

**WITH YOU SO
YOU CAN DO MORE:**

SHAPING THE FUTURE OF HEALTH
PROTECTION AND FINANCIAL SECURITY



**ANNUAL
REPORT
2025**

Table of Contents

- I. About BPI AIA.....04**
 - Vision and purpose.....05
 - BPI AIA at a Glance05
 - BPI at a Glance05
 - AIA Philippines at a Glance.....06
 - AIA at a Glance06
- II. Message from the CEO07**
- III. Financial Highlights08**
- IV. Business Highlights**
 - Products..... 11
 - Segments.....13
 - Elevating Brand Affinity And PurposeThrough Purposeful Storytelling.....16
 - Agile Tribe18
 - Building A Stronger, Smarter Salesforce.....21
 - Life Operations23
 - Our People24
 - Health and Wellness29
- V. Sustainability Highlights 32**
- VI. Corporate Governance 34**
 - Capital Structure.....35
 - List of Stockholders 35
 - Board of Directors..... 36
 - Board Support..... 42
 - Corporate Governance..... 44
 - Corporate Governance Policy..... 44
 - Roles and Responsibilities of the Board..... 45
 - Board Independence and Diversity..... 45
 - Board Process..... 45
 - Board and Senior Management Succession and Selection Process..... 46
 - Fee Structure and Remuneration of Directors..... 46
 - Remuneration Policy for Executive Director and CEO 47
 - Election of Directors 47
 - Orientation Program and Training 48
 - Performance Evaluation 49
 - Retirement Benefit 50
 - Dividend Policy..... 50
 - Rewarding Performance..... 50
 - Board Meetings 51
 - New Board Charter, Revised Corporate Governance Manual and Policies..... 51
 - Board Committees 53
 - Stakeholder Engagement Framework..... 54

Annual Organization People Review and Performance Development Dialogue.....	57
Insurance Commission-Mandated Annual Continuing Training for the Board	57
VII. Operating Philosophy	
AIA Code of Conduct	59
Code of Conduct Annual Certification.....	59
New Employees Orientation Program	60
Treating Customers Fairly.....	60
Anti-Fraud Policy	60
Anti-Corruption & Bribery and Gifts & Entertainment.....	61
Conflict of Interest.....	61
Fair Dealing Policy & Creditor’s Rights.....	61
Investment Standard: Personal Dealing.....	62
Related Party Transaction	63
Whistleblower Protection Program	64
Good Corporate Citizenship	65
Prevention of Insider Trading and Market Misconduct.....	65
Anti-Money Laundering and Counter Terrorist Financing Program.....	66
Data Privacy.....	66
Credit Information System Act (CISA).....	67
Communication With Regulators and Other Government Officials	68
Relationship With Vendors and Suppliers	68
Supplier Selection	68
Contract Management.....	69
Employee Welfare.....	70
Safe, Healthy, and Secure Workplace	70
Disciplinary Guidelines	71
Market Conduct Guidelines	71
The Sales Code of Discipline.....	72
Representing the Company’s Brand	72
Social and Environmental Responsibilities	72
Enterprise Risk Management.....	73
Enhancing Value by Ensuring Stability.....	73
Managing Financial Risk.....	74
Managing Operational Risk.....	76
Managing Product Risk.....	76
Audit and RPT Committee	77
Group Internal Audit.....	78
Engagement of External Auditors	78
VIII. Financial Statements	
Statements of Financial Position.....	80
Statements of Total Comprehensive Income	81
Statements of Changes in Equity.....	82
Related Party Transactions.....	83



About BPI AIA

BPI AIA Life Assurance Corporation (BPI AIA) is a partnership between two leading financial companies in the Philippines: Bank of the Philippine Islands (BPI) and AIA Philippines Life and General Insurance Company, Inc. (AIA Philippines)

As a combined brand, Filipinos can trust BPI AIA to help achieve their dreams through solutions that are accessible, affordable and personalized.

We at BPI AIA understand that Filipinos' needs continue to evolve as they go through different life stages and they want to easily access solutions that help them live Healthier, Longer and Better Lives.

About BPI

The 174-year-old BPI is the first bank in the Philippines and Southeast Asia.

BPI is licensed as a universal bank by the Bangko Sentral ng Pilipinas to provide a diverse range of financial services: deposit taking and cash management, payments, lending and leasing, wealth management, bancassurance, investment banking, securities brokerage, foreign exchange and treasury.

BPI has investment-grade ratings of BBB+ (S&P), Baa2 (Moody's), BBB (Capital Intelligence), and BBB- (Fitch).

About AIA Philippines

AIA Philippines, formerly AIA Philam Life (The Philippine American Life and General Insurance Company), is the country's premier life insurance company. Originally established on 21 June 1947 and became popularly known as Philam Life, AIA Philippines has earned the trust of customers for its financial strength, strong brand name, and ability to deliver on its promises.

AIA Philippines has PHP 253.35 billion in total assets and PHP 70.14 billion in net worth as of 31 December 2025 while serving more than 1.1 million individual policyholders and more than 1 million insured group members. AIA Philippines understands the needs of its customers and provides holistic solutions that include life protection, health insurance, savings, education, retirement, investment, group, and credit life insurance. It also offers bancassurance through its subsidiary, BPI AIA.

Based on the audited reports submitted to the Insurance Commission (IC) as of 31 December 2025, the combined total premium income of AIA Philippines and BPI AIA was at PHP 34.32 billion. AIA Philippines is a member of AIA Group Limited, the largest independent publicly listed pan-Asian life insurance group.



OUR VISION

We are a trusted and reliable life insurance partner of every Filipino family

OUR PURPOSE

We build a better everyday life and future for all Filipinos



BPI AIA AT A GLANCE



1,319

Number of Bancassurance Sales Executives (BSEs)

OVER 900,000

Number of lives insured

#5

IC ranking as of end 2025

OVER 55,000

Number of policies sold

BPI AT A GLANCE



174

Years in operation

823

Number of branches

18.24 MILLION

Number of clients

3

Foreign offices

2,610

ATMs and CAMs

1,318

Domestic branches licenses

AIA PHILIPPINES AT A GLANCE



HEALTHIER, LONGER,
BETTER LIVES

Our vision is to be the Philippines' undisputed PARTNER OF CHOICE for Savings, Protection and Health Solutions, driven by our mission of RACING AGAINST RISK to protect every Filipino family and empower them to achieve Healthier, Longer, and Better Lives.

**MORE THAN
1.1 MILLION**

Individual policies

**MORE THAN
1 MILLION**

Insured group members

**OVER
3,000**

Group policies issued

**OVER
6,000**

Agents nationwide

PHP 800 MILLION

in capital for its non-life insurance

PHP 1.87 BILLION

in share capital for its life insurance license

**EXCESS CAPITAL
3.3X**

the amount set by the Insurance Commission

AIA AT A GLANCE



HEALTHIER, LONGER,
BETTER LIVES

THE LARGEST INDEPENDENT PUBLICLY LISTED PAN-ASIAN LIFE INSURANCE GROUP ⁽¹⁾

A LEADING LIFE INSURER IN THE WORLD

by market capitalisation ⁽¹⁾

No. 1 WORLDWIDE FOR MDRT REGISTERED MEMBERS

Serving the holders of

**MORE THAN
44 MILLION**

individual policies and

16 MILLION

participating member of group insurance schemes

Provides protection with total sum assured of

US\$2 TRILLION

to people across Asia

Benefits and claims

**EXCEEDED
US\$22 BILLION** in 2025,

Recognized at the **MOST INNOVATIVE INSURER AT THE IDC FINANCIAL INSIGHTS Innovation Awards 2025**

PRESENT IN 18 MARKETS AND 100% FOCUSED ON ASIA

⁽¹⁾ as at 31 December 2025

MESSAGE FROM THE CEO

As we reflect on 2025, I am proud of the meaningful progress we achieved, driven by our continued commitment to our customers, our people, and our partners. In a year shaped by evolving health and financial needs, BPI AIA remained focused on standing with Filipinos so they can face the future with confidence.

This year, we strengthened our brand narrative, centered on the idea of **“With you, so you can do more,”** reinforcing our role as a long-term partner in health and financial security. Guided by this, we enhanced our portfolio with solutions designed to adapt across life stages. We strengthened medical protection through the **Enhanced Medical Benefit Rider**, introduced flexibility and long-term potential with **BPI AIA Prosper**, and expanded wealth and legacy planning with **BPI AIA Prime USD**, supporting families who aspire to build security across generations and across borders.

Purposeful engagement also remained at the heart of our brand. Through initiatives such as the Rethink Healthy campaign, we encouraged a broader view of wellness that recognizes financial security as an essential part of living well.

Innovation continued to support our strategy. We advanced our digital and AI capabilities to make insurance more accessible, intuitive, and responsive. These efforts empowered our frontline teams to deliver better conversations and smoother experiences for customers.

Above all, our progress was made possible by our people. By continuing to invest in the growth, recognition, and capabilities of our salesforce, we reinforced a culture of *malasakit* and excellence that defines how we serve.



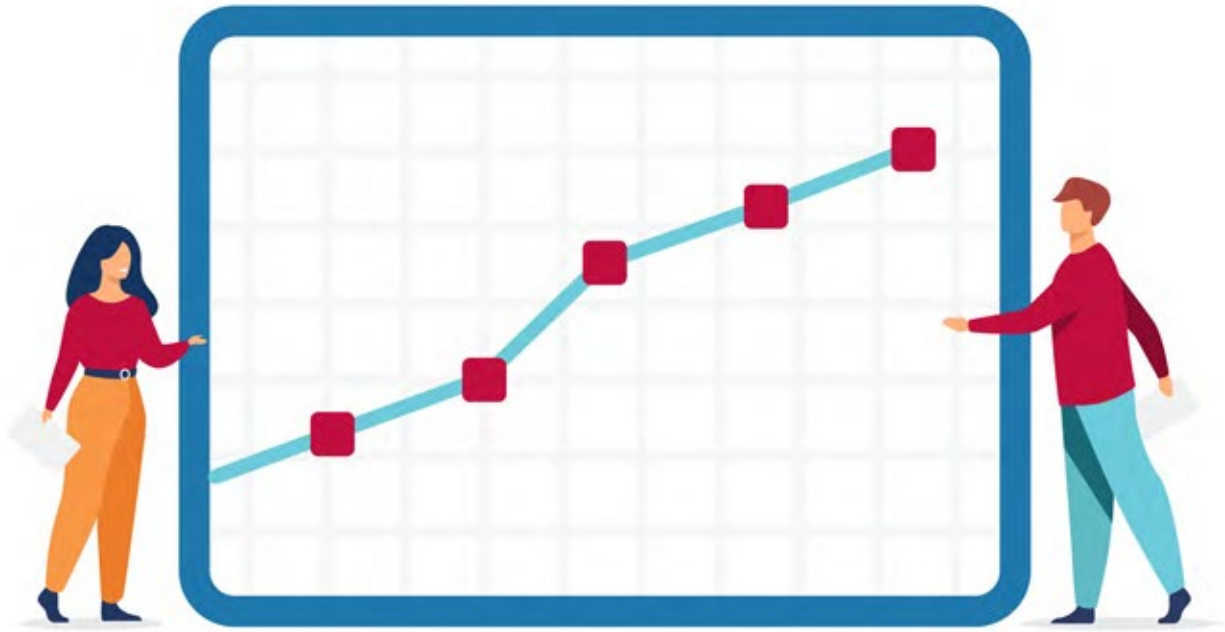
As we move forward, we remain steadfast in our purpose, embracing innovation, deepening trust, and shaping the future of health protection and financial security.

Thank you for being part of this journey.
We are with you, so you can do more.

Katherine P. Custodia
KATHERINE P. CUSTODIA
Executive Director and
Chief Executive Officer



FINANCIAL HIGHLIGHTS



in '000	2025	2024	% change
Revenue			
First Year Premium	4,839,095	5,640,215	-14%
Renewal Premium	13,689,610	11,075,950	24%
Single Pay Premium	1,674,749	1,734,194	-3%
Gross Investment Income	1,942,904	1,804,822	8%
Fee Income	2,170,864	2,288,457	-5%
Net Income	5,796,755	4,762,243	22%
Total Assets	117,251,428	117,629,493	-0.32%
Shareholders Equity	19,056,630	14,118,280	35%



BUSINESS HIGHLIGHTS

PRODUCTS

In 2025, BPI AIA continued to shape the future of health protection and financial security by introducing solutions to help Filipinos face life uncertainties with greater confidence. As families navigated rising healthcare costs, evolving financial goals, and a world increasingly connected beyond local borders, the company expanded its product portfolio to empower customers to focus more on their health, wealth, and long-term aspirations.

Early in the year, BPI AIA strengthened its commitment to comprehensive health protection with the launch of the **Enhanced Medical Benefit Rider (eMBR)**. This upgraded rider addresses the growing medical protection gap faced by many Filipinos by offering higher annual benefit limits, extended coverage up to age 80, and new benefits such as emergency outpatient care and pre and posthospitalization support. These enhancements provide customers with a stronger safety net during medical emergencies, easing the financial strain of rising healthcare expenses and helping families stay focused on recovery and wellbeing.

In mid-2025, BPI AIA launched **Prosper** which is built on the idea of enabling customers to prosper on their own terms. Prosper is a flexible variable life plan designed for customers seeking protection that adjusts to their needs. Prosper allows individuals to prioritize either a robust protection pathway or a health forward approach, while giving them access to long-term growth opportunities through sustainable investment options. With benefits that evolve with the customer’s life stage, Prosper empowers people to safeguard their family, prepare for unexpected health needs, and invest toward future milestones—all within a single, adaptable and flexible solution.

BPI AIA
PRIME USD

**LOVE BEYOND BORDERS.
LEGACY ACROSS GENERATIONS.**

Turn your wealth into a legacy that spans generations, only with BPI AIA.

- Easy Application**
(no medical examinations needed)
- 250% Death Benefit**
- Cash Payouts**
7% of Face Amount in USD
Every 2 years starting year 8

Subject to terms and conditions.

Towards the end of 2025, BPI AIA expanded its wealth and legacy offerings with the launch of **Prime USD**, a participating life insurance plan with long-term savings component built for customers who want to secure their financial future in a globally recognized and stable currency. Guided by the aspiration to help families build love beyond borders and a legacy across generations, Prime USD offers life protection and guaranteed cash payouts in US dollars. By securing benefits in a strong global currency, families can preserve

wealth, plan for international opportunities, and protect future generations from economic uncertainty. The plan is designed to help customers give their family a legacy rooted in USD—one built to endure life’s changes.

Together, these product innovations reinforced BPI AIA’s mission of being with customers so they can do more—protect their health, secure their finances, and face the future with greater confidence and peace of mind.

SEGMENTS

In 2025, our efforts were centered on one clear commitment: to stand with our customers at every stage of their journey so they can do more, live more, and live life with confidence. Across High Value, Mass and Mid-Market, and Small and Medium Enterprise (SME) segments, we designed initiatives that go beyond transactions, focusing instead on meaningful support, practical guidance, and solutions that adapt as customers' needs evolve.

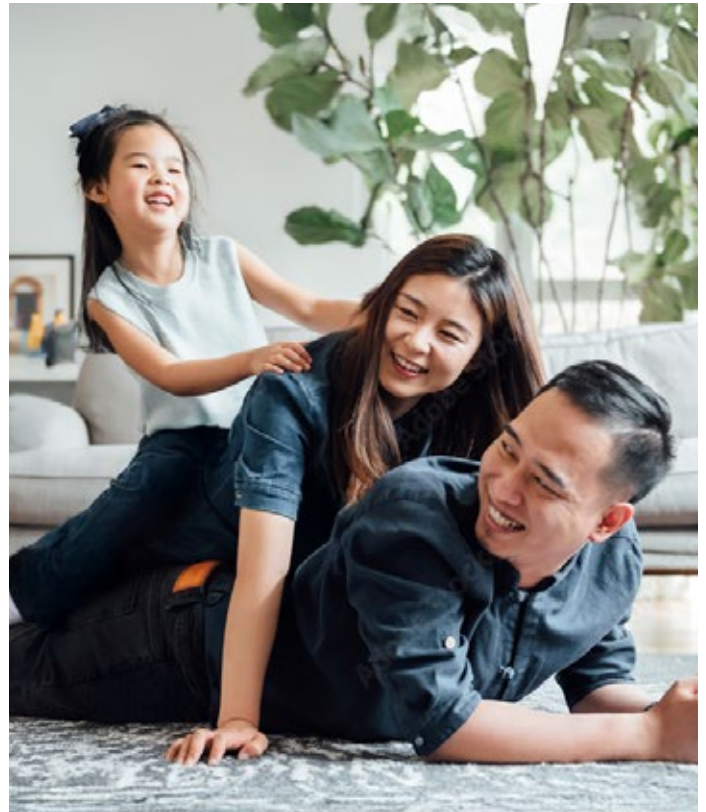
High Value Clients

For High Value clients, this meant focusing on expert guidance, consistent support, and long-term wealth and legacy planning.

This year, we continued to host curated sessions on estate planning, healthcare, and legacy building, supported by subject matter experts who provided both technical insights and practical perspectives. These engagements helped clients approach complex financial decisions with greater clarity and reinforced our role as a trusted partner to both BPI Relationship Managers and High Value clients.

Beyond these forums, we sustained engagement throughout the year through monthly thematic campaigns and tailored email and SMS communications to nurture relationships with High Value clients. These were complemented by exclusive raffles and seasonal activities tied to key occasions such as Valentine's Day, Father's Day, and Mother's Day. Together, these initiatives allowed us to remain present in our clients' lives in ways that felt personal, timely, and relevant.

