

United Nations Environment Programme Finance Initiative (UNEP FI)

Principles for Sustainable Insurance (PSI) HSBC Progress 2020

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UNEP FI Principles for Sustainable Insurance (PSI) Progress Report 2020

This document outlines the commitments and progress made by HSBC Insurance Holdings Limited in 2020 towards implementing the Principles for Sustainable Insurance and how our sustainability commitments shape the way we do business.

Overview

Our purpose – Opening up a world of opportunity – explains why we exist. We are here to use our unique expertise, capabilities, breadth and perspectives to open up new kinds of opportunity for our customers. We are bringing together the people, ideas and capital that nurture progress and growth, helping to create a better world – for our customers, our people, our investors, our communities and the planet we all share. With assets of USD3.0tn and operations in 64 countries and territories at 31 December 2020, HSBC is one of the largest banking and financial services organisations in the world. More than 40 million customers bank with us and we employ around 226,000 full-time equivalent staff. We have around 194,000 shareholders in 130 countries and territories. More information can also be found in our 2020 annual report.

At HSBC, we recognise that how we do business is as important as what we do. We have a responsibility to our customers, employees and the communities in which we operate and understand that to achieve success in the long term, economic growth must also be sustainable.

We aim to minimise our impact on the environment and to help the global transition to a low-carbon economy. We are mindful of our social responsibilities, and committed to high standards of governance.

We also recognise our responsibility to be transparent and open about our impact on people and the planet. We publish regularly updated material on our environmental, social and governance (ESG) performance on our corporate website, as well as in our Annual Report and Accounts.

Our values

Our values help define who we are as an organisation, and are key to our long-term success.

We value difference

Seeking out different perspectives

We succeed together

Collaborating across boundaries

We take responsibility

Holding ourselves accountable and taking the long view

We get it done

Moving at pace and making things happen

Our global businesses

Wealth and Personal Banking ('WPB')

We help millions of our customers look after their day-to-day finances and manage, protect and grow their wealth.



Commercial Banking ('CMB')

Our global reach and expertise help domestic and international businesses around the world unlock their potential.



Global Banking and Markets ('GB&M')

We provide a comprehensive range of financial services and products to corporates, governments and institutions.



We operate an integrated bancassurance model that provides insurance products principally for customers with whom we have a banking relationship. The insurance contracts we sell relate to the underlying needs of our banking customers, which we can identify from our point-of-sale contacts and customer knowledge. For the products we manufacture, the majority of sales are of savings, universal life and credit and term life contracts.

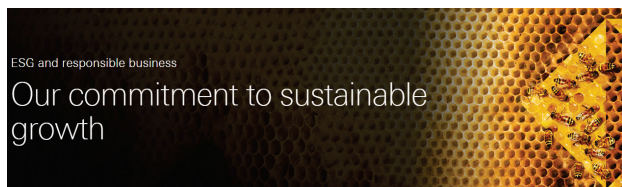
We choose to manufacture these insurance products in HSBC subsidiaries based on an assessment of operational scale and risk appetite. Manufacturing insurance allows us to retain the risks and rewards associated with writing insurance contracts by keeping part of the underwriting profit and investment income within the Group.

We have life insurance manufacturing subsidiaries in eight countries and territories, which are Hong Kong, France, Singapore, UK, mainland China, Malta, Mexico and Argentina. We also have a life insurance manufacturing associate in India.

Where we do not have the risk appetite or operational scale to be an effective insurance manufacturer, we engage with a small number of leading external insurance companies in order to provide insurance products to our customers through our banking network and direct channels. These arrangements are generally structured with our exclusive strategic partners and earn the Group a combination of commissions, fees and a share of profits. We distribute insurance products in all of our geographical regions through branches, direct channels and third-party distributors.

In 2020, insurance manufacturing reported adjusted revenue of USD1,977m and distribution of insurance products by HSBC channels contributed USD801m of net fee income.

