

2022 Annual Corporate Governance Report AIA PHILIPPINES LIFE AND GENERAL INSURANCE COMPANY INC.

RECOMMENDED CORPORATE GOVERNANCE PRACTICE/POLICY

A. THE BOARD'S GOVERNANCE RESPONSIBILITIES PRINCIPLE 1: ESTABLISHING A COMPETENT BOARD

The company should be headed by a competent working board to foster the long-term success and sustainability of the corporation in a manner consistent with its corporate objectives and the long term interests of its shareholders and other stakeholders.

RECOMMENDATIONS	COMPLIANT/NON- COMPLIANT	ADDITIONAL INFORMATION	EXPLANATION
Recommendation 1.1 The Board should be composed of directors with a collective working knowledge, experience or expertise that is relevant to the company's industry/sector. The Board should always ensure that it has an appropriate mix of competent and expertise and that its members remain qualified for their positions individually and collectively, to enable it to fulfil its roles and responsibilities and respond to the needs of the organization based on the evolving business environment and strategic direction.	COMPLIANT	As shown in the Directors Profile in AIA Philippines' 2022 Annual Report, the board consists of members from diverse but relevant background. The Board's non-executive directors, apart from their extensive insurance background have lengthy experiences in the field of actuarial (Chairman of the Board, Mr. Leo Grepin), risk (Ms. Jane Plunkett), and legal (Mr. Mitchell New), to name a few. The company's independent directors, Mr. Francis Estrada, Mr. Antonino Aquino, Ms. Doris Magsaysay Ho and Mr. Joaquin Quintos are seasoned and multi-awarded directors who have served either as senior executives or as board member of several public and private enterprises within the country or abroad in diverse industries. The Company's sole executive director and CEO, Mr. Chee Keong (Kelvin) Ang, is AIA Group's homegrown talent with over 20 years in leadership role across the AIA Group Office and local business units in Asia. See Annual Report pages 47-50, Board of Directors' Profile	Not applicable
		The Board ensures that plans are in place for orderly succession to the Board and senior management to maintain a balance of appropriate skills and experiences within the Company. The Company's Revised Corporate Governance Policy and Procedure Manual (RCGM) prescribes a formal, rigorous and transparent procedure for the selection and appointment of directors of the board and senior management. xxx The Company, through its major shareholder and the Corporate Governance Committee (acting as the Nomination and Remuneration Committee, pursuant to IC Circular 2020-71), consider the knowledge, competencies, skills, and experience of the nominee-director or senior executives, taking into account the Company's business objectives and strategies. The Company ensures that its board membership and senior management consist of highly qualified individuals with sufficiently diverse talent, skills, experiences and background and possess a record of integrity and good repute. Another primary consideration in the hiring process is, based on the wealth of experiences of the nominees, their possible contribution to the development and achievement of strategies and ultimate achievement of the Company's goals and objectives. This is important to ensure that the quality of directors is aligned with the Company's strategic directions. See 2022 Annual Report, page 36, Board and Senior Management Succession and Selection Process	
Recommendation 1.2 The Board should be composed of a majority of non-executive directors who possess the necessary qualifications to effectively participate and help secure objective, independent judgment on company affairs and to substantiate proper checks and balances.	COMPLIANT	The following are board members of the company: 1. Mr. Leo Grepin, AlA Regional Chief Executive -Non-Executive Director, Chairman of the Board 2. Mr. Chee Keong (Kelvin) Ang - Chief Executive Officer, Executive Director 3. Mr. Mitchell New -Non-Executive Director 4. Ms. Jayne Plunkett - Non-Executive Director 5. Mr. Antonino Aquino - Independent Director 6. Mr. Francis Estrada - Lead Independent Director 7. Ms. Doris Magsaysay Ho - Independent Director 8. Mr. Joaquin Quintos, IV - Independent Director As shown, the company has only one (1) executive director comprising only 12.5% of the entire Board Members. Independent directors comprises 50% and together with non-executive directors, comprise 87.5% of the entire Board. See Annual Report pages 47-50, Board of Directors' Profile	Not applicable



Recommendation 1.3 The Company should provide in its Board Charter or Manual of Corporate Governance a policy on the training of directors, including an orientation program for first-time directors and relevant annual continuing training for all directors.	COMPLIANT	The Revised Corporate Governance Policy and Procedure Manual (RCGM) was approved in a board meeting last 21 October 2020 wherein the policy on training and training topics in accordance with IC CL 2020-71 were institutionalized. See website, Corporate Governance Policy and Procedure Manual The actual training/seminars attended to by each director are disclosed in the Annual Report. See Annual Report, page 37, Seminars Attended by the Board of Directors. Further, since 2020, the company has conducted its own annual continuing board training on corporate governance. The annual continuing board training for 2022 was conducted last 5 December 2022 covering 4-hour training on mandatory topics as provided in IC CL 2020-71. Senior management of the Company likewise attended the training. See Annual Report, page 46, 2022 IC-Mandated Annual Continuing Training Board Training on Corporate Governance	Not applicable
Recommendation 1.4 The Board should have a policy on board diversity.	COMPLIANT	The Board approved the company's Board Diversity Policy last 26 October 2021. See Annual Report, page 42, Board Diversity Policy Out of eight (8) directors, 2 directors are female. See Annual Report pages 47-50, Board of Directors' Profile	Not applicable
Recommendation 1.5 The Board should ensure that it is assisted in its duties by a Corporate Secretary, who should be a separate individual from the Compliance Officer. The Corporate Secretary should not be a member of the Board of Directors and should attend annually a training on corporate governance.	COMPLIANT	The Company's Corporate Secretary, Atty Carla Domingo, is a fellow of the Institute of Corporate Directors. Atty. Domingo is not the company's Compliance Officer and she is not a member of the Board of Directors. She attended the 2022 Annual Continuing Training on Corporate Governance together with the Board last 5 December 2022. See Annual Report, page 51, Board Support The functions of the Corporate Secretary are provided for in the By-laws and the Revised Corporate Governance Policy and Procedure Manual (RCGM). See Corporate Governance Policy and Procedure Manual, page 20-21 Qualifications of the Corporate Secretary may be found on the website: https://www.aia.com.ph/en/about-philamlife/our-management-team.html	Not applicable
Recommendation 1.6 The Board should ensure that it is assisted in its duties by a Compliance Officer who should have a rank of Vice President or an equivalent position with adequate stature and authority in the corporation. The Compliance Officer should not be a member of the Board of Directors and should annually attend a training on corporate governance.	COMPLIANT	The Company's current Chief Risk Officer, Ms. Maria Cristina Helena Samaniego is also the Chief Compliance Officer (CCO), Ms. Maria Cristina Helena Samaniego, is a senior ranking officer with a rank equivalent to Senior Vice President and is a member of the senior management as part of the Company's Executive Committee. Ms. Samaniego is not a member of the Board. She attended the 2022 Annual Continuing Training on Corporate Governance together with the Board last 5 December 2022. See Annual Report, page 51, Board Support The functions of the Compliance Officer is provided for in the Revised Corporate Governance Policy and Procedure Manual (RCGM). See Corporate Governance Policy and Procedure Manual, page 21-22 Qualifications of the Chief Compliance Officer may be found on the website: https://www.aia.com.ph/en/about-philamlife/our-management-team.html	Not applicable

PRINCIPLE 2: ESTABLISHING CLEAR ROLES AND RESPONSIBILITIES OF THE BOARD

The fiduciary roles, responsibilities and accountabilities of the Board as provided under the law, the company's articles and by-laws and other legal pronouncement and guidelines should be clearly made known to all directors as well as shareholders and other stakeholders