This sustained engagement supported the launch of BPI AIA Prime USD, a participating ordinary life insurance plan offering lifetime guaranteed protection, maturity benefit, and lifetime cash payouts in USD.



Delivered in collaboration with BPI Gold and BPI Global Markets, the initiative reflects our shared commitment to creating meaningful, relevant conversations with High Value clients. Marking a first for the company, the launch was reinforced through a series of nationwide launch events across six key areas, including Iloilo, Davao, North Metro Manila, South Metro Manila, South Luzon, and Central Metro Manila. These thoughtfully curated events delivered elevated client experiences that earned positive feedback from both bank partners and clients and featured distinguished keynote speakers.

Together, these initiatives strengthened our ongoing partnership with High Value clients and reaffirmed our commitment to supporting them as they protect, grow, and preserve wealth across generations. These efforts also highlighted the strong collaboration between BPI and BPI AIA, which remains a cornerstone in delivering integrated solutions and meaningful experiences to our clients.



Mass and Mid-Market including Overseas Filipinos

For Mass and Mid-Market customers, including Overseas Filipino Workers (OFW) and their families, our commitment focused on accessibility, relevance, and everyday empowerment. Engagement programs such as the BPI Pamilyang OFW Party (BPI POP), monthly thematic campaigns, and pocket forums enabled us to reach customers where they are and support both their financial and personal well-being.

BPI POP, one of the largest BPI-led client engagements promoting the financial wellness of OFWs and their families, was held twice this year. The first round featured a financial literacy session, while the second round, held during the Halloween season, provided a boothing activity for seafarers. Across both events, attendees received practical guidance to take initial steps toward protection and financial security. Through MyData, OFW clients and their dependents were able to provide consent for safer, easier, and faster data transfer, enabling seamless appointment setting for post-event Financial Needs Analyses.

In addition to BPI POP, our monthly thematic campaigns also continued throughout 2025,

featuring raffle programs designed to engage a broad audience and spark interest in protection solutions. These campaigns were complemented by pocket forums that emphasized the importance of insurance and financial literacy. One session was led by Bancassurance Area Managers and focused on topics such as estate planning, health, and life insurance, highlighting that BPI and BPI AIA are here to support customers through our bank partners and Bancassurance Sales Executives (BSEs). Another session featured doctors from MediCard Philippines, Inc. (MediCard), who shared insights on key health propositions, delivered both face-to-face and virtually.

These health and financial literacy sessions helped customers better understand their needs, while refreshed and simplified client-facing materials made insurance easier to comprehend and more relatable. These efforts supported the launch of BPI AIA Prosper, a variable unit-linked protection solution that gives customers flexibility to customize their coverage according to their protection and savings needs across different key life events. The plan also provides access to BPI Wealth’s funds for long-term value creation. With these features, BPI AIA Prosper expands our suite of solutions by offering flexible and adaptable protection aligned with the priorities of Mass and Mid-Market customers.



Alaga ang pangarap
with health and protection solutions for you and your people.



Small and Medium Enterprises (SMEs)

For SME clients, our focus was on supporting business owners through practical and scalable protection solutions that align with their business realities and budget capacity.

In 2025, we partnered with Business Banking and Institutional Banking groups to develop a focused value proposition for SMEs. Working closely with our bank partners, we deepened our understanding of SME customers across industries, locations, employee sizes, priority needs, growth stages, and affordability thresholds.

The year also marked a stronger partnership with MediCard, a leader in Health Maintenance Organizations (HMO) in the Philippines, and an AIA company. With MediCard, we went from strength to strength by providing SMEs easy access to Group HMO packages, which when paired with a BPI AIA Group Life insurance plan, provided their employees with a complete protection solution from life’s uncertainties.

These valuable insights and strengthened partnerships culminated with the launch of BOSS (Business Owner SME Solutions), a tiered protection offering designed to meet businesses at different stages of growth. BOSS is structured into three tiers: BOSS Starter, BOSS Growth, and BOSS Success, allowing SME owners to select benefit packages that best align with their business size, priorities, and budget capacity.

BOSS delivers a complete risk management solution through a single agent contact point and one fulfillment process, simplifying protection for SME owners. All tiers include Group Life and HMO coverage and can be availed by even small businesses with as few as five employees. The proposition is also built for long-term partnership, with benefits and employee coverages scalable as businesses grow.

Together, these segment-driven initiatives reflect our commitment to empowering individuals, families, and businesses. Through expert guidance, comprehensive protection, and continuous support, we enable our customers achieve more, live better, and move forward with confidence—fulfilling our mission to be a trusted partner in building a better everyday life and future for all Filipinos, one family and one community at a time.

ELEVATING BRAND AFFINITY AND PURPOSE THROUGH PURPOSEFUL STORYTELLING

In 2025, BPI AIA delivered integrated campaigns that further bring the brand purpose to life. This was strengthened through purpose-driven initiatives anchored on authenticity, community impact, and meaningful partnerships.

Driving Advocacy Through the Rethink Healthy Thematic Campaign

In line with the evolving customer needs, the Rethink Healthy brand campaign was launched—a meaningful movement that challenges limiting beliefs about health and celebrates personal versions of what it means to live well. BPI AIA is in a unique position to inspire this broader and more inclusive view of being healthy where customers are encouraged not just to care for their physical wellness but to also care for their financial health by achieving financial security through a protection plan.



With the combination of a digital film amplified through music marketing and the authentic testimonials featuring not just the newest brand ambassadors but also employees and bank partners, the Rethink Healthy campaign strengthens the brand’s relevance and reinforces leadership in long-term, sustainable health practices.

By aligning brand-building efforts with forward-thinking narratives and inclusive health & wellness engagements, the brand reinforced their position as a partner that empowers customers to do more in life.

Launch of New Brand Ambassadors: Drew and Iya Arellano, and their kids



This year, BPI AIA welcomed their newest brand ambassadors—the Arellano family—a household whose values strongly resonate with the brand’s promise of holistic health and financial well-being. Drew, Iya, and their children embody the modern Filipino family navigating wellness, balance, and financial readiness.

Their authenticity and credibility enables the brand to deepen emotional connections with diverse audiences—young families, health-conscious individuals, and everyday Filipinos striving for financial security. The introduction of the new brand ambassadors together with the thematic campaign drove strong engagement across digital platforms.

16K TOP FINISHERS



Championing Movement and Community Health Through Sports Sponsorships

Staying true to the brand’s purpose, BPI AIA also supported sports and wellness events that brought the health advocacy to life at the community level. These major partnerships enabled the brand to engage tens of thousands of Filipinos through on-ground presence:

- **tACbo Fun Run** – A community-centric event that supported Ayala Foundation’s education program.
- **Filipina CEO Circle Women’s Run** – A meaningful movement celebrating the strength of women and empowering them to take charge of their health by embracing an active lifestyle.

- **BPI Best Life Run** – A corporate race that supports BPI’s commitment to employee well-being and community upliftment.
- **Atletang Ayala World Pole Vault Challenge** – The first World Athletics-sanctioned street vaulting event of its kind in the Philippines, bringing together not just local athletes but also the world’s top pole vaulters.

These initiatives showcased BPI AIA’s dedication to enabling healthier communities and demonstrated the company’s commitment in supporting platforms that promote holistic well-being through sports.



AGILE TRIBE

The year 2025 marks a year of Digital Innovation and the introduction of Artificial Intelligence for BPI AIA.

This year signaled a turning point for the organization's distribution ecosystem. With major platforms redesigned and longstanding processes reimaged, the Tribe sets a strong precedent for what modern, customer-centric distribution should look like. Digital journeys were refined, experiences became significantly more intuitive, and frontline users gained access to artificially intelligent tools that match the speed and sophistication of today's customers.

Next Gen iPoS: The New Standard for Ease and Reliability

One of the year's hallmark achievements was the full launch of the enhanced insurance proposal and application system. What began as an ambitious redesign evolved into a streamlined, stable, and fully trained for solution embraced across the organization. The shift brought clarity and simplicity to application journeys, eliminating unnecessary steps and creating a smoother path for customers and BSEs alike. With trainings conducted nationwide and strong adoption across the field, the system continues to be a stable core platform for solution embraced across the organization.



Mortgage Redemption Insurance (MRI) Automation: Laying the Foundation for Scaled Growth

The enhancement of credit life processing brought operational excellence to the forefront. The once manual workflow saw transformative automation—from enrollment, to payment handling, to certificate of coverage generation. These improvements drastically reduced turnaround times and created a more consistent and predictable customer experience for those who need coverage as they take out a home loan. The modernization laid the groundwork for future scaling and deeper integration across related products in the future like for auto-loans and Micro, Small, and Medium Enterprises (MSME) loans.



Julia: A Voicebot That Humanizes Automation

Julia, the Tribe’s AI voice assistant, evolved into one of the year’s standout innovations. Initially deployed for a single purpose, Julia expanded rapidly into multiple client-oriented use cases—from supporting sales campaigns to reconnecting with customers and reinforcing policy retention. Pilot participants praised Julia’s natural tone and smooth



delivery, highlighting how technology can enhance—not replace—the warmth of customer conversations. Julia’s continued development signals the organization’s commitment to responsible, empathetic AI.

PIA: Generative AI That Empowers BSEs on the Frontline



As the organization's first generative AI assistant, PIA set a new benchmark for sales enablement. Users quickly embraced its ability to instantly deliver product information, client ready spiels, clarifications on processes, and advice for handling customer objections. Its deep integration into core platforms made it a convenient and invaluable support tool, reshaping how BSEs prepare, respond, and guide clients throughout the sales cycle. PIA’s recognition at internal awards underscores its success as a transformative digital capability.

SMASH: The Culture Engine That Powered Adoption

Throughout the year, SMART Sales Hub (SMASH) served as the central force for communication, training, and field engagement. Through campaigns, nationwide rollouts, learning events, and creative gamified activities, SMASH ensured that every new platform and update translated into real-world adoption and visible impact.

It became a unifying banner that kept excitement high and participation strong across the field.

Looking Forward to 2026

With transformative progress now firmly in place, the Tribe is entering the new year with renewed ambition. The 2026 roadmap is anchored on intelligence, personalization, improved learning, deeper integration, and next generation customer experiences.

The coming year will focus on refining data ecosystems, enhancing sales tools, embedding AI into more touchpoints, modernizing learning journeys, and strengthening cross platform coherence.

BPI AIA is poised to scale smarter, faster, and more holistically than ever before.





BUILDING A STRONGER, SMARTER SALESFORCE

BPI AIA continues to advance its purpose of building a better everyday life and future for all Filipinos by expanding access to insurance and strengthening financial security across all stages of life. In 2025, this purpose shaped our initiatives, enabling us to meet customers where they are and equip them to plan for the future with confidence. At the heart of this commitment are our people on the ground, whose dedication brings our strategy to life and delivers meaningful support to Filipino families.

Our sales team plays a vital role in translating this purpose into impact. By connecting customers to solutions that are relevant, accessible, and aligned with their goals, they transform our products into tangible value. By year end, BPI AIA was supported by 1,319 BSEs nationwide, whose dedication strengthened customer relationships and helped thousands of families secure their financial well-being, empowering them to do more and live with greater confidence.

The year began with the 2025 Sales Kick-Off, which established a clear path forward and

energized the organization around a unified mission rooted in the spirit of “Make More Happen, All In for the Win.” This momentum continued through the nationwide Partnership Distribution Leaders and Sales Congresses, which deepened strategic alignment, strengthened collaborative learning, and reinforced a performance culture centered on customer impact and sustainable value.

Recognition remained a hallmark of our commitment to excellence. In 2025, 188 BSEs were honored at the annual Alpha Awards for their exceptional performance. Our top achievers also earned incentive trips to remarkable destinations such as Osaka, London, Madrid, and Lisbon, celebrating both their dedication and outstanding achievements. Further underscoring our world-class standards, a record-breaking 309 BSEs qualified for the prestigious Million Dollar Round Table (MDRT), marking the highest number in BPI AIA’s history.



Sustaining this level of achievement requires continuous investment in capability. Throughout the year, BPI AIA delivered comprehensive suite of training programs across technical learning, product expertise, sales mastery, financial planning, leadership development, communication, and compliance. These programs reached a significant portion of our salesforce and were designed to enhance skills, build confidence,

and prepare our people to succeed in an increasingly digital and dynamic environment.

Through these focused efforts, BPI AIA continues to build a resilient, capable, and future-ready salesforce. By empowering our people to excel, we strengthen the foundation that allows us to stand with every Filipino, helping them protect what matters most, plan with confidence, and create a better everyday life while pursuing the future they envision.



LIFE OPERATIONS

In 2025, BPI AIA, under the shared services of AIA Philippines, accelerated its operational transformation, leveraging digital innovation to redesign key insurance processes. This move simplified workflows, integrated systems, and enhanced efficiencies, all of which designed to deliver exceptional customer service with *malasakit* at the core.

To elevate customer onboarding interactions, non-medical and routine financial requirement limits were increased, enhancing our competitiveness and optimizing processes to enable faster new business application handling, quicker fulfilment, and an improved experience for both customers and distributors.

In the same year, aftersales servicing processes were significantly upgraded, seeing major enhancements to a now more secure and convenient Auto-Pay Facility. The improved system for credit and debit card payments offers an easier enrollment process, stronger controls, comprehensive validations, and real-time customer notifications. These improvements allow customers to pay effortlessly at their convenience, ensuring that the coverage and benefits of their hard-earned policy remain intact.

The My AIA customer portal, our primary self-servicing platform for policy, health, and wellness needs, was similarly refreshed to provide stronger security and seamless accessibility through enhanced password rules and simplified login and registration flows.

On the compliance end, invoice generation was aligned with the Bureau of Internal Revenue's (BIR) regulations and the Ease of Paying Taxes Act. Systems and standard operating procedures related to Foreign Account Tax Compliance Act (FATCA) were updated to reflect current standards.



These allow us to maintain industry compliance while providing secure and trustworthy services.

Delivering an exceptional experience from policy purchase to aftersales is essential, but it matters most when customers file a claim. To strengthen our promise of being our customers' chosen partner for protection, several targeted developments were introduced to the digital claims process: intuitive system features, streamlined workflows for faster and more efficient processing, and leveraged manpower to fast-track turnaround times.

The Customer Digital Tribe was established to accelerate these strategic projects through agile methodologies, enabling more seamless experiences across premium payment facilities and claims filing. The Tribe also spearheaded the rebuilding of the customer relationship management system, empowering processors to handle transactions more efficiently, reduce turnaround times, and deliver an enhanced customer experience.

As we move forward, we remain committed to doing much more and ultimately serving with *malasakit* as our guiding principle. Insurance Operations will continue to nurture partnerships, deliver breakthrough solutions, and create seamless, more meaningful experiences to enable customers to lead Healthier, Longer, and Better Lives.

OUR PEOPLE

LEADING WITH CLARITY, COURAGE, AND HUMANITY

At BPI AIA, our people are at the heart of our purpose—to make a real difference, with Puso, in protecting the lives and health of Filipino families. As a bancassurance partnership between BPI and AIA, we draw strength from global best practices while shaping a culture that reflects who we are: customer-centric, values-driven, and deeply rooted in care for people.

Guided by the **AIA Essentials—Clarity, Courage, and Humanity**, we cultivate an environment where employees are empowered to thrive, collaborate, and contribute meaningfully to our shared promise of helping people live **Healthier, Longer, Better Lives**.



Living the AIA Essentials at BPI AIA

The AIA Essentials guide how work gets done at BPI AIA, every day and at every level of the organization. Clarity ensures that our people understand our purpose, priorities, and how their roles contribute to our growth agenda. Courage enables employees to speak up, challenge conventions, innovate, and take accountability to turn ideas into action. Humanity anchors our culture in empathy, inclusion, and genuine care—creating a workplace where people feel respected, valued, and supported.



When these Essentials are lived out daily, our people consistently do the Right Thing, in the Right Way, with the Right People—creating long-term value for our employees, customers, business partners, and communities.

Recognition of Our People-Centric Culture

Our commitment to a people-first culture continues to earn independent recognition alongside our AIA Philippines partnership. We were named among **HR Asia's Best Companies to Work for in Asia**, with additional citations including the HR Asia Diversity, Equity & Inclusion Award, Sustainable Workplace Award, and Tech Empowerment Award.

We also received honors at the Asian Management Excellence Awards, including Employee Engagement of the Year (Life Insurance) and Health and Wellness Initiative of the Year (Life Insurance), as well as recognitions from Insurance Asia for Employee Engagement, Digital Insurance, and Digital Transformation initiatives.

In addition, BPI AIA employees continue to benefit from certifications as a Great Place to Work® and Best Place to Work, inclusion among the Best Workplaces in Asia 2025, and recognition in the Fortune 100 Best Companies to Work For 2025—affirming the consistency, credibility, and strength of our employee experience.

BPI AIA is an organization where continuous learning and growth are actively encouraged and enabled. We believe that progress begins with each individual, and we empower our people to build capabilities, expand perspectives, and make a difference in their own unique way through progressive and differentiated learning opportunities.



Through **Grow@AIA**, BPI AIA employees are supported as lifelong learners—adapting to evolving customer needs, emerging technologies, and increasing digitalization. Our Curriculum-Based Development approach provides intentional, structured, and holistic learning pathways aligned to current and future roles. Employees assess their proficiency against defined competencies and are expected to demonstrate readiness before advancing to the next stage of development.



Learning is delivered through three integrated pathways:

- Structured Learning, which offers blended programs anchored on critical competencies through workshops, webinars, digital courses, certifications, and facilitator-led sessions across multiple online platforms.
- Learning from Others, which builds capability through social learning— coaching by people managers, communities of practice, conferences, peer learning sessions, and internal subject matter expert forums.
- Learning from Experience, which applies skills on the job through action learning projects, job rotations, and mobility opportunities that broaden perspective while delivering real business impact.

