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中國太平洋保險(集團)股份有限公司
CHINA PACIFIC INSURANCE (GROUP) CO., LTD.

(A joint stock company incorporated in the People's Republic of China with limited liability)

(Stock Code: 02601)

**ANNOUNCEMENT IN RESPECT OF DISCLOSURE OF
RELEVANT PRESENTATIONS ON 2020 INVESTOR DAY**

This announcement is made pursuant to the disclosure requirements under Rule 13.10B of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

China Pacific Insurance (Group) Co., Ltd. (the “**Company**”) hereby announces that it will host an investor day for 2020 on Thursday, 24 September 2020 and the Company will focus on the initiatives, effectiveness and future prospects of CPIC P/C in transformation and development with the themes of “Pursue High-quality Development with Value-oriented Transformation”.

For specific details of the abovementioned presentations, please refer to the appendix of this announcement.

By Order of the Board
China Pacific Insurance (Group) Co., Ltd.
KONG Qingwei
Chairman

Hong Kong, 24 September 2020

As at the date of this announcement, the Executive Directors of the Company are Mr. KONG Qingwei and Mr. FU Fan; the Non-executive Directors of the Company are Ms. LIANG Hong, Ms. LU Qiaoling, Mr. John Robert DACEY, Mr. HUANG Dinan, Mr. WANG Tayu, Mr. WU Junhao, Mr. ZHOU Donghui and Mr. CHEN Ran; and the Independent Non-executive Directors of the Company are Ms. LAM Tyng Yih, Elizabeth, Ms. LIU Xiaodan, Mr. WOO Ka Biu, Jackson, Mr. CHEN Jizhong, and Mr. JIANG Xuping.

** Note: The appointment qualifications of Ms. LIANG Hong, Ms. LU Qiaoling, Mr. John Robert DACEY, Mr. ZHOU Donghui, Mr. CHEN Ran, Ms. LIU Xiaodan and Mr. WOO Ka Biu, Jackson are subject to approval by China Banking and Insurance Regulatory Commission.*



Pursue High-Quality Development with Value-Oriented Transformation

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Closing
Speech

The background is a dark blue gradient with a subtle grid pattern. Two large, semi-transparent blue chevrons point outwards from the center, one to the left and one to the right. On the left side, there are four small blue chevrons pointing left, and on the right side, there are four small blue chevrons pointing right. Several thin, light blue lines radiate from the center towards the edges. On the right side, there are three blue lines of varying lengths and orientations, some of which are thicker and more prominent than others.

Technology Presentation



Welcome Speech



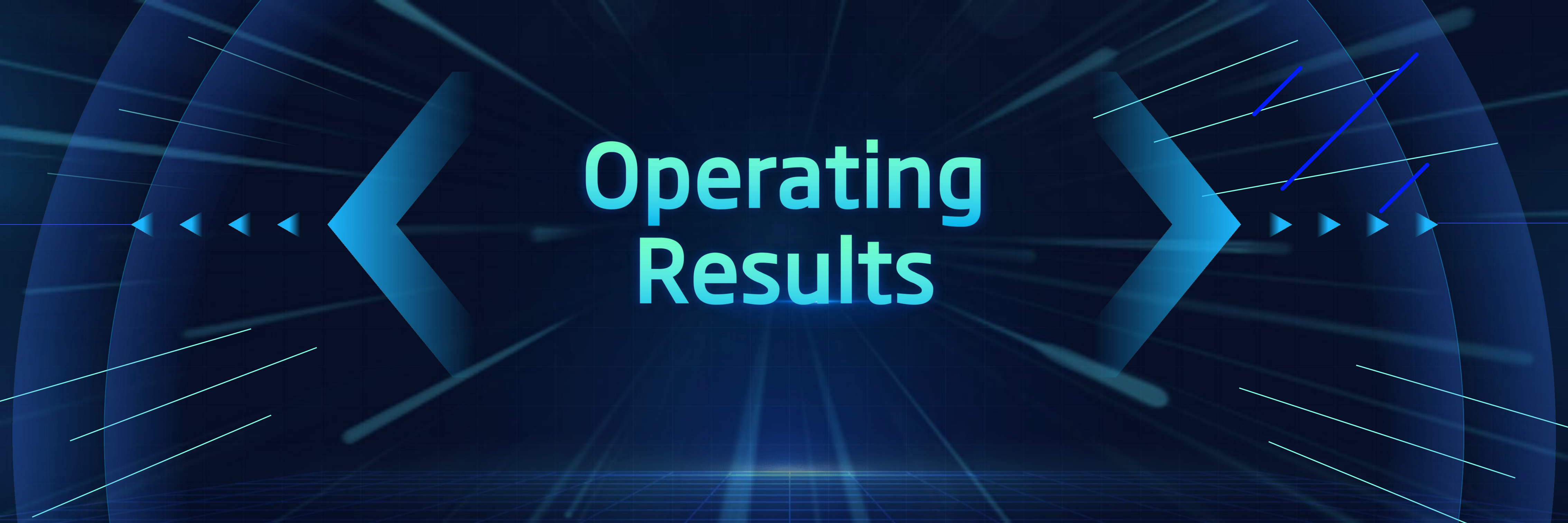
The year 2020 is extraordinary and unprecedented.