ESG and responsible business



At HSBC, we are committed to sustainable growth. We recognise that how we do business is just as important as what we do.

Our business has an impact on people all over the world – including customers, employees, suppliers, regulators, investors, and the wider communities we serve. Being sustainable means building strong relationships with these stakeholders and taking into account the issues that matter to them.

We use our international expertise to connect our customers to opportunities around the world.

We are powering new solutions to the climate crisis and supporting the transition to a low-carbon future.

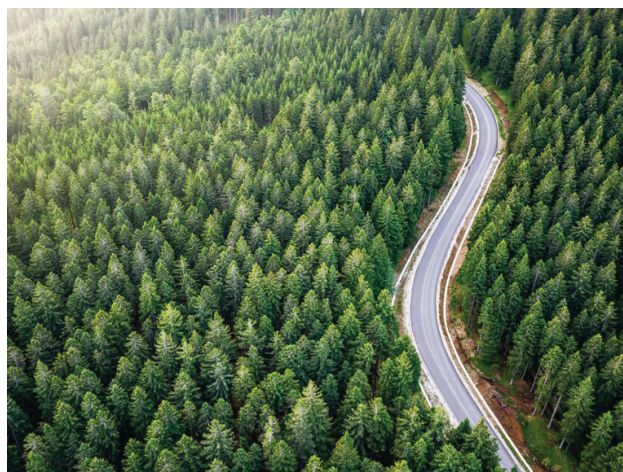
We are building an inclusive organisation that prioritises well-being, invests in learning and careers and prepares our colleagues for the future of work.

And we uphold high standards of corporate governance and ensure we meet our responsibilities to society.

We publish a wide range of information on our performance in relation to environmental, social and governance (ESG) issues. You can access our ESG reporting resources and find out more about how we support our different stakeholder groups and do business in a responsible way on HSBC.com.

Our climate strategy

We recognise the potential impact of climate change and have set out an ambition to align our financing portfolio to the Paris Agreement goals. Our aim is to accelerate the transition to a thriving low-carbon global economy through finance. More information can be found on HSBC.com.



UNEP FI Principles for Sustainable Insurance (PSI)

HSBC Insurance (Holdings) Limited was involved in the original drafting and development of the PSI Initiative which was launched at the UN Conference on Sustainable Development (Rio+20) in 2012 and became a signatory to the PSI on 23 April 2013. Progress updates on the initiative can be found in the subsequent annual reports, which are available on the UNEP FI site and HSBC.com.

Our management team and Insurance Executive Committee are committed to embedding environmental, social and governance (ESG) initiatives throughout the business. We are also committed to disclosing on an annual basis our progress in implementing the Principles.

Progress in 2020

Below is a summary of the progress that HSBC Insurance Holdings Limited made in 2020 against each of the four principles. Unless the context specifies otherwise, 'we' and 'our' refer to HSBC Insurance Holdings Limited.

Principle 1: We will embed in our decision making environmental (E), social (S) and governance (G) issues relevant to our insurance business

1.1. Sustainability Policy

In our 2019 disclosure, we advised that progress was made to embed the Sustainability policy into our business focusing on investments, products and operations. In 2020, we expanded the scope of our policy (see 1.2 below) to continue to strengthen our ESG position. We target to embed our approach to

manage climate related financial risk in our business by the end of 2021, and work is progressing well towards achieving this.

1.2. Investments

As a life insurer, our investment horizon is long-term and as such our investments should be made in a sustainable and responsible manner, focusing on the potential ESG risks, issues, and opportunities when investing our shareholder and policyholders' monies.

We continue to embed our Group Insurance Sustainability policy which incorporates ESG principles into our investment governance. The policy includes restricting investments that may have an adverse impact on people and the environment. During 2020 we expanded the scope of the policy to cover the majority of our investment portfolio, with full compliance due in early 2021.