Flagship programs include the New Employee Orientation Online Course, LIFT Onboarding Program (Learn, Integrate, Focus, Thrive), LOMA certifications, Leadership Learning Labs, Lead Series, and curated content via LinkedIn Learning and Go1 integrated in Workday Learning. In 2025, employees invested an average of 36.97 learning hours per employee, reflecting BPI AIA’s sustained commitment to capability building.

Building the Organization of the Future

Building the Organization of the Future is a key enabler of our Ascend 200 strategic priorities. In 2025, BPI AIA focused on strengthening leadership, building future-ready capabilities, and enabling new ways of working—helping our people flourish within a simpler, faster, and more connected organization.



Capability Building through Catalyst for Growth

Our Catalyst for Growth framework directly links capability development to strategic priorities, with tailored programs for Individual Contributors, People Managers, and Senior Leaders. Complementary initiatives support employees across the lifecycle—from digital onboarding and industry certifications to leadership development and on-demand learning embedded into everyday work.

Fostering Wellness, Inclusion, and Belonging



Anchored on Wellbeing@AIA, BPI AIA advanced holistic wellness through initiatives such as Health Fest, launched in support of the Rethink Healthy campaign to promote proactive health management and sustainable wellbeing practices.

We strengthened our Diversity, Equity, Inclusion, and Belonging (DEIB) agenda through employee resource groups such as PrideConnects and SHEConnects, fostering inclusive dialogue, advocacy, and allyship. Employee-led communities—including AIA Voices and AIA Movers—further enhanced engagement by creating platforms for creative expression, connection, and shared purpose.

We also celebrated BPI AIA’s contribution to AIA Philippines’ 78th Anniversary through SustainABILITY, a month-long Corporate Social Responsibility (CSR) initiative in partnership with Save Philippine Seas and Rise Against Hunger, mobilizing employees in support of environmental protection and food security.

Excellence in Execution

BPI AIA continues to reinforce a high-performance, values-driven culture where strategy is translated into action and results. Excellence in execution is enabled through clear performance expectations, recognition of the right behaviors, and meaningful opportunities for employees to contribute—individually and as One AIA.

Our Ways of Working (WoW) Awards, anchored on Delight the Customer, Be the Change, Own and Lead, and Thrive Together, recognize teams and individuals who consistently translate strategy into impact, drive accountability, and strengthen cross-functional collaboration.

Recognition is embedded into everyday work through the AIA Flex Portal, enabling timely and flexible appreciation via choice-based rewards that reinforce positive behaviors and strengthen engagement at the point of execution. Together, these mechanisms support a strong performance culture complemented by a market-competitive and equitable Total Rewards framework.





Performance-Linked Rewards and Ownership

BPI AIA offers a dynamic work environment supported by a comprehensive Total Rewards framework designed to attract, motivate, and retain talent. Our reward philosophy is grounded in equity, market competitiveness, and performance orientation—ensuring rewards align with individual contribution, role scope, and overall business results.

- **The Short-Term Incentive (STI)** plan rewards achievement of individual goals and annual business performance.
- **The Long-Term Incentive (LTI)** plan recognizes key executives and critical talent based on sustained performance and long-term potential.
- **The Employee Share Purchase Plan (ESPP)** enables employees to share in the company’s future success through a one-for-two share matching opportunity—strengthening ownership and alignment with enterprise outcomes.

Embedding Ethical Decision-Making and Strong Risk Management

BPI AIA maintains a safe, healthy, and secure workplace, adhering to Occupational Safety, Security, and Health standards and complying with labor and employment laws. Our Code of Conduct promotes respect, inclusion, ethical behavior, and responsible use of company resources, supported by robust data privacy and security controls.

Clear reporting channels and consistent disciplinary guidelines ensure timely escalation of concerns and uphold standards of integrity and accountability across the organization.



HEALTH AND WELLNESS

With healthcare costs rising and lifestyle-related illnesses driving medical utilization, AIA Philippines—together with BPI AIA—remains committed to shaping the future of health protection and financial security for Filipino families. Guided by our theme *With You So You Can Do More*, BPI AIA continued to strengthen an integrated health ecosystem designed to help customers access protection, medical care, and long-term wellness support across every life stage.

Throughout 2025, AIA Philippines and BPI AIA enhanced their joint commitment to supporting customers holistically in their health and financial journeys. This included improving medical protection, elevating corporate medical offerings, and further repositioning AIA Vitality as a partner that stands with customers and empowers them to do more for their wellbeing. The year's key developments centered on the Enhanced Medical Benefit Rider (eMBR), Corporate Medical Solutions, and the continued evolution of AIA Vitality.



MediCard as Third-Party Administrator (TPA)



To ensure the seamless delivery of eMBR benefits, MediCard, an AIA company, continued to serve as Third-Party Administrator. Through MediCard’s nationwide network of accredited clinics, hospitals, and diagnostic facilities, customers were able to access covered medical services efficiently and with greater convenience.



This arrangement allows AIA Philippines and BPI AIA to focus on providing comprehensive insurance protection and financial risk coverage, while MediCard concentrates on managing medical access and service delivery. The result is a smoother, more integrated customer experience, particularly at the point of care where support matters most.

Corporate Medical Solutions

MediCard also played a key role in supporting Corporate Medical Solutions by delivering the medical benefits component of AIA Philippines’ and BPI AIA’s group offerings. Employers were able to complement BPI AIA’s group life and health insurance with access to medical services, annual physical examinations, and workplace wellness programs. This integrated approach empowered organizations to better manage rising healthcare costs while strengthening support for employee wellbeing.

AIA Vitality

In 2025, AIA Vitality continued its strategic evolution toward becoming a trusted wellness partner aligned with the companies’ protection-led strategy. The program focused heavily on improving early engagement, building sustainable healthy habits, expanding the wellness ecosystem, and strengthening program integrity.

Enhancements to the first 30 days of membership—including clearer onboarding, simplified app navigation, improved syncing with health devices, and stronger guidance on assessments—helped AIA Vitality reach its highest 30-day engagement rate on record, with 81% of new members active within their first month. The wellness ecosystem expanded further with the addition of Anytime Fitness, giving members greater access to fitness facilities across the Philippines and globally. Reinforced controls on self-claimed activities strengthened confidence in the integrity of the Vitality points system.

Communications and paid media emphasized preventive health and long-term wellness, supporting the program’s repositioning. While the sunsetting of BPI Well reduced overall membership, it allowed the program to pivot toward deeper, more meaningful engagement. The year also marked the 10th anniversary of AIA Vitality, celebrated through nationwide campaigns and flagship wellness events such as the AIA Rock & Roll Run, which reinforced brand visibility and sales support.





Integrated Health Ecosystem

The eMBR, Corporate Medical Solutions, and AIA Vitality form a unified health ecosystem that brings together the strengths of AIA Philippines, BPI AIA, and MediCard. AIA Philippines and BPI AIA provide comprehensive insurance protection and financial security, MediCard ensures accessible and dependable medical care, and

AIA Vitality encourages sustained wellness engagement and preventive health behaviors.

Through these combined efforts, the companies continue to stand with customers so they can do more—for their health, their families, and their financial future.



SUSTAINABILITY HIGHLIGHTS

BPI AIA's 2025 Sustainability Highlights reflects our ongoing journey to protect Filipino families advancing financial inclusion, and strengthening responsible business practices— reflecting our commitment to a healthier, more resilient and sustainable Philippines.



ACCESSIBLE HEALTH & FINANCIAL INCLUSION

Offering accessible and affordable insurance solutions at all stages of life for Filipinos and supporting financial inclusion

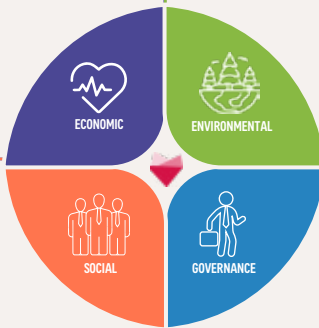
- Php 26 billion** total sum assured of all policies
- 99,302** total number of mSME loans safeguarded
- Php 1.73 billion** total claims and benefits
- 314** total number of mSMEs covered by Group life/ Accident insurance packages
- 5,851** total hours of financial education provided
- 93** total number of mSMEs provided with HMO coverage
- 23,680** total participants in financial education sessions



ENVIRONMENTAL STEWARDSHIP

Building a better Philippines through responsible operations and inclusive economic participation

- Php 610,135** cost savings in retail electricity supplier vengery in BPI AIA Makati building
- PHP 71M** ESG securities investment
- 100%** use of renewable and clean energy in BPI AIA Makati and Alabang buildings
- 13.8 tons** paper consumption reduced due to digitalization (330 trees saved)



PURPOSE-DRIVEN PEOPLE & INCLUSIVE CULTURE

Integrating organizational values to promote inclusivity and a people-centered culture to drive business excellence and community impact

- 1,175** total workforce
- 84th** Percentile in Gallup Rating (above global average of 21%)
- 66%** female representation in the workforce
- 4.37** Gallup overall engagement score (Benchmark: 5.00)
- 67%** female representation in senior leadership
- Zero** work accident
- 36.97** average training hours per BPI AIA employee, exceeding target of 27 hours



EFFECTIVE GOVERNANCE

Continuing to operate to the highest standards of business practices

- 100%** Board meeting presence rate
- ESG Disclosure Policy** providing company's ESG direction
- Zero** Data breach or cybersecurity incident
- 100%** ESG questionnaire coverage across RFPs and bids





CORPORATE GOVERNANCE

CAPITAL STRUCTURE

Authorized Capital Stock	P1Billion
Subscribed & Paid-Up Capital Stock	P 749,993,979.00
Par Value	P1.00 per share
Treasury Share	P6,000.00

LIST OF STOCKHOLDERS

Name	Shares Held	Class	Amount Paid (Php)	Percent of Ownership	Nationality	Beneficiary Ownership	Date of First Appointment
AIA Philippines Life and General Insurance Company, Inc.	382,496,926	Common	382,496,926	51.00%	Hong Kong SAR		
Wing Shing (Jacky) Chan	1	Common	1		Chinese	AIA Philippines	06 Feb 2025
Melita Teo More May Non-Executive Director	1	Common	1		Singaporean	AIA Philippines	25 Jan 2024
Katherine P. Custodia Executive Director Chief Executive Officer	1	Common	1		Filipino	AIA Philippines	09 Jan 2023
Stephanie L. Sy	1	Common	1		Filipino	AIA Philippines	17 July 2019
Bank of the Philippine Islands (BPI)	359,767,361	Common	359,767,361	47.97%	Filipino		
Jose Teodoro L. Limcaoco Non-Executive Director, Chairman*	100	Common	100		Filipino	BPI	28 Apr 2021
Maria Theresa D. Marcial	100	Common	100		Filipino	BPI	28 July 2023
Jesse O. Ang	100	Common	100		Filipino	BPI	10 Apr 2019
Others	7,729,388	Common	7,729,388	1.03%	Filipino	N/A	N/A
TOTAL	749,993,979		749,993,979	100%			

*Replaced by Jacky Chan as Chairman on April 10, 2025

BOARD OF DIRECTORS



JACKY CHAN (62)

Non-Executive Director and Chairman of the Board

(since 06 February 2025)

Mr. Jacky Chan - Regional Chief Executive and Group Chief Distribution Officer responsible for the Group's businesses operating in Hong Kong SAR, Macau SAR, Philippines and Taiwan (China) as well as the Group's agency distribution, partnership distribution, corporate solutions and digital platform partnerships. He is a director of various companies within the Group, including AIA Company Limited and AIA International Limited.

Mr. Chan has extensive life insurance industry experience having worked at AIA for the past 37 years. Prior to becoming a Regional Chief Executive, Mr. Chan was Chief Executive Officer of AIA Hong Kong and Macau since 2009. Previously, he held several senior positions including the Country Head of AIA China, responsible for overall business performance and results in China; Executive Vice President - Distribution & Marketing of Nan Shan Life Insurance - Taiwan; Senior Vice President & Head of Life Profit Centre of AIA - Asia (ex-Japan & Korea).

Mr. Chan holds a Bachelor of Science Degree from the University of Hong Kong. He is a Fellow of Society of Actuaries (FSA), a member of American Academy of Actuaries (MAAA) and a Fellow of Canadian Institute of Actuaries (CIA).



JOSE TEODORO K. LIMCAOCO (64)

Non-Executive Director (since 28 April 2021)

Mr. Jose Teodoro "TG" Limcaoco is the President and Chief Executive Officer of Bank of the Philippine Islands (BPI)-the oldest bank in both the Philippines and Southeast Asia, and one of the most established financial institutions in the country. TG was appointed as BPI President and CEO on April 22, 2021. He has served as a Director of the Board and a Member of the Bank's Executive Committee since February 2019.

He is Chairman of BPI Wealth – A Trust Corporation, Bank of the Philippine Islands (Europe) Plc., BPI Capital Corporation, BPI/MS Insurance Corporation, and BPI AIA Life Assurance Corporation. He is Vice Chairman of BPI Century Tokyo Lease & Finance Corporation and BPI Century Tokyo Rental Corporation. He is President and Vice Chairman of BPI Foundation, Inc.

Outside of BPI, he is President of the Bankers Association of the Philippines, Chairman of Philippine Payments Management Inc., a Trustee of the Asian Institute of Management, and a Director of AC Mobility Holdings, Inc. He is also a current member of the Management Association of the Philippines, the Financial Executives Institute of the Philippines (FINEX), and the Rotary Club of Makati West (where he is a Past President). Lastly, TG is a Director of Just for Kids, Inc., a homegrown business of his family.

In recognition of his outstanding leadership and exemplary communication skills, Mr. Limcaoco was bestowed the prestigious 2023 Communicator of the Year award under the Executive Leader Category by the International Association of Business Communicators (IABC) Asia Pacific. This award underscores his ability to effectively convey complex ideas and foster meaningful connections within the business community. He also earned the Gold Award in the Best CEO category for the Philippines in Asia's Best Managed Companies 2023 poll of FinanceAsia. This accolade serves as a testament to his exceptional stewardship and strategic vision, further solidifying his reputation as an exceptional leader in the financial industry.

Before coming to BPI, he was the Chief Finance Officer, Chief Risk Officer, and Chief Sustainability Officer of Ayala Corporation, a Philippine Stock Exchange-listed company. He was also the Chairman of AC Energy International, Inc. (formerly Presage Corporation) and the President and CEO of AC Ventures Holding Corp. He was also a Director of the Board of several Ayala companies, including publicly-listed Globe Telecom and Integrated Micro-electronics Inc, and the energy, infrastructure, industrials and healthcare companies of the Ayala group. He was also a director of the companies that operated G-Cash and Zalora Philippines.

Previously, he served as President of BPI Family Savings Bank from 2010-2015 and President of BPI Capital Corporation from 2007- 2010. He also served as Officer-in-Charge for Ayala Life Assurance, Inc. and as Director and Chairman of Ayala Plans, Inc.

Mr. Limcaoco joined Ayala Corporation as a Managing Director in 1998. Prior to his appointment as Chief Finance Officer in April 2015, he held various responsibilities including Trustee and Treasurer of Ayala Foundation, Inc., President of myAyala.com, and CFO of Azalea Technology Investments, Inc. He served as the President of the Chamber of Thrift Banks from 2013-2015. He was named as the ING-Finex CFO of the Year in 2018. He has held prior positions with JP Morgan & Co. in Singapore and New York and with BZW Asia.

He graduated from Stanford University with a BS Mathematical Sciences degree (Honors Program) in 1984 and from the Wharton School of the University of Pennsylvania with an MBA (Finance and Investment Management) in 1988.



KATHERINE P. CUSTODIA (51)

Chief Executive Officer

Executive Director (since 23 January 2023)

Ms. Karen Custodia is the Chief Executive Officer of BPI AIA Life Assurance Corporation. Prior to her appointment, she was the Head of Partnership Distribution Sales Channels of BPI AIA for 4 years. She led a team of over 1,500 employees from In-Branch Sales, Corporate Sales, Direct Sales, Private Banking, and Telesales teams.

She joined BPI AIA in 2013 and has since held various leadership posts — she was Head of Marketing, Head of Preferred Segment, Territory Sales Head and Head of In-Branch Sales. For 9 years, her experience in marketing, sales and partnership management allowed her to drive profitability and growth within BPI AIA.

Ms. Custodia previously held the position of head of insurance sales for retail clients in HSBC Insurance Brokers, Inc. and has also held various roles in other top-tier insurance companies in the country in her 25 years in the industry. She has an AB Psychology degree from De La Salle University in Manila, Philippines.



MELITA TEO (51)

Non-Executive Director (since 25 January 2024)

Ms. Melita Teo is the Chief Executive Officer of AIA Philippines.

As President and CEO of AIA Philippines, Ms. Melita drives the company's business growth strategy and transformation. She leads and oversees AIA Philippines, BPI AIA, MediCard, and AIA Investment Management, forging a unified, collective, and future-ready ONE AIA organization. Under her leadership, AIA Philippines has continued to sharpen its integrated health strategy, expand its distribution force, accelerate digital innovation and enterprise thinking, and deepen its customer focus — all while building a high-performance, collaborative culture. She is vital in driving the company's ESG and corporate social responsibility initiatives, seamlessly integrating sustainability, wellness, insurance and healthcare access, and community engagement into the company's core strategy.