Being Persistent

- Persist in the fundamental goal of high-quality development
- Persist in the core demand of customer-oriented operation
- Persist in the basic philosophy of operational compliance
- Persist in the key path of transformational innovation

“Being the Best & Leading the industry”

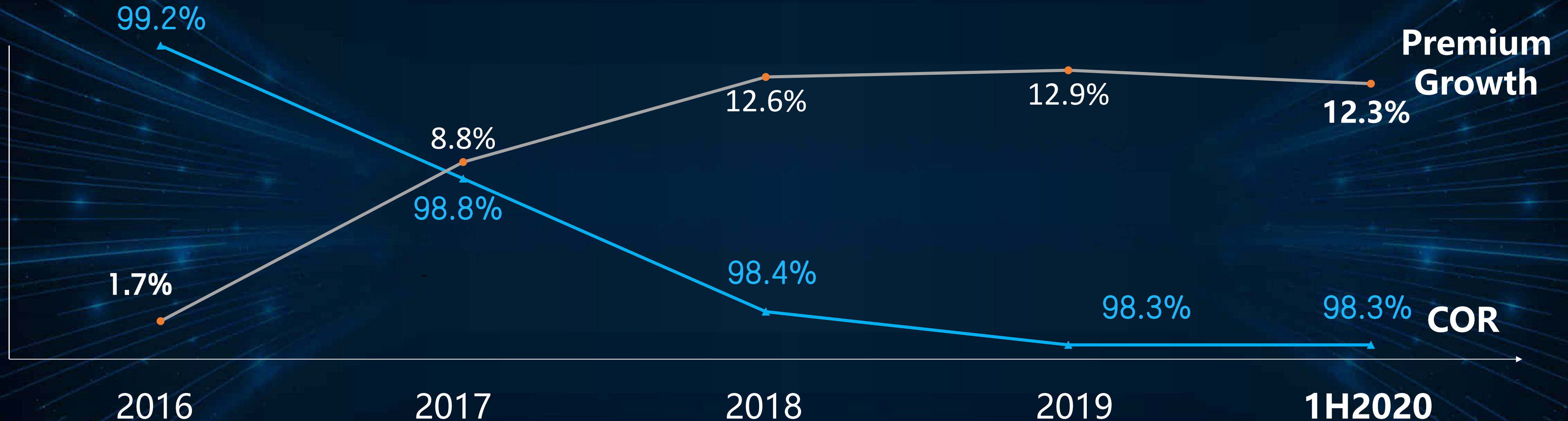
- The Best in customer experience
- The Best in business quality
- The Best in risk management
- Becoming the leader in promoting healthy and steady development of China's insurance industry



