA Group Limited				
Heng Zee Wang	3,191	734	(2,028)	1,897

	Number of restricted share units over ordinary shares			
	As at 1 January 2019	Granted	Vested	As at 31 December 2019
AIA Group Limited				
Heng Zee Wang	82,308	16,556	(36,402)	62,462

Matching restricted stock purchase units, restricted share units and share options are granted to certain employees, Directors and officers of the Company under the Employee Share Purchase Plan, Restricted Share Unit Scheme and Share Option Scheme of AIA Group Limited respectively. Details of the employee share purchase plan are set out in Note 33 to the financial statements.

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DIRECTORS' REPORT (CONTINUED)

IMMEDIATE AND ULTIMATE HOLDING COMPANIES

The Directors regard AIA Bhd., a company incorporated in Malaysia and AIA Group Limited ("AIAGL"), a company incorporated in Hong Kong and listed on the Stock Exchange of Hong Kong Limited, as the Company's immediate holding company and ultimate holding company respectively.

STATEMENT ON CORPORATE GOVERNANCE

The Board of Directors ("the Board") is satisfied that, the Company has complied with all the prescriptive requirements of, and adopts the Corporate Governance Policy Document, issued by Bank Negara Malaysia ("BNM").

(A) BOARD OF DIRECTORS

The brief profile of the Directors in office during the financial year and during the period from the end of the financial year to the date of the report are as follows:

1. Ching Yew Chye @ Chng Yew Chye (Chairman)
Independent Non-Executive Director

Mr Ching holds a Bachelor of Science (Honours) degree from the University of London, UK. Mr Ching has extensive consulting experience in retail and commercial banking as well as capital markets. Between 1997 and 2007, Mr Ching assumed various regional senior management roles in Accenture, including the roles of Managing Partner of the Financial Services Industry Group-Asia, Geographic Council Chairman-Asia and Managing Partner for the South Asia Region.

2. Datuk Husni Zai bin Yaacob (Resigned on 10 January 2020)
Independent Non-Executive Director

Datuk Husni holds a Bachelor of Science (Hons.) Resource Economics from University Putra Malaysia. Datuk Husni had served at Malaysian missions in the Philippines, Pakistan and United Kingdom and was an Ambassador of Malaysia to Kuwait and Ambassador of Malaysia to Thailand. Datuk Husni was appointed as the High Commissioner of Malaysia to Singapore on 23 August 2013 before his retirement from government service in 2016. Datuk Husni has over 34 years of experience and expertise in managing international relations as a diplomat and Senior Management team of the Malaysian Ministry of Foreign Affairs.

3. Kang Ah Lai @ Kang Hak Koon
Independent Non-Executive Director

Mr Kang is a Fellow of The Association of Chartered Certified Accountants, UK, a Member of the Malaysian Institute of Accountants, and an Associate of The Chartered Insurance Institute, UK. Between 1979 and 2000, Mr Kang served in various capacities in Finance and Business Operations, his last position being General Manager of the General Insurance Division of Sime AXA Assurance Bhd. He has also served as Chief General Insurance Officer of Prudential Malaysia and was a pioneer in starting Prudential's General Insurance business.

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

The brief profile of the Directors in office during the financial year and during the period from the end of the financial year to the date of the report are as follows: (continued)

4. Khadijah binti Abdullah
Independent Non-Executive Director

Khadijah Abdullah holds a Bachelor and Master's degree in Education from the University of London. She started her career in the education sector before moving into the corporate financial sector covering both banking and insurance industries for the past 20 years. Currently she is the CEO of the Education and Performance Delivery Unit which is focused on executing the Malaysia Education Blueprint. She has served on Advisory Councils as well as Board of Trustees at both local and international levels.

5. Heng Zee Wang (Resigned on 8 May 2020)
Executive Director

Zee Wang has the overall responsibility for developing and driving an integrated marketing strategy to bring to life AIA's brand promise of helping people live healthier, longer and better lives. This is achieved through key functions such as Product and Customer Marketing, AIA Vitality, Brand and Digital, Corporate Communications, and Business Analytics.

6. Chong Kin Leong (Appointed on 10 January 2020)
Independent Non-Executive Director

Mr Chong graduated in Accounting from the University of Malaya in 1981 and is a Member of the Malaysian Institute of Certified Public Accountants and the Malaysian Institute of Accountants. Mr Chong has more than 38 years of continuous work experience in all aspects of financial and business management in the corporate sector, financial institutions and auditing. His last position prior to retirement from full time executive functions was Chief Financial Officer of Genting Berhad, where he worked for 16 years.

7. Eric Chang Chee Heong (Appointed on 8 May 2020)
Executive Director

Mr. Chang holds a Bachelor of Communication (Honours) from Universiti Sains Malaysia. As the Chief Executive Officer of AIA General Berhad, he leads AIA's general insurance business which comprises personal accident, property and motor insurance, distributed through AIA's vast network of Life Planners, bank partners, telesales representatives, nationwide branches and directly to consumers online.

In promoting independent oversight by the Board, the tenure limit for Independent Directors is nine (9) years from the date of the Director's initial appointment. The Board is also discouraged from having more than eight (8) Directors. However, a maximum of ten (10) Directors may be allowed provided the additional Directors are Independent Directors.

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

During the financial year, a total number of twenty-two (22) Board and Board Committee Meetings were held, as set out below:

	Audit Committee	Risk Management Committee	Nominating Committee	Remuneration Committee	Board
Number of meetings	4	4	5	2	7

The Directors' attendance to the Board and Board Committee Meetings during the financial year was as follows:

Name of Director	Audit Committee	Risk Management Committee	Nominating Committee	Remuneration Committee	Board Meeting
Ching Yew Chye @ Chng Yew Chye	4/4	4/4	5/5	2/2	7/7
Datuk Husni Zai bin Yaacob (Resigned on 10 January 2020)	N/A	N/A	N/A	N/A	7/7
Kang Ah Lai @ Kang Hak Koon	4/4	4/4	5/5	2/2	7/7
Khadijah binti Abdullah	4/4	4/4	5/5	2/2	7/7
Heng Zee Wang (Resigned on 8 May 2020)	N/A	N/A	5/5	N/A	7/7
Chong Kin Leong (Appointed on 10 January 2020)	N/A	N/A	N/A	N/A	N/A
Eric Chang Chee Heong (Appointed on 8 May 2020)	N/A	N/A	N/A	N/A	N/A

The Board is responsible for the overall governance of the Company and discharges this responsibility through compliance with the FSA and Corporate Governance Policy Document issued by BNM and other directives, in addition to adopting other best practices on corporate governance.

The Board has an overall responsibility to lead the Company, including setting the strategic future direction, review viability of the corporate objective and overseeing the conduct and performance of business.

As at the date of the report, the Board comprises four Independent Non-Executive Directors and one Executive Director to enable a balanced and objective consideration of issues, hence facilitating optimal decision-making.

The Board met seven times during the financial year. All Directors in office at the end of the financial year complied with the 75% minimum attendance requirement at such meeting.

* N/A – Not Applicable (Not a Member)

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

The Members of the Board had attended briefings, conferences, seminars and trainings during the financial year, which include the following:

No.	Description
1.	AIA Bhd., AIA PUBLIC and AIA General Berhad Directors - Anti-Money Laundering/Counter Financing of Terrorism and IFRS 17 & IFRS 9 Briefing
2.	IMD Conference - LEAP : How to Thrive in a World Where Everything Can Be Copied
3.	Briefing on Actuarial Valuation of General Liabilities by Gary Hoo
4.	AIA Bhd., AIA PUBLIC & AIA General Berhad Directors - AIA Projects Overview & IFRS Training
5.	IT RISK Management Training for Board Members Of Member Companies
6.	Cyber Threat Awareness - What Boards Need to Know
7.	2nd PIDM - FIDE FORUM Annual Dialogue
8.	MFRS 17: Understanding Its Impact and Consequences Training Session
9.	IFRS Training by Finance
10.	Phishing Awareness Training for BOD - AIAB, APTB, AGB
11.	IIA Malaysia National Conference 2019
12.	International Directors Summit 2019
13.	MIA Conference 2019
14.	Enhancing Shariah Governance Training
15.	Malaysia's Healthiest Workplace Summit
16.	FIDE Open Enrolment Programme namely Raising Defences: Section 17A, MACC Act

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STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

The Members of the Board were also regularly updated on the issuance of new related Acts and regulations as well as the requirements to be observed both by the Company and Directors.

The Company provides an in-house orientation to newly appointed Directors and the Directors may request trainings on specific subjects in facilitating the Directors to discharge their duties effectively. On an annual basis, the Nominating Committee will conduct annual review of trainings attended by the Directors during each financial year.

To support sound corporate governance and processes, the Board formed various Board Committees namely the Nominating Committee, the Remuneration Committee, the Risk Management Committee and the Audit Committee ("the Committees") in accordance with the requirements of BNM's Corporate Governance Policy Document.

The roles and members of the Committees are as provided below.

Nominating Committee

As at the date of this report, the Nominating Committee ("NC") comprises five (5) members as follows:

Khadijah binti Abdullah	Chairperson (Independent Non-Executive)
Ching Yew Chye @ Chng Yew Chye	Member (Independent Non-Executive)
Kang Ah Lai @ Kang Hak Koon	Member (Independent Non-Executive)
Chong Kin Leong (Appointed on 10 January 2020)	Member (Independent Non-Executive)
Eric Chang Chee Heong (Appointed on 8 May 2020)	Member (Executive)

The objective of the NC is to establish a documented, formal and transparent procedure for the appointment of Directors, Chief Executive Officer ("CEO") and Key Senior Officers ("KSOs") and to assess the effectiveness of individual Directors, the Board as a whole (including various committees of the Board), CEO and KSOs on an on-going basis.

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STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Nominating Committee (continued)

The principal duties and responsibilities of the NC are:

- (a) establishing the minimum requirements of the Directors and senior management at the time of appointment and on a continuing basis;
- (b) establishing and regularly reviewing succession plans for senior management and the Board to promote the Board's renewal and address any vacancies;
- (c) ensuring that the composition of the board and the designated board-level committee should include at least a member with technology experience and competencies;
- (d) establishing a rigorous process for the appointment and removal of Directors, CEO and senior officers. The process must involve the assessment of candidates against the minimum requirements as set out in the Corporate Governance Policy Document to maintain the engagement between a candidate and the Committee and to ascertain the suitability of each candidate for the Board;
- (e) assessing against the minimum requirements for each senior management and Director on an annual basis, and as and when the Board becomes aware of information that may materially compromise the individual/Director's fitness and propriety, or any circumstance that suggests that the Director is ineffective, errant or otherwise unsuited to carry out his responsibilities;
- (f) recommending and assessing the appointment and reappointment of Directors and senior management as per the minimum requirements as set out in the Corporate Governance Policy Document before an application for approval is submitted to BNM;
- (g) assessing the Board and the Board Committees in terms of the appropriate size that promotes effective deliberation and encourages the active participation of all Directors and allows the work of the various Board Committees to be discharged without giving rise to an over-extension of Directors that are required to serve on multiple Board Committees; and
- (h) assessing the performance and effectiveness of the Board, the Board Committees and individual Directors. This is important to enable the Board to identify areas for professional development and process improvements, having regard to the changing needs of the Company.

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Remuneration Committee

As at the date of this report, the Remuneration Committee ("RC") comprises four (4) members as follows:

Khadijah binti Abdullah	Chairperson (Independent Non-Executive)
Kang Ah Lai @ Kang Hak Koon	Member (Independent Non-Executive)
Ching Yew Chye @ Chng Yew Chye	Member (Independent Non-Executive)
Chong Kin Leong (Appointed on 10 January 2020)	Member (Independent Non-Executive)

The objective of the RC is to provide a formal and transparent procedure for developing a remuneration policy for Directors, CEO and KSOs and ensuring that their compensation is competitive and consistent with the Company's culture, objectives and strategy.

The principal duties and responsibilities of the RC are to review and assess:

- (a) the remuneration policy of the Company which must be approved by the Board, which must be subject to periodic Board's review, including when material changes are made to the policy.
- (b) the remuneration for each Director, members of senior management and other material risk taker must be approved by the Board annually. The Company must maintain and regularly review a list of officers who fall within the definition of "other material risk takers".
- (c) the overall remuneration system for the Company which must:
 - (i) be subject to the Board's active oversight to ensure that the system operates as intended;
 - (ii) be in line with the business and risk strategies, corporate values and long-term interests of the Company;
 - (iii) promote prudent risk-taking behaviour and encourage individuals to act in the interests of the Company as a whole, taking into account the interests of its customers; and
 - (iv) be designed and implemented with input from the control functions and the Board's Risk Management Committee to ensure that risk exposures and risk outcomes are adequately considered.

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STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Remuneration Committee (continued)

The principal duties and responsibilities of the RC are to review and assess: (continued)

- (d) the remuneration for individuals which must be aligned with prudent risk-taking. Hence, remuneration outcomes must be symmetric with risk outcomes. This includes ensuring that:
- (i) remuneration is adjusted to account for all types of risk, and must be determined by both quantitative measures and qualitative judgement;
 - (ii) the size of the bonus pool is linked to the overall performance of the Company;
 - (iii) incentive payments are linked to the contribution of the individual and business unit to the overall performance of the Company;
 - (iv) bonuses are not guaranteed, except in the context of sign-on bonuses; and
 - (v) for members of senior management and other material risk takers:
 - a portion of remuneration consists of variable remuneration to be paid on the basis of individual, business-unit and institution-wide measures that adequately assess performance; and
 - the variable portion of remuneration increases along with the individual's level of accountability.
- (e) the remuneration payout schedules which must reflect the time horizon of risks and take account of the potential for financial risks to crystallise over a longer period of time. As such, the Company must adopt a multi-year framework to measure the performance of members of senior management and other material risk takers. Such a framework must provide for:
- (i) the deferment of payment of a portion of variable remuneration to the extent that risks are realised over long periods, with these deferred portions increasing along with the individual's level of accountability;
 - (ii) the calibration of an appropriate mix of cash, shares, share-linked instruments, and other forms of remuneration to reflect risk alignment; and
 - (iii) adjustments to the vested and unvested portions of variable remuneration (through malus, clawbacks and other reversals or downward revaluations of awards) in the event of bad performance of the business unit or institution attributable to the individual or if he commits serious legal, regulatory or internal policy breaches.
- (f) the incentive structure to ensure that:
- (i) variables used to measure risk and performance outcomes of an individual relate closely to the level of accountability of that individual;
 - (ii) the determination of performance measures and variable remuneration considers that certain indicators (such as share prices) may be influenced in the short term by factors like market sentiment or general economic conditions which are not specifically related to the Company's performance or an individual's actions, and the use of such indicators does not create incentives for individuals to take on excessive risk in the short term; and
 - (iii) members of senior management and other material risk takers commit not to undertake activities (such as personal hedging strategies and liability-related insurance) that will undermine the risk alignment effects embedded in their remuneration.

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STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Risk Management Committee

As at the date of this report, the Risk Management Committee ("RMC") comprises four (4) members as follows:

Kang Ah Lai @ Kang Hak Koon	Chairman (Independent Non-Executive)
Ching Yew Chye @ Chng Yew Chye	Member (Independent Non-Executive)
Khadijah binti Abdullah	Member (Independent Non-Executive)
Chong Kin Leong (Appointed on 10 January 2020)	Member (Independent Non-Executive)

The objective of the RMC is to oversee the senior management's activities in managing the key risk areas of the Company and to ensure that an appropriate risk management process is in place and functioning effectively.

The principal duties and responsibilities of the RMC are:

- (a) ensuring that the Company's corporate objectives are supported by a sound risk strategy and an effective risk management framework that is appropriate to the nature, scale and complexity of its activities;
- (b) providing effective oversight of senior management's actions to ensure consistency with the risk strategy and policies approved by the Board, including the risk appetite framework;
- (c) ensuring senior management oversight in the day-to-day management of the financial institution's activities is consistent with the risk strategy, including the risk appetite and policies approved by the Board;
- (d) ensuring that the risk management framework enables the identification, measurement and continuous monitoring of all relevant and material risks on a group and firm-wide basis, supported by robust management information systems that facilitate the timely and reliable reporting of risks and the integration of information across the institution. The sophistication of the Company's risk management framework must keep pace with any changes in the institution's risk profile (including its business growth and complexity) and the external risk environment;
- (e) ensuring that the risk management is well-integrated throughout the organisation and embedded into the culture and business operations of the institution;
- (f) establishing an independent senior risk executive role (chief risk officer or its equivalent) with distinct responsibility for the risk management function and the institution's risk management framework across the entire organisation. The executive must have sufficient stature, authority and seniority within the organisation to meaningfully participate in and be able to influence decisions that affect the Company's exposures to risk;
- (g) establishing and maintaining an effective risk management function with sufficient authority, stature, independence, resources and access to the Board;

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STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Risk Management Committee (continued)

The principal duties and responsibilities of the RMC are: (continued)

- (h) effectively implementing the risk management framework that is reinforced with an effective compliance function and subjected to an independent internal audit review;
- (i) ensuring that the Company has appropriate mechanisms in place for communicating risks across the organisation and for reporting risk developments to the Board and senior management;
- (j) ensuring that the executive remuneration is aligned with prudent risk-taking and appropriately adjusted for risks. The Board must actively oversee the institution's remuneration structure and its implementation, and must monitor and review the remuneration structure to ensure that it operates as intended;
- (k) ensuring that the Board and senior management are aware of and understand the Company's operational and organisational structure and the risks it poses and be satisfied that it is not overly complex or opaque such that it hampers effective risk management by the Company;
- (l) ensuring that the Board and senior management understand the purpose, structure and unique risks of operations when the Company operates through special-purpose structures. Appropriate measures must be undertaken to mitigate the risks identified;
- (m) establishing and approving the technology risk appetite and risk tolerance;
- (n) overseeing the adequacy of the Company's IT and cybersecurity strategic plans covering a period of no less than three years;
- (o) overseeing the effective implementation of a sound and robust technology risk management framework and cyber resilience framework; and
- (p) discussing cyber risks and related issues, including the strategic and reputational risks associated with a cyber-incident.

Audit Committee

As at the date of this report, the Audit Committee ("AC") comprises four (4) members as follows:

Kang Ah Lai @ Kang Hak Koon	Chairman (Independent Non-Executive)
Ching Yew Chye @ Chng Yew Chye	Member (Independent Non-Executive)
Khadijah binti Abdullah	Member (Independent Non-Executive)
Chong Kin Leong (Appointed on 10 January 2020)	Member (Independent Non-Executive)

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Audit Committee (continued)

The primary objective of the AC is to ensure the integrity and transparency of the financial reporting process.

The principal duties and responsibilities of the AC are:

- (a) ensuring that the internal audit department is distinct and has the appropriate status within the overall organisational structure for the internal auditors to effectively accomplish their audit objectives;
- (b) reviewing and concurring the annual audit plan, audit charter and annual budget of the internal audit department and the appointment of the external auditors;
- (c) ensuring that internal audit staff have free and unrestricted access to the Company's records, assets, personnel or processes relevant to and within the scope of the audits;
- (d) reviewing various relationships between the external auditors and the Company or any other entity that may impair or appear to impair the external auditors' judgement or independence in respect of the Company;
- (e) maintaining regular, timely, open and honest communication with the external auditors, and require the external auditors to report to the AC on significant matters;
- (f) reviewing with the external auditors that appropriate audit plans are in place and the scope of the audit plans reflect the terms of the engagement letter;
- (g) reviewing with the external auditors on the financial statements and discussing the findings and issues arising from their work done, including but not limited to, any opinions or qualifications, significant/material changes and fluctuations reported therein;
- (h) audit reports, including obligation reports to BNM and discuss the findings and issues arising from the external audit;
- (i) ensuring that management's remediation efforts with respect to all findings and recommendations are resolved effectively and in a timely manner;
- (j) approving the provision of non-audit services by the external auditors and ensuring that the level of provision of non-audit services is compatible with maintaining auditor independence;
- (k) reviewing the Chairman's statement, interim financial reports, preliminary announcements and corporate governance disclosures in the Directors' Report (where applicable);
- (l) reviewing any related party transactions and conflicts of interest situations that may arise including any transaction, procedure or conduct that raises questions of management integrity;
- (m) ensuring that the Company's accounts are prepared and published in a timely and accurate manner for regulatory, management and general reporting purposes;

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DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(A) BOARD OF DIRECTORS (CONTINUED)

Audit Committee (continued)

The principal duties and responsibilities of the AC are: (continued)

- (n) monitoring compliance with the Board's conflict of interest policy which would include monitoring the items set out below:
 - (i) identifying circumstances which constitute or may give rise to conflicts of interests;
 - (ii) clearly defining the process for Directors to keep the Board informed on any change of circumstances that may give rise to a conflict of interest;
 - (iii) identifying those responsible for maintaining updated records on each Director's conflicts of interest; and
 - (iv) articulating how any non-compliance with the policy will be addressed.
- (o) reviewing third-party opinions on the design and effectiveness of the Company's internal control framework.

The AC has the authority to investigate any matter within its terms of reference and has unlimited access to all information and documents relevant to its activities, to the internal and external auditors, and to employees and agents of the Company.