Recommendation 2.1	COMPLIANT	To ensure that Board members are fully informed, the notice of meeting is sent to the Board more than 30 days prior while the agenda and	Not applicable
The Board members should act on a fully informed basis, in good faith with due diligence and care, and in the best interest of the company and shareholders		presentation materials to be used during board meetings are sent in full to the board members at least five (5) business days prior to the meeting. Further, management is obliged to supply the Board with adequate and reliable information in a timely manner to enable the Board to make informed decisions. See website, Board Charter, item VI Conduct of Meetings, page 6	
		Board functions are provided in the Bylaws of the Company, the RCGM, and the Board Charter. See Bylaws See RCGM, pages 8-10 See Board Charter	
		See Bourd Charter	
Recommendation 2.2 The Board should oversee the development of and approve the company's business objectives and strategy, and monitor their implementation, in order to sustain the company's long term-viability and strength.	COMPLIANT	As provided in the Revised Corporate Governance Policy and Procedure Manual (RCGM), one of the main responsibilities of the Board is to oversee the development of and approve on an annual or quarterly basis Business Objectives, Strategies and Capital Plans of the Company, and monitor their implementation in order to sustain the Company's long-term viability and strength. As such, these matters are part of board or committee meetings' agenda on a regular basis. Strategies, Capital Plans, business objectives and their milestones or achievements and results of operations are reported and discussed quarterly in the CEO and CFO and other management reports. See website, Corporate Governance Policy and Procedure Manual, page 8, Roles and Responsibilities of the Board 4.4 (b)	Not applicable
Recommendation 2.3 The Board should be headed by a competent and qualified Chairperson.	COMPLIANT	The Chairman of the Board is Mr. Leo Michel Grepin who replaced Mr. Jacky Chan on 12 May 2022. Mr. Grepin is a non-executive director of the company and is the incumbent AIA Company Limited Regional Chief Executive. Prior to joining AIA, he was a President of an insurance company and worked with Bridgewater Associates, a global hedge fund, where he led the team managing portfolio construction and trade generation. He also spent 15 years at McKinsey & Company and led the global client service teams serving several multinational insurers and asset managers as Senior Partner. See Annual Report, page 47, Board of Directors Profile, Leo Michel Grepin	Not applicable
Recommendation 2.4 The Board should be responsible for ensuring and adopting an effective succession planning program for directors, key officers and management to ensure growth and continued increase in the shareholders' value. This should include adopting a policy on the retirement age for directors, and key officers as part of management succession and to promote dynamism in the company	COMPLIANT	The Board ensures that plans are in place for orderly succession to the Board and senior management to maintain a balance of appropriate skills and experiences within the Company. The Company's Corporate Governance Manual prescribes a formal, rigorous and transparent procedures for the selection and appointment of directors of the Board and senior management. xxx The Company, through its major shareholder and the Corporate Governance Committee (acting as the Nomination and Remuneration Committee, pursuant to IC Circular 2020-71), consider the knowledge, competencies, skills, and experience of the nominee-director or senior executives, taking into account the Company's business objectives and strategies. The Company ensures that its Board membership and senior management consist of highly qualified individuals with sufficiently diverse talents, skills, experience and background and possess a record of integrity and good repute. Another primary consideration in the hiring process is, based on the wealth of experiences of the nominees, their possible contribution to the development and achievement of strategies and ultimate achievement of the Company's goals and objectives. This is important to ensure that the quality of directors is aligned with the Company's strategic directions. See 2022 Annual Report, page 36, Board and Senior Management Succession and Selection Process Annually, the Board approved and adopted the Company's annual Organization People Review (OPR) aimed at ensuring effective succession planning for directors, key officers and management to ensure growth and continued increase in the shareholders' value. See 2022 Annual Report, page 46, Annual Organization People Review and Performance Development Dialoque (PDD) Further, as part of succession planning and to promote dynamism in the Company, the Board approved the Retirement Age Policy that provides, among others, the maximum tenure for independent directors to be aligned with local regulations; for retirement age of directors other than indepe	Not applicable



Recommendation 2.5 The board should be able to formulate a policy specifying the relationship between remuneration and performance of key officers and board members which should be aligned with long term interests of the company. Further, no director should participate in discussions or deliberations involving his own remuneration.	COMPLIANT	The Board approved the company's Remuneration Policy which ensures that the Board and senior management remuneration programs are designed to be market competitive, fully compliant with local regulations, and foster a strong performance-oriented culture within an appropriate risk management framework. See Annual Report, page 42. Remuneration Policy xxx In view of the stricter corporate and regulatory environment in the country, the Company believes that the independent directors should be adequately compensated for the knowledge, skills, and expertise they share and impart to the Board; for the time and effort they provide to the Company; and for potential risks and liability they may be exposed to as its members. The fee structure of the independent directors is based on various factors, such as but not limited to director's qualification and experience, skills, and expertise; financial services sector benchmark; market condition; and regulatory environment. xxx As reviewed and approved by the shareholders of the Company on an annual basis, the independent directors receive fixed directors' fees per Board and Committee meeting attended, and annual bonus. XX The executive and non-executive directors do not receive any remuneration for their directorship in AIA Philippines. See Annual Report, page 41. Fee Structure and Remuneration of Directors REWARDING PERFORMANCE AIA Philippines provides a dynamic work environment that encourages employees to bring their best to work each day. In return, the Company offers a Total Reward program including growth opportunities and a comprehensive package of pay and benefits which aims to give employees the choice and flexibility to meet their individual needs. AIA Philippines's Reward Philosophy is built on the principle of providing an equitable, motivating, and market-competitive total remuneration package that fosters a strong performance-oriented culture. Its strong pay-for-performance culture is aligned with AIA Group's Operating Philosophy of "Doing the Right Thin	Not applicable
Recommendation 2.6 The board should have and disclose in its Manual of Corporate Governance a formal and transparent board nomination and election policy that should include how it accepts nominations from minority shareholders and reviews nominated candidates.	COMPLIANT	The formal process for board nomination and election are stated in the company's Revised Manual of Corporate Governance Policy and Procedure Manual (RCGM). It provides, among others, that election and/or appointments to the Company's Board of Directors shall be made on merit and subject to objective criteria. In the nomination and election process, the Board and the shareholders shall review and evaluate the qualifications of all persons nominated in the Board, including whether the candidates: 1) possess the knowledge, skills, competence and experience, in terms of management capabilities, preferably in the field of insurance or insurance-related disciplines; 2) in the case of non-executive independent directors, independence of mind given their responsibilities to the Board and in light of the Company's business and risk profile; 3) have a record of integrity, credibility and good repute; 4) have sufficient time to carry out their responsibilities; and 5) have the ability to promote a smooth interaction between board members. In searching for qualified candidates, the Company may resort to the use of professional search firms or external sources. xxx All directors shall be subject to election by the shareholders (including minority) of the Company at the annual stockholders' meeting after their nomination, and to be re-elected thereafter on an annual basis. **See website, Corporate Governance Policy and Procedure Manual, page 11-12, Nomination in the Board**	Not applicable
Recommendation 2.7 The Board should have overall responsibility in ensuring that there is a group-wide policy and system governing related party transactions (RPTs) and other unusual or infrequent occurring transactions, particularly those which pass certain thresholds of materiality. The policy should include the appropriate review and approval of material or significant RPTs, which guarantee fairness and transparency of the transactions. The policy should include the appropriate review and approval of material or significant RPTs, which guarantee fairness and transparency of the transactions. The policy should encompass all entities within the group, taking into account their size, structure, risk profile and complexity of operations.	COMPLIANT	The Related Party Transaction (RPT) Policy sets the parameters to determine which transaction are considered material given pre-defined materiality threshold set out in the RPT Policy. All related party transactions are reported to the management, level Regulatory and Compliance Committee for approval (non-material) and endorsement to the Board Audit and RPT Committee (material). The board-level Audit and RPT Committee approves material RPT and endorses the same to the Board on a quarterly basis and to the stockholders on an annual basis for confirmation and approval. See Annual Report, page 54, Related Party Transaction Related party transactions are disclosed in the Notes to the Audited Financial Statement; See Annual Report, page 74, Related Party Transactions	Not applicable