We continue to build our sustainable investment portfolios to support United Nations Sustainable Development Goals (UN SDGs) and the Paris Agreement. For example, in line with the UN SDG on healthy lives and promoting wellbeing for all ages, HSBC Life Hong Kong has committed to investing in a healthcare fund investment focused on the medical needs in emerging markets. Various green bonds, infrastructure and renewable energy investments

have been made to support the low-carbon economy transition. For example, Hang Seng Insurance invested HKD790m in green bonds in 2020. HSBC Assurance France also considerably increased its investments in the green bond market. Despite the challenging low interest rate environment, EUR104m was invested representing 9% of fixed income investments in 2020. One of the HSBC Assurance France's local real estate alternative investment restructuring deals was granted HQE 'Haute Qualité Environnementale' certification during its conception phase, a certification based on the principles of sustainable development and BBC-effinergie®, which is a low-energy certification. HSBC Assurance France is also participating in the French Federation of Insurers post COVID-19 initiative by investing EUR60m in the real economy. The investment is split into three different funds (Private Debt, Listed Equities and Private Equity) that are best in class in terms of ESG investment decisions.

In 2021, we will continue to focus our investment portfolios for a more sustainable future.

1.3. Product

Diversity and Inclusion (D&I)

As society evolves, the needs of our customers change. In recognition of this we have created a new Diversity and Inclusion framework, focused on seven themes (family relationship, wellness & disability (long term health impairment), age, gender, race/ethnicity/religion, financial wellbeing & capability, and D&I awareness). The framework is now embedded in our product approval governance process and will be used when developing and launching products.

Our joint venture in India, Canara HSBC OBC Life Insurance (CHOICe) has improved health insurance coverage for the LGBT+ population in India by adding a transgender option to the customer application and underwriting criteria, offering our transgender customers a more inclusive customer experience.

HSBC Life's Eldercare Programme was launched in Hong Kong in 2019. In 2020 it was named 'Innovation of the Year' at the 24th Asia Insurance Industry Awards, in recognition of its efforts to raise public awareness about the cost of eldercare to society and support families affected by dementia. HSBC Life Hong Kong also introduced additional enhancements in the HealthPlus product coverage, the Group Medical scheme dedicated to HSBC employees and dependents. These include covering BRCA-related prophylactic surgery intervention, post-mastectomy reconstruction, psychiatric inpatient benefits and gender dysphoria treatments including surgical interventions.



HSBC Life Hong Kong launched two new insurance products, Voluntary Health Insurance Scheme (VHIS) and Family Protector to cater to customers' comprehensive and flexible medical coverage needs. The VHIS plans are designed to provide flexibility in health protection, allowing customers to choose from a range of solutions that best meet their needs and receive comprehensive medical coverage at an affordable level. The new Family Protector plan is a mix-and-match digital insurance solution, allowing customers to choose from 84 different Life and Health protection benefit combinations.

HSBC Insurance UK redesigned the HSBC Critical Illness Plus product, focusing on improving the conditions and quality of the cover provided for customers. Eight child-specific conditions have been added, including an extension of the children's age definition to cover from birth to age 23, and an enhanced children's benefit amount.



Further changes have been made to revise the definition wording on five medical conditions to make them more inclusive. For example, the claim requirement on the condition of deafness has been improved from 95 decibels to 70 decibels in the better ear.

HSBC Seguros Mexico introduced enhanced optional coverage benefits to its Term Life product, including critical illnesses benefit which is aimed to support customers in the event of serious illness and provide their family financial support to cope with the difficult situation.

Remote, out of branch, and digital engagement capabilities

We continue to leverage the latest technology to make our insurance and protection solution offerings and services more accessible for our customers. Remote sales enablement took place in Hong Kong, including an e-appointment booking system and virtual client engagement. HSBC Life Hong Kong also introduced a new digital customer engagement platform, enabling an omni-channel customer experience with digital product offerings and self-service features including a customer dashboard with re-projections, fund switching, payment mode change, claims submission, policy servicing and live chat. This customer dashboard also won 'The Digital Insurer 2020 Insurer Innovation Award' organised by The Digital Insurer.