During the financial year, the AC members have met twice with the external auditors without the presence of the management.

(B) MANAGEMENT ACCOUNTABILITY

The Company has an organisational structure that clearly establishes the job descriptions, authority limits and other operating boundaries of each management and executive employees and formal performance appraisal is done annually. Information is effectively communicated to the relevant employees within the Company. The Company has a formal and transparent procedure for developing policy on executive remuneration. None of the Directors and senior management of the Company has, in any circumstances, conflict of interest referred to in Sections 54 and 55 of the FSA.

The management meets all prescriptive requirements under this section, and has already adopted best practices in the areas of organisational structure and allocation of responsibilities, conflicts of interest, goal setting and the area of communication.

(C) CORPORATE INDEPENDENCE

All material related party transactions are conducted on agreed terms as specified under BNM's Guidelines on Related-Party Transactions and BNM's Corporate Governance Policy Document. Related parties' transactions and balances have been disclosed in the financial statements in compliance with Malaysian Financial Reporting Standards and International Financial Reporting Standards.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(D) INTERNAL CONTROL FRAMEWORK

The Board has overall responsibility for ensuring that the Company maintains an adequate system of internal control and risk management and for reviewing its effectiveness. Enterprise Risk Management, Compliance and Internal Audit functions, among others, provide assessment, reporting and assurance on the effectiveness of the Company's policies and operations as well as its compliance with legal and regulatory obligations.

Such processes are designed to manage rather than eliminate the risk of failure to achieve business objectives, and can only provide reasonable and not absolute assurance against material misstatement or loss.

The criteria applied by the Directors in judging the effectiveness of these controls are that they allow the maximisation of shareholders' value by exploiting business opportunities whilst ensuring that risks are properly identified and managed. The controls are regularly reviewed to ensure that they enable the proper management of business risks without so restricting efficiency and entrepreneurial nature that they inhibit proper running of the business.

The Company has a management structure with clear lines of responsibility and accountability, staffed by appropriate personnel. The Board is responsible for setting the overall strategy and reviewing the performance of the Company.

The day to day running of the Company's operations is managed by the Company's Management Committee, chaired by the CEO. This team is also responsible for the recommendation to the Board of the Company's strategy and its subsequent implementation, for ensuring that appropriate internal controls are in place to manage and assess risk and that they are fully complied with.

The fundamental elements of the Company's internal control and risk management framework are described below:

1. Structure and reporting

A clear organisational structure exists, detailing lines of authority and control responsibilities. The professionalism and competence of staff is maintained both through rigorous recruitment policies and a performance appraisal system which establishes targets, reinforces accountability and awareness of controls, and identifies appropriate training requirements. Action plans are prepared and implemented to ensure that staff develop and maintain the required skills to fulfil their responsibilities, and that the Company can meet its future management requirements.

2. Approval procedures

The Company has delegated authority structures that ensure that decisions are taken at an appropriate level, with an appropriate level of input by internal and external expert advisers. The delegated authority structure prescribes financial limits of approval at each level and requires decisions with significant financial, legal or reputational impact for the Company to be approved by the Board.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(D) INTERNAL CONTROL FRAMEWORK (CONTINUED)

The fundamental elements of the Company's internal control and risk management framework are described below: (continued)

3. Operating philosophy

The Company has identified and adopted the following Operating Philosophy as being about "Doing the Right Thing, in the Right Way, with the Right People.....And the results will come". Underlying this Operating Philosophy are 12 Operating Principles that help guide and shape our employees' actions and behaviours, informing how we interact with one another and how we behave externally with our customers, shareholders and other stakeholders, including the community at large.

4. Corporate policies, values and compliance

There are various policies and procedures in place as internal control to govern the operations of the Company. The following policies have been adopted by the Company:

- (a) AIA Code of Conduct: AIA Code of Conduct lays the foundation for good business decisions and guides staff and agents in conducting business honourably, ethically and with utmost professionalism. The Code specifies the standards of behaviour to which every AIA employee and stakeholder is expected to adhere. The Code guides us on compliance, ethics and risk issues and allows us to contribute positively to the societies where we operate.
- (b) Whistleblower Protection Policy: Whistleblower Protection Policy aims to establish corporate values and culture that support ethical behaviour and to assure confidentiality and non-retaliation to whistleblowers. Every employee has the obligation to report unethical behaviour or suspected violations of law or company policy connected with AIA Group business activities.
- (c) Anti-Fraud Policy: The Company is committed to conducting all of its business with the highest level of ethics and integrity. To uphold this commitment and in particular, a zero-tolerance approach to fraud, the Company requires adherence to this Anti-Fraud Policy. The policy is intended to reinforce management procedures designed to aid in the prevention, detection and investigation of fraud, thereby safeguarding the Company's assets and providing protection from the legal and reputational consequences of fraudulent activities.
- (d) Anti-Corruption Policy: The Company is committed to conducting all of its business in an honest and ethical manner. Bribery or any improper payment to gain an advantage in any situation is never acceptable and may have serious legal, reputation and regulatory implications for the Company. The Anti-Corruption Policy also makes good business sense.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(D) INTERNAL CONTROL FRAMEWORK (CONTINUED)

The fundamental elements of the Company's internal control and risk management framework are described below: (continued)

4. Corporate policies, values and compliance (continued)

These controls that are embedded in the Company as a result of the adoption of the policies are designed to manage rather than eliminate the risk of failure to achieve business objectives due to circumstances which may reasonably be foreseen and can only provide reasonable and not absolute assurance against material misstatement or loss.

The Company recognises the importance of sound risk management in every aspect of our business and for all our stakeholders. For the Company's policyholders, it provides the security of knowing that the Company will always be there for them; for the Company's investors, it is key to protecting and enhancing the long-term value of their investment. Also for the regulators, the Company is supportive of industry growth and the public's trust in the industry.

While effective risk management is vital to any organization, it goes to the core of a general insurance business where it is a main driver of value. The Company's Risk Management Framework ("RMF") does not seek to eliminate all risks but rather to identify, understand and manage them within acceptable limits in order to support the creation of long-term value.

The Company's RMF is built around developing an appropriate and mindful risk culture at every level of the organisation in support of the Company's strategic objectives. The RMF provides the Company with appropriate tools, processes and capabilities for the identification, assessment and where requires, upward referral of identified material risks for further evaluation.

The RMF consists of the following components:

(i) Risk Culture

The RMF recognises the importance of risk culture in the effective management of risks. Risk culture defines the Company's attitude to risks and ensures its remuneration structure promotes the right behaviour. The Board and senior management is committed to fostering a corporate culture which promotes proactive risk management.

(a) Accountability

A key component of the risk culture is accountability. The respective business functions in the Company are owners of the risks arising from within their areas and is responsible for managing risks. The Company's Head of Enterprise Risk Management has overall accountability for the Enterprise Risk Management function with primary reporting line to AIA Bhd.'s Chief Risk Officer ("CRO") and a secondary reporting line to the CEO. This structure ensures independence of the Enterprise Risk Management and Compliance functions and allows the CRO full access to business discussions so as to provide risk management perspectives and insights.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(D) INTERNAL CONTROL FRAMEWORK (CONTINUED)

The RMF consists of the following components: (continued)

(i) Risk Culture (continued)

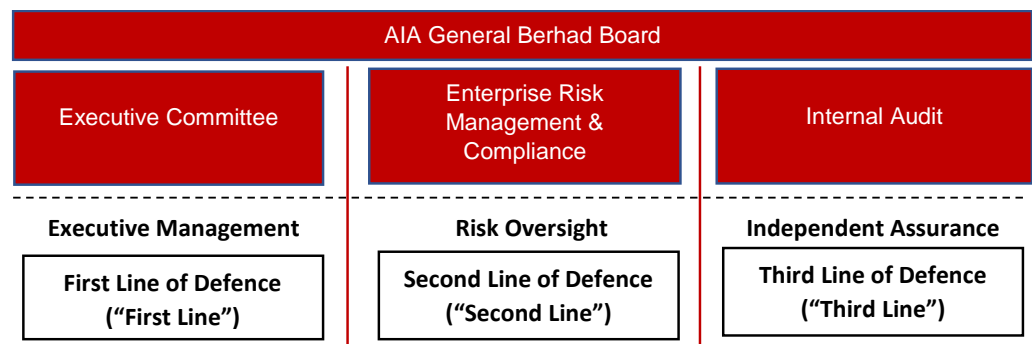
(b) Remuneration

The Company's executive remuneration structure ensures appropriate consideration of the RMF within a strong performance-oriented culture. This is supported by a performance management system where all staff are measured on 'how' as well as 'what' they deliver. This structure places significant emphasis on conduct as well as achievement, and is consistent with the Company's fundamental Operating Philosophy of "Doing the Right Thing, in the Right Way, with the Right People.... And the results will come".

(ii) Risk Management Process

In order to encourage good management and to embed a culture of iterative process of continuous improvement, all business functions must incorporate the four key risk management process in their activities to identify, quantify, manage and monitor the risk exposures. This ensures that risk reviews undertaken by the Company are appropriate and contributing to optimise business decisions.

(iii) Risk Governance



The Company's Risk Governance Framework is built on the "Three Lines of Defence" model. With regard to risk management, the objective is to ensure that an appropriate framework is in place, including an independent system of checks and balances, to provide assurance that risks are identified, assessed, managed and governed properly. The framework clearly defines roles and responsibilities for the management of risk between the Executive Management ("First Line"), Enterprise Risk Management & Compliance ("Second Line") and Internal Audit ("Third Line") functions. While each line of defence is independent from the others, they work closely to ensure effective oversight.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(D) INTERNAL CONTROL FRAMEWORK (CONTINUED)

The RMF consists of the following components: (continued)

(iii) Risk Governance (continued)

The First Line is made up of the business decision-takers who are responsible for ensuring that effective and appropriate processes, limits and controls are in place at all times to effectively identify, assess and manage risk in a manner consistent with the RMF. In particular, the amount of risk taken at each level of the organisation must be consistent with the risk appetite and in accordance with approved risk policies and procedures.

The Second Line consists of the Enterprise Risk Management and Compliance functions. These functions are independent of the First Line and are responsible for overseeing First Line activities and ensuring that the Company adheres to its own high standards. The Second Line works consultatively with the First Line to support the business in achieving its objectives whilst operating within the risk appetite limits.

The Third Line is Group Internal Audit ("GIA") function, which reports to the Audit Committee of the Board. GIA is responsible for providing independent assurance over the effectiveness of key internal controls and makes recommendations based on the audit findings.

The Three Lines of Defence converge at the Board, which retains overall responsibility for the Company's RMF.

(iv) Risk Appetite Framework

The Company's Risk Appetite Framework is the foundation of its risk management practices. It establishes the risk boundaries within which the business will operate and sets stakeholder expectations in regard to the risk being run in the Company.

(v) Risk Landscape

The Company maintains a detailed risk taxonomy to ensure all risks are identified and systematically managed. Under the Company's RMF, the Company adopts a common language in the description of risks to proactively manage a wide spectrum of financial and non-financial risks.

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AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(E) REMUNERATION POLICY

The AIA Group's Remuneration Guidelines, Philosophy and Standards applies to the Company and guide the design, operation and management of remuneration programmes. The elements of the remuneration policy applied are compensation (fixed and variable), benefits, performance and recognition.

There are KSOs, Key Responsible Persons ("KRPs") and Senior Management Team ("SMT") which forms the senior management of the Company, the roles include:

- i. Chief Executive Officer;
- ii. Head of Finance;
- iii. Head of Operation and Product Management;
- iv. Head of Distribution & Partnerships;
- v. Associate Director, Enterprise Risk Management; and
- vi. Senior Manager, Compliance.

The Company conducts yearly overall Salary Increment ("SI"), overall Short Term Incentive ("STI") Payout, Long Term Incentive ("LTI") Scheme Grant and Nominations and Total Compensation Review ("TCR") for the senior management. The yearly exercise were recommended by the CEO (excluding that of the CEO) and reviewed and approved by the CEO of AIA Malaysia and the Regional Chief Executive of AIA Group. The proposal is then tabled to the Remuneration Committee and the Board for approval.

The remuneration programmes should be market competitive, transparent and within prudent risk limits to attract and retain best talents in financial services industry. The compensation comprises of fixed pay and variable pay. Variable pay refers to discretionary pay or pay-at-risk which is cash based and does not consist of shares or non-cash instrument. Market competitiveness ensures remuneration is aligned with the relevance of the market movement and the overall target market position of the Company will be at market median.

Remunerations are determined based on individual performance as well as the Company's performance. The Performance Development Dialogue platform used by the Company in assessing the employees' performance include both "What" and "How". "What" refers to results an employee achieved, aligned with strategic priorities which help achieve the Company's business goal. On the other hand, "How" refers to behaviours an employee demonstrated to achieve the results, guided by the Company's Operating Philosophy of "Doing the Right Thing, in the Right Way, with the Right People And the results will come". Both "What" and "How" are equally important and taken into consideration in determining the employees' remuneration for the financial year.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

STATEMENT ON CORPORATE GOVERNANCE (CONTINUED)

(E) REMUNERATION POLICY (CONTINUED)

The Directors' remuneration for the financial year is required to be tabled to the Remuneration Committee, Board and Members of the Company for approval. Set out below is the breakdown of the total amount of remuneration for the following Directors during the financial year:

Name of Director	Fixed Remuneration (RM)	Variable Remuneration (RM)	Total Remuneration (RM)
Ching Yew Chye @ Chng Yew Chye	160,000	29,000	189,000
Datuk Husni Zai bin Yaacob	70,000	13,000	83,000
Kang Ah Lai @ Kang Hak Koon	158,000	34,000	192,000
Khadijah binti Abdullah	154,000	34,000	188,000
TOTAL	542,000	110,000	652,000

The Directors and Officers' liability insurance is taken and borne by AIA Bhd. covering all Directors and Officers of the Company and its related companies incorporated in Malaysia, collectively.

The senior management's remuneration for the financial year was tabled to the Remuneration Committee and the Board for approval. The breakdown of the total amount of remuneration for the senior management during the financial year are as follows:

Total value of remuneration awards for the financial year	Unrestricted (RM)	Deferred (RM)
Fixed remuneration		
• Cash-based	3,859,297	-
• Shares and share-linked instruments	-	-
• Other	760,661	-
Variable remuneration		
• Cash-based	-	-
• Shares and share-linked instruments	-	-
• Other	-	-

(F) PUBLIC ACCOUNTABILITY

As a custodian of public funds, the Company's dealings with the public are always conducted fairly, honestly and professionally. The Company meets all prescriptive and best practice requirements under this section relating to unfair practices.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

OTHER STATUTORY INFORMATION

- (a) Before the financial statements of the Company were prepared, the Directors took reasonable steps to ascertain that:
- (i) proper action had been taken in relation to the writing off of bad debts and the making of allowance for doubtful debts and satisfied themselves that all known bad debts had been written off and that adequate impairment losses had been made for doubtful debts; and
 - (ii) any current assets which were unlikely to be realised in the ordinary course of business including the values of current assets as shown in the accounting records of the Company have been written down to an amount which the current assets might be expected to realise.
- (b) At the date of this report, the Directors of the Company are not aware of any circumstances:
- (i) which would render the amounts written off for bad debts or the amount of impairment losses or allowance for doubtful debt in the Company inadequate to any substantial extent; or
 - (ii) which would render the values attributed to current assets in the financial statements of the Company misleading; or
 - (iii) which have arisen which would render adherence to the existing method of valuation of assets or liabilities of the Company misleading or inappropriate; or
 - (iv) not otherwise dealt with in this report or the financial statements of the Company that would render any amount stated in the financial statements misleading.
- (c) As at the date of this report, there does not exist:
- (i) any charge on the assets of the Company which has arisen since the end of the financial year which secures the liabilities of any other person; and
 - (ii) any contingent liability of the Company which has arisen since the end of the financial year.
- (d) In the opinion of the Directors:
- (i) no contingent or other liability has become enforceable or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Directors, will or may substantially affect the ability of the Company to meet their obligations as and when they fall due; and
 - (ii) no item, transaction or event of a material and unusual nature has arisen in the interval between the end of the financial year and the date of this report which is likely to affect substantially the results of the operations of the Company for the financial year in which this report is made; and
 - (iii) the results of the operations of the Company during the financial year were not substantially affected by any item, transaction or event of a material and unusual nature.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

DIRECTORS' REPORT (CONTINUED)

OTHER STATUTORY INFORMATION (CONTINUED)

For the purpose of paragraphs (c) and (d), contingent and other liabilities do not include liabilities arising from insurance contracts underwritten in the ordinary course of business of the Company.

- (e) Before the income statement and statement of financial position of the Company were made out, the Directors took reasonable steps to ascertain that there were adequate provisions for its insurance contract liabilities in accordance with the valuation methods specified in Part D of the Risk-Based Capital ("RBC") Framework for Insurers.

AUDITORS' REMUNERATION

Details of auditors' remuneration are set out in Note 25 to the financial statements.

INSURANCE AND INDEMNITY COST

There was no indemnity given to, or insurance effected for auditors of the Company in respect of the liability for any act omission in their capacity as auditor of the Company during the financial year.

AUDITORS

The auditors, PricewaterhouseCoopers PLT (LLP0014401-LCA & AF 1146), have expressed their willingness to accept re-appointment as auditors.

This report was approved by the Board of Directors on 20 May 2020. Signed on behalf of the Board of Directors:

KANG AH LAI @ KANG HAK KOON
DIRECTOR

ERIC CHANG CHEE HEONG
DIRECTOR

Kuala Lumpur

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

STATEMENT BY DIRECTORS
PURSUANT TO SECTION 251(2) OF THE COMPANIES ACT 2016

We, Kang Ah Lai @ Kang Hak Koon and Eric Chang Chee Heong, two of the Directors of AIA General Berhad, do hereby state that, in the opinion of the Directors, the accompanying financial statements set out on pages 30 to 115 are drawn up so as to give a true and fair view of the financial position of the Company as at 31 December 2019 and financial performance of the Company for the financial year ended 31 December 2019 in accordance with the Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of the Companies Act 2016 in Malaysia.

Signed on behalf of the Board of Directors in accordance with a resolution of the Directors dated on 20 May 2020.

KANG AH LAI @ KANG HAK KOON
DIRECTOR

ERIC CHANG CHEE HEONG
DIRECTOR

Kuala Lumpur

STATUTORY DECLARATION PURSUANT TO
SECTION 251(1) OF THE COMPANIES ACT 2016

I, Lai Ann Nee, the officer primarily responsible for the financial management of AIA General Berhad, do solemnly and sincerely declare that, the financial statements set out on pages 30 to 115 are, to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.

LAI ANN NEE

Subscribed and solemnly declared by the abovenamed at Kuala Lumpur in the Federal Territory on 20 May 2020.

Before me:

COMMISSIONER FOR OATHS



INDEPENDENT AUDITORS' REPORT
TO THE MEMBER OF AIA GENERAL BERHAD
(Incorporated in Malaysia)
Company No. 201001040438 (924363-W)

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Our opinion

In our opinion, the financial statements of AIA General Berhad (“the Company”) give a true and fair view of the financial position of the Company as at 31 December 2019, and of its financial performance and its cash flows for the financial year then ended in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of the Companies Act 2016 in Malaysia.

What we have audited

We have audited the financial statements of the Company, which comprise the statement of financial position as at 31 December 2019, and the income statement, statement of comprehensive income, statement of changes in equity and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies, as set out on pages 30 to 115.

Basis for opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under those standards are further described in the “Auditors’ responsibilities for the audit of the financial statements” section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and other ethical responsibilities

We are independent of the Company in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants (“By-Laws”) and the International Ethics Standards Board for Accountants’ Code of Ethics for Professional Accountants (“IESBA Code”), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.



INDEPENDENT AUDITORS' REPORT
TO THE MEMBER OF AIA GENERAL BERHAD (CONTINUED)
(Incorporated in Malaysia)
Company No. 201001040438 (924363-W)

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS (CONTINUED)

Information other than the financial statements and auditors' report thereon

The Directors of the Company are responsible for the other information. The other information comprises the Directors' Report, but does not include the financial statements of the Company and our auditors' report thereon.