Recommendation 2.8 The Board should be primarily responsible for approving the selection and assessing the performance of the Management led by the Chief Executive Officer (CEO) and control functions led by their respective heads (Chief Risk Officer, Chief Compliance Officer, and Chief Audit Executive).	COMPLIANT	As provided in the Company's Revised Corporate Governance Policy and Procedure Manual (RCGM), it is the Board's primary duty to approve the selection and assessment of the performance of the Management led by the Chief Executive Officer (CEO), and control functions led by their respective heads, the Chief Risk Officer, Chief Compliance Officer, and Head of Internal Audit. See website, Corporate Governance Policy and Procedure Manual, pages 8-9, Roles and Responsibilities of the Board The Management Team appointed by the Board is published on the Company website: https://www.aia.com.ph/en/about-philamlife/ourmanagement-team.html See also Annual Report, page 32-33, Our Management Team The evaluation forms for the Board, the Committees, and key officers above are likewise uploaded on website. See Third-Party Facilitated Evaluation Survey Form and Annual Performance Survey For 2022, the Annual Board Performance Evaluation Survey was supported by an external facilitator, the Institute of Corporate Governance (ICD). It was participated by the members of the Board, where they registered an overall rating of "very good" on various criteria xxx As likewise required by the IC's Revised Code of Corporate Governance, the Board also evaluated the key officers of the Company, particularly the Chief Executive Officer, Corporate Secretary, Chief Risk and Compliance Officer, Head of Internal Audit, Chief Financial Officer, Chief Investment Officer, Chief Operations Officer, and the Chief Technology Officer who received an overall rating of "very good" to "good" noting their clear knowledge and understanding of their respective functions and responsibilities. See 2022 Annual Report, page 38, Performance Evaluation	Not applicable
Recommendation 2.9 The Board should establish an effective performance management framework that will ensure that the management, including the Chief Executive Officer, and the personnel's performance is at par with the standards set by the Board and Senior Management	COMPLIANT	"The Board has approved the company's Performance Development Dialogue (PDD) ensuring that performance of all officers and employees are in accordance with the goals and objectives of the company. PDD also aims to encourage employees to actively participate in the realization of the company's goals and governance by aligning induvial goals of employees with the company strategic goals. Every employee who is a member of the Management Committee has specific risk and compliance goals as part of their performance target. See Annual Report, page 46, Annual Organization People Review and Performance Development Dialogue"	Not applicable
Recommendation 2.10 The Board should oversee that an appropriate internal control system is in place, including setting up a mechanism for monitoring and managing potential conflicts of interest of Management, board members, and shareholders. The Board should also approve the Internal Audit Charter.	COMPLIANT	The Board established the Audit and Related Party Transactions (RPT) Committee to enhance its oversight capability over the Company's financial reporting, internal control system, internal and external audit processes, related party transactions, and compliance with applicable laws and regulations. The Audit and RPT Committee shall ensure that all transactions with related parties are handled in a sound and prudent manner, with integrity, and in compliance with applicable laws and regulations, in order to protect the interest of the Company, its shareholders, policyholders, clients, creditors and other stakeholders. The Board has also approved the Internal Audit Charter last 12 August 2021. See Annual Report, page 43, Internal Audit Charter See: 1. Corporate Governance Policy and Procedure Manual 2. Audit and Related Party Transactions Committee Charter 3. Annual Report	Not applicable



Recommendation 2.11 The Board should oversee that a sound enterprise risk management (ERM) framework is in place to effectively identify, monitor, assess and manage key business risks. The risk management framework should guide the Board in	COMPLIANT	The Board, through the Board Risk Committee (BRC) is responsible for the oversight of the Company's Enterprise Risk Management (ERM) framework to ensure its effectiveness. BRC is responsible for the development of ERM Framework and oversee its implementation through the Group Risk Management Committee (GRMC); it conducts regular discussions on the company's prioritized and residual risk exposures based on regular risk management reports; and assesses how the concerned units or offices are addressing and managing these risks; evaluates the risk	Not applicable
business risks. The risk management framework should guide the Board in identifying units/business lines and enterprise-level risk exposures, as well as the effectiveness of risk management strategies.		management framework to ensure its continued relevance, comprehensiveness and effectiveness; advises the Board on risk appetite levels and risk tolerance limits and the review of such; assessment of the risks to any potential financial impact that it may have; and reports to the board on a regular basis or as deemed necessary.	
		See website: Corporate Governance Policy and Procedure Manual, page 28-31 See also: Board Risk Committee Charter, page 7-8	
		At the management level, the company has Risk and Compliance Office headed by the Chief Risk Officer (CRO) who implements the company's ERM Framework to identify, assess, manage and monitor risk exposures, with the company's Board Risk Committee maintaining oversight on the same. The company operates using the three lines of defense model in running its Risk Management Framework (RMF). The model defines primary risk ownership by the business areas in order to drive a strong culture of ethics and accountability in the way business is conducted day to day. In this way, risks are identified and mitigated immediately as they emerge.	
		See Annual Report, page 51, Board Support See also Annual Report, pages 58-60, Enterprise Risk Management	
Recommendation 2.12 The Board should have a Board Charter that formalizes and clearly states its roles, responsibilities and accountabilities in carrying out its fiduciary duties. The Board Charter should serve as a guide to the directors in the performance of their functions and should be publicly available and posted on the company's website.	COMPLIANT	The company's Board Charter was approved by the Board on 21 October 2020. See website, Board Charter	Not applicable

PRINCIPLE 3. ESTABLISHING BOARD COMMITTEES

Board committees should be set up to the extent possible to support the effective performance of the Board's functions, particularly with respect to audit, risk management, related party transactions, and other key corporate governance concerns, such as nomination and remuneration. The composition, functions and responsibilities of all committees established should be contained in a publicly available Committee Charter.

Recommendation 3.1	COMPLIANT	The company's Board Committees, among others, are:	Not applicable
The Board should establish board committees that focus on specific board		1. Audit & Related Party Transactions Committee <u>See website</u> , <u>Audit & RPT Committee Charter</u>	
functions to aid in the optimal performance of its roles and responsibilities.		2. Corporate Governance Committee <u>See website, Corporate Governance Committee Charter</u>	
		3. Board Risk Committee <u>See website, Board Risk Committees</u>	



Recommendation 3.2 The Board should establish an Audit Committee to enhance its oversight	COMPLIANT	The constitution, authority, frequency and conduct of meetings, objectives and other details about the Audit and RPT Committee are contained in its Charter as posted on Company website.	Not applicable
capability over the company's financial reporting, internal control system, internal and external audit processes, and compliance with applicable laws and regulations. The committee should be composed of at least three appropriately qualified non-executive directors, the majority of whom, including the Chairman, should be independent. All of the members of the committee must have relevant background, knowledge, skills, and/or experience in the areas of accounting, auditing and finance. The Chairman of the Audit Committee should not be the chairman of the Board or of any other committees.		As shown in the Charter, part of the duties of the Committee is to be primarily responsible for making recommendations to the Board on the appointment, reappointment and removal of the external auditor and on the remuneration and terms of engagement of the external auditor, and to consider any questions of resignation or dismissal of that auditor. See website, Audit & RPT Committee Charter The company's Audit and RPT Committee is composed of 100% independent directors, namely: 1. Mr. Antonino T. Aquino - Independent Director; 2. Mr. Joaquin E. Quintos IV - Independent Director; and 3. Mr. Francis Estrada - Independent Director. See also Annual Report, page 41, Tables of Committee Memberships The profile of each of the above Committee members, including the Chairman, are disclosed in the Annual Report - See Annual Report pages 47-50, Board of Directors' Profile	
Recommendation 3.3 The Board should establish a Corporate Governance Committee that should be tasked to assist the Board in the performance of its corporate governance responsibilities, including the functions that were formerly assigned to a Nomination and Remuneration Committee. It should be composed of at least three members, majority of whom should be independent directors, including the Chairman.	COMPLIANT	The constitution, authority, frequency and conduct of meetings, objectives and other details about the Corporate Governance Committee are contained in its Charter as posted on Company website. Pursuant to IC CL 2020-71, the Corporate Governance Committee serves as the Nomination and Remuneration Committee See website, Corporate Governance Committee Charter. In compliance with the IC CL 2020-71, the Corporate Governance Committee members are: 1. Ms. Doris Ho, independent director - Committee Chair 2. Mr. Joaquin Quinto's, independent director - Member 3. Mr. Mitchell New, non-executive director - Member As shown, majority of the members are independent directors. See Annual Report, page 41 Tables of Committee Memberships The profile of each of the above Committee members including the Chairperson are disclosed in the Annual Report - See Annual Report pages 47-50, Board of Directors' Profile On the nomination and selection process: See 2022 Annual Report, page 36, Board and Senior Management Succession and Selection Process	Not applicable



