

FORTE
INSURANCE

21

YEARS OF
COMMITMENT

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CORPORATE PROFILE

CONTENTS

03 OUR MISSION & VISION

05 MILESTONES

07 GLOBAL NETWORKING

09 CLIENTS

11 BUSINESS HIGHLIGHTS

13 PRODUCTS

17 INNOVATION

19 FINANCIAL HIGHLIGHTS

23 PRODUCT PORTFOLIO

25 COMMUNITY

27 OUR PEOPLE

29 OUR LOCATIONS





OUR MISSION AND VISION

MISSION

To build confidence in our clients and international partners, always keeping in mind our passion to develop the insurance industry in the Kingdom of Cambodia

VISION

STRIVE

- ✓ To continue leadership in insurance services
- ✓ To be proactive to change and be a leading innovator in service offerings
- ✓ To be a knowledge-based organization fuelled by strong and dynamic local professionals
- ✓ To be the choice insurer for overseas agents and brokers

OFFER

- ✓ Superior customer experience
- ✓ Relevant products

ENDEAVOUR

- ✓ To achieve gross premiums of USD\$100 million by 2025
- ✓ To balance our portfolio between corporate and commercial

VALUES

- ✓ Integrity
- ✓ Knowledge
- ✓ Confidence

MILESTONES



2003

• We receive our General Insurance license from MOF



2006

• We become the first and only MI&CII Training Center



2009

• We celebrate our 10th-year anniversary
• Our staff awarded Best Student of the Year 2008 at MII, Malaysia



2010

• We fully pay the largest claim in Cambodian Insurance history costing more than USD \$10M



2012

• We are the first company to introduce Agriculture Insurance for rubber trees, corn, etc.



2014

• We achieve 45% of the General Insurance market according to the Insurance Association of Cambodia.

• Open a 5th branch in Sihanoukville
• Awarded Cambodia's Best General Insurance Company



2016

• We establish new subsidiary Forte Microinsurance
• We receive 3 in-country awards from Global Banking & Finance Review:
• Best Non-Life Insurance
• Most Innovative Insurance Product
• Best Insurance Customer Service Company



2018

• We expand to Laos by acquiring Toko Assurance



2019

• We receive full Life Insurance license from MEF



2020

• We receive full approval to launch COVID-19 Insurance Product
• We receive full approval to launch Domestic In-Land Travel Insurance Product
• Received Global Banking & Finance Review's "The Next 100 Global Awards 2020 - Insurance".

| GLOBAL NETWORKING

From the USA and Asia to Europe and the UK, our worldwide connections assure clients they receive solutions that equal international standards of service and quality.

We rely on our distribution channels of agents, brokers, banks and microfinance institutions to reach as many clients as possible. This varied mix of channels also allows us to manage different client segments and offer

bespoke solutions that fit their specific needs. Forte continues to grow our network to provide all-inclusive services to clients in every industry and from all walks of life, from just about anywhere in the world.

Our partners include Aviva, AXA, Baoviet Tokio Marine, Chubb, Endurance, QBE, RSA, Swiss Re and Zurich.



| CLIENTS

Our client philosophy is simple: we would not be here without them

We place customer service above everything else. From delivering precise insurance needs to adapting to evolving environments, Forte's understanding of our clients' requirements gives us an edge in offering bespoke products and services.

We stay in close contact with our clients via our headquarters in Phnom Penh and branches in Siem Reap, Battambang, Kampong Cham and Sihanoukville.

An extensive, flexible and on-time consultation with plans to open an additional five branches, Forte looks to further enhance our customer service, forge closer ties with our clients and impart the importance of insurance on a larger scale.



BUSINESS HIGHLIGHTS

Awarded *Best General Insurance Company in Cambodia 2021*

The Global Banking and Finance Review Awards honor institutions that stand out in their particular area of expertise in the finance industry. They recognize us as AA financial strength and our commitment to excellence.



Forte has been the largest general insurer in Cambodia since 2003

Today, we continue to be acknowledged as the industry leader and recognized for our innovative, specialized products that cater to the needs of the local market. Some of our recent business highlights include:

Market share

Forte Cambodia commands a 44.4% market share. In 2020, our gross written premiums increased from \$44,955,069 to \$50,258,752, with significant growth in our Oil & Gas, Automobile, Medical and Property segments.

Financial Strength

In 2020, Forte is rated AA with outlook accorded as Stable in terms of claim-paying abilities on a National scale and B+ on International rating scale by Global Credit Rating Co.

Recognition

In 2020, The Global Banking and Finance Review also awarded us their “The Next 100 Global Awards 2020 - Insurance” trophy for being one of the most innovative and forward-looking insurance companies in the world.