Our opinion on the financial statements of the Company does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements of the Company, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements of the Company or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the financial statements

The Directors of the Company are responsible for the preparation of the financial statements of the Company that give a true and fair view in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of the Companies Act 2016 in Malaysia. The Directors are also responsible for such internal control as the Directors determine is necessary to enable the preparation of financial statements of the Company that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Company, the Directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Company as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



INDEPENDENT AUDITORS' REPORT
TO THE MEMBER OF AIA GENERAL BERHAD (CONTINUED)
(Incorporated in Malaysia)
Company No. 201001040438 (924363-W)

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS (CONTINUED)

Auditors' responsibilities for the audit of the financial statements (continued)

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- (a) Identify and assess the risks of material misstatement of the financial statements of the Company, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- (b) Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- (c) Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- (d) Conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Company or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- (e) Evaluate the overall presentation, structure and content of the financial statements of the Company, including the disclosures, and whether the financial statements of the Company represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



INDEPENDENT AUDITORS' REPORT
TO THE MEMBER OF AIA GENERAL BERHAD (CONTINUED)
(Incorporated in Malaysia)
Company No. 201001040438 (924363-W)

OTHER MATTERS

This report is made solely to the member of the Company, as a body, in accordance with Section 266 of the Companies Act 2016 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

PRICEWATERHOUSECOOPERS PLT
LLP0014401-LCA & AF 1146
Chartered Accountants

SHIRLEY GOH
01778/08/2020 J
Chartered Accountant

Kuala Lumpur
20 May 2020

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2019

	<u>Note</u>	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Property and equipment	3	290	323
Right-of-use assets	4	948	-
Intangible assets	5	2,723	3,636
Investment in associate	6	-	75,000
Available-for-sale financial assets	7	448,601	349,713
Fair value through profit or loss financial assets	8	10,465	5,241
Loans and receivables	9	53,807	59,393
Reinsurance assets	10	16,794	14,995
Insurance receivables	11	40,334	41,409
Deferred tax assets	12	-	7,078
Current tax assets		366	2,060
Cash and cash equivalents		94,021	22,114
Total assets		<u>668,349</u>	<u>580,962</u>
Equity and liabilities			
Share capital	14	190,000	190,000
Retained earnings	15	114,548	48,116
Available-for-sale fair value reserve		9,450	1,117
Total equity		<u>313,998</u>	<u>239,233</u>
Insurance contract liabilities	16	303,411	305,377
Insurance payables	17	10,867	10,061
Other payables	18	35,989	26,291
Lease liabilities	4	966	-
Deferred tax liabilities	12	3,118	-
Total liabilities		<u>354,351</u>	<u>341,729</u>
Total equity and liabilities		<u>668,349</u>	<u>580,962</u>

The accompanying notes form an integral part of these financial statements.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

INCOME STATEMENT
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	Note	12 months year ended 31.12.2019 RM'000	13 months period ended 31.12.2018 RM'000
Gross earned premiums	20(a)	303,435	145,785
Premiums ceded to reinsurers	20(b)	<u>(19,193)</u>	<u>(12,718)</u>
Net earned premiums		284,242	133,067
Investment income	21	20,970	10,659
Net realised gains	22	181	1,399
Fair value gains	23	224	51
Other operating income/(expenses)	24	<u>120</u>	<u>(82)</u>
Total net revenue		<u>305,737</u>	<u>145,094</u>
Gross benefits and claims paid		(87,209)	(44,911)
Claims ceded to reinsurers		5,045	4,044
Gross change to insurance contract liabilities		(3,742)	4,289
Change in insurance contract liabilities ceded to reinsurers		<u>2,080</u>	<u>(78)</u>
Net insurance benefits and claims		<u>(83,826)</u>	<u>(36,656)</u>
Fee and commission expenses		(69,612)	(31,681)
Management expenses	25	<u>(70,579)</u>	<u>(38,518)</u>
Other expenses		<u>(140,191)</u>	<u>(70,199)</u>
Profit before tax		81,720	38,239
Tax (expenses)/credit	26	<u>(15,288)</u>	<u>7,821</u>
Profit after tax for the financial year/period		<u>66,432</u>	<u>46,060</u>
Basic earnings per share (sen)	14	<u>34.96</u>	<u>32.37</u>

The accompanying notes form an integral part of these financial statements.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

STATEMENT OF COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Profit after tax for the financial year	66,432	46,060
Other comprehensive income:		
<u>Items that may be subsequently reclassified to profit or loss</u>		
Fair value gains arising during the financial year/period	11,145	1,571
Fair value gains transferred to income statement	(181)	(1,399)
Deferred taxation	(2,631)	(42)
Total other comprehensive income - net of tax, for the financial year/period	<u>8,333</u>	<u>130</u>
Total comprehensive income for the financial year/period	<u><u>74,765</u></u>	<u><u>46,190</u></u>

The accompanying notes form an integral part of these financial statements.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

**STATEMENT OF CHANGES IN EQUITY
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019**

	Share capital	Available-for- sale fair value reserve	Non- distributable Share-based reserves	Distributable Retained earnings	Total
	RM'000	RM'000	RM'000	RM'000	RM'000
At 1 January 2019	190,000	1,117	-	48,116	239,233
Total comprehensive income for the financial year	-	8,333	-	66,432	74,765
Share-based compensation:					
- value of employee services	-	-	35	-	35
- repayment to ultimate holding company	-	-	(35)	-	(35)
At 31 December 2019	<u>190,000</u>	<u>9,450</u>	<u>-</u>	<u>114,548</u>	<u>313,998</u>
At 1 December 2017	100,000	987	-	2,056	103,043
Issuance of shares during the financial period	90,000	-	-	-	90,000
Total comprehensive income for the financial period	-	130	-	46,060	46,190
At 31 December 2018	<u>190,000</u>	<u>1,117</u>	<u>-</u>	<u>48,116</u>	<u>239,233</u>

AIA GENERAL BERHAD
(Incorporated in Malaysia)

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	<u>Note</u>	12 months year ended 31.12.2019 RM'000	13 months period ended 31.12.2018 RM'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Profit before taxation		81,720	38,239
Interest and dividend income		(21,733)	(11,036)
Net amortisation of premium on investments	21	741	375
Realised gains	22	(181)	(1,399)
Fair value gains	23	(224)	(51)
Unrealised gains on foreign exchange	24	-	(27)
(Reversal of)/allowance for impairment losses	24	(2,541)	135
Write off/(writeback) of allowances for bad debts	24	1,518	(4)
Depreciation			
- property and equipment	25	86	41
- right-of-use assets	25	380	-
Amortisation			
- intangible assets	25	1,690	788
Interest expenses		44	-
Operating profit before working capital changes		61,500	27,061
Changes in working capital:			
Increase in AFS and FVTPL financial assets		(92,553)	(118,430)
(Increase)/decrease in reinsurance assets		(1,799)	1,819
Decrease/(increase) in insurance receivables		2,098	(7,679)
Decrease in loans and receivables		9,860	37,920
Increase in insurance payables		806	2,875
Decrease in insurance contract liabilities		(1,966)	(2,855)
Increase in other payables		9,698	16,183
Cash generated used in operating activities		(12,356)	(43,106)
Income taxes paid		(6,029)	(2,030)
Interest income received		16,241	8,210
Interest paid		(44)	-
Dividend income received		287	143
Net cash outflow from operating activities		(1,901)	(36,783)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property and equipment		(53)	-
Purchase of intangible assets		(777)	(496)
Investment in associate		-	(25,000)
Proceeds from disposal of investment in an associate		75,000	-
Net cash paid upon business transfer		-	(11,613)
Net cash inflow/(outflow) from investing activities		74,170	(37,109)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
CASH FLOWS FROM FINANCING ACTIVITIES		
Increase in share capital	-	90,000
Payment of lease liabilities	(362)	-
Net cash (outflow)/inflow from financing activities	<u>(362)</u>	<u>90,000</u>
NET INCREASE IN CASH AND CASH EQUIVALENTS	71,907	16,108
CASH AND CASH EQUIVALENTS AT 1 JANUARY/ 1 DECEMBER	22,114	6,006
CASH AND CASH EQUIVALENTS AT 31 DECEMBER	<u>94,021</u>	<u>22,114</u>

Cash and cash equivalents comprised:

Cash and bank balances	20,774	20,694
Fixed and call deposits with licensed financial Institutions with maturity of equal and less than 3 months	73,247	1,420
	<u>94,021</u>	<u>22,114</u>

Reconciliation of liabilities arising from financing activities:

	<u>Cash changes</u>		<u>Non-cash changes</u>		<u>Balance as at 31.12.2019</u> RM'000	
	<u>Balance as at 01.01.2019</u> RM'000	<u>Net cash flow from operating activities</u> RM'000	<u>Net cash flow from financing activities</u> RM'000	<u>Additions to lease liability</u> RM'000		<u>Interest paid on lease liabilities</u> RM'000
2019						
Lease Liability	1,328*	44	(362)	-	(44)	966

*Effect of adoption of MFRS 16 (refer to financial statement Note 2)

The Company classifies cash flows from the acquisition and disposal of financial assets as operating cash flows as the purchases are funded from cash flows predominantly associated with the origination of insurance contracts, net of cash flows for payments of benefits and claims incurred for insurance contracts, which are respectively treated under the operating activities.

The accompanying notes form an integral part of these financial statements.

Company No.

201001040438 (924363-W)

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

1 CORPORATE INFORMATION

The Company is engaged principally in the underwriting of all classes of general insurance business.

There has been no significant change in the principal activity during the financial year.

The Company is a public limited liability company, incorporated under the Companies Act 2016 and FSA and domiciled in Malaysia. The registered office and principal place of business of the Company are located at Level 29, Menara AIA, 99 Jalan Ampang, 50450 Kuala Lumpur and Level 13, Menara AIA, 99 Jalan Ampang, 50450 Kuala Lumpur respectively.

The immediate holding company of the Company is AIA Bhd., a company incorporated in Malaysia. The Directors regard AIA Group Limited, a company incorporated in Hong Kong and listed on the Stock Exchange of Hong Kong Limited, as the ultimate holding company.

The financial statements are authorised for issue by the Board on 20 May 2020.

2 SIGNIFICANT ACCOUNTING POLICIES

Unless otherwise stated, the following accounting policies have been applied consistently in dealing with items that are considered material in relation to the financial statements of all the years presented.

2.1 Basis of preparation

The financial statements of the Company are prepared under the historical cost convention, except as disclosed in the summary of significant accounting policies and comply with Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards ("IFRS") and the requirements of the Companies Act 2016 in Malaysia.

The preparation of financial statements in conformity with MFRS and IFRS requires the use of certain critical accounting estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reported year. It also requires Directors to exercise judgement in the process of applying the Company's accounting policies. Although these estimates and judgement are based on the Directors' best knowledge of current events and actions, actual result may differ.

The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in Note 2.4 to the financial statements.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies

(a) Business combination under common control

Business combinations under common control are accounted for using the predecessor method of accounting. Under the predecessor method of accounting, the income statement include the results of the acquired business from the date of combinations. The assets and liabilities of the acquired business are accounted for at the date of combination, based on the carrying amounts of the acquiree adjusted for alignment of accounting policies, if any. The excess of the cost of acquisition over the aggregate carrying amounts of assets and liabilities as of the date of the combination is taken to equity.

(b) Investment in associate under the Company's separate financial statements

In the Company's separate financial statements, investments in associate are stated at cost less impairment losses. Income from investment in associate is recognised in the income statement to the extent of dividends received subsequent to the date of acquisition.

These financial statements are the separate financial statements of the Company. The Company has applied the exemption in accordance with paragraph 4(a) of MFRS 10 to prepare the consolidated financial statements as the Company is a wholly-owned subsidiary of AIA Bhd., a Malaysian-incorporated company which produces consolidated financial statements available for public use that comply with MFRS. The consolidated financial statements are available for public use at its office, at Level 29, 99 Menara AIA, Jalan Ampang, 50450 Kuala Lumpur.

(c) Property and equipment and depreciation

Property and equipment are stated at cost less accumulated depreciation and accumulated impairment losses. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Company and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to the income statement during the financial year in which they are incurred. The cost of major renovations is included in the carrying amount of the asset when it is probable that future economic benefits in excess of the original assessed standard of performance of the existing asset will flow to the Company.

The residual values, useful life and depreciation method are reviewed and adjusted, if applicable, at each date of the statement of financial position. An asset's carrying amount is written down to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(c) Property and equipment and depreciation (continued)

The gains and losses on disposal of an asset is the difference between the net sale proceeds and the carrying amount of the relevant asset, and is recognised in the income statement and presented within net realised gains/(losses).

Depreciation of other property and equipment is calculated using the straight-line method to allocate cost less any residual value over the estimated useful life, as summarised as follows:

Furniture, fixtures and fittings	5 – 10 years
Office equipments	2 – 5 years
Computer equipments	2 – 3 years

(d) Intangible assets

Intangible assets acquired separately are measured on initial recognition at cost. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses. Intangible assets with finite lives are amortised on a straight-line basis over the estimated economic useful lives and assessed for impairment whenever there is an indication that the intangible asset may be impaired. The amortisation period and the amortisation method for an intangible asset with a finite useful life are reviewed at least at each date of the statement of financial position. The amortisation expense on intangible assets with finite lives is recognised in the income statement.

Gains or losses arising from derecognition of an intangible asset is measured as the difference between the net disposal proceeds and the carrying amount of the asset and is recognised in the income statement and presented within net realised gains/(losses) when the asset is derecognised.

Software

The cost of acquired computer software licenses are capitalised on the basis of the costs incurred to acquire and bring to use the specific software. These costs are amortised over their estimated useful life, generally not exceeding a period of 5 years.

The cost of significant development of knowledge-based software and computer application to meet the unique requirements of the insurance business is capitalised and recognised as an intangible asset in accordance with MFRS 138. The Company establishes that these development costs will generate economic benefits beyond one year and are associated with identifiable software applications controlled by the commissioning, on a straight-line basis over its useful economic life. The carrying amount is assessed for impairment when there is an indication of impairment.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(e) Impairment of non-financial assets

Property and equipment, intangible assets and other non-financial assets that are subject to amortisation are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised to the extent that the carrying amount of the asset exceeds its recoverable amount, which is the higher of the asset's or cash generating unit's fair value less costs of disposal and its value in use. Recoverable amounts are estimated for individual assets, or, if it is not possible, for the cash-generating unit.

An impairment loss is charged to the income statement. Subsequent increase in the recoverable amount of an asset is treated as reversal of the previous impairment loss and is recognised to the extent of the carrying amount of the asset that would have been determined (net of amortisation and depreciation) had no impairment loss been recognised. The reversal is recognised in the income statement immediately.

(f) Financial assets and financial liabilities

The Company classifies its financial assets into financial assets at fair value through profit or loss ("FVTPL"), loans and receivables ("LAR") and available-for-sale ("AFS"). The classification depends on the purpose for which the financial assets were acquired or originated. Management determines the classification at initial recognition and, in the case of assets classified as held-to-maturity, re-evaluates this designation at the end of each reporting period.

The significant accounting policies by the categories above are as follows:

FVTPL

Financial assets at FVTPL are initially recorded at fair value. Subsequent to initial recognition, financial assets at FVTPL are remeasured at fair value. Fair value adjustments and realised gains and losses on derecognition are recognised in the income statement and presented within fair value gains/(losses). Transaction costs in respect of financial assets at FVTPL are expensed as they are incurred.

Dividend income from equity instruments is recognised as investment income in the income statement, generally when the security becomes ex-dividend or the right to receive payment is established. Interest income is recognised as investment income in the income statement of the Company using the effective interest rate method.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(f) Financial assets and financial liabilities (continued)

LAR

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market other than those the Company intends to sell in the short term or that it has designated as FVTPL. They are initially recognised at fair value plus transaction costs. Subsequently, they are carried at amortised cost using the effective interest rate method less any impairment losses.

Interest income from loans and receivables is recognised as investment income in the income statement using the effective interest rate method. Gains and losses are recognised in the income statement when the investments are derecognised or impaired, as well as through the amortisation process.

AFS

Financial assets, other than those at FVTPL and LAR, are classified as AFS. AFS category is used where the relevant investments backing the insurance contract liabilities and shareholders' equity are not managed on a fair value basis. These principally consist of the Company's debt securities. AFS financial assets are initially recognised at fair value plus attributable transaction costs. For AFS debt securities, the difference between their cost and par value is amortised. AFS financial assets are subsequently measured at fair value.

Interest income from debt securities classified as AFS is recognised as investment income in the income statement using the effective interest rate method.

Unrealised gains and losses on securities classified as AFS are analysed between differences resulting from foreign currency translation, and other fair value changes. Foreign currency translation differences on monetary AFS investments, such as debt securities, and impairment of AFS financial assets are recognised under "other operating income/(expense)" in the income statement.

Changes in the fair value of securities classified as AFS, except for impairment losses and relevant foreign exchange gains and losses on monetary AFS investments, are recorded in a separate fair value reserve within equity.

On derecognition, the cumulative fair value gains and losses previously reported in equity are transferred to the income statement and presented within net realised gains/(losses).

Financial liabilities

All financial liabilities are initially recorded at fair value. Subsequent to initial recognition, financial liabilities are carried at amortised cost using effective interest rate method.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(g) Fair value of financial instruments

The fair value of a financial instrument is the amount that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, having regard to the specific characteristics of the asset or liability concerned, assuming that the transfer takes place in the most advantageous market to which the Company has access. The fair values of financial instruments traded in active markets (such as financial instruments at FVTPL and AFS) are based on quoted market prices at the date of the statement of financial position. The quoted market price used for financial assets held by the Company is the current bid price. The fair values of financial instruments that are not traded in active markets are determined using valuation techniques. The Company uses a variety of methods and makes assumptions that are based on market conditions at the date of each statement of financial position. The objective of using a valuation technique is to estimate the price at which an orderly transaction would take place between market participants at the date of the statement of financial position.

The fair value of floating rate and over-night deposits with financial institutions is their carrying value, i.e. the cost of the deposits/placements and accrued interest.

If the fair value cannot be measured reliably, these financial instruments are measured at cost, being the fair value of the consideration paid for the acquisition of the instrument or the amount received on issuing the financial liability. All transaction costs directly attributable to the acquisition are also included in the cost of the investment.

(h) Impairment of financial assets

General

Financial assets are assessed for impairment on a regular basis. A financial asset is impaired if its carrying value exceeds the estimated recoverable amount and there is objective evidence of impairment to the financial asset. The Company assesses at each reporting date whether there is objective evidence that a financial asset or group of financial assets is impaired. A financial asset, or group of financial assets, is impaired and impairment losses are incurred only if there is objective evidence of impairment as a result of one or more events that have occurred after the initial recognition of the asset (a 'loss event') and that loss event (or events) has an impact on the estimated future cash flows of the financial asset or group of financial assets that can be reliably estimated.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(h) Impairment of financial assets (continued)

General (continued)

Objective evidence that a financial asset, or group of assets, is impaired includes observable data that comes to the attention of the Company about the following events:

- significant financial difficulty of the issuer or debtor; or
- a breach of contract, such as a default or delinquency in payments; or
- it becomes probable that the issuer or debtor will enter bankruptcy or other financial reorganisation; or
- the disappearance of an active market for that financial asset because of financial difficulties; or
- observable data, including market prices, indicating that there is a potential decrease in the estimated future cash flows since the initial recognition of those assets, including:
 - adverse changes in the payment status of issuers
 - national or local economic conditions that correlate with increased default risk.

The Company first assesses whether objective evidence of impairment exists for financial assets that are individually significant. If the Company determines that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is or continues to be recognised are not included in a collective assessment of impairment.

Financial assets carried at amortised cost

For financial assets carried at amortised cost, impairment is considered to have taken place if it is probable that the Company will not be able to collect principal and/or interest due according to the contractual terms of the instrument. When impairment is determined to have occurred, the carrying amount is decreased through a charge to the income statement. The carrying amount of receivables is reduced through the use of an allowance account, and the amount of any allowance is recognised as an impairment loss in the income statement.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed. Any subsequent reversal of an impairment loss is recognised in the income statement, to the extent that the carrying value of the asset does not exceed its amortised cost at the reversal date.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(h) Impairment of financial assets (continued)

AFS financial assets

When a decline in the fair value of an AFS financial asset has been recognised in shareholders' equity and there is objective evidence that the financial asset is impaired, the cumulative loss already recognised directly in shareholders' equity is recognised in the income statement. The Company generally considers an AFS debt security for evidence of impairment when it is identified as credit impaired. In the absence of any other evidence of credit impairment, a debt security would be assessed for impairment when there is a significant decline in fair value.

If the fair value of a debt security classified as AFS increases in a subsequent period, and the increase can be objectively related to an event occurring after the impairment loss was recognised in the income statement, the impairment loss is reversed through the income statement.

Where, following the recognition of an impairment loss in respect of an AFS debt security, the financial asset suffers further decline in value, such further decline are recognised as an impairment only in the case when objective evidence exists of a further impairment event to which the losses can be attributed.

(i) Derecognition of financial assets

Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or where the Company has transferred substantially all risks and rewards of ownership.

(j) Equity instruments

Ordinary share capital

Issued capital represents the nominal value of shares issued. Incremental external costs directly attributable to the issue of new shares are shown in equity as a deduction, net of tax, from the proceeds of the issue.

Dividends on ordinary share capital

Dividends on ordinary shares are recognised as liabilities when proposed or declared before the date of the statement of financial position. A dividend proposed or declared after the date of the statement of financial position, but before the financial statements are authorised for issue, is not recognised as a liability at the date of statement of financial position. Upon the dividend becoming payable, it will be accounted for as a liability.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(k) Product classification

The Company issue contracts that transfer insurance risk or financial risk or both.

Insurance contracts are those contracts that transfer significant insurance risk. An insurance contract is a contract under which the Company (the insurer) has accepted significant insurance risk from another party (the policyholders) by agreeing to compensate the policyholders if a specified uncertain future event (the insured event) adversely affects the policyholders. As a general guideline, the Company determine whether they have significant insurance risk, by comparing benefits paid with benefits payable if the insured event did not occur.