In 2025, Ms. Melita was recognized as Executive Champion of the Year at the 10th Asia Trusted Life Agents and Advisers Awards, recognizing her visionary and transformative leadership at AIA Philippines. Prior to her appointment in

the Philippines, Ms. Melita held several senior leadership roles at AIA Singapore, including Chief Customer and Digital Officer, Chief Operations Officer, Chief Corporate Solutions Officer, and Head of Planning and Strategy. Ms. Melita holds a Bachelor of Commerce degree in Economics and Finance from Curtin University of Technology in Western Australia.



JESSE O. ANG (66)

Independent Director (since 10 April 2019)

Lead Independent Director

Mr. Jesse Ang is an Independent Director of Bank of the Philippine Islands (BPI) Capital Corporation, BPI Wealth, BPI MS, BPI Wealth Hong Kong, ACEN and ACEN International and Integrated Micro-Electronics, Inc.

After more than 18 years, Mr. Jesse Ang retired from the International Finance Corporation (IFC) in June 2018. Previously, he was the Resident Representative for the Philippines office of the International Finance Corporation. He has extensive financial sector expertise and a solid track record in putting together investment deals in infrastructure, including power, mining, water and telecommunications. He was the first Filipino to become the head of the IFC Philippine office.

He joined IFC Philippines in February 2000 as a Senior Investment Officer primarily responsible for business development. Prior to joining IFC, he was the Chief Financial Officer and Treasurer of the Philippine International Air Terminals Company based in Manila. He worked in New York City for several years in various capacities, such as Director of the Global Structured Finance department in ANZ Investment Bank, Vice President of the Trade and Commodity Finance department in Generale Bank and Assistant Vice President in Irving Trust Company. His work experience involved significant travel to Latin American countries such as Mexico, Chile, Colombia, Venezuela, Brazil and Argentina and East Asian countries including Korea, Taiwan, Hong Kong and the Philippines.

He earned his Master's degree in Business Administration from the Wharton Graduate School of Business and a BS Industrial Engineering degree from the University of the Philippines.



STEPHANIE L. SY (37)

Independent Director (since 17 July 2019)

Ms. Stephanie Sy is the CEO of Thinking Machines, a leading data technology consulting firm with offices in Manila, Bangkok, and Singapore. Thinking Machines has built data platforms and artificial intelligence tools for leading corporations throughout Southeast Asia. Thinking Machines is part of the UNICEF Innovation Fund, building data tools and a technology ecosystem to improve the lives of children and their families.

Ms. Stephanie graduated from Stanford University in 2011, and got her start as an early employee at Wildfire Interactive, a Silicon Valley startup which was acquired by Google in 2013. In her roles at Wildfire and at Google, she built analytics platforms on some of the largest datasets in the world. Sy continues to advocate for STEM and data science in the country through her board memberships on Save the Children Philippines and the Philippine Department of Science and Technology's PCIEERD advisory group.



MARIA THERESA D. MARCIAL (55)

Non-Executive Director (since 28 July 2022)

Ms. Marcial is the President & CEO of BPI Wealth, the largest trust corporation in the Philippines with assets under management of PHP 1.46 trillion. BPI Wealth is the asset and wealth management arm of Ayala-led Bank of the Philippine Islands.

Ms. Marcial is a seasoned banker with diverse experience spanning 30 years across various disciplines including investment management, trust, private banking, corporate banking, debt & equity capital markets, finance, corporate strategy and sustainability. She held key senior roles in BPI including a 5-year stint as Chief Finance Officer and Chief Sustainability Officer.

She also serves on the boards of multiple private corporations, listed companies and non-profit organizations, including BPI Wealth Hong Kong Ltd, BPI Wealth Singapore Plc, BPI Europe Plc, BPI AIA Life Assurance Corporation, AREIT Corporation, Alternergy Holdings Corporation, WWF Philippines, Philippines Inter-Island Sailing Foundation, and Ocean Racing Club of the Philippines. She is a fellow of Foundation for Economic Freedom, a member of FINEX, MAP, HBS Club of the Philippines, NextGen Organization of Women Corporate Directors, and Filipina CEO Circle. She previously served as member of the National Advisory Council of WWF Philippines.

Ms. Marcial is an advocate of marine conservation and an outdoor enthusiast with interests in open water scuba diving, underwater photography, offshore sailing and yacht racing. She obtained the Royal Yachting Association Skipper training in Sydney, Australia. She has logged over 8,000 nautical miles sailing in offshore and coastal waters of the Philippines, New South Wales Australia, South China Sea, and Mediterranean Sea which includes her participation in the 2018 Rolex Middle Sea Race and 2023 Rolex China Sea Race.

She completed MA Economics from the University of the Philippines Diliman and BS Economics (cum laude) from the University of the Philippines Los Baños. She attended the Advanced Management Program (in 2010) and the CFA Institute Investment Management Workshop (in 2006) at Harvard Business School. She was recognized as Outstanding Alumnus of the College of Economics and Management at UP Los Baños in 2006, one of Top 25 Most Influential Women in Asset Management in Asia by Asian Investor in 2014, CEM Centennial Outstanding Alumnus at UP Los Baños in 2019, Most Outstanding Alumnus of the University of the Philippines Los Baños in 2022, and Best CFO by Institutional Investor in 2023.

BOARD SUPPORT



CARLA J. DOMINGO
Corporate Secretary

Atty. Domingo is currently the Chief Legal Officer and Corporate Secretary of AIA Philippines Life and General Insurance Company Inc. (formerly Philam Life). She also serves as the Corporate Secretary of BPI-AIA Life Assurance Corporation (formerly Ayala Life), MediCard Philippines Inc., Claims Pro Philippines Inc., Kapatiran Realty Corporation, Perf Realty Corporation, Philam Properties Corporation, AIA Tower Condominium Corporation and Philam Life Tower Management Corporation. She was supported by Atty. Joanne Claudio-Guevara, Legal Principal and Asst. Corporate Secretary.

She also serves as Director of AIA Information Technology Philippines, Inc., ICCP Holdings, Inc., Science Park of the Philippines, Inc., Beacon Property Ventures, Inc., Pueblo de Oro Development Corporation, Cebu Light Industrial Park, Inc., Regatta Properties, Inc. and RFM-Science Park of the Philippines Inc

In 2014-2015 she was seconded as Deputy Company Secretary of AIA Group Company Limited in Hong Kong.

Atty. Domingo is a member of the Integrated Bar of the Philippines, and a Fellow of the Institute of Corporate Directors.



MARIA CRISTINA HELENA G. SAMANIEGO
Chief Risk Officer and Chief Compliance Officer

Maria Cristina Helena Samaniego, the Chief Risk and Compliance Officer of AIA Philippines, is a Senior Vice President and a member of the Company's Executive Committee. She has been attending the IC-mandated annual board continuing training on corporate governance since 2020, including the one held on 13 October 2025. Ms. Samaniego is not a member of the board of the company.

Ms. Samaniego joined AIA Philippines with an extensive international and local experience on risk and compliance. Prior to joining the Company,

Ms. Samaniego was the Chief Risk Officer and Member of the Board of Directors of ANZ Bank Taiwan Ltd. She also held various roles in the Singapore Regional Office of ANZ Banking Group including Head of Risk for Retail, Wealth and Private Bank, and Head of Retail Credit Risk, covering Asia Pacific. Prior to ANZ Bank, she spent ten years in HSBC performing senior roles heading Consumer Credit Risk and Collection and Local Conglomerates Relationship Banking. She also worked for BNP and Union Bank of the Philippines.

Ms. Samaniego earned her degree in Industrial Management Engineering from De La Salle University.



RIKKA C. PERALTA
Head, Group of Internal Audit Philippines

Rikka Peralta is a Certified Public Accountant and a Certified Internal Auditor. She started her career with Sycip Gorres Velayo & Co (a member firm of Ernst & Young Global) and has obtained over 20 years of internal audit experience outside and within AIA. Ms. Peralta currently plays a key role in managing the audit plans and activities for the companies under AIA Philippines while overseeing the team of internal auditors. She is an active member of the Institute of Internal Auditors and a fellow of Life Management Institute.

Ms. Peralta has been a regular participant of the IC-mandated annual continuing training of the Board held since 2020, including the most recent one held last 13 October 2025.



CORPORATE GOVERNANCE

BPI AIA is committed to the highest standards of corporate governance as rooted in the belief that a culture of integrity and transparency is essential to the consistent achievement of its goals. Creating a sustainable culture, where trust and accountability are as vital as skill and wisdom, steers the Board towards achieving long-term value for shareholders and customers, and strengthens confidence in the institution.

Corporate Governance Policy

The Company’s Corporate Governance Policy placed on the Board the ultimate responsibility for the sustainable performance of the Company, including its consistent achievement of business plans and compliance with statutory and corporate obligations. To fulfil such responsibility, the Board adopted a policy of adherence to all legislations, regulations, and statutory standards as may be applicable and relevant to the Company, and mandates all directors,

senior management, and employees to abide by the principles of good governance and the Company’s Code of Conduct.

The Company’s corporate governance framework underpins its commitment to corporate governance principles and leading practices.



Roles and Responsibilities of the Board

The Board of Directors exercises all the powers of the corporation and review the vision and mission/strategy of the Company; all business conducted, and all properties of the corporation are controlled and held by them. The Board is completely independent from management and major stockholders. The Board exercises discretionary powers and oversees the management of the company.

The Board is accountable to the shareholders and as such it shall ensure the highest standard of governance in running the Company's business and setting the strategic directions.

The detailed role and responsibilities are set forth in the By Laws and the Manual of Corporate Governance.

The Board of Directors, through its Board Risk and Audit & Related Party Transactions (RPT) Committees, has conducted a regular review of the Company's material controls (including operational, financial and compliance controls) and risk management systems. The Board Risk Committee, the Audit & RPT Committee and the Board of Directors have declared their satisfaction and confidence on the Company's internal controls and risk management systems.

Board Independence and Diversity

Each of the independent directors meets the guidelines set in the Manual of Corporate Governance. None of the independent directors has any business or significant financial interest in the Company or any of its subsidiaries. They, therefore, continue to be considered independent.

BPI AIA adopts AIA Policy on Diversity, and believes in the power of diverse, talented people to create value and deliver on their customer and shareholder expectations. Fundamental to all the Company's inclusion efforts is zero tolerance for discrimination or harassment in any form, across all aspects of diversity, including gender, race, nationality, and sexual orientation.

All independent directors are subject to a nine-year term limit, with no exceptional conditions and with perpetual disqualification after such maximum term. For 2025, none of the independent directors have breached the said nine-year term limit.

Board Process

The Board meetings are held on a quarterly basis unless a special meeting is necessary to consider urgent matters. Minutes of meetings of the Board and all Committees are kept by the Corporate Secretary and are open for inspection by the Board and Stockholders upon request. Board materials are sent to the members at least five (5) business days in advance of the scheduled board meetings.

In addition to the regular meetings, the directors also engage in informal meetings on a quarterly basis to further discuss issues and strategies. The company conducted a Board Strategy Day on 30 October 2025, wherein the Board and the executive leadership team come together to discuss the organization's strategies and priorities.

Non-executive directors also find time to meet separately to discuss the business affairs of the Corporation. Independent Directors, likewise, regularly meet with management, the internal auditors, and the external auditors, separately, to ensure proper check and balance is achieved by the Corporation.

Board and Senior Management Succession and Selection Process

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 procedure for the selection and appointment of directors of the Board and senior management. Appointments to BPI AIA Board of Directors or Senior Management are made on merits and subject to objective criteria as set forth in the Manual. Careful deliberation and consideration are done to ensure that nominees are qualified to sit in the Board or in Senior Management. The Company, through its major shareholder, considers the knowledge, competencies, skills, and experience that the nominee-director or executives, seriously considering the Company's business objectives and strategies. The Company ensures that its Board membership and Senior Management consist of persons with sufficiently diverse and independent backgrounds and possesses a record of integrity and good repute. Part of the selection process of the Company is the use of independent/third party professional search firms to identify and source qualified directors and senior executives.

On 26 October 2023, the BPI AIA Board Succession Plan was adopted. This succession plan is designed to proactively ensure that interruption at the board level is minimized during the transition from the departing member to the appointment of a new one. This succession plan is an on-going process requiring regular evaluation of board composition and competencies to identify opportunities for improvement to better position the board to meet its current and future needs.

Fee Structure and Remuneration of Directors

The Independent Directors definitely play very significant roles in order to achieve the Company's business objectives today and in the future. As independent directors, they effectively participate and provide objective, independent judgment in the business affairs of the Company, and at the same time ensure that proper checks and balances are in place.

Considering the above, and 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 efforts they provide to the Company; and for potential risks and liability they may be exposed of as its members. The fee structure of the independent directors are 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.

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 fee. For 2025, the total annual gross fees of the independent directors of the Company amounted to Philippine Pesos: 2,676,166.35, broken down as follows: 1) Jesse O. Ang — PHP1,366,164.70; and, 2) Stephanie L. Sy — PHP1,310,001.65. The executive and non-executive directors do not receive any remuneration for their directorship in BPI AIA.



Remuneration Policy for Executive Director and CEO

BPI AIA provides a total rewards package to the Executive Director and Chief Executive Officer that consists of guaranteed and variable components that reward performance and value created for the Company. Our CEO's reward components support our rewards framework:

- Guaranteed compensation which includes base salary, allowances and contractual bonus that is reviewed annually to reflect market, individual performance and value created for the company;
- Short-Term Incentive to reward achievement of business and individual performance metrics enabling the individual to share in the immediate success of the company;
- Discretionary Long-Term Incentive to motivate and reward the individual for individual who have contributed significantly to AIA's success and is likely to continue to do so; and
- Benefits that are carefully structured supplementing our cash compensation.

Election of Directors

The Company uses a transparent procedure for the election of directors. The Corporate Governance Committee, sitting as the Nomination and Remuneration Committee pursuant to IC Circular 2021-70, looks into the qualifications of directors and thereafter endorses to the Board their recommended nominee for approval. At the stockholders' meeting, the shareholders are duly informed by the Corporate Secretary of the qualified nominees and of the voting method and vote counting system. Each stockholder with voting privilege shall be entitled to cumulate his/her vote in the manner provided by law. After the election process, the Corporate Secretary shall count the votes and thereafter declare the duly elected members of the Board.

SEMINARS ATTENDED FOR THE YEAR 2025

Director	Training/Seminar
Wing Shing (Jacky) Chan	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on Anti-Money Laundering (AML) and Counter Terrorist and Proliferation Financing (CTPF) Refresher Training for Board of Directors (BOD) and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025 2025 Online Training for Enhancing the Performance Capabilities of Directors, Supervisors and Senior Executives of Insurance Institutions, 01 July 2025
Melita Teo More May	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025
Katherine P. Custodia	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025
Jose Teodoro K. Limcaoco	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025
Maria Theresa D. Marcial	<ul style="list-style-type: none"> 2025 Ayala Economic, Treasury, and Innovation Summit, 20 August 2025 IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025 Ayala Integrated Corporate Governance, Risk Management, and Sustainability Summit 2025, 04 November 2025
Jesse Ang	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025 2025 Ayala Integrated Corporate Risk Management and Sustainability Summit on November 4, 2025.
Stephanie L. Sy	<ul style="list-style-type: none"> IC-mandated Annual Continuing Board Training on AML and CTPF Refresher Training for BOD and Senior Management, 01 September 2025 IC-mandated Annual Continuing Board Training on Corporate Governance Training, 13 October 2025

Orientation Program and Training

For newly elected directors, the Corporate Secretary schedules and provides comprehensive orientation to explain the organizational profile, charters, By-laws, policies and procedures of the Company. In compliance with the Circular issued by the IC, BPI AIA ensures that all its directors have attended a training and orientation course on Corporate Governance conducted by duly accredited training.

The Board members are also encouraged to attend further training and inform the Corporation on such trainings attended. BPI AIA provides necessary resources in developing and updating its director’s knowledge and capabilities. For six years in a row since 2020, the Company sponsored its own 4-hour annual continuing board training on corporate governance where topics were covered and discussed by competent speakers expert in their field. The Company encourages the directors to attend continuous professional education programs such as Professional Directors’ Program of the Institute of Corporate Directors.

Performance Evaluation

The Board has established its own performance evaluation, the criteria of which are based on the IC's Circular on Corporate Governance. Every year, the Board, as well as the Committees, conducts annual self-assessment of its performance, the results of which are submitted to the Corporate Governance Committee and to the Board of Directors.

In the Annual Board Performance Evaluation Survey, the Board members are required to rate the performance of the Chairman, the CEO, the Board, and the Board Committees based on the standards and criteria provided. Among the criteria set include, but are not limited to, the following: the appropriateness of the Board's composition; the directors' skills, expertise, and their participation and contribution in the Board and Committee discussions; the working relationship among the Board, the Chairman, and the senior management; the overall performance of the Chairman, the CEO, the independent directors, the Board and the various Board Committees.

After accomplishing the survey, the directors will submit the same to the Corporate Secretary, who will then consolidate and evaluate the answers and submit the results to the Governance, Nomination and Compensation Committee for its approval. The results will then be reported to the Board for its notation.

In line with its commitment to good corporate governance, third-party evaluation is conducted every 3 years.

In 2025, the the Good Governance Advocates & Practitioners of the Philippines (GGAP)

conducted BPI AIA's Board Evaluation, analysing the Collective Board Assessment, Board Committee Assessment, the Individual Director Self-Rating, and Key Officer Ratings with the objective of identifying areas in which the board could perform better, as well as assess if the board's skills and expertise match the strategic direction that the companies are taking. Based on GGAP's report, overall Board Efficiency and Performance scored 100%. The findings are summarized as follows:

- The Board deems itself aptly constructed to perform its duties and responsibilities based on prevailing best practices of corporate governance.
- The Board is composed of directors that are experienced and knowledgeable in matters relating to the Company's operations and also possess the diversity needed to encourage and support independent, effective and informed discussions.
- The Board is guided by a Corporate Governance Policy and Procedure Manual, Board Charter and other supporting policies.
- Meetings are regular and frequent enough that the Board is able to perform its duties and functions.
- Each committee is composed of an acceptable number of directors that ensures meaningful discussions on the respective committees' objectives.
- The Company's directors attend and actively participate in meetings.