HSBC Insurance UK introduced an online Joint Term Life product to complement the existing Single Term Life product for our customers. This enhances our digital offering and enables customers to complete their protection needs online in a single visit. We also launched a brand new HSBC Insurance website in the UK, designed to provide insightful content for every stage of the client advice journey.

Financial inclusion

Financial capability is a central part of the HSBC customer experience to help customers better understand their financial needs and make the most of their money. A plain language initiative was launched in 2020 and is a key strategic priority to help customers do business with us and improve their understanding of their policy features through easy-to-understand content. Examples of plain language work

progressed in our insurance markets include, HSBC Life Hong Kong reviewed the existing Personal Information Collection Statement (PICs) and rewrote it using simpler language and an eye-catching layout. Hang Seng Insurance in Hong Kong also started a project in 2020 to incorporate plain language in the development of product literature with four key focus areas; structure, content, style and tone & manner. In HSBC Life Singapore, frontline and customer experience research was commissioned to review our existing life insurance product literature and terms and conditions. The aim is to use plain language and communicate simpler with our customers with phased improvements to be made throughout 2021.

In 2020, HSBC Life China also supported a financial education themed community investment programme 'Insurance Knowledge Awareness Education for College Students' in mainland China. The programme included online insurance debate competitions in 48 universities in six cities in mainland China. The programme aimed to enhance basic insurance knowledge and benefit 1,260 college students through financial capability education.



Figure 1: CEO of HSBC Life China hosted an online insurance debate competition with students in mainland China.

To support the HSBC Group's approach to financial inclusion, our insurance business continues to improve the accessibility of our product offerings through our distribution channels. In July 2020, we launched HSBC Pinnacle venture, a new digitally-enabled financial planning business in mainland China, which offers insurance solutions and wealth planning services outside of branches, bringing them

direct to new customers. Our mobile wealth planners provide customers the flexibility of interacting with us, when and where they want to; and offer a needs-based financial planning approach to meet a holistic range of wealth, health and protection needs, supported by a seamless digital experience. At the end of 2020, almost 200 wealth planners are in Shanghai, Guangzhou, Hangzhou and Shenzhen helping customers with financial planning; including plans to expand to more cities across mainland China in 2021.

Our response to COVID-19

We responded rapidly to the changing environment caused by the COVID-19 outbreak and revised our internal policies and procedures to support our customers. In Hong Kong, mainland China, France, Singapore, UK and Mexico, we gave customers alternative methods to access HSBC Insurance products and services remotely, for example virtual appointments, call centre validation, remote video sales meetings. Special benefit insurance coverage was introduced in Hong Kong, mainland China, Singapore and Mexico. To help customers stay engaged with financial services through the COVID-19 outbreak, we provided an extension in the grace period in Hong Kong, mainland China, Singapore, France, UK, Argentina and Mexico.

In May 2020, we launched a charity programme in mainland China to support Hubei's 19 rural communities to get back to work and school following the COVID-19 outbreak. This programme has been well received and reported on by various Chinese media platforms.



Figure 2: Medical staff in mainland China received medical supplies and donations from HSBC Life China.

Investment choice

In collaboration with HSBC Wealth & Personal Banking, we conducted a customer research to explore consumers' behaviour and attitude towards sustainability and green banking solutions in Hong Kong, Singapore, mainland China, UK, Mexico and Canada. For the Insurance business, the focus has been on consumers' awareness and appetite on sustainable investments. Key findings which will help shape ESG investment options within our product design strategy include:

- ❑ Awareness of sustainable investments is low. 27% of investors do not invest in sustainable or socially responsible investment funds
- ❑ 73% of consumers think that their investment products should carry a rating to show if they are sustainably invested or not
- ❑ 73% of consumers take steps to protect the environment as long as it is not at all or too inconvenient or expensive for them

1.4. Sustainable Operations

Sustainable operations focused on four principal areas in 2020: fair and transparent customer treatment, customer journey enhancements, automation and paper reduction and collaboration with our suppliers to deliver sustainable services.