Once a contract has been classified as an insurance contract, it remains an insurance contract for the remainder of its life-time, even if the insurance risk reduces significantly during this period, unless all rights and obligations are extinguished or expire.

(l) Insurance contracts

Gross premium

Gross premium income is recognised in the period in respect of risks assumed during that particular period.

Acquisition costs and deferred acquisition costs (“DAC”)

The costs of acquiring and renewing insurance policies net of income derived from ceding reinsurance premiums, are recognised as incurred and properly allocated to the period in which it is probable they give rise to income.

Commission costs are deferred to the extent that these costs are recoverable out of future premium. All other acquisition costs are charged to the income statement in the period in which they are incurred.

Subsequent to initial recognition, these costs are amortised on a straight-line basis based on the terms of expected future premiums. Amortisation is recognised in the income statement.

An impairment review is performed at each date of the statement of financial position or more frequently when an indication of impairment arises. When the recoverable amount is less than the carrying value, an impairment loss is recognised in the income statement.

DAC is also considered in the liability adequacy test for each accounting period. DAC is derecognised when the related contracts are either settled or disposed of.

DAC is netted against premium liabilities in the financial statements.

AIA GENERAL BERHAD
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(I) Insurance contracts (continued)

Claims and expenses

Claims and losses adjustment expenses are charged to the income statement as incurred based on the estimated liabilities for compensation owed to policyholders or third parties damaged by the policyholders. They include direct and indirect claims settlements costs and arise from events that have occurred up to the end of the reporting period even if they have not yet been reported to the Company.

General insurance contracts liabilities are recognised when contracts are entered into and premiums are charged. These liabilities comprise of (i) unearned premium reserves and (ii) claims liabilities.

(i) Unearned premium reserves

Unearned Premium Reserves ("UPR") represents the portion of the net premiums of insurance policies written that relate to the unexpired periods of policies at the end of the financial year. In determining UPR at the date of the statement of financial position, the method that most accurately reflects the actual unearned premiums is used as follows:

- (i) 1/24th method for all other classes of Malaysian policies; and
- (ii) time apportionment method for non-annual policies.

At each reporting date, the Company reviews its unexpired risks and a liability adequacy test is performed to determine whether there is any overall excess of expected claims and deferred acquisition costs over unearned premium. This calculation uses current estimates of future contractual cash flows (taking into consideration current loss ratios) after taking account of the investment return expected to arise on assets relating to the relevant general insurance technical provisions and a Provision of Risk Margin for Adverse Deviation ("PRAD") calculated at the overall fund level. The current estimate of future contractual cash flow is a prospective estimate of the expected future payments arising from future events insured under policies in force as at the valuation date and also includes allowance for the insurer's expenses, including overheads and cost of reinsurance, expected to be incurred during the unexpired period in administering these policies and settling the relevant claims, and shall allow for expected future premium refunds.

If these estimates show that the carrying amount of the unearned premium less related deferred acquisition costs is inadequate, the deficiency is recognised in the income statement by setting up a provision for liability adequacy.

AIA GENERAL BERHAD
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(l) Insurance contracts (continued)

Claims and expenses (continued)

(ii) Claims liabilities

Claims liabilities are determined based on the estimated ultimate cost of all claims incurred but not settled at the date of the statement of financial position, whether reported or not, together with related claims handling costs and reduction for the expected value of salvage and other recoveries. Delays can be experienced in the notification and settlement of certain types of claims, therefore, the ultimate cost of these claims cannot be known with certainty at the date of the statement of financial position.

The liabilities are calculated at the reporting date using a range of standard actuarial claim projection techniques based on empirical data and current assumptions at best estimate and a PRAD calculated at the overall fund level. The liabilities are not discounted for the time value of money. No provision for equalisation or catastrophe reserves is recognised.

The liabilities are derecognised when the contract expires, is discharged or is cancelled.

The liability adequacy test has been in-built in the estimation of claims liabilities and hence no separate assessment is carried out.

(m) Reinsurance

The Company cedes reinsurance in the normal course of business, with retentions varying by line of business. The cost of reinsurance is accounted for over the life of the underlying reinsured policy contracts, using assumptions consistent with those used to account for such policies/contracts.

Premiums ceded and claims reimbursed are recognised in the same accounting period as the original policy/contract in which the reinsurance relates, and are presented on a gross basis in the income statement.

Fee income derived from reinsurers in the course of reinsurance are credited to the income statement in the financial year in which they are earned.

Reinsurance assets consist of amounts receivable in respect of ceded insurance liabilities. Amounts recoverable from reinsurers are estimated in a manner consistent with the reinsured's insurance contract or benefits paid and in accordance with the relevant reinsurance contract.

AIA GENERAL BERHAD
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(m) Reinsurance (continued)

To the extent that reinsurance contracts principally transfer financial risk (as opposed to insurance risk), they are accounted for directly through the statement of financial position and are not included in reinsurance assets or liabilities. A deposit asset or liability is recognised, based on the consideration paid or received less any explicitly identified premiums or fees to be retained by the reinsured.

If a reinsurance asset is impaired, the Company reduces the carrying amount accordingly and recognises that impairment losses in the income statement. A reinsurance asset is impaired if there is objective evidence, as a result of an event that occurred after initial recognition of the reinsurance asset, that the Company may not receive all amounts due to it under the terms of the contract, and the impact on the amounts that the Company will receive from the reinsurer can be reliably measured.

The Company also assumes reinsurance risk in the normal course of business for general insurance contracts when applicable.

Premiums and claims on assumed facultative reinsurance are recognised as revenue or expenses in the same manner as they would be if the reinsurance were considered direct business, taking into account the product classification of the reinsured business. Premiums, claims and other transactions costs on assumed treaty reinsurance are accounted for upon notification by the ceding companies or upon receipt of the statements of accounts.

(n) Insurance receivables

Insurance receivables are recognised when due and measured on initial recognition at the fair value of the consideration received or receivable. Subsequent to initial recognition, insurance receivables are measured at amortised cost, using the effective interest method.

If there is objective evidence that the insurance receivable is impaired, the Company reduces the carrying amount of the insurance receivable accordingly and recognises that impairment losses in the income statement. The Company gathers the objective evidence that an insurance receivables is impaired using the same process adopted for financial assets carried at amortised cost. These processes are described in Note 2.2(h) to the financial statements.

AIA GENERAL BERHAD
(Incorporated in Malaysia)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(o) Other financial liabilities and insurance payables

Other liabilities and payables are recognised when due and measured on initial recognition at the fair value of the consideration received less directly attributable transaction costs. Subsequent to initial recognition, they are measured at amortised cost using the effective interest method.

(p) Provisions

Provisions are recognised when the Company has a present obligation as a result of a past event and it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate of the amount can be made. Provisions are reviewed at each date of the statement of financial position and adjusted to reflect the current best estimate. Where the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflects, where appropriate, the risks specific to the liability. Where discounting is used, the increase in the provision due to the passage of time is recognised as finance cost.

(q) Cash and cash equivalents

Cash and cash equivalents consist of cash in hands, deposits held at call with financial institutions with original maturities of three months or less. It excludes deposits which are held for investment purposes. The Company classifies the cash flows for purchase and disposal of investments in financial assets in its operating cash flows as the purchases are funded from the cash flows predominantly associated with the origination of insurance contracts, net of the cash flows for payments of insurance benefits and claims benefits.

(r) Leases

Accounting policies applied from 1 January 2019

From 1 January 2019, leases are recognised as right-of-use ("ROU") asset and a corresponding liability at the date on which the leased asset is available for use by the Company (i.e. the commencement date).

Contracts may contain both lease and non-lease components. The Company allocates the consideration in the contract to the lease and non-lease components based on their relative stand-alone prices. However, for leases of properties for which the Company is a lessee, it has elected the practical expedient provided in MFRS 16 not to separate lease and non-lease components. Both components are accounted for as a single lease component and payments for both components are included in the measurement of lease liability.

(i) Lease term

In determining the lease term, the Company considers all facts and circumstances that create an economic incentive to exercise an extension option, or not to exercise a termination option. Extension options (or periods after termination options) are only included in the lease term if the lease is reasonably certain to be extended (or not to be terminated).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(r) Leases (continued)

Accounting policies applied from 1 January 2019 (continued)

(i) Lease term (continued)

The Company reassess the lease term upon the occurrence of a significant event or change in circumstances that is within the control of the Company and affects whether the Company is reasonably certain to exercise an option not previously included in the determination of lease term, or not to exercise an option previously included in the determination of lease term. A revision in lease term results in remeasurement of the lease liabilities. See accounting policy below on reassessment of lease liabilities.

(ii) ROU assets

ROU assets are initially measured at cost comprising the following:

- The amount of the initial measurement of lease liability;
- Any lease payments made at or before the commencement date less any lease incentive received;
- Any initial direct costs; and
- Decommissioning or restoration costs.

ROU assets that are not investment properties are subsequently measured at cost, less accumulated depreciation and impairment loss (if any). The ROU assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis. If the Company is reasonably certain to exercise a purchase option, the ROU asset is depreciated over the underlying asset's useful life. In addition, the ROU assets are adjusted for certain remeasurement of the lease liabilities.

(iii) Lease liabilities

Lease liabilities are initially measured at the present value of the lease payments that are not paid at that date. The lease payments include the following:

- Fixed payments (including in-substance fixed payments), less any lease incentive receivable;
- Variable lease payments that are based on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable by the Company under residual value guarantees;
- The exercise price of a purchase and extension options if the Company is reasonably certain to exercise that option; and
- Payments of penalties for terminating the lease, if the lease term reflects the Company exercising that option.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(r) Leases (continued)

Accounting policies applied from 1 January 2019 (continued)

(iii) Lease liabilities (continued)

Lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, which is generally the case for leases in the Company, the lessee's incremental borrowing is used. This is the rate that the individual lessee would have to pay to borrow the funds necessary to obtain an asset of similar value to the ROU in a similar economic environment with similar term, security and conditions.

Lease payments are allocated between principal and finance cost. The finance cost is charged to income statement over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Variable lease payments that depend on sales are recognised in income statement in the period in which the condition that triggers those payments occurs.

The Company presents the lease liabilities as a separate line item in the statement of financial position. Interest expense on the lease liability is presented within the finance cost in the statement of comprehensive income.

(iv) Reassessment of lease liabilities

The Company is also exposed to potential future increases in variable lease payments that depend on an index or rate, which are not included in the lease liability until they take effect. When adjustments to lease payments based on an index or rate take effect, the lease liability is remeasured and adjusted against the ROU assets.

(v) Short-term leases and leases of low-value assets

Short-term leases are leases with a lease term of 12 months or less. Low-value assets comprise IT equipment and small items of office furniture. Payments associated with short-term leases of equipment and vehicles and all leases of low-value assets are recognised on a straight-line bases as an expense in income statement.

Accounting policies applied before 31 December 2018

Leases of assets where a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to profit or loss on the straight line basis over the lease period.

AIA GENERAL BERHAD
(Incorporated in Malaysia)**NOTES TO THE FINANCIAL STATEMENTS**
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)**2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)****2.2 Summary of significant accounting policies (continued)****(s) Employee benefits****(i) Short term benefits**

Wages, salaries, bonuses and social security contributions are recognised as an expense in the period in which the associated services are rendered by employees of the Company. Short term accumulating compensated absences such as paid annual leaves are recognised when services are rendered by employees that increases their entitlement to future compensated absences, and short term non-accumulating compensated absences such as sick leaves are recognised when the absences occur.

(ii) Post retirement benefit obligations**Defined contribution plans**

As required by law, the Company makes contributions to the state pension scheme, the Employees Provident Fund ("EPF"). Such contributions are recognised as an expense in the income statement as incurred. Once the contributions have been paid, the Company has no further payment obligations.

(iii) Share-based compensation plans

AIA Group Limited ("AIAGL") launched a number of share-based compensation plans, under which the Company receives services from the employees, Directors and Officers as consideration for the shares and/or options of AIAGL. These sharebased compensation plans comprise the Share Option Scheme ("SO Scheme"), the Restricted Share Unit Scheme ("RSU Scheme") and the Employee Share Purchase Plan ("ESPP").

The AIA Group's share compensation plans offered to the Company's employees are equity-settled plans. Under the equity-settled share-based compensation plan, the fair value of the employee services received in exchange for the grant of AIAGL's shares and/or options is recognised as an expense in the income statements over the vesting period with a corresponding amount recorded in equity. Any amounts recharged from AIAGL related to equity-settled share-based payment arrangements are offsetted against the amounts recorded in equity.

The total amount to be expensed over the vesting period is determined by reference to the fair value of the share and/or options granted. Non-market vesting conditions are included in assumptions for the number of shares and/or options that are expected to be vested. At each period end, the Company revises its estimates of the number of shares and/or options that are expected to be vested. Any impact of the revision to original estimates is recognised in income statements with a corresponding adjustment to equity. Where awards of share-based payment arrangements have graded vesting terms, each tranche is recognised as a separate award, and therefore the fair value of each tranche is recognised over the applicable vesting period.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(s) Employee benefits (continued)

(iii) Share-based compensation plans (continued)

The Company estimates the fair value of options using a binomial lattice model. This model requires inputs such as share price, implied volatility, risk free interest rate, expected dividend rate and the expected life of the option.

Where modification or cancellation of an equity-settled share-based compensation plan occurs, the grant date fair value continues to be recognised, together with any incremental value arising on the date of modification if non-market conditions are met.

(t) Foreign currency

(i) Functional and presentation currency

Items included in the financial statements of the Company are measured using the currency of the primary economic environment in which the entity operates (the "functional currency"). The functional currency of the financial statements are presented in thousands of Ringgit Malaysia ("RM"), which is the Company's presentation currency.

(ii) Foreign currency transactions

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the income statement.

Translation differences on non-monetary items carried at fair value are translated at the rates prevailing on the date when the fair value is determined. Non-monetary items that are measured in terms of historical cost in foreign currency are not re-translated.

AIA GENERAL BERHAD
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.2 Summary of significant accounting policies (continued)

(u) Taxation

Income tax on income statement for the financial year comprises current and deferred tax. Current tax is the expected amount of income taxes payable in respect of the taxable profit for the financial year and is measured using the tax rates that have been enacted at the date of statement of financial position.

Deferred tax is provided for, using the liability method, on temporary differences at the date of the statement of financial position between the tax bases of assets and liabilities and their carrying amounts in the financial statements. In principle, deferred tax liabilities are recognised for all taxable temporary differences and deferred tax assets are recognised for all deductible temporary differences, to the extent that it is probable that taxable profits will be available against which the deductible temporary differences can be utilised.

Deferred tax is measured at the tax rates that are expected to apply in the period when the asset is realised or the liability is settled, based on tax rates that have been enacted or substantively enacted at the date of the statement of financial position. Deferred tax is recognised in the income statement, except when it arises from a transaction which is recognised in other comprehensive income or directly in equity in which case the deferred tax is also charged or credited in other comprehensive income.

(v) Other revenue recognition

Gains and losses on disposal of investments are determined by comparing the sales proceeds and the carrying amounts of the investments and the resulting difference is credited or charged to the income statement. Cost is determined by specific identification.

(w) Contingent liabilities and contingent assets

The Company does not recognise a contingent liability but disclose its existence in the financial statements. A contingent liability is a possible obligation that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of the Company or a present obligation that is not recognised because it is not probable that an outflow of resources will be required to settle the obligation. A contingent liability also arises in the extremely rare case where there is a liability that cannot be recognised because it cannot be measured reliably.

A contingent asset is a possible asset that arises from past events whose existence will be confirmed by the occurrence or non-occurrence of one or more uncertain future events beyond the control of the Company. The Company does not recognise contingent assets but discloses their existence where inflows of economic benefits are probable, but not virtually certain.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS

(a) Standards, amendments to published standards and interpretations to existing standards that are effective and relevant to the Company's financial year beginning on or after 1 January 2019

The following accounting standards, amendments and interpretations have been adopted for the first time for the financial year beginning on 1 January 2019.

- MFRS 9 "Financial Instruments" replaces MFRS 139 "Financial Instruments: Recognition and Measurement"
- Amendments to MFRS 4 - Applying MFRS 9 "Financial Instruments" with MFRS 4 ("Insurance Contracts")
- IC Interpretation 22 "Foreign Currency Transactions and Advance Consideration"
- MFRS 15 "Revenue from contracts with customers" replaces MFRS 118 "Revenue" and MFRS 111 "Construction contracts" and related interpretations
- MFRS 16 "Leases" supercedes MFRS 117 "Leases" and the related interpretations
- IC Interpretation 23 "Uncertainty over Income Tax Treatments"
- Annual Improvements to MFRSs 2015 – 2017 Cycle: Amendments to MFRS 112 "Income Taxes"

The adoption of the above accounting standards, amendments and interpretations does not have any significant financial impact to the financial statements, except for disclosed below:

- MFRS 9 "Financial Instruments" replaces MFRS 139 "Financial Instruments: Recognition and Measurement"

MFRS 9 retains but simplifies the mixed measurement model in MFRS 139 and establishes three primary measurement categories for financial assets: amortised cost, fair value through profit or loss and fair value through other comprehensive income ("OCI"). The basis of classification depends on the entity's business model and the cash flow characteristics of the financial asset. Investments in equity instruments are always measured at fair value through profit or loss with an irrevocable option at inception to present changes in fair value in OCI (provided the instrument is not held for trading). A debt instrument is measured at amortised cost only if the entity is holding it to collect contractual cash flows and the cash flows represent principal and interest.

For liabilities, the standard retains most of the MFRS 139 requirements. These include amortised cost accounting for most financial liabilities, with bifurcation of embedded derivatives. The main changes are:

- For financial liabilities classified as FVTPL, the fair value changes due to own credit risk should be recognised directly to OCI. There is no subsequent recycling to income statement.
- When a financial liability measured at amortised cost is modified without this resulting in derecognition, a gain or loss, being the difference between the original contractual cash flows and the modified cash flows discounted at the original effective interest rate, should be recognised immediately in income statement.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS (continued)

(a) Standards, amendments to published standards and interpretations to existing standards that are effective and relevant to the Company's financial year beginning on or after 1 January 2019 (continued)

- MFRS 9 "Financial Instruments" replaces MFRS 139 "Financial Instruments: Recognition and Measurement" (continued)

MFRS 9 introduces an expected credit loss model on impairment that replaces the incurred loss impairment model used in MFRS 139. The expected credit loss model is forward-looking and eliminates the need for a trigger event to have occurred before credit losses are recognised.

The Company has applied the temporary exemption under Amendments to MFRS 4 - Applying MFRS 9 "Financial Instruments" with MFRS 4 "Insurance Contracts" which enable eligible entities to defer the implementation date of MFRS 9 to annual periods beginning before 1 January 2023 at the latest. Hence the Company has not adopted MFRS 9 for the financial year beginning on or after 1 January 2019.

The standard is mandatorily effective for financial periods beginning on or after 1 January 2019, but the Company qualifies for a temporary exemption as explained below:

- Amendments to MFRS 4 - Applying MFRS 9 "Financial Instruments" with MFRS 4 ("Insurance Contracts"). The amendments allow entities to avoid temporary volatility in profit or loss that might result from adopting MFRS 9 "Financial Instruments" before the forthcoming new insurance contracts standard. This is because certain financial assets have to be measured at fair value through profit or loss under MFRS 9; whereas, under MFRS 'Insurance Contracts', the related liabilities from insurance contracts are often measured on amortised cost basis.

The amendments provide 2 different approaches for entities: (i) a temporary exemption from MFRS 9 for entities that meet specific requirements; and (ii) the overlay approach. Both approaches are optional.

The temporary exemption enables eligible entities to defer the implementation date of MFRS 9 for annual periods beginning before 1 January 2023 at the latest. An entity may apply the temporary exemption from MFRS 9 if its activities are predominantly connected with insurance whilst the overlay approach allows an entity to adjust profit or loss for eligible financial assets by removing any accounting volatility to other comprehensive income that may arise from applying MFRS 9.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS (continued)

(a) Standards, amendments to published standards and interpretations to existing standards that are effective and relevant to the Company's financial year beginning on or after 1 January 2019 (continued)

The standard is mandatorily effective for financial periods beginning on or after 1 January 2019, but the Company qualifies for a temporary exemption as explained below:
(continued)

- Amendments to MFRS 4 - Applying MFRS 9 "Financial Instruments" with MFRS 4 ("Insurance Contracts") (continued)

Based on the analysis performed, the Company was eligible to apply the temporary exemption as the predominance ratio reflecting the share of liabilities connected to insurance to total liabilities exceeded 90 percent. No reassessment of eligibility was required during subsequent annual periods up to and including 2019 as there is no significant change in the activities performed by the Company. Due to the strong interaction between underlying assets held and the measurement of insurance contracts, the Company decided to use the option to defer the full implementation of MFRS 9 until MFRS 17 "Insurance Contracts" becomes effective on 1 January 2023. On 17 March 2020, the International Accounting Standards Board ("IASB") has decided to defer the effective date of IFRS 17 and the temporary exemption of the adoption of IFRS 9 for insurers to annual reporting periods beginning on or after 1 January 2023. IASB expects to issue the amendments to IFRS 17 in the second quarter of 2020.