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Recommendation 3.4 Subject to a corporation's size, risk profile and complexity of operations, the Board should establish a separate Board Risk Oversight Committee (BROC) that should be responsible for the oversight of a company's Enterprise Risk Management system to ensure its functionality and effectiveness. The BROC should be composed of at least three members, the majority of whom should be independent directors, including the Chairman. The Chairman should not be the Chairman of the Board or of any other committee. At least one member of the committee must have relevant thorough knowledge and experience on risk and risk management.	COMPLIANT	The Board has an existing Board Risk Committee (BRC) which has oversight of the company's Enterprise Risk Management system. The constitution, authority, frequency and conduct of meetings, objectives and other details about the Board Risk Committee are contained in its Charter as posted on Company website. See website, Board Risk Committee Charter In compliance with IC CL2020-71, the members of the BRC are as follows: 1. Mr. Francis Estrada, independent director - Committee Chair 2. Ms. Doris Magsaysay Ho, independent director - Member 3. Mr. Antonino Aquino, independent director - Member 4. Mr. Kelvin Ang, executive director - Member 5. Ms. Jayne Plunkett, non-executive director - Member Mr. Estrada is not a chairperson of the board or any other committee. Ms. Plunkett has experience on risk management being the incumbent Group Risk Officer of the company's parent company, AIA Group. See Annual Report, page 41, Tables of Committee Memberships, Board Risk Committee The profile of each of the above Committee members including the Chairperson are disclosed in the Annual Report - See Annual Report pages 47-50, Board of Directors' Profile	Not applicable
Recommendation 3.5 Subject to a corporation's size, risk profile and complexity of operations, the board should establish a Related Party Transaction (RPT) Committee, which should be tasked with reviewing all material related party transactions of the company and should be composed of at least three non-executive directors, majority of whom should be independent, including the Chairman.	COMPLIANT	The constitution, authority, frequency and conduct of meetings, objectives and other details about the Audit and RPT Committee are contained in its Charter as posted on Company website. See website, Audit and RPT Committee Charter The members of the Committee are as follows: 1.Mr. Antonino T. Aquino - independent director (Chair) 2. Mr. Joaquin E. Quintos, IV - independent director 3. Mr. Francis Estrada - independent directors See also Annual Report, page 39, Tables of Committee Memberships, Audit and RPT Committee The profile of each of the above Committee members including the Chairperson are disclosed in the Annual Report - See Annual Report pages 47-50, Board of Directors' Profile	Not applicable
Recommendation 3.6 All established committees should be required to have Committee Charters stating in plain terms their respective purposes, memberships, structures, operations, reporting processes, resources and other relevant information. The Charters should provide the standards for evaluating the performance of the Committees. It should also be fully disclosed on the company's website.	COMPLIANT	The committee charters - Audit and RPT Committee, Board Risk Committee, Corporate Governance Committee - are posted on company website. 1. Audit & Related Party Transactions Committee - <u>See website, Audit & RPT Committee Charter</u> 2. Corporate Governance Committee - <u>See website, Corporate Governance Committee Charter</u> 3. Board Risk Committee - <u>See website, Board Risk Committee</u>	Not applicable

PRINCIPLE 4: FOSTERING COMMITMENT

To show full commitment to the company, the directors should devote the time and attention necessary to properly and effectively perform their duties and responsibilities, including sufficient time to be familiar with the corporation's business.



Recommendation 4.1 The directors should attend and actively participate in all meetings of the Board, Committees, and Shareholders in person or through tele/videoconferencing conducted in accordance with the rules and regulations of the Commission, except when justifiable causes, such as, illness, death in the immediate family and serious accidents, prevent them from doing so. In Board and Committee meetings, the director should review meeting materials and if called for, ask the necessary questions or seek clarifications and explanations.	COMPLIANT	For 2022, the Board of Directors had a total of eight (8) meetings where the Board posted an overall attendance rate of 95.31%. The directors received the meeting pack five (5) days in advance. The meeting pack includes among others, the Board and Committee Meeting Minutes for approval of the Board, the business and financial highlights of the Company and other items that need Board action and approval. See Annual Report, page 40, Board Meetings in 2022 The Board Charter and RCGM govern the Company's rule on the attendance, conduct of and participation in board, committee and shareholders' meeting. See Board Charter See RCGM	Not applicable
Recommendation 4.2 The non-executive directors of the Board should concurrently serve as directors to a maximum of five Insurance Commission Regulated Entities and Publicly Listed Companies to ensure that they have sufficient time to fully prepare for meetings, challenge Management's proposals/views, and oversee the long-term strategy of the company	COMPLIANT	The company's Revised Code of Corporate Governance Policy and Procedure Manual (RCGM) provides for optimum number of directorships. It mandates that non-executive directors can only serve as directors to a maximum of 5 publicly listed companies. All directors are also required to disclose their incumbent directorship or before accepting a new directorship in another company. See website, Corporate Governance Policy and Procedure Manual, page 7, 4.3 Multiple Board Seats Moreover, all directors affiliations are declared in their respective biographical data submitted annually to the Insurance Commission pursuant to IC Circular 35-2006 dated 23 October 2006.	Not applicable
Recommendation 4.3 A director should notify the Board where he/she is an incumbent director before accepting a directorship in another company.	COMPLIANT	Directors are required to disclose their incumbent directorship as stated in the immediately preceding row.	Not applicable
PRINCIPLE 5. REINFORCING BOARD INDEPENDENCE			
The board should endeavor to exercise an objective and independent	ent judgment on all	i corporate affairs.	
Recommendation 5.1 The Board should be composed of at least twenty percent (20%) independent	COMPLIANT	The following are board members of the company:	Not applicable
directors directors		 Mr. Leo Grepin, AlA Regional Chief Executive -Non-Executive Director, Chairman of the Board Mr. Chee Keong (Kelvin) Ang - Executive Director, Chief Executive Officer Mr. Mitchell New -Non-Executive Director Ms. Jayne Plunkett - Non-Executive Director Mr. Antonino T. Aquino - Independent Director Mr. Francis G. Estrada - Lead Independent Director Ms. Doris Magsaysay Ho - Independent Director Mr. Joaquin E. Quintos, IV - Independent Director As shown, the Board is composed of 50% independent directors. See Annual Report, pages 47-50, Board of Directors' Profile 	
Recommendation 5.2 The Board should ensure that its independent directors possess the necessary qualifications and none of the disqualifications for an independent director to hold the position.	COMPLIANT	The company's independent directors, Mr. Francis Estrada, Mr. Antonino Aquino, Ms. Doris Magsaysay Ho and Mr. Joaquin Quintos are seasoned and multi-awarded directors who have served either as senior executives or as board member of several public and private enterprises within the country or abroad in diverse industries. Even so, none of their past background and affiliations can pose any material conflict of interest nor affect their independent judgement as board member of the company since they have not been connected with the company or any of its subsidiaries and affiliates in the past or present except as such independent director. See Annual Report, page 49, Board of Directors' Profile	Not applicable
		On the qualifications of independent directors - <u>See RCGM</u> , <u>6. Independent Directors</u> , <u>page 17-18</u>	

For 2022, the Board of Directors had a total of eight (8) meetings where the Board posted an overall attendance rate of 95.31%. The directors