Fair and transparent customer treatment

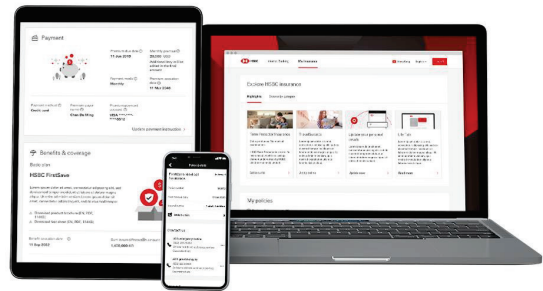
In line with our brand platform 'a promise is a promise', our purpose is to be a life-long partner of our customers and support them to keep their promises. We aim to know our customers and understand their needs, with products and services designed to deliver a balanced exchange of value. Throughout our sales and servicing, we target efficiency and transparency with a customer focus.

Customer journey enhancements

Throughout 2020, we continued to place the customer at the centre of our journey design and implementation, creating intuitive and simple journeys available in our customers' channel of choice. Examples of initiatives implemented include:

- HSBC Life Hong Kong introduced an end-to-end video conferencing service for customers, enabling customers to assess their protection, education and retirement needs with qualified specialists and purchase insurance policies remotely. Customers are now able to receive, review and acknowledge documents securely via the Personal Internet Banking platform
- HSBC Life Singapore implemented a new quotation system with electronic signature capability. E-signatures were successfully integrated into the tablet sales journey, phasing out the need for paper application forms
- The accident and sickness claims department in HSBC Insurance UK improved customer experience by removing the existing paper process and digitising the customer journey. As a result, our voice of the customer score has improved and reached 9.8/10, with turnaround times improving by 80%

- HSBC Life Mexico focused on developing customer journeys with state-of-the-art digital technologies as part of its design principles, and included tablet customer sales journeys with user friendly intuitive interfaces



Automation and paper reduction

The use of technology to streamline customer onboarding and servicing processes continued. We have further reduced our paper usage and improved operational efficiency within HSBC Insurance. Examples of initiatives implemented include the following:

- HSBC Life Hong Kong further enhanced the underwriting rules engine to improve straight through processing ("STP") and simplify the underwriting process. The average STP end-to-end turnaround time has been shortened by 71%, improving customer experience
- Annual policyholder e-statement went live in HSBC Life Singapore. This digitisation improves customer accessibility and reduces paper usage, including the need for hard copy filing and archiving
- HSBC Insurance Malta rolled out tablets to financial planning advisors and introduced the digitisation of insurance customer-facing documents. Customers are now able to sign documents digitally

- U Whole of life, term life and annuity products are now delivered via digital channels in HSBC Seguros Argentina
- U Claims are now digitised in HSBC Insurance UK. Customers are sent emails when making a claim and are able to digitally upload their medical documentation to support their claims. The claims management team of HSBC Insurance UK received a 'Highly Commended' award at July's COVER magazine, Customer Care Awards 2020
- U The sales customer journey has been fully automated in HSBC Seguros Mexico with customer notifications delivered via electronic media. In addition, the need to deliver physical documents has been reduced as system improvements now enable retrieval of customer documentation for re-use in any new business