For further information on the effects from MFRS 9, Note 38 shows the fair value and carrying value of financial assets separately between financial assets with contractual cash flows that are solely payments of principal and interest ("SPPI") and other financial assets. Other financial assets consist of assets with contractual cash flows that are not SPPI and assets measured at fair value through profit or loss under MFRS 139.

- MFRS 16 "Leases" supercedes MFRS 117 "Leases" and the related interpretations

The Company has adopted MFRS 16 for the first time in the 2019 financial statements, which resulted in changes in accounting policies. The Company has applied MFRS 16 with the date of initial application of 1 January 2019 by applying the simplified retrospective transition method.

Under the simplified retrospective transition method, the Company has elected to apply MFRS 16 to its leases retrospectively with the cumulative effect of initially applying the standard recognised at the date of initial application. Therefore, the comparative information has not been restated and continues to be reported under the previous accounting policies governed under MFRS 117 "Leases" and IC Int. 4 "Determining whether an Arrangement Contains a Lease".

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS (continued)

(a) Standards, amendments to published standards and interpretations to existing standards that are effective and relevant to the Company's financial year beginning on or after 1 January 2019 (continued)

- MFRS 16 "Leases" supercedes MFRS 117 "Leases" and the related interpretations (continued)

Furthermore, as permitted by the standard the Company has elected to initially measure the right-of-use asset in relation to each lease at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments relating to that lease recognised in the statement of financial position immediately before the date of initial application. This approach results in no adjustment to the opening balance of retained earnings on 1 January 2019.

On adoption of MFRS 16, the Company recognised lease liabilities in relation to leases which had previously been classified as 'operating leases' under the principles of MFRS 117. These liabilities were measured at the present value of the remaining lease payments, discounted using the lessee's incremental borrowing rate as of 1 January 2019.

In applying MFRS 16 for the first time, the Company has applied the following practical expedients permitted by the standard to leases previously classified as operating leases under MFRS 117:

- the use of a single discount rate to a portfolio of leases with reasonably similar characteristics;
- reliance on previous assessments on whether leases are onerous;
- the accounting for operating leases with a remaining lease term of less than 12 months as at 1 January 2019 as short-term leases;
- the exclusion of initial direct costs for the measurement of the ROU asset at the DIA; and
- the use of hindsight in determining the lease term where the contract contains options to extend or terminate the lease.

The reconciliation between the operating lease commitments disclosed applying MFRS 117 at 31 December 2018 to the lease liabilities recognised at 1 January 2019 is as follows:

	2019
	RM'000
Operating lease commitments disclosed as at 31 December 2018	817
Discounted using the lessee's incremental borrowing rate of at the date of initial application	(54)
Adjustments as a result of the different treatment of extension and termination options under MFRS16	565
Lease liability recognised as at 1 January 2019	<u>1,328</u>
Of which are:	
Current lease liabilities	362
Non-current lease liabilities	966
	<u>1,328</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS (continued)

(b) Standards, amendments to published standards and interpretations to existing standards that are relevant to the Company but are not yet effective and have not been early adopted

The Company will apply the new standards, amendments to standards and interpretations in the following year:

Financial year beginning on/after 1 January 2023

- MFRS 17 “Insurance Contracts” replaces MFRS 4 “Insurance Contracts” applies to insurance contracts issued, to all reinsurance contracts and to investment contracts with discretionary participating features if an entity also issues insurance contracts. For fixed-fee service contracts whose primary purpose is the provision of services, an entity has an accounting policy choice to account for them in accordance with either MFRS 17 or MFRS 15 “Revenue”. An entity is allowed to account financial guarantee contracts in accordance with MFRS 17 if the entity has asserted explicitly that it regarded them as insurance contracts. Insurance contracts, (other than reinsurance) where the entity is the policyholder are not within the scope of MFRS 17. Embedded derivatives and distinct investment and service components should be ‘unbundled’ and accounted for separately in accordance with the related MFRSs. Voluntary unbundling of other components is prohibited.

MFRS 17 requires a current measurement model where estimates are remeasured at each reporting period. The measurement is based on the building blocks of discounted, probability-weighted cash flows, a risk adjustment and a contractual service margin (“CSM”) representing the unearned profit of the contract. An entity has a policy choice to recognise the impact of changes in discount rates and other assumptions that are related to financial risks either in profit or loss or in other comprehensive income.

Alternative measurement models are provided for the different insurance coverages:

- a) Simplified premium allocation approach if the insurance coverage period is a year or less; and
- b) Variable fee approach should be applied for insurance contracts that specify a link between payments to the policyholders and the returns on the underlying items.

The requirements of MFRS 17 align the presentation of revenue with other industries. Revenue is allocated to the periods in proportion to the value of the expected coverage and other services that the insurer provides in the period, and claims are presented when incurred. Investment components are excluded from revenue and claims.

Insurers are required to disclose information about amounts, judgements and risks arising from insurance contracts when incurred. Investment components are excluded from revenue and claims.

Insurers are required to disclose information about amounts, judgements and risks arising from insurance contracts.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

2.3 Changes in accounting policies and effects arising from adoption of revised MFRS (continued)

(b) Standards, amendments to published standards and interpretations to existing standards that are relevant to the Company but are not yet effective and have not been early adopted (continued)

The Company will apply the new standards, amendments to standards and interpretations in the following year: (continued)

Financial year beginning on/after 1 January 2023 (continued)

The Company is in the midst of conducting a detailed assessment of the new standard. The standard is currently mandatorily effective for financial year beginning on or after 1 January 2021. On 17 March 2020, IASB has decided to defer the effective date of IFRS 17 and the temporary exemption of the adoption of IFRS 9 for insurers to annual reporting periods beginning on or after 1 January 2023. IASB expects to issue the amendments to IFRS 17 in the second quarter of 2020.

2.4 Critical accounting estimates and judgements in applying accounting policies

In the preparation of the financial statements, management has made judgements and estimates in applying accounting policies in respect of the reported amounts of assets, liabilities, income and expenses. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The following are the judgements made by management that have the most significant effect on the amounts recognised in the financial statements:

Valuation of general insurance contract liabilities

For general insurance contracts, Bornheutter-Ferguson ("BF") methods are used to estimate the ultimate cost of outstanding claims.

BF method basically assumes that the claim experience for an accident year will produce a particular loss ratio and adjusted with subsequent actual claim experience.

The estimates of general insurance contract liabilities are therefore sensitive to various factors and uncertainties. These uncertainties may arise from changes in expected loss ratio used for each accident years and changes in average claim settlement period. Thus, the general settlement of eventual insurance contract liabilities may vary from the estimates.

The key assumptions used and the sensitivity analysis on the key assumptions as at 31 December 2019, based on the change in one specific assumption while holding all other assumptions constant are disclosed in Note 30 to the financial statements.

Company No.

201001040438 (924363-W)

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

3 PROPERTY AND EQUIPMENT

	<u>Furniture, fixtures and fittings</u> RM'000	<u>Office equipments</u> RM'000	<u>Work-in- progress</u> RM'000	<u>Total</u> RM'000
<u>Cost</u>				
At 1 December 2017	-	-	-	-
Business transfer from AIA Bhd.	325	4	35	364
Reclassification	35	-	(35)	-
At 31 December 2018/ At 1 January 2019	360	4	-	364
Additions	3	50	-	53
At 31 December 2019	363	54	-	417
<u>Accumulated depreciation</u>				
At 1 December 2017	-	-	-	-
Depreciation charge for the financial period (Note 25)	39	2	-	41
At 31 December 2018/ At 1 January 2019	39	2	-	41
Depreciation charge for the financial year (Note 25)	75	11	-	86
At 31 December 2019	114	13	-	127
Net Book Value at 31 December 2019	249	41	-	290
Net Book Value at 31 December 2018	321	2	-	323

4 LEASES

The statement of financial position shows the following amounts relating to leases:

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>Right-of-use assets</u>		
Properties	948	-
<u>Lease liabilities</u>		
Current	375	-
Non current	591	-
	966	-

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AIA GENERAL BERHAD
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

4 LEASES (CONTINUED)

The income statement shows the following amounts relating to leases:

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Depreciation charge of right-of-use assets		
- Properties (Note 25)	380	-
Interest expense (included in other operating expenses)	44	-
	<u>424</u>	<u>-</u>

The total cash outflows for leases in 2019 was RM406,000. The weighted average lessee's incremental borrowing rate applied to the lease liabilities on 1 January 2019 was 3.87%.

5 INTANGIBLE ASSETS

	<u>Software</u> RM'000	<u>Work-in- progress</u> RM'000	<u>Total</u> RM'000
<u>Cost</u>			
At 1 December 2017	-	-	-
Business transfer from AIA Bhd.	3,338	590	3,928
Additions	253	243	496
Reclassification	833	(833)	-
At 31 December 2018/At 1 January 2019	<u>4,424</u>	<u>-</u>	<u>4,424</u>
Additions	-	777	777
At 31 December 2019	<u>4,424</u>	<u>777</u>	<u>5,201</u>
<u>Accumulated amortisation</u>			
At 1 December 2017	-	-	-
Amortisation for the financial period (Note 25)	788	-	788
At 31 December 2018/At 1 January 2019	<u>788</u>	<u>-</u>	<u>788</u>
Amortisation for the financial year (Note 25)	1,690	-	1,690
At 31 December 2019	<u>2,478</u>	<u>-</u>	<u>2,478</u>
Net Book Value at 31 December 2019	<u>1,946</u>	<u>777</u>	<u>2,723</u>
Net Book Value at 31 December 2018	<u>3,636</u>	<u>-</u>	<u>3,636</u>

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6 INVESTMENT IN ASSOCIATE

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Unquoted shares, at cost	-	75,000
At 1 January/1 December	75,000	50,000
Additions	-	25,000
Disposals (Note 35)	(75,000)	-
At 31 December	-	75,000

On 14 August 2019, the Directors had approved the disposal of the Company's 25% ordinary shares in an associate, AIA PUBLIC Takaful Bhd. to its immediate holding company, AIA Bhd. for a total consideration of RM75,000,000 following the corporate restructuring exercise at its immediate holding company in an effort to simplify its existing group structure.

Details of the associate company is as follows:

<u>Name</u>	<u>Country of incorporation</u>	<u>Effective interest</u>		<u>Principal activities</u>
		<u>2019</u> %	<u>2018</u> %	
AIA PUBLIC Takaful Bhd.	Malaysia	-	25	Managing Family Takaful business including investment-linked business

These financial statements are the separate financial statements of the Company. The Company has applied the exemption in accordance with paragraph 4(a) of MFRS 10 to prepare the consolidated financial statements as the Company is a wholly-owned subsidiary of AIA Bhd., a Malaysian-incorporated company which produces consolidated financial statements available for public use that comply with MFRS. The consolidated financial statements are available for public use at its office, at Level 29, 99 Menara AIA, Jalan Ampang, 50450 Kuala Lumpur.

The summarised financial information of the associate is as follows:

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>Assets and liabilities</u>		
Total assets	-	1,269,817
Total liabilities	-	(1,091,123)
Net assets	-	178,694
<u>Results</u>		
Revenue	-	828,877
Loss for the financial year/period	-	(21,090)
Other comprehensive income	-	371
Total comprehensive loss	-	(20,719)

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7 AVAILABLE-FOR-SALE FINANCIAL ASSETS

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>At fair value</u>		
Malaysian government securities	217,734	183,840
Cagamas papers	20,419	27,634
Unquoted corporate debt securities	206,629	135,351
Accrued interest	3,819	2,888
	<u>448,601</u>	<u>349,713</u>
<u>Carrying values of financial instruments</u>		
At 1 January/1 December	349,713	45,515
Business transfer from AIA Bhd.	-	184,012
Purchases	157,937	174,512
Maturities	(25,100)	(2,700)
Disposals at amortised cost	(45,103)	(51,983)
Fair value gains recorded in other comprehensive income	11,145	1,571
Fair value gains transferred to income statement (Note 22)	(181)	(1,399)
Movement in accrued interest	931	560
Net amortisation of premiums (Note 21)	(741)	(375)
At 31 December	<u>448,601</u>	<u>349,713</u>
Current	24,473	28,153
Non current	<u>424,128</u>	<u>321,560</u>
	<u>448,601</u>	<u>349,713</u>

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7 AVAILABLE-FOR-SALE FINANCIAL ASSETS (CONTINUED)

Fair value of financial instruments

The following tables show the financial instruments recorded at fair value analysed by the different level of fair values as follows:

	<u>Carrying amount</u> RM'000	<u>Level 1</u> RM'000	<u>Level 2</u> RM'000	<u>Level 3</u> RM'000
<u>At 31 December 2019</u>				
Malaysian government securities	217,734	-	217,734	-
Cagamas papers	20,419	-	20,419	-
Unquoted corporate debt securities	206,629	-	206,629	-
Accrued interest	3,819	-	3,819	-
Total assets on a recurring fair value measurement basis	<u>448,601</u>	<u>-</u>	<u>448,601</u>	<u>-</u>

	<u>Carrying amount</u> RM'000	<u>Level 1</u> RM'000	<u>Level 2</u> RM'000	<u>Level 3</u> RM'000
<u>At 31 December 2018</u>				
Malaysian government securities	183,840	-	183,840	-
Cagamas papers	27,634	-	27,634	-
Unquoted corporate debt securities	135,351	-	135,351	-
Accrued interest	2,888	-	2,888	-
Total assets on a recurring fair value measurement basis	<u>349,713</u>	<u>-</u>	<u>349,713</u>	<u>-</u>

Fair value hierarchy for financial and non-financial instruments

A level is assigned to each fair value measurement based on the significance of the input to the fair value measurement in its entirety. The three-level hierarchy is defined as per Note 13 to the financial statements.

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8 FAIR VALUE THROUGH PROFIT OR LOSS FINANCIAL ASSETS

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>At fair value</u>		
Equity securities of corporations		
- Unquoted	<u>10,465</u>	<u>5,241</u>
<u>Carrying values of financial instruments</u>		
At 1 January/1 December	5,241	-
Business transfer from AIA Bhd.	-	5,190
Purchases	5,000	-
Fair value gains recorded in income statement (Note 23)	<u>224</u>	<u>51</u>
At 31 December	<u>10,465</u>	<u>5,241</u>
Current	-	-
Non current	<u>10,465</u>	<u>5,241</u>
	<u>10,465</u>	<u>5,241</u>

Fair value of financial instruments

The following tables show the financial instruments recorded at fair value analysed by the different basis of fair values as follows:

	<u>Carrying amount</u> RM'000	<u>Level 1</u> RM'000	<u>Level 2</u> RM'000	<u>Level 3</u> RM'000
<u>At 31 December 2019</u>				
Equity securities of corporations				
- Unquoted	<u>10,465</u>	<u>-</u>	<u>10,465</u>	<u>-</u>
Total assets on a recurring fair value measurement basis	<u>10,465</u>	<u>-</u>	<u>10,465</u>	<u>-</u>
<u>At 31 December 2018</u>				
Equity securities of corporations				
- Unquoted	<u>5,241</u>	<u>-</u>	<u>5,241</u>	<u>-</u>
Total assets on a recurring fair value measurement basis	<u>5,241</u>	<u>-</u>	<u>5,241</u>	<u>-</u>

Fair value hierarchy for financial and non-financial instruments

A level is assigned to each fair value measurement based on the significance of the input to the fair value measurement in its entirety. The three-level hierarchy is defined as per Note 13 to the financial statements.

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9 LOANS AND RECEIVABLES

	<u>31.12.2019</u>	<u>31.12.2018</u>
	RM'000	RM'000
<u>At amortised cost</u>		
Staff loans	1,408	1,517
Fixed and call deposits with licensed financial institutions	-	5,100
Accrued interest	-	149
	<u>1,408</u>	<u>6,766</u>
Other receivables:		
Assets held under the Malaysian Motor Insurance Pool ("MMIP")	49,662	52,485
Others	2,737	142
	<u>52,399</u>	<u>52,627</u>
Total	<u>53,807</u>	<u>59,393</u>
Current	52,560	57,880
Non current	1,247	1,513
	<u>53,807</u>	<u>59,393</u>
<u>At fair value</u>		
Staff loans	1,250	1,345
Fixed and call deposits with licensed financial institutions	-	5,100
Accrued interest	-	149
	<u>1,250</u>	<u>6,594</u>

The carrying amounts of fixed and call deposits with licensed financial institutions and other receivables approximate their fair values as at the date of the statement of financial position due to the relatively short-term maturity of these balances.

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10 REINSURANCE ASSETS

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Reinsurance of insurance contracts	16,794	14,995
Current	6,030	5,648
Non current	10,764	9,347
	<u>16,794</u>	<u>14,995</u>

11 INSURANCE RECEIVABLES

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Outstanding premiums including agents' balances	40,233	42,128
Amount due from reinsurers	1,228	2,949
	<u>41,461</u>	<u>45,077</u>
Allowance for impairment losses	(1,127)	(3,668)
	<u>40,334</u>	<u>41,409</u>
Receivable within 12 months	<u>40,334</u>	<u>41,409</u>

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11 INSURANCE RECEIVABLES (CONTINUED)

Offsetting of financial assets and financial liabilities

The following table shows the financial assets and financial liabilities that are subject to offsetting, enforceable master netting agreements and similar arrangements at each financial year end:

	Gross amount of of recognised financial assets/(liabilities)	Gross amount of recognised financial assets/(liabilities) set off in the statement of financial position	Net amount of financial assets/(liabilities) presented in the statement of financial position
	RM'000	RM'000	RM'000
<u>2019</u>			
Insurance receivables	41,474	(13)	41,461
Insurance payables	(10,880)	13	(10,867)
	<u>30,594</u>	<u>-</u>	<u>30,594</u>
<u>2018</u>			
Insurance receivables	46,120	(1,043)	45,077
Insurance payables	(11,104)	1,043	(10,061)
	<u>35,016</u>	<u>-</u>	<u>35,016</u>

Certain amount due from reinsurers and amount due to reinsurers were set off for presentation purpose because they have enforceable right to set off and they intend either to settle on a net basis, or to realise the assets and settle the liabilities simultaneously.

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12 DEFERRED TAX ASSETS/(LIABILITIES)

Deferred tax assets and liabilities are offsetted when there is a legally enforceable right to set-off current tax assets against current tax liabilities and when the deferred income taxes relate to the same fiscal authority. The net deferred tax assets/liabilities shown in the statement of financial position are determined after appropriate offsetting.

	<u>31.12.2019</u>	<u>31.12.2018</u>
	RM'000	RM'000
Presented after appropriate offsetting as follows:		
Deferred tax assets/(liabilities)	<u>(3,118)</u>	<u>7,078</u>
Current	(151)	8,000
Non current	<u>(2,967)</u>	<u>(922)</u>
	<u>(3,118)</u>	<u>7,078</u>
	<u>31.12.2019</u>	<u>31.12.2018</u>
	RM'000	RM'000
At 1 January/1 December	7,078	.
Business transfer from AIA Bhd.		(747)
Recognised in:		
Income statement (Note 26)	(7,565)	7,867
Other comprehensive income	<u>(2,631)</u>	<u>(42)</u>
At 31 December	<u>(3,118)</u>	<u>7,078</u>

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12 DEFERRED TAX ASSETS/(LIABILITIES) (CONTINUED)

	<u>Unutilised tax losses</u> RM'000	<u>Unrealised amortisation</u> RM'000	<u>Total</u> RM'000
<u>At 31 December 2019</u>			
Deferred tax assets at 1 January 2019	8,021	86	8,107
Recognised in:			
Income statement	<u>(8,021)</u>	<u>131</u>	<u>(7,890)</u>
Deferred tax assets at 31 December 2019 (before offsetting)	<u>-</u>	<u>217</u>	<u>217</u>
Offsetting			<u>(217)</u>
Deferred tax assets at 31 December 2019 (after offsetting)			<u>-</u>
	<u>Accelerated depreciation</u> RM'000	<u>Revaluation of investments</u> RM'000	<u>Total</u> RM'000
Deferred tax liabilities at 1 January 2019	(663)	(366)	(1,029)
Recognised in:			
Income statement	379	(54)	325
Other comprehensive income	<u>-</u>	<u>(2,631)</u>	<u>(2,631)</u>
Deferred tax liabilities at 31 December 2019 (before offsetting)	<u>(284)</u>	<u>(3,051)</u>	<u>(3,335)</u>
Offsetting			<u>217</u>
Deferred tax liabilities at 31 December 2019 (after offsetting)			<u>(3,118)</u>

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12 DEFERRED TAX ASSETS/(LIABILITIES) (CONTINUED)

	<u>Unutilised tax losses</u> RM'000	<u>Unrealised amortisation</u> RM'000	<u>Total</u> RM'000
<u>At 31 December 2018</u>			
Deferred tax assets at 1 December 2017	312	-	312
Recognised in:			
Income statement	7,709	86	7,795
Deferred tax assets at 31 December 2018 (before offsetting)	<u>8,021</u>	<u>86</u>	<u>8,107</u>
Offsetting			<u>(1,029)</u>
Deferred tax assets at 31 December 2018 (after offsetting)			<u>7,078</u>
	<u>Accelerated depreciation</u> RM'000	<u>Revaluation of investments</u> RM'000	<u>Total</u> RM'000
Deferred tax liabilities at 1 December 2017	-	(312)	(312)
Business transfer from AIA Bhd.	(747)	-	(747)
Recognised in:			
Income statement	84	(12)	72
Other comprehensive income	-	(42)	(42)
Deferred tax liabilities at 31 December 2018 (before offsetting)	<u>(663)</u>	<u>(366)</u>	<u>(1,029)</u>
Offsetting			<u>1,029</u>
Deferred tax liabilities at 31 December 2018 (after offsetting)			<u>-</u>

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13 FAIR VALUE MEASUREMENTS

Fair value measurements on a recurring basis

The Company measures at fair value for financial instruments classified at fair value through profit or loss, available for sale and investments in non-consolidated investment funds on a recurring basis. The fair value of a financial instrument is the amount that would be received on sale of an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The degree of judgement used in measuring the fair value of financial instruments generally correlates with the level of pricing observability. Financial instruments with quoted prices in active markets generally have more pricing observability and less judgement is used in measuring fair value. Conversely, financial instruments traded in other than active markets or that do not have quoted prices have less observability and are measured at fair value using valuation models or other pricing techniques that require more judgement. An active market is one in which transactions for the asset or liability being valued occur with sufficient frequency and volume to provide pricing information on an ongoing basis.