COMPLIANT

Not applicable



Recommendation 5.3 The Board's independent directors should serve for a maximum cumulative term of nine years. After which, the independent director should be perpetually barred from re- election as such in the same company, but may continue to qualify for nomination and election as a non-independent director. In the instance that a company wants to retain an independent	COMPLIANT	The company thus, follow the Insurance Commission's 9-year term limit for independent directors. As of December 31, 2022, none of the independent directors exceeded the 9-year term (reckoned from 02 January 2015) See Annual Report, pages 47-50, Board of Directors' Profile The RCGM provides that term limit of INEDs shall be cumulative of 9 years reckoned from 02 January 2015 - See RCGM, 6.2 Term Limit of Independent Directors, page 18	Not applicable
director who has served for nine years, the Board should provide meritorious justification/s and seek shareholders' approval during the annual shareholders' meeting.			
Recommendation 5.4 The positions of Chairman of the Board and Chief Executive Officer should be held by separate individuals and each should have clearly defined responsibilities.	COMPLIANT	The Company's CEO is Mr. Chee Keong (Kelvin) Ang while the Chairman of the Board is Mr. Leo Grepin. Mr. Ang (CEO) is the sole executive director while Mr. Grepin (Chairperson) is a non-executive director and is the Regional CEO of the parent-company, AIA Company Limited. See Annual Report, page 47 Board of Directors' Profile	Not applicable
		Their responsibilities as defined in the company's Revised Code of Corporate Governance are distinct and separate. <u>See website, Corporate</u> <u>Governance Policy and Procedure Manual, pages 16-17</u>	
Recommendation 5.5 The Board should designate a lead director among the independent directors if the Chairman of the Board is not independent, including if the positions of the Chairman of the Board and Chief Executive Officer are held by one person.	COMPLIANT	Mr. Francis Estrada was first appointed as Lead Independent Director last 21 October 2020 Board meeting. He was re-elected as such during the company's organizational meeting last 22 April 2022. See Annual Report, page 49, Board of Directors' Profile	Not applicable
Recommendation 5.6 A director with a material interest in any transaction affecting the corporation should abstain from taking part in the deliberations for the same.	COMPLIANT	The Board of Directors will be the final approving authority of all material related party transactions (RPTs) for confirmation by stockholders in its annual meeting. The RPT Policy of the Company provides that any director who has an interest in a related party transaction as defined under the policy must abstain from deliberation and approval of such transaction. Directors execute annual RPT recertification to ensure compliance with the Company's RPT Policy. Related party transactions are disclosed in the Notes to the Audited Financial Statement; For 2022, the Company declares that all related party transactions are conducted in arm's length basis and that no individual director has any RPT with the company. See Annual Report, pages 54, Related Party Transaction	Not applicable
Recommendation 5.7 The non-executive directors (NEDs) should have separate periodic meetings with the external auditor and heads of the internal audit, compliance and risk functions, without any executive directors present to ensure that proper checks and balances are in place within the corporation. The meetings should be chaired by the lead independent director.	COMPLIANT	As provided in the Revised Code of Corporate Governance Policy and Procedure Manual (RCGM), the non-executive and independent directors are encouraged to have separate periodic meetings with the External Auditor, Head of Internal Audit, and Head of Risk and Compliance without the presence of the executive director. The meeting is to be chaired by the lead independent director. See website, Corporate Governance Policy and Procedure Manual, page 15, Board Meetings (last paragraph) In 2022, The Non-Executive Directors (NEDS) have separate meetings with each of the External Auditor and Head of Internal Audit both without the presence of management last 27 January 2022; 27 April 2022; 21 July 2022 and 26 October 2022 See Annual Report, page 40, Non-Executive Directors Meeting	Not applicable

Principle 6. Assessing Board PerformanceThe best measure of the Board's effectiveness is through an assessment process. The Board should regularly carry out evaluations to appraise its performance as a body, and assess whether it possesses the right mix of backgrounds and competencies.



Recommendation 6.1 The Board should conduct an annual assessment of its performance, including the performance of the Chairman, individual members and committees. Every three years, the assessment may be supported by an external facilitator.	COMPLIANT	As provided in the Revised Code of Corporate Governance Policy and Manual (RCGM), a formal and rigorous evaluation of the performance of the Board, its Committees, the Board Chairman, CEO, and individual directors shall be taken annually. The Corporate Secretary shall provide the necessary support to the Board in conducting the evaluation but the Board may consider engaging an external facilitator once every 3 years. See website, Corporate Governance Policy and Procedure Manual, page 27, Annual Board Performance Evaluation and Shareholder's Feedback Mechanism	Not applicable
		In compliance thereto, for 2022, the Annual Board Performance Evaluation Survey was supported by an external facilitator, the <i>Institute of Corporate Governance (ICD)</i> . It was participated by the members of the Board, where they registered an overall rating of "very good" on various criteria such board structure and composition, roles and accountability, board process, and board dynamics, each individual director, and the chairperson of the Board. The same very good rating was given to each of the Committee – Audit and RPT, Board Risk and Corporate Governance Committee.	
		The key observations of the ICD-facilitated performance evaluation about the AIA Philippines Board include: • The Board is composed of very competent and professional directors with diverse experience; • The Board is very much engaged in strategy execution, formulation and monitoring of policies and accountability • The Board discussions are collegial and very dynamic; • The Board is strongly committed to ethical business practices; • There is very good collaboration and working relation between the CEO and the independent directors; and • The Board adopted a policy not to invest in coal and supported breast cancer advocacy. See Annual Report, page 38, Performance Evaluation	
Recommendation 6.2 The Board should have in place a system that provides, at the minimum, criteria and process to determine the performance of the Board, the individual directors, committees and such system should allow for a feedback mechanism from the shareholders.	COMPLIANT	Performance evaluation of the Board, CEO, individual directors and Committees is to be undertaken annually. The result of which is to be presented to the shareholders for their comments. The company further appointed the Corporate Secretary as the Chief Investor Relations Officer who may act as point of contact for shareholders to raise their concerns. See website, Corporate Governance Policy and Procedure Manual, page 27, Annual Board Performance Evaluation and Shareholder's Feedback Mechanism The results of the 2022 Annual Board Performance Evaluation Survey was presented during the Annual Stockholders Meeting last 20 April 2023 where the stockholders the confirmed and approved the result. See Annual Report, Board Meetings, page 40 See website, Minutes of AGM	Not applicable
Principle 7. Strengthening Board Ethics Members of the Board are duty-bound to apply high ethical standa	ords, taking into acc	count the interests of all stakeholders.	
Recommendation 7.1 The Board should adopt a Code of Business Conduct and Ethics, which would provide standards for professional and ethical behavior, as well as articulate acceptable and unacceptable conduct and practices in internal and external dealings. The Code should be properly disseminated to the Board, senior management and employees. It should also be disclosed and made available to the public through the company website.	COMPLIANT	The company has a Code of Conduct (<i>more commonly known as Code of Ethics</i>) which all employees are required to certify their faithful compliance on an annual basis. The Code is posted on company website. See website, Code of Conduct CODE OF CONDUCT ANNUAL CERTIFICATION To ensure that all AIA Philippines employees are aware of the provisions of the AIA Code of Conduct, an annual certification program is conducted whereby all employees confirm their knowledge, understanding, and practice of the rules and guidelines written in the Code. NEW EMPLOYEES ORIENTATION PROGRAM (NEOP) Company policy mandates for all new joiners to complete the New Hires Mandatory Course where the Code of Conduct and all other relevant company policies are discussed. This program is offered through an online learning platform and must be completed within 90 days from joining date. See Annual Report, page 52, AIA Code of Conduct	Not applicable