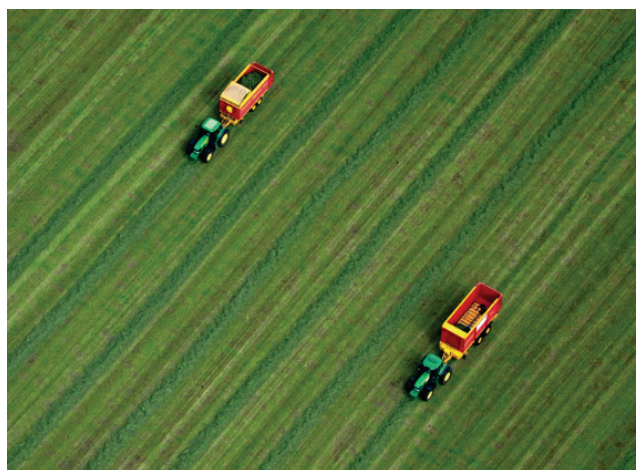
Our annual internal paper consumption has reduced by 59% in Singapore, 42% in Hong Kong, 51% in the UK, 42% in France and 36% in Malta. This is largely due to colleagues working remotely from home in 2020 under the COVID-19 pandemic and our staff awareness campaigns.

The travel restrictions imposed as a result of the COVID-19 pandemic have resulted in a reduction of business travel during 2020. In addition, we continue to progress initiatives to reduce CO2 emissions relative to prior years.

Supply chain collaboration

A large proportion of total operational emissions come from our supply chain (circa 75% as at January 2020). HSBC Group has signed up to the Carbon Disclosure Project (CDP) and we have identified our key partners and operationally critical suppliers. We will encourage them to voluntarily disclose their carbon emissions for the product or services they provide to us and work with them to deliver on their own carbon reduction journeys.

We will continue to drive progress in 2021 with continued focus on our supply chain, customer experience and technology. We will maintain our focus on the 'Net Zero' programme and we will drive sustainable operations that will mutually benefit customers, shareholders and the communities in which we operate.



Principle 2: We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions

2.1 Raising awareness of ESG

We recognise the importance of raising awareness and educating our employees on the scope and applicability of ESG. In 2020, we organised our second Sustainability Awareness Week for employees to deepen their understanding on how ESG applies to our business. Content covered investments, products and operations. The week included articles, videos and podcasts to share progress made in relation to investments, product, operations, risk and regulatory

compliance. Colleagues were also encouraged to complete the HSBC University Sustainability online modules. Our Global Insurance Investment team featured in an internal Sustainable Finance Investment educational webinar to help increase our colleagues' understanding on sustainable investments. We also produced an employee training module on the changes we made to the Sustainability Policy.

2.2 Diversity & Inclusion (D&I)

Product D&I

Where we do not manufacture insurance products, we work with a number of key strategic partners. The objectives and deliverables of the D&I project outlined in section 1.2 are reliant on us working in collaboration with our strategic partners to review and implement changes. For our mainland China insurance business, work has been progressed with MetLife to introduce an expanded definition of beneficiary to cover a more diversified family relationship in their life insurance policies. Similar changes have been made with AXA in their general insurance policies.

LGBT+

In partnership with OUT Leadership, the global LGBT+ business network, the Global CEO of HSBC Life & Insurance Partnerships hosted an 'Insurance Inclusion throughout Asia' webinar. The webinar included AIA, Allianz, AXA, Manulife and Ping An Ventures and discussed how as an industry we can foster an inclusive culture for the workplace, products and services.



We organised an LGBT+ webinar for employees to raise awareness, promote inclusion and encourage an open and inclusive dialog with employees. HSBC Life Hong Kong also launched the Doctor Rainbow scheme targeted at doctors in the HSBC HealthPlus staff scheme. Participating doctors will include an LGBT+ friendly rainbow next to their name to promote inclusion.

Gender Balance

Following the positive feedback received from the Personal Impact masterclasses we organised for female employees in collaboration with 'RADA Business', the commercial arm of RADA (the Royal Academic of Dramatic Art) in 2019, we delivered training to more employees across the leadership team.

Led by HSBC Insurance UK, a programme of bespoke workshops for circa 30 leaders was launched. The programme consisted of four sessions, focused on body work, voice work, connection, presence and status.



Figure 3: The leadership team from HSBC Insurance UK participated in a workshop organised by RADA Business.