An other than active market is one in which there are few transactions, the prices are not current, price quotations vary substantially either over time or among market makers, or in which little information is released publicly for the asset or liability being valued. Pricing observability is affected by a number of factors, including the type of financial instrument, whether the financial instrument is new to the market and not yet established, the characteristics specific to the transaction and general market conditions.

The Company does not have assets or liabilities measured at fair value on a non-recurring basis during the financial year ended 31 December 2019.

The following methods and assumptions were used by the Company to estimate the fair value of financial instruments:

Level 1 - Financial instruments measured in whole or in part by reference to published quotes in an active market. A financial instrument is regarded as quoted in an active market if quoted prices are readily and regularly available from an exchange, secondary market via dealer and broker, pricing service or regulatory agency and those prices represent actual and regularly occurring market transactions on an arm's length basis.

Level 2 - Financial instruments measured using a valuation technique based on assumptions that are supported by prices from observable current market transactions for which pricing is obtained via pricing services but where prices have not been determined in an active market, instruments with fair values based on broker quotes, investment in unit and property trusts with fair values obtained via fund managers and instruments that are valued using the Company's own models whereby the majority of assumptions are market observable.

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13 FAIR VALUE MEASUREMENTS (CONTINUED)

Fair value measurements on a recurring basis (continued)

Level 3 - Financial instruments measured in whole or in part using a valuation technique based on assumptions that are neither supported by prices from observable current market transactions in the same instrument nor are they based on available market data. The main asset class in this category is unquoted equity securities. Valuation techniques are used to the extent that observable inputs are not available, thereby allowing for situations in which there is little, if any, market activity for the instrument at the measurement date. However, the fair value measurement objective remains the same, that is, an exit price at the measurement date from the perspective of a market participant that holds the asset or owes the liability. Therefore, unobservable inputs reflect the Company's own assumptions about the assumptions that market participants would use in pricing the instrument (including assumptions about risk). These inputs are developed based on the best information available, which might include the Company's own data.

The Company's policy is to recognise transfers of assets and liabilities between Level 1 and Level 2 at their fair values as at the end of each reporting period, consistent with the date of the determination of fair value. Assets are transferred out of Level 1 when they are no longer transacted with sufficient frequency and volume in an active market. During the financial year ended 31 December 2019, there is no transfer of assets measured at fair value from Level 1 to Level 2. Conversely, assets are transferred from Level 2 to Level 1 when transaction volume and frequency are indicative of an active market. There is no transfer of assets from Level 2 to Level 1 during the financial year ended 31 December 2019.

The Company's Level 2 financial instruments include equity securities. The fair values of Level 2 financial instruments are estimated using values obtained from private pricing services and brokers corroborated with internal review as necessary. When the quotes from third-party pricing services and brokers are not available, internal valuation techniques and observable inputs will be used to derive the fair value for the financial instruments.

The Company has the valuation policies, procedures and analyses in place to govern the valuation of financial assets required for financial reporting purposes, including Level 3 fair values. In determining the fair values of financial assets, the Company in general uses third-party pricing providers and, only in rare cases when no third-party prices exist, will use prices derived from internal models. The Company is required to review the reasonableness of the prices used and report price exceptions, if any. The Company's investment team analyses reported price exceptions and reviews price challenge responses from third party pricing providers and provides the final recommendation on the appropriate price to be used. Any changes in valuation policies are reviewed and approved by the Company Pricing Committee ("GPC") which is part of the Company's wider financial risk governance processes. Changes in Level 2 and 3 fair values are analysed at each reporting date.

A significant increase/(decrease) in any of the unobservable input may result in a significantly lower/(higher) fair value measurement. The Company has subscriptions to private pricing services for gathering such information. If the information from private pricing services is not available, the Company uses the proxy pricing method based on internally-developed valuation inputs.

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13 FAIR VALUE MEASUREMENTS (CONTINUED)

Fair value measurements on a recurring basis (continued)

Fair value for assets and liabilities for which fair value is disclosed at reporting date

A summary of the fair value hierarchy of assets and liabilities not carried at fair value but for which fair value is disclosed as at 31 December 2019 and 31 December 2018 is set out below.

	<u>Level 1</u> <u>RM'000</u>	<u>Level 2</u> <u>RM'000</u>	<u>Level 3</u> <u>RM'000</u>	<u>Total</u> <u>RM'000</u>
<u>At 31 December 2019</u>				
Financial assets				
Loans and receivables	-	-	52,399	52,399
Insurance receivables	-	-	40,334	40,334
	<u>-</u>	<u>-</u>	<u>92,733</u>	<u>92,733</u>
Financial liabilities				
Insurance payables	-	-	10,867	10,867
Other payables	-	-	35,989	35,989
	<u>-</u>	<u>-</u>	<u>46,856</u>	<u>46,856</u>
<u>At 31 December 2018</u>				
Financial assets				
Loans and receivables	-	-	52,627	52,627
Insurance receivables	-	-	41,409	41,409
	<u>-</u>	<u>-</u>	<u>94,036</u>	<u>94,036</u>
Financial liabilities				
Insurance payables	-	-	10,061	10,061
Other payables	-	-	26,291	26,291
	<u>-</u>	<u>-</u>	<u>36,352</u>	<u>36,352</u>

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14 SHARE CAPITAL

	<u>Number of shares</u>		<u>Amount</u>	
	<u>31.12.2019</u> <u>'000</u>	<u>31.12.2018</u> <u>'000</u>	<u>31.12.2019</u> <u>RM'000</u>	<u>31.12.2018</u> <u>RM'000</u>
Issued and paid-up:				
Ordinary shares at the beginning of the financial year/period	190,000	100,000	190,000	100,000
Issued during the financial year/period	-	90,000	-	90,000
Ordinary shares at the end of the financial year/period	<u>190,000</u>	<u>190,000</u>	<u>190,000</u>	<u>190,000</u>
			<u>31.12.2019</u> <u>RM'000</u>	<u>31.12.2018</u> <u>RM'000</u>
Profit after tax attributable to the Company			66,432	46,060
Weighted average number of shares in issue during the financial year/period			190,000	142,273
Basic earnings per share (sen)			<u>34.96</u>	<u>32.37</u>

15 RETAINED EARNINGS

Under the single tier system, there are no restrictions on the Company to frank the payment of dividends out of its entire retained earnings as at the date of the statement of financial position.

The Company may distribute single tier exempt dividend to its shareholders out of its retained earnings. Pursuant to Section 51(1) of the FSA, the Company is required to obtain BNM's written approval prior to declaring or paying any dividend with effect from financial year beginning 1 January 2019. Pursuant to the RBC Framework for Insurers, the Company shall not pay dividends if its Capital Adequacy Ratio ("CAR") position is less than its internal target capital level or if the payment of dividend would impair its CAR position to below its internal target.

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16 INSURANCE CONTRACT LIABILITIES

	<u>Gross</u> RM'000	<u>Reinsurance</u> RM'000	<u>Net</u> RM'000
At 31 December 2019			
Claims reported by policyholders	111,225	(11,462)	99,763
Incurred but not reported ("IBNR") claims	80,840	(2,449)	78,391
Claims liabilities (i)	<u>192,065</u>	<u>(13,911)</u>	<u>178,154</u>
Premium liabilities (ii)	111,346	(2,883)	108,463
	<u>303,411</u>	<u>(16,794)</u>	<u>286,617</u>

At 31 December 2018

Claims reported by policyholders	99,479	(9,381)	90,098
IBNR claims	88,844	(2,450)	86,394
Claims liabilities (i)	<u>188,323</u>	<u>(11,831)</u>	<u>176,492</u>
Premium liabilities (ii)	117,054	(3,164)	113,890
	<u>305,377</u>	<u>(14,995)</u>	<u>290,382</u>

(i) Claims liabilities

	<u>Gross</u> RM'000	<u>Reinsurance</u> RM'000	<u>Net</u> RM'000
At 31 December 2019			
At 1 January 2019	188,323	(11,831)	176,492
Claims incurred in the current accident year	62,265	(2,282)	59,983
Movement in claims incurred in prior accident years	33,846	(4,741)	29,105
Claims paid during the financial year	(87,209)	5,045	(82,164)
Others	(5,665)	-	(5,665)
Change in expense liabilities and risk margin	505	(102)	403
At 31 December 2019	<u>192,065</u>	<u>(13,911)</u>	<u>178,154</u>
At 31 December 2018			
At 1 December 2017	-	-	-
Business transfer from AIA Bhd.	192,612	(11,909)	180,703
Claims incurred in the current accident year	51,429	(3,278)	48,151
Movement in claims incurred in prior accident years	(7,111)	(596)	(7,707)
Claims paid during the financial period	(44,911)	4,044	(40,867)
Others	(3,381)	-	(3,381)
Change in expense liabilities and risk margin	(315)	(92)	(407)
At 31 December 2018	<u>188,323</u>	<u>(11,831)</u>	<u>176,492</u>

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16 INSURANCE CONTRACT LIABILITIES (CONTINUED)

(ii) Premium liabilities

	<u>Gross</u> RM'000	<u>Reinsurance</u> RM'000	<u>Net</u> RM'000
At 31 December 2019			
At 1 January 2019	117,054	(3,164)	113,890
Premium written during the financial year (Note 20)	297,727	(18,912)	278,815
Premium earned during the financial year	<u>(303,435)</u>	<u>19,193</u>	<u>(284,242)</u>
At 31 December 2019	<u>111,346</u>	<u>(2,883)</u>	<u>108,463</u>
At 31 December 2018			
At 1 December 2017	-	-	-
Business transfer from AIA Bhd.	115,619	(4,905)	110,714
Premium written during the financial period (Note 20)	147,220	(10,977)	136,243
Premium earned during the financial period	<u>(145,785)</u>	<u>12,718</u>	<u>(133,067)</u>
At 31 December 2018	<u>117,054</u>	<u>(3,164)</u>	<u>113,890</u>

17 INSURANCE PAYABLES

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Due to reinsurers	2,827	2,971
Due to agents and insureds	<u>8,040</u>	<u>7,090</u>
	<u>10,867</u>	<u>10,061</u>

The carrying amounts disclosed above approximate their fair values as at the date of the statement of financial position. All amounts are payable within one year.

Offsetting of financial assets and financial liabilities

Certain amounts due from reinsurers and amounts due to reinsurers were set off for presentation purpose because they have the enforceable right to set off and they intend either to settle on a net basis, or to realise the assets and settle the liabilities simultaneously as disclosed in Note 11 to the financial statements.

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18 OTHER PAYABLES

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Amount due to immediate holding company	16,265	11,526
Amount due to penultimate company	1,238	-
Amount due to related companies	131	-
Amount due to associate company	-	4
Accruals	15,581	13,084
Other payables	2,774	1,677
	<u>35,989</u>	<u>26,291</u>

The carrying amounts disclosed above approximate their fair values as at the date of the statement of financial position. All amounts are payable within one year.

19 OPERATING REVENUE

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Gross earned premiums (Note 20(a))	303,435	145,785
Investment income (Note 21)	20,970	10,659
	<u>324,405</u>	<u>156,444</u>

20 NET EARNED PREMIUMS

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
(a) Gross earned premiums		
Gross premiums	297,727	147,220
Change in premium liabilities	5,708	(1,435)
	<u>303,435</u>	<u>145,785</u>
(b) Premiums ceded to reinsurers		
Gross premiums ceded	(18,912)	(10,977)
Change in premium liabilities	(281)	(1,741)
	<u>(19,193)</u>	<u>(12,718)</u>
Net earned premiums	<u>284,242</u>	<u>133,067</u>

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21 INVESTMENT INCOME

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Financial assets at FVTPL – <u>designated upon initial recognition:</u>		
Dividend income:		
- equity securities unquoted in Malaysia	287	143
<u>AFS financial assets:</u>		
Interest income	16,618	8,410
Amortisation of premiums – net (Note 7)	(741)	(375)
<u>Loan and receivables:</u>		
Interest income	89	237
<u>Cash and cash equivalents:</u>		
Interest income	853	282
Others	3,886	1,974
	<u>20,992</u>	<u>10,671</u>
Less:		
Investment expenses	(22)	(12)
	<u>20,970</u>	<u>10,659</u>

22 NET REALISED GAINS

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
<u>AFS financial assets</u>		
Realised gains:		
Debt securities		
- unquoted in Malaysia	181	27
Unit trust fund	-	1,372
Total net realised gains	<u>181</u>	<u>1,399</u>

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23 FAIR VALUE GAINS

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Financial assets at FVTPL		
- designated upon initial recognition (Note 8)	<u>224</u>	<u>51</u>

24 OTHER OPERATING INCOME/(EXPENSES)

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Foreign exchange gains/(losses):		
- realised	39	(82)
- unrealised	-	27
Reversal of/(allowance for) impairment losses:		
- insurance receivables	2,541	(135)
(Writeoff)/writeback of allowance for bad debts:		
- insurance receivables	(1,518)	4
Others	(942)	104
	<u>120</u>	<u>(82)</u>

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25 MANAGEMENT EXPENSES

	12 months year ended 31.12.2019 RM'000	13 months period ended 31.12.2018 RM'000
Advertising	967	146
Fees payable to PricewaterhouseCoopers PLT		
- Statutory audit		
- current financial year/period	212	215
- Audit-related	5	-
- Non-audit services	48	3
Staff salaries and bonuses	9,839	4,176
Contribution to EPF	1,525	550
Staff benefits	399	161
Management fees (Note 28(a))	33,620	20,163
Travelling expenses	244	60
Office rental lease payments	-	202
Printing and stationery	654	201
Postage	505	349
Directors' remuneration and other emoluments	652	330
Depreciation		
- property and equipment (Note 3)	86	41
- right-of-use assets (Note 4)	380	-
Amortisation		
- intangible assets (Note 5)	1,690	788
IT expenses	1,830	741
Legal expenses	14	5
Repairs and maintenance	23	17
Other expenses	17,886	10,370
	<u>70,579</u>	<u>38,518</u>

- (i) The remuneration of the Chief Executive Officer and Directors of the Company for the financial year are as follows:

	12 months year ended 31.12.2019 RM'000	13 months period ended 31.12.2018 RM'000
<u>Chief Executive Officer:</u>		
Salaries, allowances and benefits-in-kind	1,039	373
Defined contribution plans	236	59
	<u>1,275</u>	<u>432</u>
<u>Non-executive Directors:</u>		
Directors' fee		
- Ching Yew Chye @ Chng Yew Chye	160	80
- Datuk Husni Zai bin Yaacob	70	35
- Kang Ah Lai @ Kang Hak Koon	158	79
- Khadijah binti Abdullah	154	77
	<u>542</u>	<u>271</u>

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25 MANAGEMENT EXPENSES (CONTINUED)

- (i) The remuneration of the Chief Executive Officer and Directors of the Company for the financial year are as follows: (continued)

	12 months year ended 31.12.2019 RM'000	13 months period ended 31.12.2018 RM'000
<u>Non-executive Directors: (continued)</u>		
Allowances		
- Ching Yew Chye @ Chng Yew Chye	29	18
- Datuk Husni Zai bin Yaacob	13	6
- Kang Ah Lai @ Kang Hak Koon	34	18
- Khadijah binti Abdullah	34	17
	<u>110</u>	<u>59</u>
Total	<u>1,927</u>	<u>762</u>

The number of directors whose total remuneration received during the financial year that fall within the following bands are as follows:

	Number of Directors	
	12 months year ended 31.12.2019	13 months period ended 31.12.2018
<u>Non-executive Directors:</u>		
RM0 – RM50,000	-	1
RM50,001 – RM100,000	1	3
RM100,000 – RM200,000	3	-

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26 TAX EXPENSE/(CREDIT)

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Tax expense/(credit):		
- current tax	7,723	46
- deferred tax (Note 12)	<u>7,565</u>	<u>(7,867)</u>
	<u>15,288</u>	<u>(7,821)</u>
 <u>Current tax</u>		
Current financial year/period	7,723	-
Under provision in prior financial years	<u>-</u>	<u>46</u>
	<u>7,723</u>	<u>46</u>
 <u>Deferred tax</u>		
Origination and reversal of temporary differences	8,136	(7,867)
Over provision in prior financial years	<u>(571)</u>	<u>(7,867)</u>
	<u>7,565</u>	<u>(7,867)</u>
 Total	 <u>15,288</u>	 <u>(7,821)</u>

Under provision in prior financial years include the recognition of tax credit for prior years of assessment arising from a change in tax position taken upon clarification by the tax authority.

A reconciliation of income tax expense applicable to profit before taxation at the statutory income tax rate to income tax expense at the effective income tax rate of the Company are as follows:

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Profit before tax	81,720	38,239
Tax at Malaysian statutory tax rate of 24%	19,613	9,177
Income not subject to tax	(6,990)	(19,581)
Expenses not deductible for tax	3,236	6,409
Recognition of previously unrecognised tax losses	-	(3,872)
(Over)/under provision of tax expense in prior financial years	<u>(571)</u>	<u>46</u>
Tax expense/(credit)	<u>15,288</u>	<u>(7,821)</u>

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27 OPERATING LEASE ARRANGEMENTS

The Company as lessee

The Company has entered into operating lease agreements for the use of buildings.

From 1 January 2019, the Company has recognised right-of-use assets for these leases, except for short-term and low-value leases, as disclosed in Note 4 to the financial statements.

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>Future minimum rental payments:</u>		
Not later than 1 year	-	545
Later than 1 year and not later than 5 years	-	272
	<u>-</u>	<u>817</u>

28 RELATED PARTY DISCLOSURES

In the normal course of business, the Company undertakes various transactions with its immediate holding company and other related corporations deemed related parties by virtue of them being members of AIA Group Limited and its subsidiaries ("AIA Group"). These transactions were carried out on terms and conditions negotiated between the related parties.

(a) Significant related party transactions

The following are the significant transactions held by the Company with the related parties during the financial year:

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Penultimate company:		
<u>AIA Company Ltd.</u>		
- Technical and consultation services	(1,238)	-
Immediate holding company:		
<u>AIA Bhd.</u>		
- Outsourcing fees (Note 25)	(33,288)	(20,163)
- Rental of office premises	(558)	(281)
- Computer services	(238)	-
- Technical and consultation services	(521)	-
- Premium income	106	123

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28 RELATED PARTY DISCLOSURES (CONTINUED)

(a) Significant related party transactions (continued)

The following are the significant transactions held by the Company with the related parties during the financial year: (continued)

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Fellow related companies:		
<u>AIA Shared Services Sdn. Bhd.</u> - Outsourcing fees (Note 25)	(51)	-
<u>AIA Health Services Sdn. Bhd.</u> - Outsourcing fees (Note 25)	(281)	-
(b) Related party balances		
	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
<u>Payables</u>		
Other payables - AIA Company Ltd.	(1,238)	-
Other payables - AIA Bhd.	(16,265)	(11,526)
Other payables - AIA Shared Services Sdn. Bhd.	(39)	-
Other payables - AIA Health Services Sdn. Bhd.	(92)	-
Other payables - AIA PUBLIC Takaful Bhd.	-	(4)
	<u>(17,634)</u>	<u>(11,530)</u>

The amounts due from/(to) related parties are unsecured, interest free and repayable within 30 days.

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28 RELATED PARTY DISCLOSURES (CONTINUED)

(c) Compensation of key management personnel

Members of key management personnel comprise those persons having the authority and responsibility for planning, directing and controlling the activities of the Company, directly or indirectly, including any director (whether executive or otherwise) of the Company.