The next third-party evaluation is scheduled to be conducted in June 2028.

Retirement Benefit

BPI AIA sought the services of Mercer to provide a formal retirement plan for the employees.

We adapted the Defined Contribution (DC) Retirement Plan wherein the employer, employee or both make contributions on a regular basis.

Monthly contributions are pooled and invested by an assigned fund manager which means that future benefits fluctuate on the basis of investment earnings. During the launch in 2014, employees were given an option to elect the new DC Retirement Plan or remain under statutory minimum normal retirement benefits. The Board of Directors elected BPI Asset Management and Trust Corporation (BPI AMTC, now BPI Wealth) as fund manager while Zalamea administrates the individual ledgers of each employee. All employees are provided an online account which allows them to view their monthly statements and keep track of contributions and investment earnings.

Each employee is credited an employer contribution monthly based on 8% of his/her current monthly basic salary which started in July 2014. Benefits are computed based on the vesting factor and number of years of service. Minimum years of service entitled for Retirement Pay under DC plan is 5 years. The voluntary contribution started on April 2018. Employee participation will be incentivized by the company with 50% of voluntary contributions subject to a maximum of 3% of employee's monthly basic salary.

Dividend Policy

BPI AIA shall declare and pay cash dividends, the amount of which shall be determined through consideration of the following factors:

- local statutory requirements relating to solvency and liquidity;
- ongoing sustainability of corresponding insurance fund taking into consideration

- likely future changes in regulatory requirements; and
- likely future strategic initiatives.

There was a cash dividend declaration for the year 2025 in the amount of Php1.372 Billion.

Rewarding Performance

BPI AIA 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.

BPI AIA's Reward Philosophy is built on the principles 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 the Company's operating philosophy of doing the right thing, in the right way, with the right people. It aims to ensure that individual rewards and incentives relate directly to the individual's performance, the function in which they work, and the overall performance of the business.

The Company also has long-term incentive programs that provides executives certain rewards depending on the performance of the company. The Long-Term Incentive (LTI) Plan is a discretionary scheme provided by AIA to motivate and reward executives who have not only made a significant contribution to AIA Philippines' and BPI AIA's performance and success, but also have the potential to contribute more in the future. It operates through the grant of Restricted Share Units (RSU). This means that their contributions to AIA's sustained and profitable performance mean that there is also the potential for the awards to be financially rewarding for them.

Board Meetings in 2025

The Board had a total of five (5) meetings in 2025.

The presence of at least four (4) out of seven (7) directors is necessary to have a quorum and the affirmative votes of the majority of the directors present are required to decide a matter except where the law or the by-laws require a higher number.

Before the start of the financial year (as early as September or October of the prior year), the Corporate Secretary advises members of the Board of the schedules of their meetings, which may change subject to their availability and other reasonable circumstances.

Five (5) days prior to the scheduled meetings, the Corporate Secretary sends to the members of the Board their respective meetings packs, which would contain, among others, the Board and Committee meeting minutes, the management report and financial highlights, and other items that need action and approval of the Board. The number of meetings held in 2025 and the overall attendance rate are shown below.

In 2025, the Non-Executive Directors had separate meetings with the External Auditor and Head of Group Internal Audit Philippines without the presence of management on 23 January 2025, 07 April 2025, 18 July 2025, and 23 October 2025.

BOARD OF DIRECTORS	
Chairman of the Board	Wing Shing (Jacky) Chan
Executive Director	Katherine P. Custodia, CEO
Non-Executive Director	Maria Theresa D. Marcial Jose Teodoro K. Limcaoco Melita Teo More May
Independent Directors	Jesse O. Ang Stephanie L. Sy
Corporate Secretary	Carla J. Domingo

BOARD OF DIRECTORS	
	DATE OF MEETING
MEMBER	06 February 2025 (Regular)
	10 April 2025 (Outgoing)
	10 April 2025 (Organizational)
	21 July 2025 (Regular)
	30 October 2025 (Regular)
	5 Meetings (100%)
Jose Teodoro K. Limcaoco	5 Meetings (100%)
Wing Shing (Jacky) Chan	5 Meetings (100%)
Melita Teo More May	5 Meetings (100%)
Katherine P. Custodia	5 Meetings (100%)
Maria Theresa D. Marcial	5 Meetings (100%)
Jesse O. Ang	5 Meetings (100%)
Stephanie L. Sy	5 Meetings (100%)

Note: No changes in the Capital Structure as of 31 December 2025.

New Board Charter, Revised Corporate Governance Manual and Policies

In compliance to the requirements stipulated in the IC CL 2020-71, the Board approved its new Board Charter, revised its Corporate Governance Manual, and passed several policies. Below are the highlights of the said manual and policies:

Board Charter - sets out the roles and responsibilities of the Board primarily delegating to the Board the ultimate responsibility for the sustainable performance of the Company and its subsidiaries, including the consistent achievement of business plans and compliance with statutory as well as corporate obligations. For more details, the full text of the charter is available on the company website.

Revised Corporate Governance Policy and Procedure Manual (Corporate Governance Manual) – articulates the Company's good corporate governance practices including board annual and on-boarding training, and training topics, among others. For more details, the full text of the Corporate Governance Manual is available on the company website.

Remuneration Policy – ensures that 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.

Board Diversity Policy – sets out the Company's approach to ensuring adequate diversity in the Board and that selection of candidates for appointment to the Board will be based on merit which include a review of candidate's integrity, educational background, industry or related experience, among others.

Retirement Age Policy – 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 independent, key officers and employees; and for the procedures for their retirement.

Environment, Social and Governance (ESG) Disclosure Policy – provides that the Company's ESG direction is aligned with the direction of its parent company, AIA Group Limited, while further developing suitable local strategies and initiatives, as may be needed.

Financial Disclosure Policy – sets out AIA Philippines' approach to disclosure of financial information to give a complete picture of the Company's financial standing and results of business operations to stakeholders. It states that the Company will fully abide by legal and regulatory mandates on financial reporting standards and disclosures of financial information.

Internal Audit Charter – sets out, among others, the role, mission, scope and responsibilities of the Company's internal audit functions, called Group Internal Audit Philippines (GIAPH), including arrangements for ensuring GIAPH's independence and objectivity. It articulates GIAPH's purpose, which is to support the Board, the Audit Committee, and the senior management to protect the assets, reputation and sustainability of the Company. It further provides that GIAPH's mission is to provide independent and objective assessment and reporting of the overall effectiveness of risk management, internal controls and governance processes and appropriately challenge executive management to improve the effectiveness of these processes.

Stakeholder Engagement Policy – designed to facilitate communication for various stakeholders to raise their queries and concerns with ease, and to ensure that the same are addressed in a timely manner by the appropriate functional units of the Company. The policy also defines the Company’s Stakeholder Engagement Framework.

BOARD RISK COMMITTEE

MEMBER	DATE OF MEETING
	14 March 2025 (Regular) 23 June 2025 (Regular) 22 September 2025 (Regular) 11 December 2025 (Regular) 4 Meetings (91.66%)
Jesse O. Ang	4 Meetings (100%)
Stephanie L. Sy	4 Meetings (75%)
Maria Theresa D. Marcial	4 Meetings (100%)

AUDIT & RPT COMMITTEE

MEMBER	DATE OF MEETING
	23 January 2025 (Regular) 07 April 2025 (Regular) 18 July 2025 (Regular) 23 October 2025 (Regular) 4 Meetings (100%)
Jesse O. Ang	4 Meetings (100%)
Stephanie L. Sy	4 Meetings (100%)
Melita Teo More May	4 Meetings (75%)

CORPORATE GOVERNANCE COMMITTEE

MEMBER	DATE OF MEETING
	13 March 2025 27 June 2025 17 September 2025 12 December 2025 4 Meetings (100%)
Stephanie L. Sy	4 Meetings (100%)
Jesse O. Ang	4 Meetings (100%)
Melita Teo More May	4 Meetings (100%)

EXECUTIVE COMMITTEE

- Melita Teo More May**, Chairperson
(Non-Executive Director)
- Jose Teodoro K. Limcaoco**, Vice-Chairman
(Non-Executive Director)
- Katherine P. Custodia**
(Executive Director)
- Ms. Maria Theresa D. Marcial**
(as alternate for Mr Limcaoco)

BOARD RISK COMMITTEE

- Maria Theresa D. Marcial**, Chairperson
(Non-Executive Director)
- Jesse O. Ang**
(Independent Director)
- Stephanie L. Sy**
(Independent Director)

AUDIT & RPT COMMITTEE

- Jesse O. Ang**, Chairman
(Independent Director)
- Stephanie L. Sy**
(Independent Director)
- Melita Teo More May**
(Non-Executive Director)

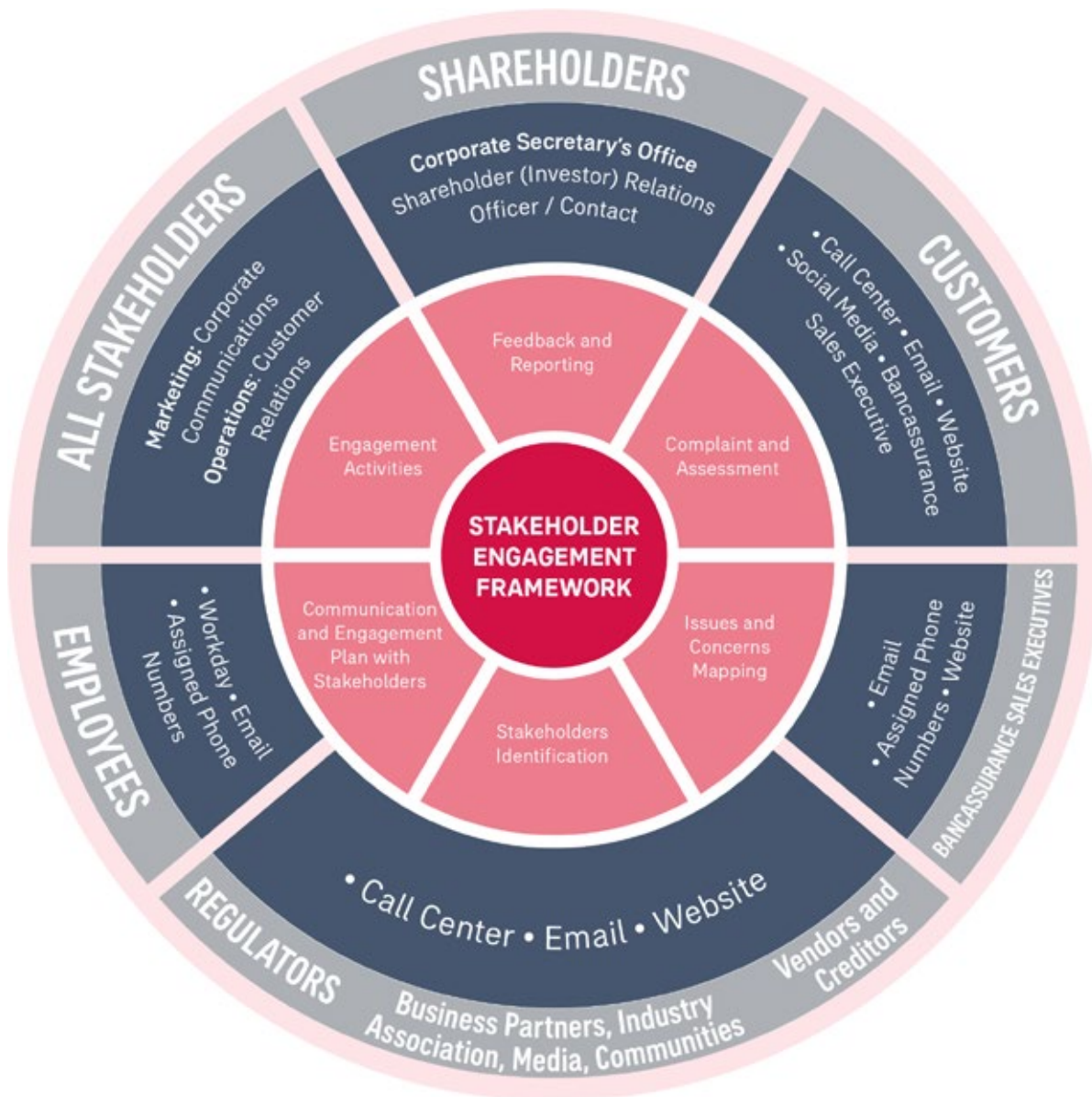
CORPORATE GOVERNANCE COMMITTEE

- Stephanie L. Sy**, Chairperson
(Independent Director)
- Melita Teo More May**
(Non-Executive Director)
- Jesse O. Ang**
(Independent Director)

Stakeholder Engagement Framework

Defined in the company's Stakeholders' Engagement Policy, the Stakeholder Engagement Framework is envisioned to provide a holistic view of the various stakeholders of the Company and the manner by which they can interact and communicate with the Company.

Various individuals, groups or organizations can affect or is affected by the Company or its activities. To better manage stakeholder engagements, the Company identifies below as its priority the stakeholders, possible engagement activities and various communication touchpoints available to each:



A. Various engagements

PRIORITY STAKEHOLDERS	COMMON TOUCHPOINTS		
Customer	Website: www.bpi-aia.com.ph	Telephone No.: (02) 8528-5501 1-800-8-944-5433 (TOLL FREE)	Email Address: BPI-Philam_Customerservice@aia.com Vibe Customer Service Center: GF, BPI AIA Building, 6811 Ayala Ave., 1226 Makati City
Shareholder			
Regulators			
Employees			
Sales Force			
Vendors			
Business partners			
Industry associations			
Communities			

B. Regulatory and conduct-related engagements

PRIORITY STAKEHOLDERS	COMMON TOUCHPOINTS	
Customer	Data Privacy: Bpiaia.dpo@aia.com	Whistleblower/conduct complaints: compliance@aia.com www.aiaethicsline.com +852 2832 1200 +632 86263049
Shareholder		
Regulators		
Employees		
Sales Force		
Vendors		
Business partners		
Industry associations		
Communities		

C. Purchase or service engagements, other concerns

	MODE	TOUCHPOINTS	FUNCTIONAL UNITS	ROLES AND RESPONSIBILITIES
Customer	Digital	<ul style="list-style-type: none"> MyAIA: https://www.aia.com.ph/en/myaia/home.html Chatbot Bessie: <ul style="list-style-type: none"> - Facebook Messenger - Viber 	Operations	Lead in customer centric initiatives of the company;
		AIA Vitality Marketing ask@aivitality.com.ph	Marketing	Lead in the implementation of the company's Customer Commitment Standards and other relevant standards of the company such as, Claims Operations Standard, New Business Operations Standard, etc.
		Mailbox: <ul style="list-style-type: none"> BPIAIA.customerservice@aia.com BPI AIA Customer Service: <ul style="list-style-type: none"> BPIAIA.customercare@aia.com BPI AIA Customer Care: <ul style="list-style-type: none"> BPIAIA.CS@aia.com CITI CS Mailbox: <ul style="list-style-type: none"> BPI AIA Customer Service 	Operations	Customers can send their inquiries/request
	Email	BPIAIA.customerservice@aia.com Hotline: (02) 8-528-5501	Operations	Ensures prompt delivery of services in accordance with the Customer Commitment Standard, Claims Operations Standard, New Business Operations Standard, etc.
	Face-to-face	Customer Service Centers	Operations PDSC Finance	Physical means of facilitating requests that ensures prompt delivery of services in accordance with the Customer Com-mitment Standard, Claims Operations Standard, and New Business Operations Standard.
BSE at any BPI or BFB Branches				
Share-holders/ Investors	Email	AIAPHCorporateSecretary@aia.com	Corporate Secretary	Implements the company's Corporate Governance Policy and Manual
Regulators	Email	Direct contact with relevant units via: <ul style="list-style-type: none"> Email Mobile phone Others – Viber/FB messenger 	All	In accordance with the company's Regulatory Framework, all functional units ensure that all regulatory communications addressed to the company are promptly handled, monitored, and any responses or communications are signed-off by appropriate units and signed by an officer of the Company with a rank of at least Vice President and up.
	Face-to-face	Direct contact with relevant units <ul style="list-style-type: none"> IC pigeonhole Conference 	All	
	Mail	Direct contact with relevant units	All	
Employees	Digital	Workday	Human Resources	Ensures that employee-related concerns are promptly addressed
Sales force	Digital	Agency Portal iCare	PDSC Operations Finance	Ensures prompt delivery of services in accordance with the Customer Commitment Standard, Claims Operations Standard, New Business Operations Standard, etc.
	Face-to-face	BSE at any BPI or BFB Branches		
	Email	Official email of BSE		
Vendors	Digital	Ariba	Sourcing	Ensures appropriate due diligence are conducted prior to on-boarding of vendors and suppliers; maintains records of engagement with vendors in accordance with the records management policy; ensures prompt settlement of vendor payments; and handles all vendors/suppliers concerns promptly
	Email	aiaph.strategic sourcing@aia.com MY.GFS.ServiceDesk@aia.com		

Annual Organization People Review (OPR) and Performance Development Dialogue (PDD)

In an executive session, the Company's Chief Human Resources Officer presents to the Corporate Governance Committee and subsequently, to the Board, the Company's annual OPR aimed at ensuring effective succession planning for directors, key officers and senior management to ensure growth and continued increase in the shareholders' value. The Corporate Governance Committee and the Board also approve the Company's PDD ensuring that remuneration and incentives granted the management, including the Chief Executive

Officer, and the personnel are at par with the performance standards set by the Board and senior management. The PDD also aims to encourage employees to actively participate in the realization of the Company's goals and governance.

