

**THOMAS  
WILSON**  
PRESIDENT AND CEO



# TOWN HALL

JANUARY 2022

# Welcome new COs



Napha Trirattanawongse  
Chief Country Health Officer



Supattra Amornpornviwat  
Country Chief Operation Transformation Officer

2021

in review

## HEALTH ANP SHARE (11M'2021)



37.7%



12.1%



10.4%

Allianz   
AYUDHYA

10.2%



7.4%

Unit : % of Market share

## % HEALTH PORTION (11M'2021)

Allianz   
AYUDHYA

36.4%

**RANK#1**



33.1%



23.8%



19.5%



10.1%

Unit : % Health of Total ANP



ดูแลลูกค้าเต็มที่  
จ่ายเคลมโควิดกว่า

906

ล้านบาท  
ในปี 2021

Circa 906 Million Baht Covid claims in 2021

# Strong 2021 performance

Employee Commitment  
& Engagement

Right strategy  
– Health, Digital

Favorable environment  
– rates, technical margin

	vs plan	vs LY
ANP	-4%	+4%
OP	+35%	+29%
NBV	+20%	+30%

# strategy

## 2025



**growth**  
faster



**product**  
leadership



**op profit**  
effective



**franchise**  
stronger

# 2021 STRATEGIC INITIATIVES



**growth**



**product**



**op profit**



**franchise**

**Agency** ✓



**EB Workplace** -

**DM Credit shield** -

**Banca CL, Health** (✓)

**Sabai Kapao** ✓

**MFC revamp** ✓

**PAR refinements** ✓

**Hybrid** (✓)



**Property** ✓

**PlusX** ✓

**IT Strategy** ✓

**AI Fraud** ✓

**Cashless** ✓

**Digital** ✓

**AES** ✓

**NPS** ✓

**X-functional dev** ✓

**Internal Controls** ✓

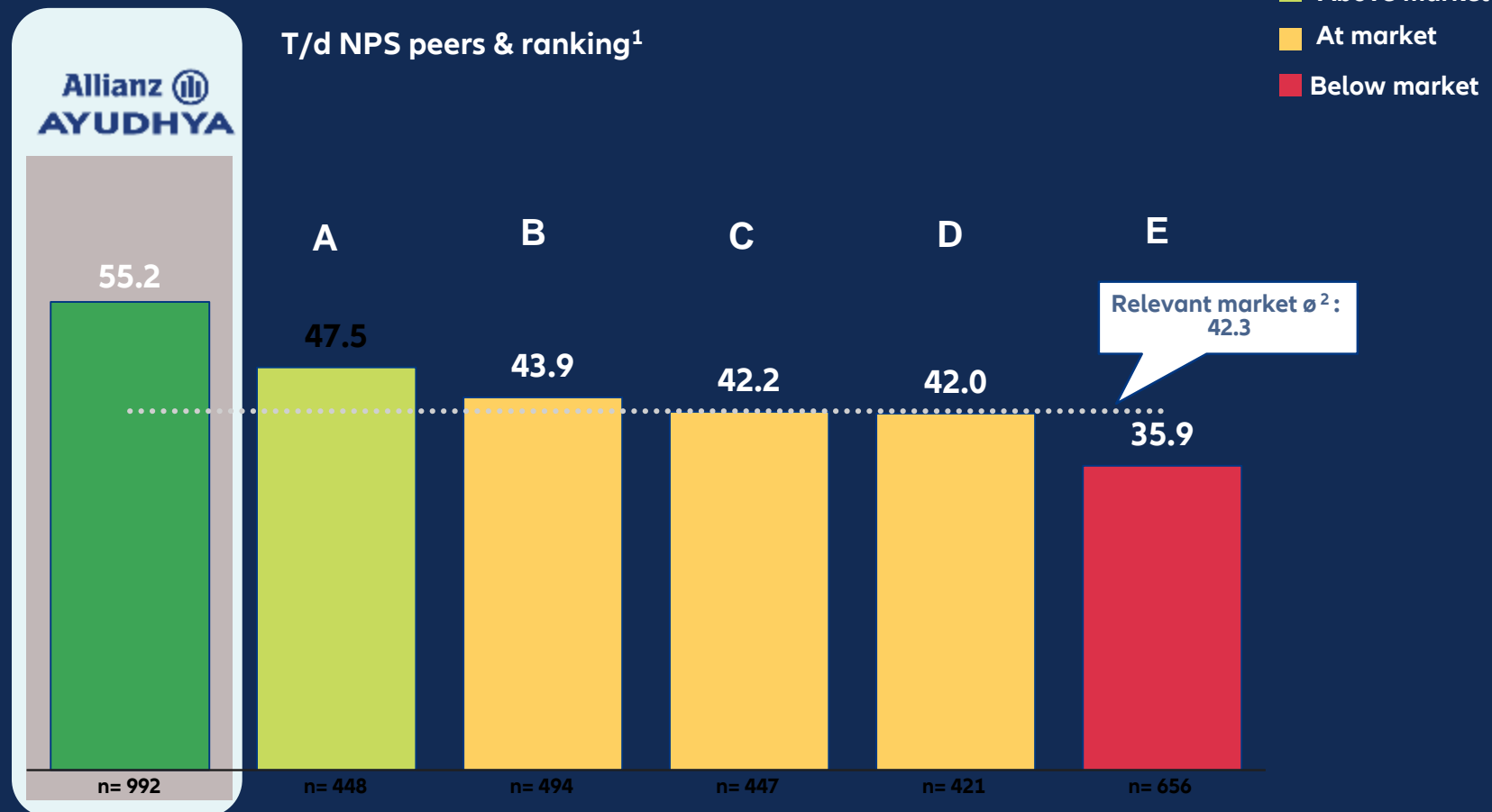




**#3** in Allianz (IMIX)

**#5** in Allianz (EEi and WWi)

# อลิอันซ์ อายูรยา อยู่ในระดับ Loyalty Leader ลูกค้ามีความภักดีเป็นอันดับ 1



\*จากผลวิจัยของ Ipsos Research Agency ระดับโลก ตามมาตรฐานของกลุ่มออลิอันซ์ ทั่วโลก



# รางวัลและความสำเร็จมากมาย ตลอดปี 2021

Outstanding awards and achievements



## Prime Minister Awards

"Life Insurance Company with Outstanding Development"



## HR Asia Awards

"Best companies to work for in Asia"



## CAC Certificate

(Thai Private Sector Collective Action Against Corruption)

"Full support the Anti-Corruption Act"

2022

Priorities

# Our 2022 target

	2021A	2022P	Growth
ANP	6,137	6,450	+5%
OP*	4,565	4,925	+7%
NBV	2,758	3,373	+22%

\*Excluding one-off asset transaction

# 2022 STRATEGIC INITIATIVES



**growth**

**Agency:** Franchise Elite 2.0, FOA, Digital

**Banca:** Defend, build CL & Health

**DM:** Secure partner, improve persistency

**EB:** Roll out worksite, win back customers



**product**

**Health:** New product launch for Agency, Banca and DM

**Saving:** Hybrid launch

**Unit-linked:** Foreign funds & unit-deducting riders (UDR) launch



**op profit**

**New Health initiative**

**PlusX:** Dancing Bear, Positive options, ROPO

**Ops Transformation:** space

**IT Strategy & OPUS**



**franchise**

**AES:** Engagement, Talent development, New Way of Work

**NPS:** CX, DX, Service excellence, VOC, brand exposure

**Internal:** Functional excellence