In addition, we worked with RADA Business to redesign the course content to cater for remote delivery. In total, twelve virtual Personal Impact sessions were delivered for circa 180 insurance colleagues. In collaboration with RADA Business and HSBC BALANCE Employee Resource Group, HSBC Life hosted two Personal Impact sessions as part of the HSBC BALANCE SPARK Programme, attended by circa 200 colleagues globally.

Ethnic Diversity

We organised a Race & Ethnicity workshop for our insurance Executive Committee focused on 'Brave Conversations' and how to create a speak up and listen up culture in the workplace. In 2021, we will roll out training to our employees to raise awareness of unconscious bias in the workplace to create a speak up culture.

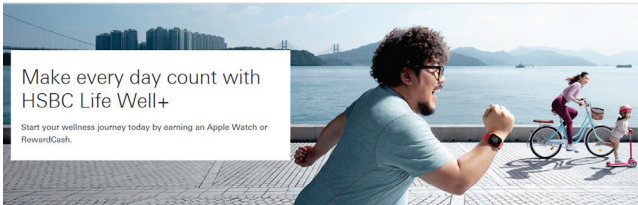
Disability

As part of this year's International Day of People with Disabilities, we organised a global webinar for our colleagues featuring internal and external speakers to promote education and understanding regarding long-term health impairments. The webinar included discussions around removing barriers for all people living with a disability or long-term health impairments in the workplace and with customers. We also discussed how we can challenge stereotypes and broaden perspectives and understanding on this topic. In HSBC Seguros Argentina, our colleagues also participated in a talk focused on 'Caring for people with disabilities in the pandemic' which was jointly organised with ALPI, an Argentinean non-profit organisation which focuses on physical disability. Key topics included different types of disability, tips on organising the day for children with disabilities during the pandemic, as well as games, safety guidelines and caregiver support.



2.3 Health and Wellbeing

We believe it is important to support our customers' and employees' physical, mental and financial health as part of our ongoing strategy to support health and wellbeing.



HSBC Life Hong Kong launched HSBC Life Well+ to encourage customers to pursue a more active lifestyle. On purchase of an eligible insurance product, customers have the option to buy a wearable fitness tracker, and on achieving a monthly average of 9,000 steps per day, HSBC Life Hong Kong will rebate the cost of the wearable over a period of 24 months. Customers who already have a tracker can opt for a RewardCash rebate instead.

HSBC Life Benefits Plus, a new digital platform designed to enhance the overall health and wellness of employees, was brought to all HSBC HealthPlus members in Hong Kong and Macau. Through the app, members can access information about their benefits, find doctors, manage medical claims and access wellbeing programmes, products and services with exclusive discounts. By completing a simple questionnaire, members will receive a personalised health score, relevant content, and products and services suggested to them to help them become more engaged with their health and wellness.



The CEO of HSBC Life Hong Kong was a guest speaker during the 'Leading from the Front' episode organised by Mental Health Asia to discuss how a

focus on personal and employee wellbeing has driven organisational and individual growth.

HSBC Insurance UK launched additional 'around the clock' virtual healthcare support for our life insurance customers. These new benefits, provided in partnership with Square Health include 24/7 remote General Practitioner (GP) consultations, mental health support, private prescriptions without the need to visit a clinic and second medical opinion. By introducing this new online health service, we hope to help our customers meet with a remote GP virtually in the comfort of their own home which is especially important in light of Covid-19.

To encourage employees to prioritise their own wellbeing, in collaboration with HSBC Global Brand Partnerships, we launched a monthly employee wellbeing webcast series aligned to key dates such as International Women's Day, International Men's Day, World Mental Health Day and International Day of Persons with Disabilities. Each webcast session included a range of internal and external professional guest speakers from sports, medical or the fintech industry. Episodes were focused on key themes such as holistic wellbeing, sleep, men's health and disability & long term impairment.



Figure 4: Global CEO of HSBC Life & Insurance Partnerships hosted an employee wellbeing webinar focused on holistic wellbeing with external speakers.