Recommendation 7.2 The Board should ensure the proper and efficient implementation and monitoring of compliance with the Code of Business Conduct and Ethics and	COMPLIANT	The company annually conducts Code of Conduct certification exercise. The company also maintain an Ethics Hotline where its stakeholders may anonymously raise their concerns and appropriate investigation are in place to ensure that ethical concerns and/or violations of legal, regulatory and internal policies or guidelines are properly dealt with. Any major issues or findings are part of the quarterly Compliance Report,	Not applicable
internal policies		Audit Report, Major Litigation Update, etc., presented to the Board as endorsed by the Audit and RPT Committee.	
		See website, AIA Ethics and Compliance Hotline See website, Code of Conduct	
		See website, Code of Conduct See also website, Audit and RPT Committee Charter, page 6, Conduct of Meetings (par. 12).	
		See also Annual Report, page 52, Code of Conduct Annual Certification	
B. DISCLOSURE AND TRANSPARENCY			
Principle 8. Enhancing Company Disclosure Policies And Procedures	3		
The company should establish corporate disclosure policies and pro	ocedures that are p	practical and in accordance with best practices and regulatory expectations.	
Recommendation 8.1 The Board should establish corporate disclosure policies and procedures to ensure a comprehensive, accurate, reliable and timely report to shareholders and other stakeholders that gives a fair and complete picture of a company's financial condition, results and business operations.	COMPLIANT	The Board approved the company's Financial Disclosure Policy last 16 December 2020. The Policy sets out the company's approach to disclosure of financial information in order to give a complete picture of the company's financial standing and results of business operations to stakeholders. It states that the company shall fully abide by legal and regulatory mandates on financial reporting standards and disclosures of financial information. See Annual Report, page 43, Financial Disclosure Policy	Not applicable
Recommendation 8.3The Board should fully disclose all relevant and material information on individual board members and key executives to evaluate their experience and qualifications, and assess any potential conflicts of interest that might affect their judgment.	COMPLIANT	Information about individual directors and senior management are publicly available through the company's website or the annual report. They are also required to undergo annual Code of Conduct and Related Party Transaction (RPT) certifications. All directors and key officers (Vice President level and up) submit to the Insurance Commission (IC) their individual biographical data which provide complete information about their own or immediate family's affiliations that enable regulator to assess any potential conflict of interests.	Not applicable
		See Annual Report, pages 47-50, Board of Directors' Profile, Board Support See website	
		See Annual Report, page 52, Code of Conduct Annual Certification;	
		<u>See Annual Report, page 53, Conflict of Interest</u> Share ownership of directors in the Company may be found in the Annual Report - <u>See Annual Report, page 39, List of Stockholders</u>	
Recommendation 8.4	PARTIALLY	The Board approved last 21 October 2020 the Remuneration Policy which provides that Board remuneration should be designed to be market	The annual
The company should provide a clear disclosure of its policies and procedure for setting Board and executive remuneration, as well as the level and mix of the same in the Annual Corporate Governance Report consistent with ASEAN Corporate Governance Scorecard (ACGS) and the Revised Corporation Code. Also, companies should disclose the remuneration on an individual basis,	COMPLIANT	competitive and their allowances aligned with market practices and fully compliant with regulations. Components of executive remuneration consisting of guaranteed and variable components that reward performance and value creation are likewise detailed in the Policy. Details of individual directors' remuneration and key officer (CEO) are provided in the Annual Report. <u>See Annual Report, page 42, Remuneration Policy</u>	report discloses the fees paid to independent directors while non-executive
including termination and retirement provisions.		As reviewed and approved by the shareholders of the Company on an annual basis, the independent directors receive fixed directors' fees per Board and Committee meeting attended, and annual fixed fees. For 2022, the total annual gross directors' fees of the independent directors of the Company amounted to Philippine Pesos: Six Million Nine Hundred Sixty Thousand (PHP6,960,000), broken down as follows: 1) Francis Estrada – (PHP1,780,000.00); 2) Antonino Aquino (PHP1,780,000.00); 3) Joaquin Quintos IV (PHP1,700,000.00); and 4) Doris Magsaysay-Ho (PHP1,700,000.00). The executive and non-executive directors do not receive any remuneration for their directorship in AIA Philippines. <u>See Annual Report, page 41, Fee Structure and Remuneration of Directors</u>	directors and the sole executive director do not receive any remuneration or allowance for their
			directorship. Aggregate employees
			compensation and benefits are
			disclosed in the
			Audited Financial Statement.



Recommendation 8.5 The company should disclose its policies governing Related Party Transactions (RPTs) and other unusual or infrequently occurring transactions. The material or significant RPTs should be reviewed and approved by the Board and submitted for confirmation by majority vote of the stockholders in the annual stockholders' meeting. All material or significant RPTs for the year should be disclosed in its Annual Company Report or Annual Corporate Governance Report.	COMPLIANT	A summary of the RPT Policy is disclosed in the Annual Report. Actual RPTs including significant or material RPTs (if any) are disclosed through the company's Audited Financial Statements as provided in the Annual Report after the same has been approved by the Board and confirmed by majority stockholders during the annual meeting. See Annual Report, pages 54, Related Party Transactions See Annual Report, page 74, Audited Financial Statements, Related Party Transactions	Not applicable
Recommendation 8.7 The company's corporate governance policies, programs and procedures should be contained in its Manual on Corporate Governance, which should be submitted to the regulators and posted on the company's website.	COMPLIANT	Pursuant to IC CL 2020-71, the Board revised and approved last 21 October 2020 its Revised Corporate Governance Policy and Procedure Manual (RCGM) which articulates the company's corporate governance policy, framework, programs and procedures. The RCGM is also posted on company's website. See website, Corporate Governance Policy and Procedure Manual	Not applicable
Principle 9. Strengthening The External Auditor's Independence And The company should establish standards for the appropriate select	•	t Quality. I auditor, and exercise effective oversight of the same to strengthen the external auditor's independence and enhance audi	it quality
Recommendation 9.1 The Audit Committee should have a robust process for approving and recommending the appointment, reappointment, removal, and fees of the external auditor. The appointment, reappointment, removal, and fees of the external auditor should be recommended by the Audit Committee, approved by the Board and ratified by the shareholders. For removal of the external auditor, the reasons for removal or change should be disclosed to the regulators and the public through the company website and required disclosures.	COMPLIANT	The Revised Manual of Corporate Governance (RCGM) provides that in order to maintain the external auditor's independence and audit quality, the Audit and RPT Committee maintains oversight of the same. See website, Corporate Governance Policy and Procedure Manual, pages 23-24 and page 31, External Auditor's Independence and Audit Quality Appointment, removal, and fees of external auditors shall pass through the Audit and RPT Committee for approval and endorsement to the Board. In case of removal, such fact and the reason thereof is to be reported to the IC and disclosed publicly. See also website, Audit and RPT Committee Charter, page 8, Relationship with External Auditor For 2022, the external auditor appointed was not removed. Shareholders ratification of the appointment and the number of votes are disclosed in the Minutes to the Annual Stockholders Meeting as posted on Company website. A total of 199,560,521 shares was voted in favor of the appointment of Isla Lipana as external auditor. See Minutes of Annual Stockholders Meeting	Not applicable
Recommendation 9.2 The Audit Committee Charter should include the Audit Committee's responsibility on assessing the integrity and independence of external auditors and exercising effective oversight to review and monitor the external auditor's independence and objectivity and the effectiveness of the audit process, taking into consideration relevant Philippine professional and regulatory requirements. The Charter should also contain the Audit Committee's responsibility on reviewing and monitoring the external auditor's suitability and effectiveness on an annual basis.	COMPLIANT	The Audit and RPT Committee Charter defines the committee's relationship with the external auditor/s. The charter provides that the Committee in performing oversight functions over the external auditor shall annually review and monitor the external auditor/s technical competence, independence, and effectiveness in accordance with rules and regulations, evaluate non-audit work and fees disallowing non-audit work that will conflict with their independence and disclosing non-audit work publicly. The Committee shall also discuss with the external auditor before commencement of audit, the nature and scope of audit, etc., including the problems and reservations arising from the interim and final audits and any other matters which the external auditor may wish to discuss. See website for a copy of the Audit and RPT Committee Charter	Not applicable
Recommendation 9.3 The company should disclose the nature of non-audit services performed by its external auditor in the Annual Report to deal with the potential conflict of interest. The Audit Committee should be alert for any potential conflict of interest situations, given the guidelines or policies on non-audit services, which could be viewed as impairing the external auditor's objectivity.	COMPLIANT	Audit and non-audit work (if any) performed by the external auditor are presented to the Audit and RPT Committee. If there are any non-audit work, the Committee shall evaluate and disallow non-audit work that will conflict with their independence. These non-audit work, if allowed, are likewise required to be disclosed in the Annual Report of the company. For 2022, there are no non-audit work performed by Isla Lipana - the company's external auditor. See Annual Report, page 61, Engagement of External Auditors	Not applicable

Principle 10. Increasing Focus On Non-Financial And Sustainability Reporting. The company should ensure that the material and reportable non-financial and sustainability issues are disclosed.