2025 IC-Mandated Annual Continuing Board Training on Corporate Governance

In compliance with IC CL 2020-71, the Company conducted annual continuing training for the board with the following topics:

- (1) Trends, Updates and Board Best Practices,
- (2) Financial Metrics for the Insurance and HMO sectors,
- (3) Anti-Money Laundering and Counter Terrorist and Proliferation Financing Refresher, and
- (4) Artificial Intelligence



OPERATING PHILOSOPHY



AIA CODE OF CONDUCT

Honesty and integrity are the cornerstones of the AIA business. AIA serves millions of customers across the most dynamic growth region in the world – and is known and admired for its unwavering commitment to these values. This reputation and the trust it inspires are critical to the success of the organization. Dedication and commitment to high standards have helped build the organization in the past and continue to do so. It can only maintain such reputation when each employee strives harder to do what is right and by being committed to the highest standards of integrity and conduct at all times and in every dealing.

This is what the AIA Code of Conduct is about. It sets out AIA's and its member companies' commitment to the Operating Philosophy of "Doing the Right Thing, in the Right Way, with the Right people... and the Right results will come." This is the core of the unique culture of AIA across all 18 markets within the Asia Pacific region which includes BPI AIA.

The AIA Code of Conduct sets out the ethical guidelines for conducting business which is the same code that BPI AIA observes. This serves as a guide in managing the company's compliance, ethics, and risk issues.

The standards set forth in the Code also apply to business partners including agents, contractors, subcontractors, suppliers, distribution partners, and those who act on behalf of AIA and BPI AIA. The corporation, its directors, senior management and employees are mandated to comply with the policies. The Compliance Department is tasked to implement these policies and monitor compliance therewith.



BPI AIA has always believed in the power of diverse, talented people to create value and deliver on customer and shareholder expectations. Thus, it competes vigorously to create new opportunities for its customers and for itself. However, competitive advantages are sought only through legal and ethical business practices. Promoting compliance with local laws and local regulatory requirements that apply to the business is at the foundation of BPI AIA's good corporate citizenship.

Code of Conduct Annual Certification

To ensure that all BPI AIA 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

Company policy mandates for all new joiners to complete the New Hires Mandatory Course whereby 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 ninety (90) days from joining date.

Treating Customers Fairly

BPI AIA's Customer Commitment Standard demands that customers are treated fairly at all times. This ensures that customer needs and reasonable expectations have been considered by the Company in its business activities. Appropriate standards of business practice to promote customer outcomes that are consistent with reasonable expectations are in place. The



Company also monitors customer experience and manages the risk of unfair treatment or poor outcome for customers.

Marketing, advertising and sales-related materials and services are truthful and accurate, and misrepresenting or attempting to mislead or deceive customers by use of unsupported or fictitious claims about BPI AIA products or those of its competitors are not acceptable.

BPI AIA adopts a structured framework in handling complaints related to market misconduct. The Customer Complaints Handling Process defines the step-by-step approach to ensure that all customer grievances and complaints of misconducts are immediately addressed. Misconduct includes but is not limited to misrepresentation of product features, mis-selling, policy replacement, misappropriation of client monies, and any other infringement of the Market Conduct Guidelines.

Anti-Fraud Policy

BPI AIA adopts a zero-tolerance approach to fraud and expects all employees and third parties to act with honesty and integrity. The policy is intended to reinforce management procedures designed to aid in the prevention, detection, and investigation of fraud, thereby safeguarding the company's assets and providing protection from the legal and reputational consequences of fraudulent activity. All suspected cases of fraud are investigated, and disciplinary procedures enforced, including prosecution and termination.

This policy was submitted to the IC following the requirements of IC CL No. 2016-50. The IC wants to ensure that all companies are prepared and ready to combat insurance fraud for its own protection and for the welfare of its stakeholders or insuring public.

Anti-Corruption & Bribery and Gifts & Entertainment

BPI AIA implements a robust Anti-Corruption Program supported by an Anti-Corruption Policy. The Policy provides guidance on giving and accepting gifts and entertainment and is applied alongside the AIA Code of Conduct.

The Company adopts a zero-tolerance approach on Bribery and Corruption. Employees and other persons representing BPI AIA are prohibited from offering, paying, promising or authorizing (directly or indirectly) any bribery, kickback or anything of value (as defined in the Policy), with corrupt intent or in violation of anti-corruption laws.

The company is not allowed to use improper means to influence another person's business judgement. All employees and officers are required to report and seek approval, when necessary, to the Compliance Office any gift/entertainment provided to Government organizations and/or any of its officials.

Conflict of Interest

An employee's position in BPI AIA must not be used for inappropriate personal gain or advantage. Any situation that creates, or even appears to create a conflict of interest between personal interests and the interests of the company must be appropriately managed.

Conflicts of interest (whether potential or actual conflicts) are mandated to be reported. Managers are expected to take appropriate steps to prevent, identify, and appropriately manage conflicts of interests of employees they supervise. All AIA and BPI AIA employees are prohibited from taking for themselves, or directing to a third party, a business opportunity that is discovered through

the use of company's corporate property and information. BPI AIA employees are prohibited from using corporate property, information, or position for personal gain.

Employees are asked to declare if they have any personal relationships within BPI AIA. Immediate family members, members of the household, and individuals with whom an employee has a close personal relationship within BPI AIA must never improperly influence business decisions.

Fair Dealing Policy and Creditor's Rights

BPI AIA adheres to a Fair Dealing Policy, which ensures that businesses with the customers, service providers, suppliers, and competitors are conducted in a fair manner. Following AIA's model, BPI AIA seeks competitive advantages only through legal and ethical business practices. Every employee must conduct business in a fair manner with customers, service providers, suppliers, and competitors.

Disparaging competitors or their products and services are discouraged. Improperly taking advantage of anyone through manipulation, concealment, abuse of privileged information, intentional misrepresentation of facts or any other unfair practice is not and will not be tolerated at BPI AIA, much more in the AIA Group.

It is also the policy of BPI AIA to uphold creditor's rights by honoring its contractual obligations with all its creditors and counter parties, in accordance with the provisions of their contracts and the law. In the conduct of its business dealings with third parties, BPI AIA undertakes to honor all its commitments, stipulations, and conditions set forth in their binding agreements.



Investment Standard: Personal Dealing

BPI AIA believes that individual investment activities by its officers and employees should not be prohibited or discouraged. Nonetheless, the nature of BPI AIA's obligations necessarily requires some restrictions on the investment activities of certain employees, officers, directors, and their related interests, who may be deemed Investment Access Persons.

In managing assets for AIA entities, Investment Access Persons have a responsibility to treat stakeholders fairly. This duty requires a course of conduct, consistent with other statutory obligations, that seeks to be prudent in AIA's and its stakeholders' best interest.

The AIA Investment Code of Ethics is intended to address three (3) fundamental principles that must guide the personal investment activities of Investment Access Persons in light of their duties:

1. Place the interests of AIA and its Stakeholders first. Investment Access Persons must avoid serving personal interests ahead of the interests of AIA or those of its stakeholders.
2. Avoid taking inappropriate advantage of one's position as an Investment Access Person.
3. Conduct personal investing activities in such a way as to avoid even the appearance of a conflict of interest with investment activities undertaken for the AIA Portfolios.

As a member of the AIA Group, BPI AIA adopts the same policy and follows the same guidelines. Generally, all Investment Access Persons are required to obtain pre-clearance prior to purchasing or selling a security. In addition, Investment Access Persons must provide and certify on a regular basis their accounts and beneficial holdings as well as all transactions in securities in which they had beneficial ownership and/or control. Certain outside business activities of Investment Access Persons also need prior approvals.



Related Party Transaction

BPI AIA recognizes the importance of establishing and maintaining policies and procedures for transactions between related parties. The Company is mandated to ensure that such transactions are only undertaken on an arm's length basis for the financial, commercial and economic benefit of the Company and the entire group where it belongs.

The RPT Policy of the Company is adopted to ensure that there is an effective compliance with existing laws, rules and regulations at all times; that all related party transactions are conducted on an arm's length; and that no stakeholder is unduly disadvantaged. Under the Policy, any transaction that could pose conflict of interest, or any material or special risks, credit or counterparty risks, or potential abuse to BPI AIA, shall be

considered related party transactions. Related party shall be interpreted broadly to include not only transactions that are entered into with related parties as defined in the RPT Policy but also outstanding transactions that were entered into with an unrelated party which subsequently becomes a related party. It shall also include such other person/juridical entity whose interests may pose potential conflict with the interest of the Company.

The Policy requires that all RPTs should be on normal commercial terms, fair and reasonable in the interest of BPI AIA; in the regular course of business; and at arm's length or not undertaken on more favorable economic terms (e.g., price commissions, interest rates, fees, tenor, collateral requirement) to such related parties than similar transactions with non-related parties under the similar circumstances. BPI AIA has put in place an effective price discovery mechanism

to ensure that transactions are engaged into at terms that promote the best interest of the Company and its stakeholders.

If a particular transaction is considered to involve related parties, the same shall be endorsed to the Regulatory and Compliance Committee for appropriate action. If RPT falls below the materiality threshold prescribed by the Policy, the Regulatory and Compliance Committee shall have the authority to approve the same, subject to the Board Audit and RPT Committee's confirmation. Otherwise, the former shall endorse the transaction to the latter for its consideration and approval.

All RPTs that are considered within and above the material threshold, including write-off of material exposures and renewal of material changes in the terms and conditions of the RPTs, based on the company's Internal RPT Policy, shall be endorsed by the Audit and RPT Committee to the Board of Directors for approval and to the stockholders of the company for confirmation by majority vote, during the annual stockholders' meeting.

The Board of Directors shall be the final approving authority of all material RPTs. Any member of the relevant Committees or the Board who has an interest in a transaction must abstain from deliberation and approval of such transaction.

For 2025, the Company declares that all related party transactions are conducted in arm's length basis.

Whistleblower Protection Program

BPI AIA does business with integrity and follows the highest ethical principles. Any employee (or anyone else) may raise concerns of misconduct

or wrongdoing within AIA and BPI AIA that can allow investigation to fix any problems. The Whistleblower Protection Policy applies to all employees of the AIA Group including BPI AIA. This Policy guides all employees on how to raise ethical concerns, and guides managers on how they should respond when this happens.

'Whistleblower' refers to someone (a BPI AIA employee, business partner, agent, consultant, vendor, customer, or other party) who informs AIA or BPI AIA of suspected illegal or improper ways of doing business involving violation of laws, regulations, AIA or BPI AIA policies, and other unethical actions that might negatively impact AIA's and BPI AIA's reputation.

Employees who are aware of possible wrongdoing within AIA and BPI AIA have a responsibility to disclose that information to management. Reports are taken seriously and investigated confidentially. Employees or other individuals will not suffer retaliation for reporting suspected wrongdoing in good faith.

Speak up culture is being encouraged and widely promoted in the company. Posters are displayed, brochures are distributed to promote reporting whenever employees see or suspect potential misconduct or fraud. A hotline and a link is made available and the employee may choose to be anonymous.

An AIA Ethics line (<https://www.aiaethicsline.com>) was developed to support the program. It is an independently managed website and hotline (telephone) service, receiving reports in local language, 24 hours a day, and seven days a week. AIA and BPI AIA can communicate with anonymous whistleblowers via a secure platform using the AIA website. The report may also be made by using the AIA Group Ethics and Compliance Hotline +632 8626 3049, or via email to compliance@aia.com.

GOOD CORPORATE CITIZENSHIP

Prevention of Insider Trading and Market Misconduct

The AIA Group takes its obligations as a listed entity seriously and is committed to ensuring the highest standards of market conduct and fair dealing. Since BPI AIA is a member of the AIA Group, it adopts the same policy and follows the same guidelines. The Hong Kong Securities and Futures Ordinance (SFO) prohibits market misconduct, including insider trading. Breaches of market misconduct laws are serious offences that attract heavy civil and criminal penalties.

The Prevention of Insider Trading and Market Misconduct Policy aims to build a robust system to prevent market misconduct, including insider trading. It sets out standards and controls to ensure compliance with the regulatory requirements. Lastly, this policy prohibits employees and directors from engaging in speculative trading in AIA Group Securities and in any market misconduct such as false trading, price rigging, disclosure of false or misleading information inducing transactions and stock market manipulation.

The policy applies to all employees and directors of AIA Group Limited and each of its subsidiaries (“AIA Group”), including BPI AIA. This policy defines the duty of each employee to safeguard material information from improper use.

Under the policy, it is illegal to trade securities while in possession of material non-public information and/or pass the same to anyone who may trade securities based on it and/or give recommendations to buy or sell securities.



Dealings in AIA securities by certain employees, officers, directors, and their related interests, require pre-approval from the Group Company Secretary. The pre-approval of the Group Company Secretary is valid for 3 trading days from the date on which the pre-approval is granted. If the proposed transaction is not executed within this period, the pre-approval shall lapse and a fresh pre-approval application will need to be submitted.

Other securities about which AIA may have received or may expect to receive material, non-public information, or are otherwise subject to restrictions in trading, are placed on watch lists or restricted lists. Trading activities in securities included in these lists are restricted and/ or actively monitored.

Anti-Money Laundering and Counter Terrorist Financing

In compliance with Section 18 of Republic Act (RA) No.9160, also known as the Anti-Money Laundering (AML) Act of 2001, as amended by RA Nos. 9194, 10167, 10168, 10365, and 11521, all covered institutions—including insurance companies supervised or regulated by the IC—are mandated to establish and implement a Money Laundering and Terrorist Financing Prevention Program (MTPP). This program must align with the requirements of the law to ensure robust safeguards against the misuse of financial systems for unlawful activities.

BPI AIA's AML Program establishes the governing principles and business standards to protect BPI AIA and its business operations from becoming an unwitting tool of money launderers. The Company's management, officers, and staff remain vigilant in the fight against money laundering and financing of terrorism and collectively oppose any effort to violate or flaunt the anti-money laundering laws.

BPI AIA adopts the Nice Actimize System to support the company's implementation of its AML program. The system has three (3) modules that are used as monitoring mechanisms.

These include Watch List Filtering or Screening against Politically Exposed Persons (PEPs) and sanctioned persons, Customer Due Diligence that provides risk scoring for all customers and help determine high risk customers, and Suspicious Activity Monitoring that provides red flag/ alerts on behavior of transactions. The law's reporting requirements on covered and suspicious transactions are religiously observed.

BPI AIA continues to improve its processes and systems to support the implementation of its AML Program.



Data Privacy

BPI AIA recognizes its responsibilities in protecting personal data and sensitive information of all its stakeholders including employees, customers, intermediaries, business partners, and third-party service providers. The Board of Directors, Management, and Staff of BPI AIA commit themselves to adopt and adhere to the Policy provisions to ensure protection of personal information and sensitive data collected by and shared with the company.

The Data Privacy Program of BPI AIA is aligned with RA 10173, the local Data Privacy law. Under the program, the BPI AIA CEO shall be responsible for the implementation of these guidelines across all its business units and in ensuring that all employees, officers and staff are aware of their obligations stated in the guidelines.

Each employee is expected to comply with the standards when managing personal data being collected and handled for processing.

Compliance shall be responsible for keeping and maintaining effective guidelines by providing second line oversight and monitoring of implementation.

To strengthen corporate governance, the BPI AIA Board of Directors appointed a Data Protection Officer for the company who is tasked to oversee the implementation of its Data Privacy Program based on the issued Implementing Rules and Regulations of the local law and ensure that appropriate operational controls are implemented across all units or departments.

BPI AIA's Data Privacy Policy provides guidance to all employees, intermediaries, and third parties on how personal data should be collected, used, stored, transferred, and disposed. It further clarifies the roles and responsibilities of the employees and intermediaries about the relevant standards and procedural controls expected to be observed to secure and protect personal data.

Credit Information System Act (CISA)

RA 9510, otherwise known as the Credit Information System Act, was passed in 2008 and created the Credit Information Commission (CIC) whose primary function is to act as the central registry of all credit information. As provided in the law, the Securities and Exchange Commission (SEC) shall be the lead government agency to implement the CISA, in coordination with other relevant government agencies and private associations of financial institutions.

It also prescribed additional requirements for the establishment of the Credit Information



Corporation (CIC). Further, the SEC Chairman also sits as the Chairman of the Board of the CIC.

CISA addresses the need for a comprehensive, centralized, and reliable credit information system intended to:

1. Improve the overall availability of credit to MSMEs,
2. Provide credit information at the least cost to eligible participants,
3. Ensure the protection of consumer rights and the existence of fair competition in the industry at all times,
4. Reduce the overall credit risk thereby contributing to a healthier and more stable financial system.

The CIC has three (3) important functions:

1. To receive and consolidate basic credit data;
2. To act as a central registry or repository of credit information; and
3. To provide access to reliable, standardized information on credit history and financial condition of borrowers.

BPI AIA, as one of the covered companies under financial institutions, supports the Commission's program and adheres to the requirements of the law by establishing its own set of systems and processes to ensure compliance with the requirements.



Communication with Regulators and Other Government Officials

Inquiries from regulators outside the normal course of BPI AIA’s regulatory relationships must be reported immediately to the Compliance Officer or a designated Legal Counsel before a response is made.