Compensation of key management personnel during the financial year are as follows:

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
Short-term employee benefits	3,901	932
Other long-term employee benefits	719	147
Fees and allowances	652	330
	<u>5,272</u>	<u>1,409</u>

Included in the compensation of key management personnel are:

	12 months year ended <u>31.12.2019</u> RM'000	13 months period ended <u>31.12.2018</u> RM'000
<u>Chief Executive Officer:</u>		
- Salaries, allowances and benefits-in-kind	1,039	373
- Defined contribution plans	236	59
	<u>1,275</u>	<u>432</u>

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29 RISK MANAGEMENT

Risk Management Framework

The Company's Risk Management Framework consist of the following key components – Risk Culture, Risk Management Process, Risk Governance, Risk Appetite and Risk Landscape as set out in part of the Directors' Report on Statement on Corporate Governance on Internal Control Framework.

Capital Management Framework

The Company actively manages its capital adequacy by taking into account the potential impact of business strategies on the Company's risk profile and overall resilience. This is in line with BNM Guidelines on Internal Capital Adequacy Assessment Process ("ICAAP") for Insurers and the Risk-Based Capital Framework for Insurers ("RBC Framework").

Under the RBC Framework, the Company has to maintain a capital adequacy level that is commensurate with its risk profiles at all times. The Capital Adequacy Ratio of the Company remained well above the minimum capital requirement of 130% under the RBC Framework, regulated by BNM.

The ICAAP is the overall process (including oversight and operational frameworks and processes) by which the Company ensures adequate capital to meet its capital requirements on an ongoing basis. The key elements of ICAAP includes Board and senior management oversight; comprehensive risk assessment; individual target capital level and stress testing; sound capital management and ongoing monitoring, reporting and review of the ICAAP.

A capital management plan has been established which list the thresholds that act as triggers for actions to ensure maintenance of appropriate capital levels at all times as well as the corresponding corrective actions that are required for different scenarios and at each specified thresholds. Results of stress tests shall be considered when evaluating the appropriateness of capital thresholds and corrective actions with consideration of the particular stage of the business cycle in which the Company is operating, given the potential changes in the external environment that could affect the risk profile.

The Company sets an Individual Target Capital Level ("ITCL") that reflects the overall risk tolerance and risk appetite set by the Board, its own risk profile and risk management practices. The Company shall operate at capital levels above ITCL at all times. The ITCL provides a robust threshold in the management of capital adequacy, where a breach of this level would trigger timely responses by management to restore capital to the ITCL and heighten the Board's scrutiny based on the Capital Management Plan.

The planning and assessment of capital and ITCL will be formally conducted by senior management at least annually or as and when the need arises. The result will be reported to the Board and/or the Board's RMC.

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29 RISK MANAGEMENT (CONTINUED)

Governance and Regulatory Framework

The Company's risk governance framework is built on the "three lines of defence" model. With regards to risk management, the objective is to ensure that an appropriate framework is in place, including an independent system of checks and balances to provide assurance that risks are identified, assessed, managed and governed properly. The framework clearly defines roles and responsibilities for the management of risks between the Executive Management, Compliance and Enterprise Risk Management and Internal Audit functions. While each line of defence is independent from the others, they work closely to ensure effective oversight.

The Company is required to comply with the requirements of the relevant regulations, laws and guidelines including those from BNM and Persatuan Insurans Am Malaysia ("PIAM").

The Company has complied with the capital requirements prescribed by BNM during the reported financial year.

30 INSURANCE RISK

Insurance risk is the risk arising from changes in claims experience as well as more general exposure relating to the acquisition and persistency of insurance business.

The Company considers insurance risk to be a combination of the following component risks:

- (a) Product risk;
- (b) Pricing and underwriting risk;
- (c) Lapse risk; and
- (d) Reserving risk

The Company manages its exposure to insurance risk across a spectrum of components. The Company has adequate underwriting and actuarial resources, and has implemented well-defined relevant guidelines and practices. The Company has established relevant experience which assists in the evaluation, pricing and underwriting of its products. The Company's Product Governing Committee ("PGC"), Asset Management Committee ("AMCO") and Management Risk Management Committee ("MRMC") play an important oversight role in relation to these insurance related risks, as discussed below.

(a) Product risk

Product development process is overseen by PGC, which oversees the products and pricing related guidelines set by the Company. The Company seeks to manage this risk by completing pre-launch reviews of each new product including product management, actuarial, legal and underwriting. The Company has adequate experience and has established expertise in identifying potential flaws in product development. The Company monitors closely the performance of new products and focus on actively managing each part of the actuarial control cycle.

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30 INSURANCE RISK (CONTINUED)

(b) Pricing and underwriting risk

The Company seeks to manage pricing and underwriting risk by adhering to its underwriting guidelines.

The Company maintains a team of underwriters who review and select risks consistent with acceptable risk profile and underwriting strategy. A second layer of underwriting review is conducted at the Company level for large risks. In certain circumstances, such as when the Company enters into new lines of business, products or segments and do not have sufficient experience data, it makes use of industry statistics and/or reinsurers to obtain product pricing expertise.

The Company seeks to mitigate pricing risk by conducting regular monitoring and experience studies, reviewing internal and industry data, product design and claims management policies and procedures. The Company also uses reinsurance solutions as a mitigation to manage concentration risk.

(c) Lapse risk

Lapse risk refers to the possibility of actual lapse experience that diverges from the anticipated experience assumed when products were priced. It includes the potential financial loss incurred due to early termination of policies or contracts in circumstances where the acquisition costs incurred are no longer recoverable from future revenue. The Company carries out regular reviews of persistency experience and the results are assimilated into new and in-force product management.

(d) Reserving risk

The Company regularly reviews and establish relevant best practices to ensure the reserving risk is mitigated. The Company ensures that claims case reserves are set at the best estimate level by ensuring the relevant practices are in place for claims handling, claims reserving, claims recovery and litigation claims. The technical reserving to establish best estimates reserves is carried out by the valuation team. The aggregated case reserves determined case-by-case by the claims handlers for each reported claims; the Incurred But Not Reported ("IBNR") reserves covering the liability for not enough reported and for incurred but not yet reported claims (later reported claims); and best estimate is set at a level is neither deliberately overstated nor deliberately understated. The best estimates are calculated using standard actuarial projection methods. From time to time, risk assessment is carried out on the overall reserving practices in the Company.

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30 INSURANCE RISK (CONTINUED)

The insurance risk of general insurance contracts consists of premium liabilities and claims liabilities. Premium liabilities represents the risk of loss because of an unexpected high loss volume resulting in an insufficient coverage of premiums. Claims liabilities represents the risk of loss resulting from deviations between payments for incurred losses that have not yet been definitely settled and the reserves are set up to cover these payments.

The table below shows the concentration of General insurance contract liabilities by type of contract.

	31 December 2019			31 December 2018		
	Gross	Reinsurance	Net	Gross	Reinsurance	Net
	RM'000	RM'000	RM'000	RM'000	RM'000	RM'000
<u>Claims liabilities</u>						
Personal accident	123,932	(12,265)	111,667	112,833	(9,539)	103,294
Motor	64,691	(1,561)	63,130	71,364	(2,173)	69,191
Fire	3,244	(80)	3,164	3,207	(97)	3,110
Miscellaneous and liabilities	198	(5)	193	919	(22)	897
Total	192,065	(13,911)	178,154	188,323	(11,831)	176,492
<u>Premium liabilities</u>						
Personal accident	84,039	(1,964)	82,075	87,701	(2,425)	85,276
Motor	22,637	(827)	21,810	24,421	(612)	23,809
Fire	4,420	(86)	4,334	4,635	(118)	4,517
Miscellaneous and liabilities	250	(6)	244	297	(9)	288
Total	111,346	(2,883)	108,463	117,054	(3,164)	113,890

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30 INSURANCE RISK (CONTINUED)

Key assumptions

Expenses

Three elements of management expenses were considered, namely marketing, claims-related and premium-related expense. The premium-related expense is further segregated into two parts, i.e. a one-off expense incurred at the policy issuance and an on-going expense incurred during the policy period. Expense provision only takes into account the provision for claims-related expenses and the on-going premium-related expenses in outstanding claims liabilities and unexpired premium liabilities, respectively.

Premium liabilities

Premium liabilities for all classes of general insurance is the higher of Unexpired Risk Reserves ("URR") at 75% probability of adequacy or Unearned Premium Reserves ("UPR").

URR is assumed as the adjusted unearned premium reserve (net of reinsurance after adjustment for non-qualifying offshore reinsurance but gross of commission) multiplied by the resultant Ultimate Loss Ratio ("ULR") for the most recent loss year.

Provision for claims related expenses and overhead expenses are added to the ultimate unexpired risk reserves plus Provision of Risk Margin for Adverse Deviation ("PRAD") as follows:

- Provision for claims related expense at 10.0% of the unexpired risk to allow for internal claims expenses including staff costs and administrative expenses expected to be incurred in settling claims on the unexpired portion of risk. This rate was based on the most recent financial year's data of claims-related expenses against outstanding claims reserves held at the beginning of the financial year.
- Provision for overhead expense at 10.0% of the UPR (gross of reinsurance and commission) to allow for on-going premium related expenses including staff costs and administrative expenses not related to settling claims. This rate is based on a historic comparison of management expenses against gross written premiums over the most recent financial year, apportioned to exclude claims expenses and upfront expenses like marketing and underwriting costs.

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NOTES TO THE FINANCIAL STATEMENTS
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30 INSURANCE RISK (CONTINUED)

Key assumptions (continued)

Claim liabilities

Claim liabilities include provision for outstanding claims of Incurred But Not Reported (“IBNR”) and Incurred But Not Enough Reported (“IBNER”) claims on best estimate basis using primarily the Link Ratio method for all classes of business, coupled with the Bornhuetter-Ferguson and/or Expected Loss Ratio methods where deemed necessary and appropriate. In addition, provisions for claims-related expense plus a Provision of Risk Margin for Adverse Deviation (“PRAD”) are included to derive the total claims liabilities.

Explicit allowance is not made for future inflation. However an implicit allowance is made based on projection of past development rates of claim inflation contained within the historical claims development data.

Sensitivities

The general insurance claim liabilities are sensitive to the key assumptions shown below. It has not been possible to quantify the sensitivity of certain assumptions such as legislative changes or uncertainty in the estimation process.

The analysis below is performed for reasonably possible movements in key assumptions with all other assumptions held constant, showing the impact on gross and net claim liabilities included in insurance contract liabilities and profit after tax. The correlation of assumptions will have a significant effect in determining the ultimate claim liabilities, but to demonstrate the impact due to changes in assumptions, assumptions had to be changed on an individual basis. It should be noted that movements in these assumptions are non-linear.

	<u>Change in assumption</u> %	<u>Impact on gross insurance contract liabilities</u> RM’000	<u>Impact on net insurance contract liabilities</u> RM’000	<u>Impact on profit after tax</u> RM’000
<u>2019</u>				
Expected loss ratio	+10	13,502	12,955	(9,846)
Provision for expenses	+10	911	911	(692)
PRAD	+10	1,203	1,098	(834)
<u>2018</u>				
Expected loss ratio	+10	12,938	12,351	(9,387)
Provision for expenses	+10	896	896	(681)
PRAD	+10	1,169	1,074	(816)

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30 INSURANCE RISK (CONTINUED)

Key assumptions (continued)

Claims development table

The following tables show the estimate of cumulative incurred claims, including both claims notified and IBNR for each successive accident year at each date of the statement of financial position, together with cumulative payments to-date.

In setting provisions for claims, the Company gives consideration to the probability and magnitude of future experience being more adverse than assumed and exercises a degree of caution in setting reserves when there is considerable uncertainty. In general, the uncertainty associated with the ultimate claims experience in an accident year is greatest when the accident year is at an early stage of development and the margin necessary to provide the necessary confidence in adequacy of provision is relatively at its highest. As claims develop and the ultimate cost of claims becomes more certain, the relative level of margin maintained should decrease.

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30 INSURANCE RISK (CONTINUED)

Claims development table (continued)

Gross Claims Liabilities as at 31.12.2019:

<u>Accident year</u>	<u>Before 2013 RM'000</u>	<u>2013 RM'000</u>	<u>2014 RM'000</u>	<u>2015 RM'000</u>	<u>2016 RM'000</u>	<u>2017 RM'000</u>	<u>2018 RM'000</u>	<u>2019 RM'000</u>	<u>Total RM'000</u>
At end of accident year		276,542	257,497	169,793	108,657	107,920	109,160	84,252	
One year later		280,151	240,380	161,191	102,693	103,746	104,021		
Two years later		278,308	236,933	158,326	97,380	111,829			
Three years later		276,243	236,751	156,335	94,331				
Four years later		275,406	237,193	160,381					
Five years later		275,885	241,008						
Six years later		277,697							
Current estimate of cumulative claims incurred		277,697	241,008	160,381	94,331	111,829	104,021	84,252	
At end of accident year		(183,774)	(169,749)	(96,783)	(36,488)	(46,816)	(38,548)	(41,336)	
One year later		(254,384)	(216,580)	(133,213)	(75,669)	(76,252)	(66,886)		
Two years later		(265,715)	(225,861)	(147,752)	(84,467)	(84,379)			
Three years later		(270,390)	(230,010)	(151,376)	(87,327)				
Four years later		(271,508)	(233,749)	(153,048)					
Five years later		(272,800)	(234,229)						
Six years later		(274,097)							
Cumulative payments to-date		(274,097)	(234,229)	(153,048)	(87,327)	(84,379)	(66,886)	(41,336)	
Gross claims liabilities	6,884	3,600	6,779	7,333	7,004	27,450	37,135	42,916	139,101
Treaty inwards and MMIP									26,706
Best estimate of claims liabilities									165,807
Claims handling expenses									9,114
PRAD at 75% confidence level									17,144
Gross claims liabilities									192,065

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30 INSURANCE RISK (CONTINUED)

Claims development table (continued)

Net Claims Liabilities as at 31.12.2019:

<u>Accident year</u>	<u>Before 2013 RM'000</u>	<u>2013 RM'000</u>	<u>2014 RM'000</u>	<u>2015 RM'000</u>	<u>2016 RM'000</u>	<u>2017 RM'000</u>	<u>2018 RM'000</u>	<u>2019 RM'000</u>	<u>Total RM'000</u>
At end of accident year		256,068	248,076	163,819	103,548	102,102	104,354	80,574	
One year later		245,302	230,865	155,047	97,224	94,641	97,610		
Two years later		243,233	227,940	150,699	92,487	103,073			
Three years later		239,890	227,707	148,675	89,879				
Four years later		239,898	228,147	152,381					
Five years later		240,284	231,799						
Six years later		241,814							
Current estimate of cumulative claims incurred		241,814	231,799	152,381	89,879	103,073	97,610	80,574	
At end of accident year		(171,511)	(164,546)	(93,632)	(35,307)	(44,365)	(35,974)	(38,270)	
One year later		(223,021)	(209,064)	(128,679)	(72,866)	(70,676)	(62,932)		
Two years later		(232,156)	(217,879)	(140,908)	(80,639)	(80,519)			
Three years later		(235,870)	(221,904)	(143,974)	(82,945)				
Four years later		(236,821)	(225,552)	(145,557)					
Five years later		(237,844)	(225,812)						
Six years later		(239,089)							
Cumulative payments to-date		(239,089)	(225,812)	(145,557)	(82,945)	(80,519)	(62,932)	(38,270)	
Net claims liabilities	4,232	2,725	5,987	6,824	6,934	22,554	34,678	42,304	126,238
Treaty inwards and MMIP									26,706
Best estimate of claims liabilities									152,944
Claims handling expenses									9,114
PRAD at 75% confidence level									16,096
Net claims liabilities									178,154

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30 INSURANCE RISK (CONTINUED)

Claims development table (continued)

Gross Claims Liabilities as at 31.12.2018:

<u>Accident year</u>	<u>Before 2012 RM'000</u>	<u>2012 RM'000</u>	<u>2013 RM'000</u>	<u>2014 RM'000</u>	<u>2015 RM'000</u>	<u>2016 RM'000</u>	<u>2017 RM'000</u>	<u>2018 RM'000</u>	<u>Total RM'000</u>
At end of accident year		252,624	276,542	257,497	169,793	108,657	107,920	109,160	
One year later		232,634	280,151	240,380	161,191	102,693	103,746		
Two years later		235,098	278,308	236,933	158,326	97,380			
Three years later		235,778	276,243	236,751	156,335				
Four years later		235,405	275,406	237,193					
Five years later		235,890	275,885						
Six years later		234,646							
Current estimate of cumulative claims incurred		234,646	275,885	237,193	156,335	97,380	103,746	109,160	
At end of accident year		(165,281)	(183,774)	(169,749)	(96,783)	(36,488)	(46,816)	(38,548)	
One year later		(213,998)	(254,384)	(216,580)	(133,213)	(75,669)	(76,252)		
Two years later		(223,788)	(265,715)	(225,861)	(147,752)	(84,467)			
Three years later		(229,496)	(270,390)	(230,010)	(151,376)				
Four years later		(230,600)	(271,508)	(233,749)					
Five years later		(232,678)	(272,800)						
Six years later		(232,987)							
Cumulative payments to-date		(232,987)	(272,800)	(233,749)	(151,376)	(84,467)	(76,252)	(38,548)	
Gross claims liabilities	6,032	1,659	3,085	3,444	4,959	12,913	27,494	70,612	130,198
Treaty inwards and MMIP									30,943
Best estimate of claims liabilities									161,141
Claims handling expenses									8,957
PRAD at 75% confidence level									18,225
Gross claims liabilities									188,323

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30 INSURANCE RISK (CONTINUED)

Claims development table (continued)

Net Claims Liabilities as at 31.12.2018:

<u>Accident year</u>	<u>Before 2012 RM'000</u>	<u>2012 RM'000</u>	<u>2013 RM'000</u>	<u>2014 RM'000</u>	<u>2015 RM'000</u>	<u>2016 RM'000</u>	<u>2017 RM'000</u>	<u>2018 RM'000</u>	<u>Total RM'000</u>
At end of accident year		233,328	256,068	248,076	163,819	103,548	102,102	104,354	
One year later		215,201	245,302	230,865	155,047	97,224	94,641		
Two years later		217,684	243,233	227,940	150,699	92,487			
Three years later		217,772	239,890	227,707	148,675				
Four years later		217,515	239,898	228,147					
Five years later		218,079	240,284						
Six years later		216,855							
Current estimate of cumulative claims incurred		216,855	240,284	228,147	148,675	92,487	94,641	104,354	
At end of accident year		(154,111)	(171,511)	(164,546)	(93,632)	(35,307)	(44,365)	(35,974)	
One year later		(198,975)	(223,021)	(209,064)	(128,679)	(72,866)	(70,676)		
Two years later		(208,401)	(232,156)	(217,879)	(140,908)	(80,639)			
Three years later		(211,993)	(235,870)	(221,904)	(143,974)				
Four years later		(213,045)	(236,821)	(225,552)					
Five years later		(214,986)	(237,844)						
Six years later		(215,238)							
Cumulative payments to-date		(215,238)	(237,844)	(225,552)	(143,974)	(80,639)	(70,676)	(35,974)	
Net claims liabilities	3,768	1,617	2,440	2,595	4,701	11,848	23,965	68,380	119,314
Treaty inwards and MMIP									30,943
Best estimate of claims liabilities									150,257
Claims handling expenses									8,957
PRAD at 75% confidence level									17,278
Net claims liabilities									176,492

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31 FINANCIAL RISKS

The Company is exposed to a range of financial risks, including credit risk, liquidity risk and market risk. The Company applies a consistent risk management philosophy that is embedded in management's processes and controls such that both existing and emerging risks are considered and addressed.

(a) Credit risk

Credit risk arises from the possibility of financial loss arising from default by borrowers and transactional counterparties and decrease in the value of financial instruments due to deterioration in credit quality. The key areas where the Company is exposed to credit risk include repayment risk are in respect of:

- cash and cash equivalents;
- investments in debt securities;
- loans and receivables (including insurance receivables); and
- reinsurance receivables.

The Company only takes risks that it understands and can manage effectively. In credit risk management this means combining a detailed, bottom-up approach to market and credit analysis that considers individual counterparties with a portfolio approach focusing on sectors, countries and concentrations.

The Company manages credit risk consistent with the Company's investment philosophy and risk appetite, as endorsed by the Board and the Board of Directors of the Company.

With respect to investing activities, investment objectives including asset allocation limits and permitted variances from such limits ("Investment Guidelines") undergo through the governance process which includes the Asset Management Committee ("AMCO") and Management Risk Management Committee ("MRMC").

The Group Investment (being the investment team in AIA Bhd. and in Group Office) manages the investment assets of the Company within the Investment Guidelines, utilising a discipline consistent with an outsourced service provider.

Within the investment guidelines, credit risk-based risk tolerances are set by the MRMC. Such tolerances are based on the Company's internal credit ratings framework as approved by the AIA Group's FRC (the "AIA Credit Ratings Framework").

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31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

Credit exposure

The table below shows the maximum exposure to credit risk for the components on the statement of financial position. The maximum exposure is shown at gross, before the effect of mitigation through the use of master netting or collateral agreements.

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Available-for-sale financial assets	448,601	349,713
Fair value through profit or loss financial assets	10,465	5,241
Loans and receivables	53,807	59,393
Reinsurance assets – claim liabilities	13,911	11,831
Insurance receivables	40,334	41,409
Cash and cash equivalents	94,021	22,114
	<u>661,139</u>	<u>489,701</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

The table below provides information on the credit risk exposure of the Company by classifying assets according to the Standard and Poor's credit ratings of counterparties. AAA is the highest possible rating. Assets that fall outside the range of AAA to A are classified as speculative grade.