PRODUCTS

Forte's extensive, varied solutions have one thing in common: they are developed in-house and tailored to meet the specific needs of our clients

We achieve this by continuously researching the needs of the local market and the suitability of products. An in-depth knowledge of today's ever-evolving business environment is also crucial to offer value-add, innovative solutions.

Our range comprises personal, corporate, and other specialized products.



PERSONAL INSURANCE



Automobile



Personal Accident



Travel



Worldwide



Home and Property



International Health

PRODUCTS

CORPORATE INSURANCE



Property



Hospital & Surgical



Public Liability



Aviation



Group Personal Accident



Contractor's All Risks
Erection All Risks



Burglary



EmCare



Marine and Cargo



INNOVATION

Innovation drives Forte more than it did 20 years ago, because we believe that it can make a real difference to everyday lives

We continuously leverage technology, improved industry methods and advanced systems and processes. From upgrading e-commerce capabilities to ensuring access to round-the-clock services, we look to digitalize every step of the customer experience to ensure hassle-free and timely procedures.

But the more things change, the more they remain the same. We also harness today's technologies to propel our decades-old guiding values to achieve peak customer satisfaction, develop superior offerings and grow the local industry.

It's true that innovation requires flexibility, resilience and a change in mindset. But when deployed in the proper manner, we believe that it can not only impact product value and overall customer satisfaction, but also prove extremely beneficial to our company, staff and customers.



FINANCIAL HIGHLIGHTS

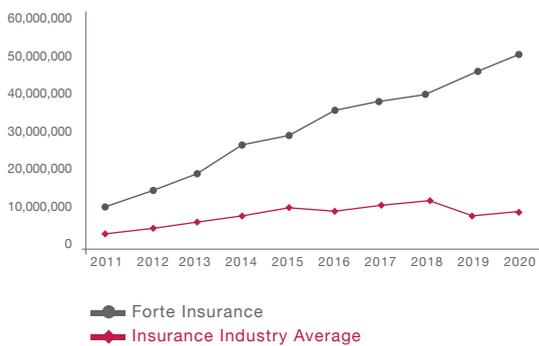


GROSS & NET PREMIUMS

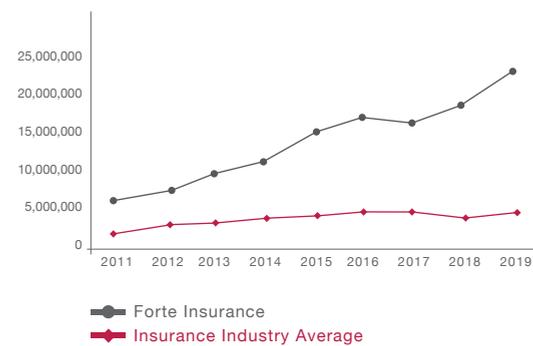
Gross Premium	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Industry	24,873,120	29,711,518	3,609,0237	42,109,117	52,975,741	61,645,937	70,401,608	75,372,255	86,698,829	103,002,145	113,254,823
Forte Insurance	8,244,711	9,755,501	12,364,779	15,963,497	23,868,605	28,098,144	32,928,617	34,421,721	39,496,473	44,955,069	50,258,752
Number of Companies	6	6	6	6	6	7	7	7	12	13	15
Insurance Industry Avg.	4,145,520	4,951,920	6,015,040	7,018,186	8,829,290	8,806,562	10,057,373	10,767,465	7,224,902	7,923,242	7,550,322

Net Premium	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Industry	9,237,457	11,514,945	14,124,621	16,658,435	19,119,496	24,879,579	29,098,356	27,403,812	31,971,875	40,273,981
Forte Insurance	4,423,267	5,657,352	6,899,117	9,280,650	11,109,541	15,159,775	16,643,545	16,439,875	18,478,974	21,640,018
Number of Companies	6	6	6	6	6	7	7	7	12	13
Insurance Industry Avg.	1,539,576	1,919,158	2,354,104	2,776,406	3,186,583	3,554,226	4,156,908	3,914,830	2,664,323	3,097,999

Gross Premium Written: 2011 to 2020 (US\$)



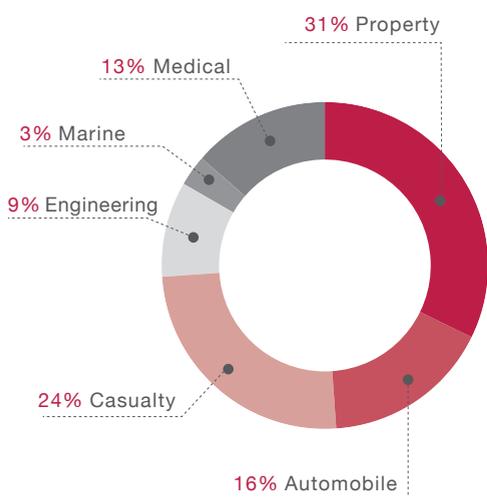
Net Premium Written: 2011 to 2019 (US\$)