Financial reporting-related inquiries may be responded to by authorized comptrollers.

Responses to regulators must contain complete, factual and accurate information. During a regulatory inspection or examination, documents must never be concealed, destroyed or altered, nor must lies or misleading statements be made to regulators. Requests from auditors are subject to the same standards.

RELATIONSHIP WITH VENDORS AND SUPPLIERS

Sourcing Policy/ Vendor Management

Business partners serve as extensions of both AIA Philippines and BPI AIA, operating within the bounds of their respective contractual relationships. As such, they are expected to uphold the principles outlined in the AIA Code of Conduct and comply with all applicable contractual obligations.

Business partners must not engage in any conduct that would be deemed improper or



prohibited for employees of AIA Philippines or BPI AIA. Employees of both entities are responsible for ensuring that customers, agents, and suppliers do not misuse their relationship with the companies or associate their names with any fraudulent, unethical, or dishonest activities.

Suppliers and vendors are selected based on merit and performance through a fair and transparent process. Both AIA Philippines and BPI AIA require suppliers to adhere to the standards set forth in the Code of Conduct, as part of their vendor management programs.

The procurement of goods and services from third-party suppliers represents a significant portion of operating costs. Therefore, all sourcing activities must be conducted professionally to maximize value and mitigate risks associated with external engagements.

The Local Sourcing Policy, modeled after the AIA Group Sourcing Policy, provides the framework for engaging external suppliers. This is further supported by the Sourcing Practice

Guide, which outlines standard procedures and documentation requirements. A designated Local Sourcing Lead (LSL) is appointed to oversee the implementation, compliance, and continuous improvement of the policy, in coordination with the AIA Group Sourcing (GS) team.

Supplier Selection and Diversity

Both AIA Philippines and BPI AIA perform appropriate due diligence before engaging agents, consultants, or independent contractors. The companies value partnerships with diverse suppliers who share their commitment to integrity, performance, and social responsibility.

Contract Management

BPI AIA, in alignment with AIA Philippines, has adopted the AIA Guidelines on Contract Management to ensure a consistent and effective approach to managing contracts. These guidelines focus on the operational phase of contracts — from negotiation through execution — and are enforced by designated Records Coordinators.

Each year, Records Coordinators are required to certify that:

1. The Contract Register is complete and submitted to the Records Manager.
2. Contracts have been reviewed by the Legal Department.
3. Contracts are in place for all business engagements.
4. Contracts are executed in the best interest of the company.
5. Only authorized signatories have signed the contracts.
6. All contractual terms and conditions are being followed.
7. Contracts are properly stored, both physically and electronically, in accordance with the Contract Management Guidelines.



EMPLOYEE WELFARE

Safe, Healthy, and Secure Workplace

BPI AIA is a Safe, Healthy, and Secure Workplace. It observes Occupational Safety, Security, and Health Standards being promoted by the Department of Labor and Employment. BPI AIA conducts its business in a manner that protects the health, safety, and security of its employees and customers. Promptly reporting to management or to the appropriate Corporate Security Personnel the situations that may pose health, safety, security, and environmental hazards is mandated. Employees are encouraged to notify management or Corporate Security of any issue

that may impact the company's security, fire and life safety, or emergency readiness.

Using, selling, possessing, or working under the influence of illegal drugs at BPI AIA is strictly prohibited. At the same time, use of alcohol while conducting business for BPI AIA is also prohibited.

BPI AIA abides by local labor and employment laws including those addressing discrimination and harassment. The Code of Conduct also mandates that employees treat each other with respect, including valuing each other's differences and respecting each other's opinions.

Physical security systems reduce the risk of exposure. Entry controls are implemented to ensure the Company's safety, security, and protection. Wearing of ID is strictly observed.

BPI AIA respects the personal information and property of employees. Employees expect the company to carefully maintain the personal information they provide. Employee trust must not be compromised by disclosing this information other than to those with a legitimate need to know.

Access to personal information or employee property is only authorized for appropriate personnel with a legitimate reason to access such information or property. From time to time, BPI AIA may access and monitor employee internet use and communications to assess compliance with laws and regulations, policies, and behavioral standards. Subject to local laws, employees will have no expectation of privacy with regard to workplace communication or use of BPI AIA’s information technology resources.

Disciplinary Guidelines

The Company takes appropriate action against erring employees who violate company policies and procedures or have exhibited any aberrant behavior. Violating applicable laws, regulations, or the Company’s Code of Conduct, or encouraging others to do so may result in disciplinary action. Failing to promptly report known violations by others may also be a violation of the Code of Conduct.

Market Conduct Guidelines

BPI AIA envisions itself as having one of the highest sales standards in the life insurance industry in the Philippines. All sales personnel are expected to conduct their business with the highest level of professionalism, ethical conduct, and personal integrity to protect the policyholders and the insuring public. BPI AIA will not tolerate any less.

The Market Conduct Guidelines is used as a guide by all sales personnel in the conduct of



their business and aid in the determination of what would be deemed proper conduct and behavior.

It shall apply equally and consistently to the conduct of life insurance business practices and the sale of all financial products. Any breach of the Market Conduct Guidelines may result in the imposition of a penalty on offender or violator. Compliance with these guidelines does not ensure a continued contractual relationship with BPI AIA. The company reserves the right at all times to terminate the employment contract of any sales personnel in accordance with the terms of the contract entered into between BPI AIA and that of the sales personnel.

The Market Conduct Disciplinary Committee evaluates all complaints and determines whether a sales personnel has committed any wrongdoing. Any sales personnel found guilty of any market conduct-related offense is subjected to appropriate sanctions. This Committee administers the rules of the Market Conduct Guidelines, company policies and other guidelines, and provides assistance to the Board of Directors and Company’s management to enable BPI AIA to continue operating according to the highest ethical business standards and the applicable laws and regulations.



The Sales Code of Discipline

In pursuit of building and promoting professionalism and having one of the highest sales ethical standards in the life insurance industry, it is the policy of the Company to set up measures of conduct and standards of behavior to instill a strong sense of discipline among its sales force.

In promoting professionalism among sales and moving towards self-regulation, the Office of the Insurance Commission and the Philippine Life Insurance Association support the need and use of penalties or sanctions or a combination thereof as the company deems fit.

The BPI AIA Sales Code of Discipline contains penalties associated with the breach of company policy, the market conduct guidelines, employment contract, laws, and regulations.

The objective is to establish uniform disciplinary sanctions amongst all sales personnel and adopt a systematic and equitable procedure in administering corrective measures. The sanctions, which may range from Written Reprimand to Termination of Contract, are applied accordingly depending on the gravity of the offense and as deemed appropriate by the Company.

REPRESENTING THE COMPANY'S BRAND

Social and Environmental Responsibilities

BPI AIA contributes positively to the social and economic development of the communities in which it operates, with support extended to people and communities in need. BPI AIA and its employees volunteer time and funds to programs that promote health, financial literacy, education, and other community needs. BPI AIA is committed to reducing the impact of its operations on the environment and raising awareness about sustainability by taking part in activities that highlight these issues.

BPI AIA recognizes the value of social media to engage with stakeholders in innovative and interactive ways. When using social media, every employee must conduct themselves professionally.

The Social Media Policy and Guidelines are intended to provide guidance to all AIA, AIA Philippines and BPI AIA employees on how to use social media to market the AIA brand and on the basic principles all employees should follow when using social media in a professional capacity or in a personal capacity where it may affect an employee's performance or AIA's business interests. The guidelines also apply to any comments employees may make or leave on other social media pages, edits to wikis, responses to tweets, postings on message boards/forums, opinions on online polls or any product/services AIA might create. Any breaches of the policy could lead to disciplinary action including dismissal.

ENTERPRISE RISK MANAGEMENT

Enhancing Value by Ensuring Stability

The Company believes that sound risk management relies on 1) a strong corporate culture driven from the leadership where accountability over risks and effective controls are taken with seriousness across all levels of the corporate hierarchy and operating areas of the organization, 2) a clear and effective Risk Management Framework that prescribes how risks are defined, measured, managed and mitigated.

BPI AIA operates using the three lines of defense model in running its Risk Management Framework (RMF). A very important characteristic of the model is to define primary risk ownership by the business areas 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 early and comprehensively as they emerge.

The RMF is governed by the BPI AIA Risk Management Committee (RMC), which oversees and reviews both financial and operational risks, and ensures that appropriate risk policies and mitigation measures are in place. The RMC reports to the BPI AIA Board Risk Committee (BRC) which is responsible for oversight of the company's risk management activities. The BRC determines the Risk Appetite, the Risk Management Statement, and the Risk Management Framework of BPI AIA, and advises and assists the Board of Directors in the review and approval of these matters.

The RMF is brought down to operating level with the institutionalized Functional Unit Risk Management Meeting (FuRMM) which runs regularly in each unit to regularly prompt focused consideration of risks and regulatory compliance impacting the area in scope. This committee is chaired by the risk owner of each of the functional units.

The company has identified Risk Management Champions/Risk and Compliance Champions (RICOs) in each functional unit to drive awareness for risk exposures and provide guidance on the Risk Management Framework (RMF) so that they may be managed effectively. The RICOs also run FuRMMs in order to properly document risk incidents, outstanding risks and measures taken, and identify new or emerging factors for risks such as new regulations, changes in market environment, etc.

Risk awareness and advocating for early identification, reporting and management of risks are embedded in the employees' performance management process with specific and measurable KRIs.

The Company operates under a "Three Lines of Defense" governance model.

The First Line is made up of Risk Owners who underwrite risks through product development, investment of asset portfolios, structural allocations and other key business operations. The First Line is responsible for operating within the RMF, with oversight performed by the Second Line, and approved by the BRC and Board, ensuring risk and returns are well understood and optimized throughout the decision-making process. The First Line has the responsibility to operate a robust control environment for their functional areas as evidence of ownership and accountability over operational and compliance risks.



The Risk and Compliance Function acts as the Second Line of Defense as it implements the RMF, a method to identify, quantify, and mitigate risks within the Company, and ensuring it remains effective. While the First Line is empowered with decision-making authority on exception procedures and approvals, the Second Line endorses these decisions and provides independent oversight, challenge and advice.

An independent Audit Function acts as the Third Line of Defense to provide the Board of Directors insights on risk control effectiveness. Group Internal Audit (GIA) is responsible for providing independent assurance over the effectiveness of the RMF, including key Internal Controls, and makes recommendations based on audit findings.

The above are key parts of driving a strong risk culture with methods and values embedded

across the different parts of the organization and corporate hierarchy.

Managing Financial Risk

We manage our exposure to financial risk within tolerances agreed by the Board and RMC. As an internal control procedure, risk metrics, risk tolerances, and limits were set to monitor risk exposure and to ensure that we are operating within our Risk Appetite. We also manage financial risk by periodically running specific scenario-modelling exercises.

Financial risk is subdivided into solvency risk, credit risk, market risk, and liquidity risk. Solvency is subjected to stress tests against macroeconomic, portfolio performance and operational process shocks to ensure capital adequacy.

The primary source of credit risk is the investment portfolio, but such risk could also arise through reinsurance, procurement, and treasury activities. Credit risk management to financial creditors are subjected to robust internal ratings of all counterparties.

The BRC approves a matrix of risk tolerances that ensures that credit risk in the investment portfolio is contained within our Risk Appetite. These limits cover individual counterparty, segmental concentration, and cross-border exposures. The Investments Team has discretion to shape the portfolio within these credit limits, seeking further approvals through the risk governance framework. If certain investments are technically within credit limits but there is a specific concern, these are brought to the attention of the RMC or the Investments Committee, as appropriate.

Market risk is the risk of financial loss from adverse movements in the value of assets owing to market factors, including changes in interest and foreign exchange rates, as well as movements in the spread of credit instruments to corresponding bonds, “Credit Spread Risk”, in equity and property prices. The BRC approves policies and metrics used in evaluating market risk exposures. We manage the different Market Risks, as follows:

Interest Rate Risk: by ensuring appropriate insurance design and underlying assumptions as part of the product approval process and by matching, to the extent possible and appropriate, the duration of investment assets with the duration of insurance liabilities. Interest Rate Risk arises from any difference between the duration of the company’s liabilities and assets, in particular in relation to the reinvestment of maturing assets to meet commitments, predominantly in insurance liabilities. This exposure can be heightened in products with inherent options or guarantees.



Credit Spread Risk: by focusing on the overall quality and diversification of our investment portfolios and avoiding excessive volatility in their mark-to-market value. Credit Spread Risk arises from changes in the market value of non-government securities as a result of a change in perception as to their likelihood of repayment.

Equity Price Risk: by managing concentrations and volatility in our equity exposures, which are included in the aggregate exposure reports on individual counterparties to ensure concentrations are avoided. Equity Price Risk arises from changes in the market value of equity securities and equity funds. Investment in equity set on a long-term basis is expected to provide diversification benefits and improve returns.

Foreign Exchange Rate Risk: by matching assets and liabilities by currency. Foreign Exchange Risks arise from the translation of dollar- denominated assets and liabilities to local currency for financial reporting purposes.

Liquidity Risk occurs in two ways: Financial Liquidity Risk and Investment Liquidity Risk. We manage Financial Liquidity Risk by determining limits for our activities to ensure that sufficient cash is available to meet payment obligations when they fall due. Investment Liquidity Risk is managed through continuous assessment of the relative liquidity of the company’s assets and managing the size of individual holdings through limits.



Managing Operational Risk

Operational Risk is managed using the Operational Risk and Control Framework (ORCF) which provides the risk taxonomy defining the common sources of control failures known as Key Operational Risk (KOR). Business Units regularly assess the KORs applicable to their operations to identify vulnerabilities so that any incremental control requirements may be addressed. An executive is assigned to own each KOR to monitor and ensure appropriate controls are implemented.

KORs are divided into ten domains: Data, Technology, Business Operations, Conduct, Financial Crime, Legal & Regulatory, Reputational, Horizon, Policy, Climate. These KORs are defined to greater granularity in each impacted business unit together with the effectiveness of applicable controls.

Key Risk Indicators (KRI's) have been developed to support ongoing monitoring in order to flag emerging concerns.

The use of the ORCF helps the company to identify focus areas of vulnerability in order to ensure timely and appropriate remediation may be deployed as issues emerge.

Managing Product Risk

The development, pricing and underwriting of products must have regard to the following over-arching principles:

Purpose. Products must serve a defined business purpose.

Compliance. Products must comply with all applicable laws, regulations and internal policies.

Customer-Centricity. Products should provide attractive value to customers and reasonable compensation to distributors. Products should fulfill the principles stated in the Customer Commitment Policy.

Profitability. Products should generate reasonable profit for the Company at a reasonable pace.

Capital Efficiency. Products should deliver a minimum return on the capital consumed; not consume excessive capital of the Company; and not tie up the Company's capital for an unreasonable period.

Sustainability and Risk Management.

Products should remain profitable within a reasonable range of adverse deviations from pricing assumptions. A product must be priced using prudent pricing assumptions based on timely experience studies. Appropriate cost of options and guarantees needs to be reflected in pricing of products with embedded options and guarantees. Pricing assumptions should reflect appropriate asset-liability management.

Audit and RPT Committee

The Audit and RPT Committee is an independent committee formed by the Board of Directors to assist the Board in the performance of its duties and responsibilities, specifically in ensuring that governance, internal controls, and risk management systems of the organization are in place.

In 2025, the Audit and RPT Committee members were Jesse Ang as the Chairman and Melita Teo and Stephanie Sy as members. The Chairman and Stephanie Sy are independent directors. Each Audit and RPT Committee member met the necessary requirements of the Securities and Exchange Commission, the Revised Code of Corporate Governance and other applicable laws and regulations in the Philippines.

The Audit and RPT Committee Charter details the committee's responsibility for oversight of the organization's corporate governance process. The Committee, while exercising its oversight role, relies on the expertise of Management and works with Group Internal Audit – Philippines (GIAPH) and External Auditors, Isla Lipana & Co./ Pricewaterhouse Coopers, to ensure the integrity of the financial statements and the continuous review of the organization's governance process, risk management and internal controls including compliance with the law and relevant standards.

The Audit and RPT Committee, in accordance with its responsibilities outlined in the charter of the Audit and RPT Committee, developed an annual calendar and meeting agenda for 2025. From 1 January to 31 December 2025, the Audit and RPT Committee met four times. In these meetings, the Audit and RPT Committee met with Senior Management, GIAPH, the Compliance Office and the organization's External Auditors.



Among the agenda items discussed were the approval of the Annual Audit plan, Group Internal Audit updates, results of Compliance reviews, approval of the significant related party transactions and updates from the External Auditors. Group Internal Audit updates include the results of completed audit projects, the status of the audit plan, and tracking of open issues.

In 2025, the Audit and RPT Committee also met separately with GIAPH and the External Auditors without management being present.

Group Internal Audit

The Audit and RPT Committee Charter provides the Committee the authority to organize an internal audit function, and to approve the appointment, resignation and dismissal of an independent internal auditor as well as the terms and conditions of appointment and dismissal, in consultation with the AIA Group Head of Internal Audit. The internal audit function of the AIA Philippines Group is carried out by GIAPH, which is headed by the Head of Internal Audit.

GIAPH's mission is to provide independent, objective, reliable, insightful and timely assessment and reporting of the overall effectiveness of risk management, internal controls, and governance processes across the Group, and appropriately challenge executive management to improve the design and operating effectiveness of these processes. GIAPH is directly overseen and supported by the AIA Group Internal Audit, with the Head of Internal Audit directly and functionally reporting to the Audit and RPT Committee and to the AIA Group Head of Internal Audit through a nominated Regional Director, and administratively to the Chief Executive Officer.