BETTER LIVES			
Recommendation 10.1 The Board should have a clear and focused policy on the disclosure of non-financial information, with emphasis on the management of economic, environmental, social and governance (EESG) issues of its business, which underpin sustainability. Companies should adopt a globally recognized standard/framework in reporting sustainability and nonfinancial issues.	COMPLIANT	The Board approved the Company's ESG Disclosure Policy which provides that the company shall aligned its ESG effort with that of its parent company, AIA Group Limited, and relevant local laws and regulations. Full report on the company's ESG effort is disclosed in the 2022 ESG Report. See Annual Report, page 43, Environment, Social and Governance (ESG) Policy See website, ESG Report 2022	Not applicable
Principle 11. Promoting A Comprehensive And Cost-Efficient Acce The company should maintain a comprehensive and cost-efficien interested users.		mation nannel for disseminating relevant information. This channel is crucial for informed decision-making by investors, stakeholo	ders and other
Recommendation 11.1 The company should have a website to ensure a comprehensive, cost efficient, transparent, and timely manner of disseminating relevant information to the public.	COMPLIANT	https://www.aia.com.ph/en/index.html	Not applicable
C. INTERNAL CONTROL SYSTEM AND RISK MANAGEMENT FRAME Principle 12. Strengthening The Internal Control System And Enter To ensure the integrity, transparency and proper governance in the	rprise Risk Managen	nent Framework fairs, the company should have a strong and effective internal control system and enterprise risk management framework	ς.
Recommendation 12.1 The Company should have an adequate and effective internal control system and an enterprise risk management framework in the conduct of its business, taking into account its size, risk profile and complexity of operations.	COMPLIANT	The Company's Internal Audit function is in-house (not outsourced) handled by Group Internal Audit (GIA) of AIA Group Limited (parent company of AIA Philippines). GIA has established a Quality Assurance and Improvement Programme to ensure that quality is built into the way internal audit activity is conducted. GIA also performs an annual self-assessment against the standards issued by the Institute of Internal Auditors (IIA). In addition, an assessment is performed by an independent external reviewer every 5 years, as required by the IIA standards. The Quality Assurance and Improvement Programme and the results of the assessments are presented annually to the Audit Committee as part of the Annual Review of Internal Audit Resources and Effectiveness. The effectiveness of internal controls is reviewed and assessed by management (first line) every quarter and challenged by the Risk team (second line). GIA, as the third line, conducts reviews of the effectiveness of internal control based on the annual risk based audit plan. Annual Report, page 61, Group Internal Audit Annual Report, pages 58-61, Enterprise Risk Management Board Risk Committee Charter	Not applicable
Recommendation 12.2 The Company should have in place an independent internal audit function that provides an independent and objective assurance, and consulting services designed to add value and improve the company's operations.	COMPLIANT	The Company's Internal Audit function is in-house, handled by Group Internal Audit (GIA) of AIA Group Limited (parent company of AIA Philippines). Per the GIA Charter, GIA's mission is to provide independent and objective assessment and reporting of the overall effectiveness of risk management, internal controls and governance processes. See Annual Report, page 61, Group Internal Audit	Not applicable



DETTER LIVES			
Recommendation 12.3 Subject to a company's size, risk profile and complexity of operations, it should have a qualified Chief Audit Executive (CAE) appointed by the Board. The CAE shall oversee and be responsible for the internal audit activity of the organization, including that portion that is outsourced to a third party service provider. In case of a fully outsourced internal audit activity, a qualified independent executive or senior management personnel should be assigned the responsibility for managing the fully outsourced internal audit activity.	COMPLIANT	Rikka C. Peralta, the head of the internal audit function, is effectively the Chief Audit Executive. Her appointment was confirmed during the Audit and RPT Committee meeting in January 2021 and every year thereafter. The Company shall have a Head of Internal Audit, appointed by the Board, who shall oversee and be responsible for the internal audit activity of the Company, and directly report functionally to the Audit Committee and administratively to the CEO. Her responsibilities are outlined in the Revised Corporate Governance Policy and Procedure Manual. See website, Revised Corporate Governance Policy and Procedure Manual See Annual Report, page 51, Board Support, Rikka Peralta See Annual Report, page 61, Group Internal Audit	Not applicable
Recommendation 12.4 Subject to its size, risk profile and complexity of operations, the company should have a separate risk management function to identify, assess and monitor key risk exposures.	COMPLIANT	The company has a dedicated Risk function which administers its Risk Management Framework (RMF) on a day-to-day basis and manages all risk exposures including financial, insurance and operational risks. RMF identifies, quantifies, and mitigates risks within the company and is governed by the Group Risk Management Committee (GRMC) which oversees and reviews both key financial and operational risks. At grassroot level, a sub-meeting called the Functional Unit Risk Management Meeting is held by different functional units to ensure that risk and compliance matters are regularly identified, assessed and mitigated. See Annual Report, pages 58-61, Enterprise Risk Management See also Board Risk Committee Charter	Not applicable
Recommendation 12.5 In managing the company's Risk Management System, the company should have a Chief Risk Officer (CRO), who is the ultimate champion of Enterprise Risk Management (ERM) and has adequate authority, stature, resources and support to fulfill his/her responsibilities, subject to a company's size, risk profile and complexity of operations.	COMPLIANT	The company's Risk & Compliance function is headed by Ms. Maria Cristina Helena G. Samaniego, Chief Risk Officer (CRO) who is a senior ranking officer with a rank equivalent to Senior Vice President and is part of the company's Executive Committee. See Annual Report, page 51, Board Support. Her qualifications are disclosed through the Company website, our management team https://www.aia.com.ph/en/about-philamlife/our-management-team.html The CRO's responsibilities are outlined in the Revised Corporate Governance Policy and Procedure Manual (RCGM). See Revised Corporate Governance Policy and Procedure Manual, pages 29-30	Not applicable
D. CULTIVATING A SYNERGIC RELATIONSHIP WITH SHAREHOLDERS			
Principle 13. Promoting Shareholder Rights			
The company should treat all shareholders fairly and equitably, and	d also recognize, p	rotect and facilitate the exercise of their rights	
Recommendation 13.1 The Board should ensure that basic shareholder rights are disclosed in the Manual on Corporate Governance and on the company's website'	COMPLIANT	The company's Revised Code of Corporate Governance Policy and Procedure Manual (RCGM) provides that it shall ensure that shareholders are aware and shall allow shareholders to reasonably exercise their basic rights which include: the right to receive dividends in an equitable and timely manner; pre-emptive rights; right to inspect corporate books; right to financial statements; right to participate in decisions concerning fundamental corporate changes; right to propose the holding of meetings and to include agenda items ahead of the scheduled annual and	Not applicable

special shareholders' meetings; right to nominate candidates to the Board; and right to notice and to participate effectively in and vote in shareholder's meetings. See website, Revised Corporate Governance Policy and Procedure Manual, page 31, Promoting Shareholder Rights



Recommendation 13.2 The Board should encourage active shareholder participation by sending the Notice of Annual and Special Shareholders' Meeting with sufficient and relevant information at least 21 days before the meeting.	COMPLIANT	As provided in the RCGM, the annual shareholders meeting of the Company shall be held annually on the date fixed in the Company's By-Laws. Notice of the annual meeting shall be sent to shareholders at least 21 days prior to the meeting. The notice may be sent to through electronic mail or such other manner as the SEC shall allow under its guidelines. See website, Corporate Governance Policy and Procedure Manual, page 31, Promoting Shareholder Rights Further the Notice of Annual Stockholders Meeting was posted on the Company website at least 21 days prior to the meeting together with the proxy document. See Notice of Agenda Annual Stockholders Meeting with Proxy Letter See Email Notice of 2023 Annual Meeting	Not applicable
Recommendation 13.3 The Board should encourage active shareholder participation by making the result of the votes taken during the most recent Annual or Special Shareholders' Meeting publicly available the next working day. In addition, the Minutes of the Annual and Special Shareholders' Meeting may be available on the company website within Five (5) business days from the end of the meeting.	COMPLIANT	As provided in the RCGM, to further encourage shareholder participation, the Company shall make the result of the votes taken during the most recent Annual or Special Shareholders' Meeting available to the shareholders the next working day after the conduct of such meeting, by emailing to them a copy of the minutes of the meeting. In addition, the results of the votes taken during the annual stockholders meeting was posted on the website within one and five (5) business days from the conduct of the meeting, respectively. See website, Revised Corporate Governance Policy and Procedure Manual, page 31, Promoting Shareholder Rights See Minutes of Annual Stockholders Meeting See Voting Results of the Annual Stockhoders Meeting	Not applicable
Recommendation 13.4 The Board should have an alternative dispute mechanism to resolve ntracorporate disputes in an amicable and effective manner. This should be ncluded in the company's Manual on Corporate Governance.	COMPLIANT	As provided in the RCGM, the Board should also make available, at the option of the shareholder, an alternative dispute mechanism to resolve intra-corporate disputes in an amicable and effective manner. Thus, through the Corporate Secretary, shareholders shall be properly informed of the Company's processes, procedures and remedies to address any infringement or violation of their rights. See website, Corporate Governance Policy and Procedure Manual, page 31, Promoting Shareholder Rights	Not applicable
E. DUTIES TO STAKEHOLDERS			