	<u>Neither past due nor impaired</u>		<u>Past due but not impaired</u> RM'000	<u>Past due and impaired/ partially impaired</u> RM'000	<u>Not subject to credit risk</u> RM'000	<u>Total</u> RM'000
	<u>Investment grade (AAA-A)</u> RM'000	<u>Not rated</u> RM'000				
<u>At 31 December 2019</u>						
<u>AFS financial assets</u>						
Malaysian government securities	-	217,734	-	-	-	217,734
Cagamas papers	20,419	-	-	-	-	20,419
Unquoted corporate debt securities	129,623	77,007	-	-	-	206,630
Accrued interest	1,430	2,388	-	-	-	3,818
<u>FVTPL financial assets</u>						
Unquoted equity securities	-	-	-	-	10,465	10,465

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31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

	<u>Neither past due nor impaired</u>		<u>Past due but not impaired</u>	<u>Past due and impaired/ partially impaired</u>	<u>Not subject to credit risk</u>	<u>Total</u>
	<u>Investment grade (AAA-A)</u>	<u>Not rated</u>				
	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>
<u>At 31 December 2019 (continued)</u>						
<u>Loans and receivables</u>						
Staff loans	-	1,408	-	-	-	1,408
Other receivables	-	52,399	-	-	-	52,399
Reinsurance assets – claims liabilities	-	13,911	-	-	-	13,911
Insurance receivables	-	40,195	139	1,127	-	41,461
Cash and cash equivalents	93,783	238	-	-	-	94,021
Accrued interest	-	-	-	-	-	-
Allowance for impairment losses	-	-	-	(1,127)	-	(1,127)
	<u>245,255</u>	<u>405,280</u>	<u>139</u>	<u>-</u>	<u>10,465</u>	<u>661,139</u>

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31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

	<u>Neither past due nor impaired</u>		<u>Past due but not impaired</u> RM'000	<u>Past due and impaired/ partially impaired</u> RM'000	<u>Not subject to credit risk</u> RM'000	<u>Total</u> RM'000
	<u>Investment grade (AAA-A)</u> RM'000	<u>Not rated</u> RM'000				
<u>At 31 December 2018</u>						
<u>AFS financial assets</u>						
Malaysian government securities	-	183,840	-	-	-	183,840
Cagamas papers	27,634	-	-	-	-	27,634
Unquoted corporate debt securities	102,338	33,013	-	-	-	135,351
Accrued interest	1,322	1,566	-	-	-	2,888
<u>FVTPL financial assets</u>						
Unquoted equity securities	-	-	-	-	5,241	5,241

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31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

	<u>Neither past due nor impaired</u>		<u>Past due but not impaired</u>	<u>Past due and impaired/ partially impaired</u>	<u>Not subject to credit risk</u>	<u>Total</u>
	<u>Investment grade (AAA-A)</u>	<u>Not rated</u>				
	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>	<u>RM'000</u>
<u>At 31 December 2018 (continued)</u>						
<u>Loans and receivables</u>						
Staff loans	-	1,517	-	-	-	1,517
Fixed and call deposits with licensed banks	5,100	-	-	-	-	5,100
Other receivables	-	52,627	-	-	-	52,627
Reinsurance assets – claims liabilities	-	11,831	-	-	-	11,831
Insurance receivables	-	40,549	860	3,668	-	45,077
Cash and cash equivalents	22,100	14	-	-	-	22,114
Accrued interest	149	-	-	-	-	149
Allowance for impairment losses	-	-	-	(3,668)	-	(3,668)
	<u>158,643</u>	<u>324,957</u>	<u>860</u>	<u>-</u>	<u>5,241</u>	<u>489,701</u>

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FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019 (CONTINUED)

31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

The financial assets are classified according to the credit rating assessed by rating agencies approved by BNM.

The financial assets comprise Malaysian Government Securities and certain corporate debt securities which are not rated as these investments are issued by the government or guaranteed by government which were exempted from the need of getting rating from rating agencies. Other financial assets which are not rated comprise fixed and call deposits with licensed bank, and loans and receivables as the issuer did not obtain any credit rating from the respective rating agencies. Such financial assets although not rated are issued by companies which have sound financial and high creditworthiness. The creditworthiness of the issuer is monitored on any downgrade news related to any investment in the debt portfolio.

The Company's loans and receivables include staff loans which are secured by collateral. The amount of loan is based on the valuation of collateral as well as an assessment of the credit risk of the counterparty. Guidelines are implemented on the acceptability of the types of collateral and the valuation parameters.

The type of collaterals, held by the Company as lender, for which it is entitled to in the event of default is as follows:

	<u>Type of collateral</u>	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
Staff loans	Motor vehicles and properties	1,408	1,517
		1,408	1,517

Age analysis of financial assets past-due but not impaired

	<u>30 days</u> RM'000	<u>60 days</u> RM'000	<u>> 90 days</u> RM'000	<u>Total</u> RM'000
<u>At 31 December 2019</u>				
Insurance receivables	19	120	-	139
				139
<u>At 31 December 2018</u>				
Insurance receivables	164	102	594	860
				860

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31 FINANCIAL RISKS (CONTINUED)

(a) Credit risk (continued)

Impaired financial assets

For assets to be classified as “past-due and impaired”, contractual payments must be in arrears for more than three (3) months. The Company records impairment allowance for loan receivables, other receivables and insurance receivables in separate allowance for impairment accounts. A reconciliation of the allowance for impairment losses is as follows:

Insurance receivables

	<u>31.12.2019</u> RM'000	<u>31.12.2018</u> RM'000
At 1 January/1 December	3,668	-
Transfer from AIA Bhd.	-	3,533
Net charge for the financial year/period	<u>(2,541)</u>	<u>135</u>
At 31 December	<u>1,127</u>	<u>3,668</u>

(b) Liquidity risk

Liquidity risk primarily refers to the possibility of having insufficient cash available to meet the payment obligations to counterparties when they become due. This can arise when internal funds are insufficient to meet cash outflow obligations and where the Company is unable to obtain funding at market rates or liquidate assets at fair value resulting in the forced liquidation of assets at depressed prices. The Company is exposed to liquidity risk in respect of insurance and investment policies that permit surrender, withdrawal or other forms of early termination for cash surrender value specified in the contractual terms and conditions.

The Company's liquidity position is monitored in compliance with regulatory and internal requirements in combination with maturity gap analysis. To manage liquidity risk, the Company has implemented a variety of measures, including emphasising flexible insurance product design so that it can retain the greatest flexibility to adjust contract pricing or crediting rates.

The Company continuously seeks to match, to the extent possible and appropriate, the duration of its investment assets with the duration of insurance policies issued. The Company constantly monitors its liquidity position and has in place several contingency sources of liquidity in order to minimise the impact of any liquidity risk.

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31 FINANCIAL RISKS (CONTINUED)

(b) Liquidity risk (continued)

Maturity profiles

The table below summarises the maturity profile of the financial assets and financial liabilities of the Company based on remaining contractual obligations, including interest payable and receivable. For insurance contract liabilities, maturity profiles are determined based on the estimated timing of discounted net cash outflows from the recognised insurance liabilities.

	<u>Carrying value</u> RM'000	<u>Up to a year</u> RM'000	<u>1 – 3 years</u> RM'000	<u>3 – 5 years</u> RM'000	<u>> 5 years</u> RM'000	<u>No maturity date</u> RM'000	<u>Total</u> RM'000
<u>At 31 December 2019</u>							
Available-for-sale financial assets	448,601	38,937	173,952	157,015	167,266	-	537,170
Fair value through profit or loss financial assets	10,465	-	-	-	-	10,465	10,465
Loans and receivables	53,807	52,572	283	229	923	-	54,007
Reinsurance assets – claims liabilities	13,911	5,280	6,345	1,232	1,054	-	13,911
Insurance receivables	40,334	40,334	-	-	-	-	40,334
Cash and cash equivalents	94,021	94,021	-	-	-	-	94,021
Total assets	661,139	231,144	180,580	158,476	169,243	10,465	749,908
Insurance contract liabilities	303,411	138,093	125,095	27,455	12,768	-	303,411
Insurance payables	10,867	10,867	-	-	-	-	10,867
Other payables	35,989	35,989	-	-	-	-	35,989
Lease liabilities	966	375	591	-	-	-	966
Total liabilities	351,233	185,324	125,686	27,455	12,768	-	351,233

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31 FINANCIAL RISKS (CONTINUED)

(b) Liquidity risk (continued)

Maturity profiles (continued)

	<u>Carrying value</u> RM'000	<u>Up to a year</u> RM'000	<u>1 – 3 years</u> RM'000	<u>3 – 5 years</u> RM'000	<u>> 5 years</u> RM'000	<u>No maturity date</u> RM'000	<u>Total</u> RM'000
<u>At 31 December 2018</u>							
Available-for-sale financial assets	349,713	40,155	179,297	74,502	138,629	-	432,583
Fair value through profit or loss financial assets	5,241	-	-	-	-	5,241	5,241
Loans and receivables	59,393	58,167	421	237	990	-	59,815
Reinsurance assets – claims liabilities	11,831	5,215	4,574	1,099	943	-	11,831
Insurance receivables	41,409	41,409	-	-	-	-	41,409
Cash and cash equivalents	22,114	22,114	-	-	-	-	22,114
Total assets	489,701	167,060	184,292	75,838	140,562	5,241	572,993
Insurance contract liabilities	305,377	146,595	124,571	23,786	10,425	-	305,377
Insurance payables	10,061	10,061	-	-	-	-	10,061
Other payables	26,291	26,291	-	-	-	-	26,291
Total liabilities	341,729	182,947	124,571	23,786	10,425	-	341,729

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31 FINANCIAL RISKS (CONTINUED)

(c) Market risk

Market risk arises from the possibility of financial losses caused by changes in the financial instruments' fair values or future cash flows due to fluctuations in key variables, including interest rates, equity market prices and foreign exchange rates. The Company manages the risk of market-based fluctuations in the value of the Company's investments, as well as liabilities with exposure to market risk.

The Company uses various quantitative measures to assess market risk, including sensitivity analysis. The level of movements in market factors on which the sensitivity analysis is based were determined based on economic forecasts and historical experience of variations in these factors. The Company routinely conducts sensitivity analysis of its fixed income portfolios to estimate its exposure to movements in interest. The Company's fixed income sensitivity analysis is primarily a duration-based approach.

Policies on asset allocation, portfolio limit structure and diversification benchmark have been set in line with the Company's risk management policy after taking cognisance of the regulatory requirements in respect of maintenance of assets and solvency.

(i) Interest rate risk

Interest risk is the risk that the value or future cash flows of a financial instrument will fluctuate because of changes in market interest yield.

The Company's exposure to interest risk predominantly arises from the Company's duration gap between the liabilities and assets for interest rate sensitive products.

The Company manages its interest rate risk by investing in financial instruments with tenors that match the duration of its liabilities as much as practicable and appropriate.

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31 FINANCIAL RISKS (CONTINUED)

(c) Market risk (continued)

(i) Interest rate risk (continued)

The analysis below is performed for reasonably possible movements in key variables with all other variables held constant, showing the impact on profit after tax (due to changes in fair value of floating rate/yield financial instruments), AFS fair value reserves and equity (that reflects adjustments to profit after tax and re-valuing fixed rate/yield AFS financial assets). The correlation of variables will have a significant effect in determining the ultimate impact on interest rate yield risk but to demonstrate the impact due to changes in variables, variables had to be changed on an individual basis. It should be noted that movements in these variables are non-linear.

<u>Change in variable</u>	<u>Impact on profit after tax</u> RM'000	<u>Impact on equity</u> RM'000
<u>At 31 December 2019</u>		
+50 basis points shift in yield curves	-	(7,225)
- 50 basis points shift in yield curves	-	7,545
<u>At 31 December 2018</u>		
+50 basis points shift in yield curves	-	(5,438)
- 50 basis points shift in yield curves	-	5,682

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31 FINANCIAL RISKS (CONTINUED)

(c) Market risk (continued)

(ii) Equity price risk

Equity price risk arises from changes in the market value of equity securities and equity funds. Investments in equity securities on a long-term basis are expected to provide diversification benefits and enhance returns. The extent of exposure to equities at any time is subject to the terms of the Company's strategic asset allocations.

The Company manages equity price risks by setting and monitoring objectives and constraints on investments, diversification plans, limits on investments in each sector, market and issuer, having regard also to such limits stipulated by BNM. The Company complies with BNM's stipulated limits during the financial year and has no significant concentration risk.

The analysis below is performed for reasonably possible movements in key variables with all other variables held constant, showing the impact on profit after tax (due to changes in fair value of financial assets whose changes in fair values are recorded in income statement). The correlation of variables will have a significant effect in determining the ultimate impact on price risk, but to demonstrate the impact due to changes in variables, the variables had to be changed on an individual basis. It should be noted that movements in these variables are non-linear.

	Impact on profit after tax RM'000	Impact on equity RM'000
<u>At 31 December 2019</u>		
+ 10% shift in equity price	795	795
- 10% shift in equity price	(795)	(795)
<u>At 31 December 2018</u>		
+ 10% shift in equity price	407	407
- 10% shift in equity price	(407)	(407)

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32 NON FINANCIAL RISKS

The Company's non-financial risks comprise operational risk and strategic risk.

(a) Operational risk

Operational risk is the risk arising from business processes including inadequate procedures or policies, employee errors, system failures, fraud, criminal activity or from external events which may result in direct or indirect business impact.

The Company protects itself against financial losses by purchasing insurance cover against a range of operational loss events including business disruption, property damage and internal fraud. The coverage is determined after taking into consideration the Company's operational risk profile.

(b) Strategic risk

Strategic risk is identified as part of the business plan processes and is defined as the potential impact of the business strategy on the Company's earnings, capital and reputation. This also takes into consideration the wider social, economic, political, regulatory, competitive or technological trends that could impact the Company's business strategy within a set time period.

33 SHARE-BASED PAYMENT

Employee Share Purchase Plan ("ESPP")

Under the plan, eligible employees of the Company can purchase ordinary shares of AIAGL with qualified employee contributions and the AIA Group will award one matching restricted stock purchase unit to them at the end of the vesting period for each two shares purchased through the qualified employee contributions (contribution shares). Contribution shares are purchased from the open market. During the vesting period, the eligible employees must hold the contribution shares purchased during the plan cycle and remain employed by the AIA Group. The level of qualified employee contribution is limited to not more than 5% of the annual basic salary subject to a maximum.

For the financial year ended 31 December 2019, eligible employees paid RM137,554 (2018: Nil) to purchase 3,328 (2018: Nil) ordinary shares of AIAGL.

Valuation Methodology

The Company utilises a binomial lattice model to calculate the fair value of the share options grants, a Monte-Carlo simulation model and/or discounted cash flow technique to calculate the fair value of the ESPP taking into account the terms and conditions upon which the awards were granted. The price volatility is estimated on the basis of implied volatility of AIAGL's shares which is based on an analysis of historical data since they are traded in the Stock Exchange of Hong Kong and takes into consideration the historical volatility of peer companies. The expected life of the options is derived from the output of the valuation model and is calculated based on an analysis of expected exercise behaviour of the Company's employees.

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33 SHARE-BASED PAYMENT (CONTINUED)

Assumptions

	<u>31.12.2019</u>
Risk free interest rate	1.45%-1.69%
Volatility	20.00%-24.00%
Dividend yield	1.50%-1.60%
Weighted average fair value per unit at measurement rate (HK\$)	75.23
	<u>31.12.2018</u>
Risk free interest rate	N/A
Volatility	N/A
Dividend yield	N/A
Weighted average fair value per unit at measurement rate (HK\$)	N/A

Recognised compensation cost

The total recognised compensation cost (net of expected forfeitures) related to the matching restricted stock purchase unit awards granted under the ESPP by the Company for the financial year ended 31 December 2019 is RM35,216 (2018: Nil).

34 REGULATORY CAPITAL REQUIREMENT

The capital structure of the Company as at 31 December 2019, as prescribed under the RBC Framework is provided below:

	<u>31.12.2019</u>	<u>31.12.2018</u>
	RM'000	RM'000
<u>Eligible Tier 1 Capital</u>		
Share capital (paid up)	190,000	190,000
Reserves, including retained earnings	114,548	48,116
	<u>304,548</u>	<u>238,116</u>
<u>Tier 2 Capital</u>		
Available-for-sale fair value reserves	9,450	1,117
	<u>9,450</u>	<u>1,117</u>
Amount deducted from capital	<u>(4,052)</u>	<u>(85,714)</u>
Total capital available	<u><u>309,946</u></u>	<u><u>153,519</u></u>

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35 SIGNIFICANT EVENT DURING THE FINANCIAL YEAR

On 14 August 2019, the Directors had approved the disposal of the Company's 25% ordinary shares in an associate, AIA PUBLIC Takaful Bhd. to its immediate holding company, AIA Bhd. for a total consideration of RM75,000,000 ("Disposal") following the corporate restructuring exercise at its immediate holding company in an effort to simplify its existing group structure. The Company and AIA Bhd. signed the Sale and Purchase Agreement in relation to the Disposal on 12 December 2019 and the sale consideration for the Disposal was satisfied in cash.

36 CONTINGENCIES

In August 2016, Malaysia Competition Commission ("MyCC") had commenced investigation under Section 15(1) of the Competition Act 2010 ("the Act") against the General Insurance Association of Malaysia ("PIAM") and its 22 member companies with regards to an alleged infringement of Section 4(2)(a) of the Act in relation to agreement to fix parts trade discount and labour rates for 6 vehicle makes. On 22 February 2017, the Company received a Notice of Proposed Decision ("Proposed Decision") by the MyCC under Section 36 of the Competition Act 2010 ("the Act").

MyCC informed that pursuant to its investigation, the commission on the preliminary basis finds that the Company together with the other 21 members of PIAM have infringed the prohibition under Section 4(2)(a) of the Act for fixing parts trade discounts and labour rates for repair workshops and are therefore liable for an infringement under Section 4(3) of the Act.

MyCC has also proposed to impose a financial penalty of RM2,415,000 on the Company for the alleged infringement. The Proposed Decision is not final as at the date of this report, and the Company in consultation with its legal advisers will take such appropriate actions to defend its position that it has not been in infringement of Section 4(2)(a) of the Act.

Saved as disclosed above, the Company does not have any other contingent assets and liabilities since the last annual balance sheet date.

37 COMPARATIVE INFORMATION

The Directors have in their resolution dated 19 March 2018, approved the change of the financial year end from 30 November to 31 December. Therefore, the previous financial period covered in these financial statements is for a period of thirteen (13) months from 1 December 2017 to 31 December 2018. Thereafter, the financial year end of the Company has reverted to twelve (12) months ending 31 December for each subsequent year.

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38 ADDITIONAL DISCLOSURE UNDER AMENDMENTS TO MFRS 4 “INSURANCE CONTRACT”

The following additional disclosures, required by Amendments to MFRS 4 for entity qualified and elected the temporary exemption from applying MFRS 9, present the Company’s financial assets by their contractual cash flows characteristics.

Financial assets of the Company are separated into the following two groups:

- (i) financial assets with contractual terms that give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding (SPPI) in accordance with MFRS 9 and are not held-for-trading or managed on fair value basis, which consist of cash and cash equivalents, receivables, accrued investment income, loans and deposits, and debt securities; and
- (ii) all financial assets other than those specified in (i), which consist of derivative assets, equity securities, debt securities, and accrued investment income.

The following table shows the fair value and change in fair value of these two groups of financial assets.

RM’000	As at 31 December 2019 Fair value	For the year ended 31 December 2019 Change in fair value
Financial assets that met SPPI criteria and not held-for-trading or managed on fair value basis	636,763	10,964
Others*	10,465	224
Total	<u>647,228</u>	<u>11,188</u>

* Others include financial assets that fail SPPI test, those that are held for trading and those that are managed on a fair value basis

The following table sets out the credit quality analysis for financial assets that met the SPPI criteria and are not held for trading or managed on fair value basis.

	2019 RM’000
AAA	141,909
AA	75,709
Not rated	419,145
Total	<u>636,763</u>

Reinsurance assets have been excluded from the above assessments as they will be under the scope of MFRS 17, Insurance Contracts. Other than the financial assets listed in the table above and the assets that are within the scope of MFRS 17, Insurance Contracts, all other assets in the statement of financial position are non-financial assets.

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39 SUBSEQUENT EVENT

In the beginning of 2020, the rapid spread of the COVID-19 has been declared a pandemic. Globally, increasing measures are being taken to contain it and these have led to a significant volatility in the financial markets and resulting in an adverse impact on the global business and economic activity. The significant disruptions have been observed in the Company's new business sales, and decelerating in values of investments have started to kick in by the end of first quarter 2020. As the situation is rapidly evolving, it is not practical to quantify the financial impact of the outbreak to the Company.

The Company is closely monitoring the developing situation and the potential impact of COVID-19 on its operations and financial position to ensure vigilant steps and appropriate actions could be taken on timely manner.