GIAPH adopts a risk-based audit plan which considers the significant risks affecting the strategies and key objectives of the company. These risks include financial, operational, compliance and industry's emerging risks, among others. In finalizing the audit plan of GIAPH, input and expectations from key stakeholders are considered prior to the final approval by the Audit and RPT Committee. The Audit and RPT Committee ensures that GIAPH is authorized to have complete and unrestricted access to any of the AIA Philippines Group's records, properties and personnel in the discharging of their responsibilities.

The Head of Internal Audit, on behalf of GIAPH, is responsible for reporting the result and status

of internal audit work to the Audit and RPT Committee on a regular basis. In overseeing the internal audit function, the Audit and RPT Committee is actively involved in approving the audit plan including any subsequent changes, assessing the result of audit engagements and monitoring the resolution of key issues identified. The Audit and RPT Committee is aware of the process by which assessment of the effectiveness of internal controls, risk management, financial reporting, and information technology security are conducted.

Engagement of External Auditors

The Audit and RPT Committee, on behalf of the Board of Directors, is responsible for the appointment, re-appointment, or removal of the External Auditors. For 2025, the Audit and RPT Committee has approved the re-appointment of Isla Lipana & Co./PricewaterhouseCoopers as the External Auditor. The Audit and RPT Committee has reviewed and approved accordingly the scope and coverage of the Statutory Audit for 2025.

Although Management has the primary responsibility for the financial statements and the reporting process, the Audit and RPT Committee, having the oversight role, has noted and reviewed the audited financial statements for the calendar year 2025. The Audit and RPT Committee concurred and accepted the conclusion of the External Auditors on the financial statements and was satisfied that the financial statements were in compliance with Philippine Financial Reporting Standards as assessed by the External Auditors.

For 2025, the audit fees of Isla Lipana & Co./PricewaterhouseCoopers amounted to Php 3,641,924 exclusive of out-of-pocket expenses and value added tax (VAT). There were no non-audit fees paid to Isla Lipana & Co./PricewaterhouseCoopers for 2025.

FINANCIAL STATEMENTS



BPI AIA Life Assurance Corporation
(Doing business under the name and style of BPI AIA)

Statements of Financial Position
As at December 31, 2025 and 2024
(All amounts in thousands of Philippine Peso)

	Notes	2025	2024
Assets			
Cash and cash equivalents	2	2,393,177	4,444,424
Insurance receivables	3	222,352	730,655
Financial assets at fair value through profit or loss	4	84,943,775	89,070,613
Available-for-sale financial assets	4	25,993,905	19,903,867
Loans and receivables, net	5	843,895	766,767
Accrued income	7	567,374	455,780
Investment properties	8	897,994	905,113
Property and equipment, net	9	1,155,932	1,051,180
Other assets, net	11	233,024	301,094
Total assets		117,251,428	117,629,493
Liabilities and Equity			
Insurance contract liabilities, net	12	91,539,092	95,477,400
Policyholders' dividends	12	623,994	660,114
Reserve for experience refund	12	63,300	78,447
Premium deposit fund	12	1,077,873	805,965
Insurance payables	13	803,483	1,053,735
Accounts payable and accrued expenses	14	3,915,139	5,265,700
Deferred income tax liabilities	26	170,783	164,998
Other liabilities		1,134	4,854
Total liabilities		98,194,798	103,511,213
Share capital		750,000	750,000
Treasury shares		(6)	(6)
Reserves		734,040	220,442
Retained earnings		17,572,596	13,147,844
Total equity	15	19,056,630	14,118,280
Total liabilities and equity		117,251,428	117,629,493

BPI AIA Life Assurance Corporation
(Doing business under the name and style of BPI AIA)

Statements of Comprehensive Income
For the years ended December 31, 2025 and 2024
(All amounts in thousands of Philippine Peso)

	Notes	2025	2024
Premiums and other income			
Gross premiums on insurance contracts		20,203,454	18,450,359
Reinsurers' share of gross premiums on insurance contracts		(287,015)	(748,337)
Net insurance premiums	16	19,916,439	17,702,022
Investment income	17	1,942,904	1,804,822
Fee income from unit-linked funds	6	2,170,864	2,288,457
Fair value gains, net	19	198,382	4,298,662
Foreign exchange gains, net	29.4	64,677	147,666
Realized gains on available-for-sale financial assets, net	18	16,105	92,244
Other income		204,746	125,074
Total premiums and other income		24,514,117	26,458,947
Expenses			
Benefits and claims on insurance contracts, net	20	2,214,823	2,803,972
Change in insurance contract liabilities, net	12	7,520,995	10,030,805
Commissions and other acquisition expenses, net	21	3,599,181	3,479,030
General and administrative expenses	22	3,172,936	3,137,956
Investment expenses	17	369,128	382,330
Insurance taxes, licenses, and fees		328,545	270,485
Total expenses		17,205,608	20,104,578
Income before income tax		7,308,509	6,354,369
Income tax expense	26	1,511,754	1,592,126
Net income for the year		5,796,755	4,762,243
Other comprehensive income (loss)			
Item that will be subsequently reclassified to profit or loss			
Net fair value changes on available-for-sale financial assets	4	215,479	(364,866)
Items that will not be subsequently reclassified to profit or loss			
Remeasurement of insurance contract liabilities	12	292,567	(121,312)
Fair value gains on property and equipment, net of tax	9	10,338	25,366
Remeasurement of retirement benefits	24	(5,494)	(6,371)
Total other comprehensive income (loss)		512,890	(467,183)
Total comprehensive income for the year		6,309,645	4,295,060

BPI AIA Life Assurance Corporation
(Doing business under the name and style of BPI AIA)

Statements of Changes in Equity
For the years ended December 31, 2025 and 2024
(All amounts in thousands of Philippine Peso)

	Share capital (Note 15)	Treasury shares (Note 15)	Reserves (Note 15)	Retained earnings (Note 15)	Total equity
Balances as at January 1, 2024	750,000	(6)	687,625	8,385,601	9,823,220
Comprehensive income for the year					
Net income for the year	-	-	-	4,762,243	4,762,243
Other comprehensive loss	-	-	(467,183)	-	(467,183)
Total comprehensive (loss) income for the year	-	-	(467,183)	4,762,243	4,295,060
Balances as at December 31, 2024	750,000	(6)	220,442	13,147,844	14,118,280
Comprehensive income for the year					
Net income for the year	-	-	-	5,796,755	5,796,755
Other comprehensive income	-	-	512,890	-	512,890
Total comprehensive income for the year	-	-	512,890	5,796,755	6,309,645
Transaction with owners					
Share-based compensation	-	-	708	-	708
Cash dividends (Note 15)	-	-	-	(1,372,003)	(1,372,003)
Balances as at December 31, 2025	750,000	(6)	734,040	17,572,596	19,056,630

27 Related party transactions

In the normal course of conducting its business, the Company transacts with the following related parties:

Related party	Relationship
AIA GL	Ultimate Parent Company
AIA	Intermediate Parent Company
AIA Philippines	Parent Company
AIA International Limited (Hong Kong Branch) ("AIA HK")	Related entities under common control of Ultimate Parent
AIA Reinsurance Limited ("AIA Re")	Related entities under common control of Ultimate Parent
AIA Shared Services (Hong Kong) Limited ("AIA SS HK")	Related entities under common control of Ultimate Parent
AIA Shared Services Sdn. Bhd.	Related entities under common control of Ultimate Parent
AIA Thailand	Related entities under common control of Ultimate Parent
AIA IM PH	Fellow subsidiaries under common control of Parent Company
Philam Properties Corporation ("PPC")	Fellow subsidiaries under common control of Parent Company
Medicard Philippines, Inc.	Fellow subsidiaries under common control of Parent Company
BPI	Significant shareholder
BPI Wealth	Subsidiary of BPI
BPI/MS Insurance Corporation ("BPI/MS")	Subsidiary of BPI
BII	Subsidiary of BPI
BPI-Philam Peso Bond Fund	BPI Wealth-managed funds
BPI-Philam Equity Index Fund	BPI Wealth-managed funds
BPI-Philam Growth Fund	BPI Wealth-managed funds
BPI-Philam Odyssey Bond Fund	BPI Wealth-managed funds
BPI-Philam Odyssey Balanced Fund	BPI Wealth-managed funds
BPI-Philam Odyssey High Conviction Equity Fund	BPI Wealth-managed funds
BPI-Philam Balanced Fund	BPI Wealth-managed funds
BPI-Philam Equity Index Fund 2	BPI Wealth-managed funds
BPI-Philam Philippine High Dividend Equity Fund	BPI Wealth-managed funds
BPI-Philam Growth Fund 2	BPI Wealth-managed funds
BPI-Philam Equity Value Fund	BPI Wealth-managed funds
BPI-Philam Active Allocation Fund	BPI Wealth-managed funds
BPI-Philam Odyssey Asia Pacific High Dividend Equity Fund	BPI Wealth-managed funds
BPI-Philam Odyssey Philippine Dollar Bond Fund	BPI Wealth-managed funds
BPI-Philam Global Equity Fund	BPI Wealth-managed funds
Premier Philam Bond Fund	AIA IM PH-managed funds
Premier Philam Strategic Growth Fund	AIA IM PH-managed funds
Premier Philam Equity Index Fund	AIA IM PH-managed funds
Premier Philam Dollar Bond Fund	BII-managed funds
Premier Philam Asia Balanced Fund	BII-managed funds
BPI-Philam US Dollar Bond Fund	BII-managed funds
BPI-Philam US Dollar Bond Fund 2	BII-managed funds
Thinking Machine Data Science, Inc.	Other related entity
Telephilippines Inc	Other related entity

27.1 Summary of transactions with related parties

The significant related party balances and transactions as at and for the years ended December 31 are summarized as follows:

27.1.1 Insurance activities with related parties

As part of the Company's insurance business, the Company entered into various reinsurance agreements with AIA and AIA Re. In addition, the Company pays services fees at a fixed rate to BPI as part of their bancassurance agreement.

	Notes	2025		2024	
		Transactions during the year recognized in profit or loss	Outstanding net balances	Transactions during the year recognized in profit or loss	Outstanding net balances
Related entities under common control of the Ultimate Parent Company					
Premiums ceded	16	44,209	-	44,371	-
Benefits ceded	20	173,468	-	-	-
Commissions ceded	21	(281)	(3,112)	(194)	(3,473)
Fellow Subsidiaries under common control of Parent Company service fee (part of direct commission)					
	21	12,076	-	-	-
Significant shareholder					
Service fees (part of direct commissions)	21	1,883,316	-	1,754,983	-

The service fees balances are presented in net amounts above. However, the receivable and payable balances as at December 31, 2025 and 2024 are presented at gross amounts in the statement of financial position (Note 27.2).

27.1.2 Investment and financing activities with related parties

	Notes	2025		2024	
		Transactions during the year	Outstanding net balances at December 31	Transactions during the year	Outstanding net balances at December 31
Dividends					
Parent Company	15	699,969	-	-	-
Significant shareholder		658,374	-	-	-
Other shareholders		13,660	(96,349)	-	(84,553)
		1,372,003	(96,349)	-	(84,553)
Managed funds					
Fellow subsidiaries under common control of parent company					
Investment fees		29,129	(663)	30,970	(5,615)
Subsidiaries of Significant shareholder					
Trust fees	(a)	50,442	(50,442)	46,291	(46,291)
Investment placements					
Acquisitions**	4,6	2,203,230	-	2,298,963	-
Disposals	4,6	(4,959,966)	85,404,301	(5,164,577)	89,547,014
Marketing fee income	(c)	(498,372)	-	(529,933)	-

**Outstanding balance for managed funds relates to total account value of VUL funds as disclosed in Note 6.

- (a) Trust fees pertain to amounts paid to BPI Wealth, AIA IM PH and BII for managing the funds of the Company. This is presented as investment expenses in the statement of total comprehensive income.
- (b) The investment in mutual funds are classified as FVTPL financial assets with mark-to-market movements on behalf of the policyholders taken up in the statement of comprehensive income (Note 4).
- (c) Marketing fee income pertains to rebates at a fixed rate from BII and BPI Wealth for fund management services which is presented as part of fee income in the statement of comprehensive income.

27.1.3 Shared service activities and other transactions with related parties

The Company has entered into various shared service agreements mainly with the Parent Company, BPI and AIA IM PH, and Significant shareholder pertaining to support services, effective January 1, 2010. For the outsourcing services rendered, the above related parties allocate expenses based on percentage of time spent in the following areas: finance, operations, marketing, corporate services, corporate compliance, information technology, actuarial, underwriting, legal, internal audit, risk management, process management, property management, distribution services, corporate secretary, and other related functions.

	2025		2024	
	Transactions during the year recognized in profit or loss	Outstanding net receivable (payable) balances as at December 31	Transactions during the year recognized in profit or loss	Outstanding net receivable (payable) balances as at December 31
Shared service fees				
Parent Company	2,247,033	(834,919)	1,359,086	(339,079)
Related entities under common control of the Ultimate Parent Company	192,446	(39,621)	196,717	(56,145)
Fellow subsidiaries under common control of the Parent Company	(59)	(10,800)	464	(402,385)
Outsource services	(a)			
Other related entities	63,701	-	-	-
Leases and cost reimbursements	(b)			
Significant shareholder	54,308	(4,783)	35,474	(8,102)
Subsidiaries of significant shareholder	(19,146)	(13,982)	(24,153)	(13,982)

For the years ended December 31, 2025 and 2024, these charges are presented as part of general and administrative expenses under outsourcing services, marketing and other expense accounts.

- (a) The Company entered into outsourcing services with other related entities for maintenance and call center services which are presented as part of general and administrative expenses in the statement of comprehensive income (Note 22).
- (b) The Company, as a lessor, has entered into agreements with BPI and BPI/MS, and its subsidiaries for lease of certain office spaces. Rental income from these agreements is included as part of rental income from investment properties under investment income in the statement of comprehensive income. In addition, the Company has costs reimbursements pertaining to consultation fees which are presented as part of general and administrative expenses in the statement of comprehensive income (Note 22).

The receivable and payable balances as at December 31, 2025 and 2024 are presented at gross amounts in the statement of financial position and are presented in Note 27.2. The transactions, aside from rental income which is presented in investment income and expenses (Note 17), are presented as part of general and administrative expenses in the statement of comprehensive income (Note 22).

27.2 Reconciliation of outstanding related party balances as at December 31, 2025 and 2024

The outstanding balances arising from transactions with related parties are unguaranteed and unsecured, non-interest-bearing, and are collectible on demand but not later than 12 months from the reporting date. The amounts will be settled in cash at gross amounts. No provision for impairment has been made for amounts owed by related parties since collection is deemed to be reasonably certain for the years ended December 31, 2025 and 2024.

The significant balances resulting from related party transactions as at December 31 are summarized as follows:

(a) *Receivable balances arising from:*

	Insurance activities	Investment and financing activities	Shared service activities and other transactions	Total
2025				
Parent Company	-	-	218	218
Related entities under common control of the Ultimate Parent Company	-	-	118	118
Fellow subsidiaries under common control of the Parent Company	-	-	654	654
	-	-	990	990
2024				
Parent Company	-	-	44,396	44,396

Receivable balances are presented as part of the following accounts in the statement of financial position as at December 31 as follows:

	Note	2025	2024
Loans and receivables, net	5	990	17,524
Other assets, net		-	26,872
		990	44,396

Balances with related parties are unsecured, unguaranteed, non-interest bearing and are collectible/payable in cash on demand. No provision for impairment has been made for amounts owed by related parties in 2025 and 2024.

(b) Payable balances arising from:

		Insurance activities	Investment and financing activities	Shared service activities and other transactions	Total
2025					
Parent Company	(a)	-	-	835,137	835,137
Related entities under common control of the Ultimate Parent Company		3,112	-	39,739	42,851
Fellow subsidiaries under common control of the Parent Company	(c)	-	663	11,454	12,117
Significant shareholder		-	-	4,783	4,783
Subsidiaries of significant shareholder	(b)	-	50,442	13,982	64,424
Other shareholders		-	96,349	-	96,349
		3,112	147,454	905,095	1,055,661
2024					
Parent Company	(a)	-	-	383,475	383,475
Related entities under common control of the Ultimate Parent Company		3,473	-	56,145	59,618
Fellow subsidiaries under common control of the Parent Company	(c)	-	5,615	402,385	408,000
Significant shareholder		-	-	8,102	8,102
Subsidiaries of significant shareholder	(b)	-	46,291	13,982	60,273
Other shareholders		-	84,553	-	84,553
		3,473	136,459	864,089	1,004,021

Payable balances are presented as part of the following accounts in the statement of financial position as at December 31 as follows:

	Note	2025	2024
Accounts payable and accrued expenses (part of due to related parties)			
Shared service activities and other transactions		905,095	864,089
Investment and financing activities		51,105	51,906
Insurance activities		3,112	3,473
Dividends payable	15	96,349	84,553
		1,055,661	1,004,021

27.3 Transactions with key management personnel and employee retirement funds

Key management includes officers with a rank of Assistant Vice-President and up.

For the year ended December 31, 2025 and 2024, salaries, wages and other employment benefits paid to the Company's key management personnel amounted to P95,650 (2024 - P100,590).

For the year ended December 31, 2025, the total retirement benefits paid to of the Company's key management personnel is P4,550 (2024 - P2,664).

There are no outstanding receivable nor payable balances due to key management personnel for the years ended December 31, 2025 and 2024.

The Company's transaction with the employee retirement funds for the years ended December 31, 2025 and 2024 are limited to contributions and benefit payments to retiring employees (Note 24).



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