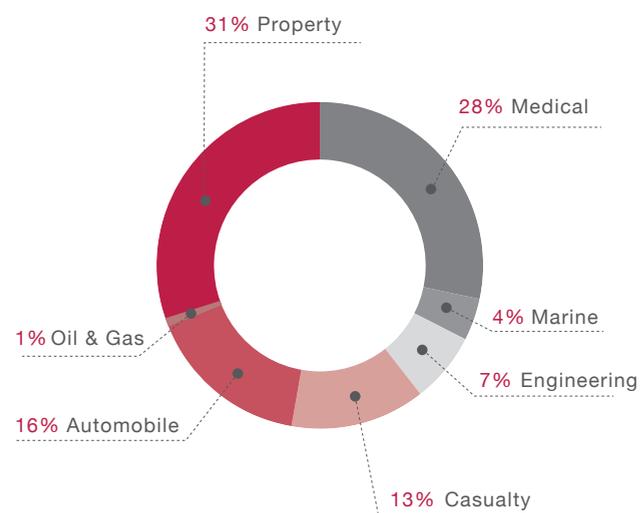
PRODUCT PORTFOLIO

Product Class	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Automobile	1,321,494	1,590,617	1,860,565	2,219,231	2,649,792	3,099,393	3,442,684	3,997,451	5,038,324	7,055,156	7,764,449
Casualty	1,999,396	2,323,743	2,832,445	3,538,851	4,237,711	5,960,240	5,676,644	5,942,229	6,776,313	7,007,144	6,659,653
Engineering	964,991	870,789	1,126,824	1,250,232	4,014,080	1,767,745	3,518,117	2,665,312	3,076,001	3,295,335	3,730,233
Marine	320,030	347,894	415,214	445,354	1,106,421	1,301,380	1,342,712	1,584,912	1,530,183	1,606,362	1,976,723
Medical	922,899	1,243,712	1,571,517	2,005,316	2,717,641	4,263,146	5,379,223	6,434,488	8,870,121	11,278,652	13,940,428
Oil&Gas	226,372	349,203	111,645	26,193				35,742	39,841	36,581	432,520
Property	2,489,529	3,029,544	4,360,357	6,391,689	9,150,552	11,706,140	12,911,528	13,356,926	14,849,791	14,629,577	15,294,591

2011 Product Mix



2020 Product Mix



| COMMUNITY

As part of the community, Forte is committed to contributing towards a sustainable environment



Our CSR initiatives include:

While striving to provide coverage to all Cambodians is key, Forte is also firmly committed to addressing the challenges of education, the environment, health and safety. By leveraging our strengths and the support of employees, agents and business partners, we strive to raise awareness of the importance of corporate social responsibility and encourage others to follow suit.

These include:

- ✦ Since 1999, Forte has been cooperating with Japanese NGO OISCA International by sponsoring various green projects and developing human resources in agriculture.
- ✦ Sending two Cambodians annually to Japan for a one-year agriculture training program.

- ✦ Organizing the Children's Forest Program, which encourages students to realize the importance of a sustainable environment via a tree-planting campaign. The campaign reached twenty schools in Cambodia with 12,000 trees planted by 2018. Initiated a Road Safety Campaign by partnering with NGO JCI Cambodia-Mekong and the Coalition for Road Safety Organization to increase awareness of road traffic safety by donating 3,000 helmets to students and motorcyclists by 2019.
- ✦ Our CSR programs not only strengthen the relationship between all parties, but also act as a value-add to our services. Contributing to the development of local communities is a fundamental part of our success, and we continuously provide the encouragement and resources needed to participate in and contribute to the development of social responsibility.

| OUR PEOPLE



| An Organization is as good as its people, and our people are as good as they get

Nurturing talent to reach their full capabilities is one of the cornerstones of our organization, and something we do well. But, as with most businesses, attracting and retaining talent is a different story altogether.

That is why we offer Forte staff a diverse work environment, a strong culture of inclusiveness, the latest technologies and the ability to chart their own course within the organization.

As we celebrate our 20th anniversary, a growing number of them are proud to state that they've been with us for more than a decade.

Our capacity to attract, nurture and retain talent is proof that we give our people the opportunities to achieve their maximum potential. In return, their knowledge and experience allows us to steadily grow and develop best-in-class products and services.

OUR LOCATIONS

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