Recommendation 14.1 The Board should identify the company's various stakeholders and promote cooperation between them and the company in creating wealth, growth and sustainability.	COMPLIANT	The Board has approved the Stakeholder Engagement Policy which identifies the various stakeholders of the company and defines the Stakeholders Engagement Framework. The Framework identifies and publicly disclosed through the Annual Report the various touchpoints by which the different stakeholders may use to communicate to the Company. See Annual Report, page 43, Stakeholder Engagement Policy	Not applicable
Recommendation 14.2 The Board should establish clear policies and programs to provide a mechanism on the fair treatment and protection of stakeholders.	COMPLIANT	The Board has approved various policies and programs for the protection and fair treatment of all stakeholders. These include, the AIA Code of Conduct, Data Privacy Policy and programs, Anti-Money Laundering and Counter-Terrorist Financing policies and programs, Customer Commitment Standards, Supplier manual for vendors, the Vitality program, Insider Trading and Market Conduct Policy, Environment Social and Governance Policy and its initiatives, the Ethics Hotline where anyone may lodge their complaint without fear of retaliaton under the Company's Whistleblower Protection Program, to name a few.	Not applicable
		See Annual Report, pages 52-61, Operating Philosophy See Annual Report, page 43-45, Stakeholder Engagement Framework See Annual Report, page 54, Whistleblower Protection Program See 2022 ESG Report	



Recommendation 14.3 The Board should adopt a transparent framework and process that allow stakeholders to communicate with the company and to obtain redress for the violation of their rights. Principle 15. Encouraging Employees' Participation A mechanism for	compliant or employee partic	The Board has approved the Stakeholder Engagement Policy which defines the Stakeholders Engagement Framework where the companies various stakeholders were identified and the various touchpoints by which they can communicate with the company. See also our answer to R15.3 for the whistleblowing policy, practices and procedures for stakeholders. See Annual Report, page 43-45, Stakeholder Engagement Framework See Annual Report, page 54, Whistleblowing Policy Note also our Ethics Hotline contact details on our website. See website, Ethics Hotline ipation should be developed to create a symbiotic environment, realize the company's goals and participate in its corporation.	Not applicable
Recommendation 15.1 The Board should establish policies, programs and procedures that encourage employees to actively participate in the realization of the company's goals and in its governance.	COMPLIANT	"Empowering our people to succeed through fostering a learning environment in a diverse, inclusive and supportive culture." This is the thrust of the People and Culture pillar of our Environment Social Governance (ESG) Strategy. AlA Philippines' culture is shaped by leaders who embrace the three Leadership Essentials – Clarity, Courage, and Humanity. Leaders should (a) live our purpose and operating philosophy with a clear direction (b) deliver the best solutions together and to ensure that ideas are turned into action and (c) create a culture that we can thrive in as we develop and shape our future together. The Leadership Essentials set out the desired behaviors for all our people, not just for our leaders but at every level of the organization. When these behaviors are brought to life every day, AlA Philippines employees do the RIGHT THING in the RIGHT WAY, with the RIGHT PEOPLE and thus creating long-term value for all our stakeholders and delivering on our Purpose of living Healthier, Longer, Better Lives. AlA Philippines has an array of Core Programs that are targeted for Individual Contributors, People Managers, and Senior Leaders in the Company. As we invest in developing our people, our Catalyst for Growth Capability-Building Framework has four focus areas which directly align with our strategic priorities. xxx See Annual Report, pages 26-30, Our People	Not applicable
Recommendation 15.2 The Board should set the tone and make a stand against corrupt practices by adopting an anti-corruption policy and program in its Code of Conduct. Further, the Board should disseminate the policy and program to employees across the organization through trainings to embed them in the company's culture.	COMPLIANT	In addition to the Code of Conduct - which mandates observance of appropriate conduct in dealing with conflict of interest and gifts and entertainment to public officers, vendors, etc., - the Company also adopted an Anti-Corruption and Bribery Policy. The AIA Group Anti-Corruption Policy ("the Policy") sets out the organizational approach, roles and responsibilities and minimum standards to ensure AIA businesses implement a robust Anti-Corruption Programme. The Policy sets the guidelines on various scenarios when dealing with current and former government officials and in onboarding third-party vendors. Anti-Bribery and Corruption is a mandatory training for all new employees while annual mandatory refresher training and certification of compliance is performed for all employees. See Annual Report, page 53, Anti-Corruption and Bribery Policy See Code of Conduct, pages 18-19, Gifts and Entertainment and Code of Conduct, page 31, Anti-Corruption and Bribery.	Not applicable



Recommendation 15.3 The Board should establish a suitable framework for whistleblowing that allows employees to freely communicate their concerns about illegal or unethical practices, without fear of retaliation and to have direct access to an independent member of the Board or a unit created to handle whistleblowing	COMPLIANT	A Whistleblower Protection Programme is in place and has been regularly reviewed for any needed updates/amendments. The framework incudes definitions of reportable and non-reportable incidents; contact details for reporting; and protection against retaliation, among others. The programme was approved by the Board and any amendments to the Whistleblowing Protection Policy are reviewed and approved at the Board level.	Not applicable
concerns. The Board should be conscientious in establishing the framework, as well as in supervising and ensuring its enforcement.		Whistleblowers can report to the official channels as follow: AIA Group Compliance Tel: (852) 2832 1200 E-mail: compliance@aia.com AIA Ethics Hotline More details can be found at: www.aiaethicsline.com See Annual Report, page 54, Whistleblower Protection Program	
		where it operates. It should ensure that its interactions serve its environment and stakeholders in a positive and progress	ive manner th
is fully supportive of its comprehensive and balanced developmen	t.		
Recommendation 16.1 The company should recognize and place an importance on the interdependence between business and society, and promote a mutually beneficial relationship that allows the company to grow its business, while contributing to the advancement of the society where it operates.	COMPLIANT	The Company's Environment Social and Governance (ESG) extensive effort is provided in detail in its 2022 ESG Report See 2022 ESG Report	Not applicable



	RECOMMENDED CORPORATE GOVERNANCE PRACTICE/POLICY
The undersigned certify that the responses and explanate MAKATI CITY on the	of 2023.
Signed in the city of	and and
CARLA J. DOMINGO Corporate Secretary	MA. CRISTINA HELENA SAMANIEGO Chief Compliance Officer
Ce/ aguin	40
ANTONINO AQUINO Independent Director	Independent Director
	Ahm
DORIS MAGSAYSAY HO Independent Director	Independent Director
James -	CHEE KEONG (KELVIN) ANG
LEO MICHEL GREPIN Chairman of the Board	Chief Executive Officer
SUBSCRIBED AND SWORN TO, before me, this of 2	P 2023 2023 in Makati City, Philippines, affiants exhibiting to me their government issued identification cards as follows:,
CARLA J. DOMINGO MARIA CRISTINA HELENA SAMANIEGO –	
FRANCIS G. ESTRADA DORIS MAGSAYSAY HO	
LEO MICHEL GREPIN CHEE KEONG (KELVIN) ANG	ATTY. REGINE V. DELOS REYES
Doc No.: 13/ Page No.: 28	Notary Public - Makati City
Book No.: C \ Series of 2023	Roll of Attorneys No. 68700 IBP No. 259238/Makati City/01-03-2023
	PTR No. MKT-9570397MN/Makati City/01-09-2023 MCLE Compliance No. VII-0016751/05-02-2022