In recognition of World Mental Health Day, a Global Virtual Mindfulness challenge was held for employees across seven countries in partnership with the HSBC Mindfulness Network. 245 employees participated completing a total of 8,955 minutes of mindfulness across seven countries.

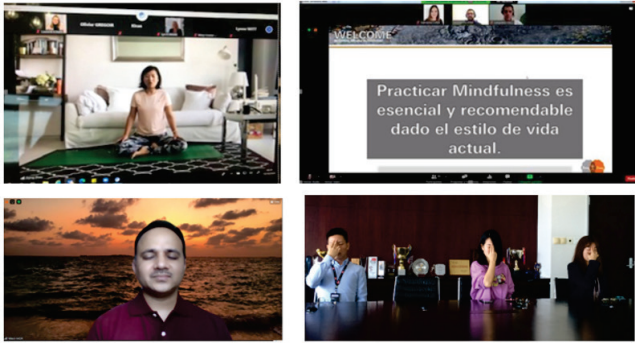


Figure 5: Insurance employees across the world participated in the Global Virtual Mindfulness challenge in support of World Mental Health Day.

Other examples of local initiatives include regular staff engagement video calls called Fridays@4pm in Singapore, where employees are invited to participate in fun live polls and discuss a wide range of wellness topics. A care pack was specially prepared and distributed to employees in HSBC Life Hong Kong in March and videos with mental health tips were also shared to support our employees in prioritising their mental health when working remotely.

Principle 3: We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues

3.1 External requests

HSBC's insurance businesses are providing support where required and relevant to Corporate Sustainability initiatives involving governments, regulators and other stakeholders. The Corporate Sustainability team is our key point of contact with regard to upholding this Principle.

Full details of HSBC Holdings Plc's sustainability programmes can be found on [HSBC.com](https://www.hsbc.com).

During 2020, we have actively responded to requests from our regulators with respect to any industry consultation, survey and new policy statements related to Sustainability in Insurance. We will continue to support HSBC Group and local teams with requests they receive, provide feedback and commitments to relevant activity.

3.2 PSI Collaboration

With our own sustainability agenda firmly top of mind, the CEO of HSBC Life Hong Kong was elected as a member of the PSI Board, illustrating our sustainability commitment to the wider group and industry. Our PSI Board member also featured as a

guest speaker at a PSI roundtable discussion: 'Sustainability priorities for the life & health insurance industry in a post-COVID world' hosted by UN Environment Programme Finance Initiative (UNEP FI) in October.

3.3 Industry recognition

Dedicated to being a trusted lifelong partner of its customers, HSBC Life Hong Kong strives to help its customers keep their promises not only to themselves but also their loved ones – from protection, illness, savings and education to retirement. Our Hong Kong insurance business has

been recognised for its continued focus on the needs of customers. HSBC Life (International) Limited was named Life Insurance Company of the Year at the 24th Asia Insurance Industry Awards. It is the first time since 2007 that a Hong Kong insurer has won the top category.

3.4 Eldercare study

In view of the growing impact of dementia on working caregivers as well as the larger community, HSBC Life Hong Kong has again collaborated with the Sau Po Centre on Ageing at The University of Hong Kong and The Women's Foundation this year in a study entitled 'Working dementia caregivers: Challenges & Needs'¹.

¹The source of analytical data (regarding the research study of 'Working dementia caregivers: Challenges and Needs') is provided by Sau Po Centre on Ageing at The University of Hong Kong.



The study indicates that caregivers face serious challenges when taking care of dementia care recipients.

The study aims to consolidate and recommend best practices in supporting dementia caregivers encompassing key areas of financial stability, support networks, mental healthiness and information accessibility in a holistic way.

More information on this Eldercare project and the full report can be found on the Hong Kong retail website.



Principle 4: We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the principles

This is our eighth report since becoming a signatory on 23 April 2013 and demonstrates our continued commitment in communicating our progress in implementing the PSI in a transparent manner. We are participating in relevant disclosure and reporting frameworks including regular updates in the Group's sustainability reporting.