Operating Results

(I) Gradually generate a high-quality development momentum

Fast growth of premium income, continuous improvement in combined ratio

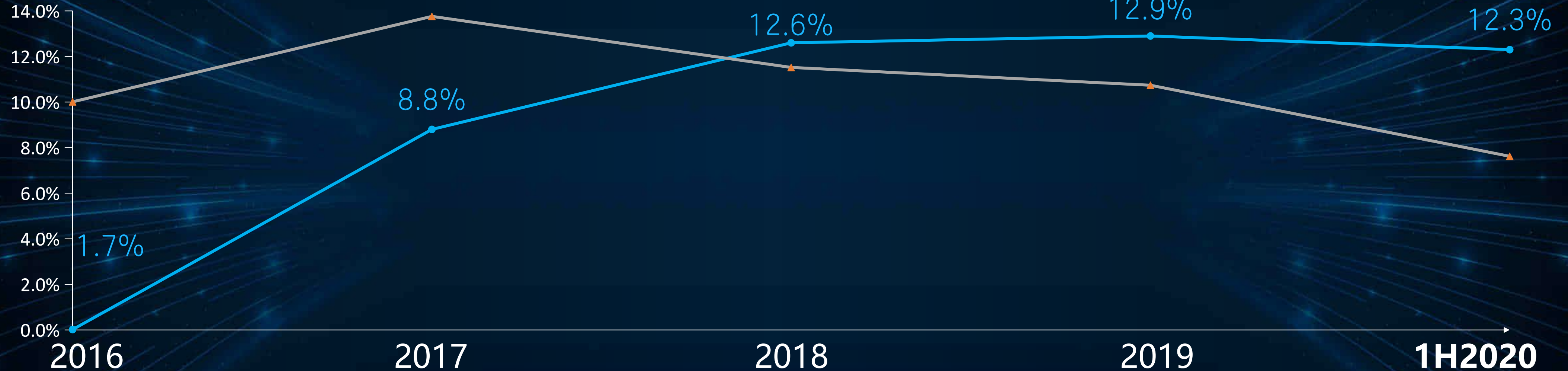


Note: References to CPIC P/C do not include Anxin Agricultural.

(II) An industry leader in premium growth with a widening lead over the industry average

A widening lead in premium growth

—●— CPIC —▲— The industry

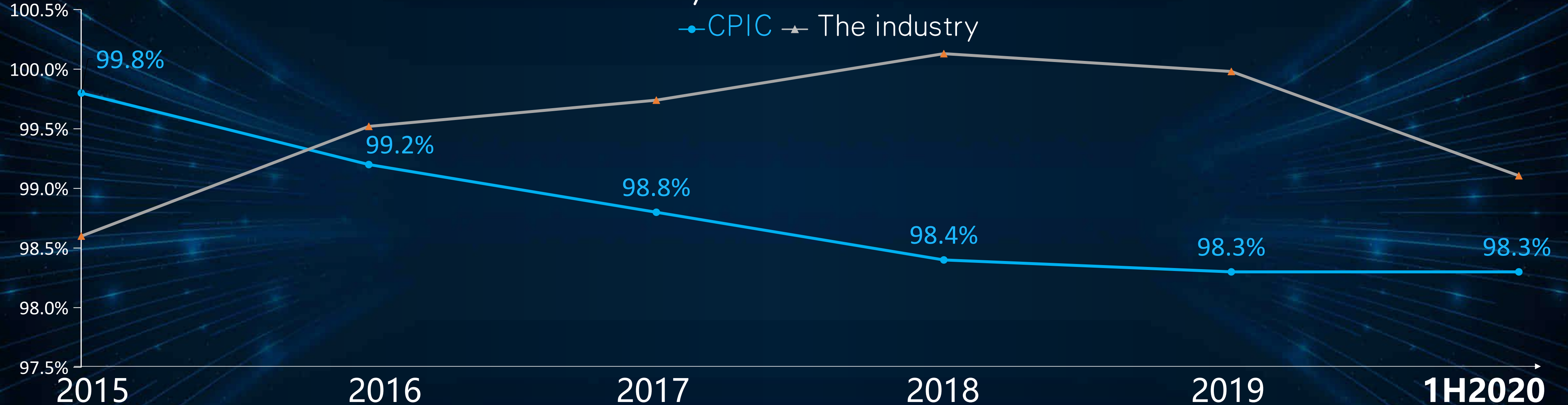


Note: The industry data above is for reference only.

(III) Lead the industry with sustained improvement of combined ratio

Industry leader in combined ratio

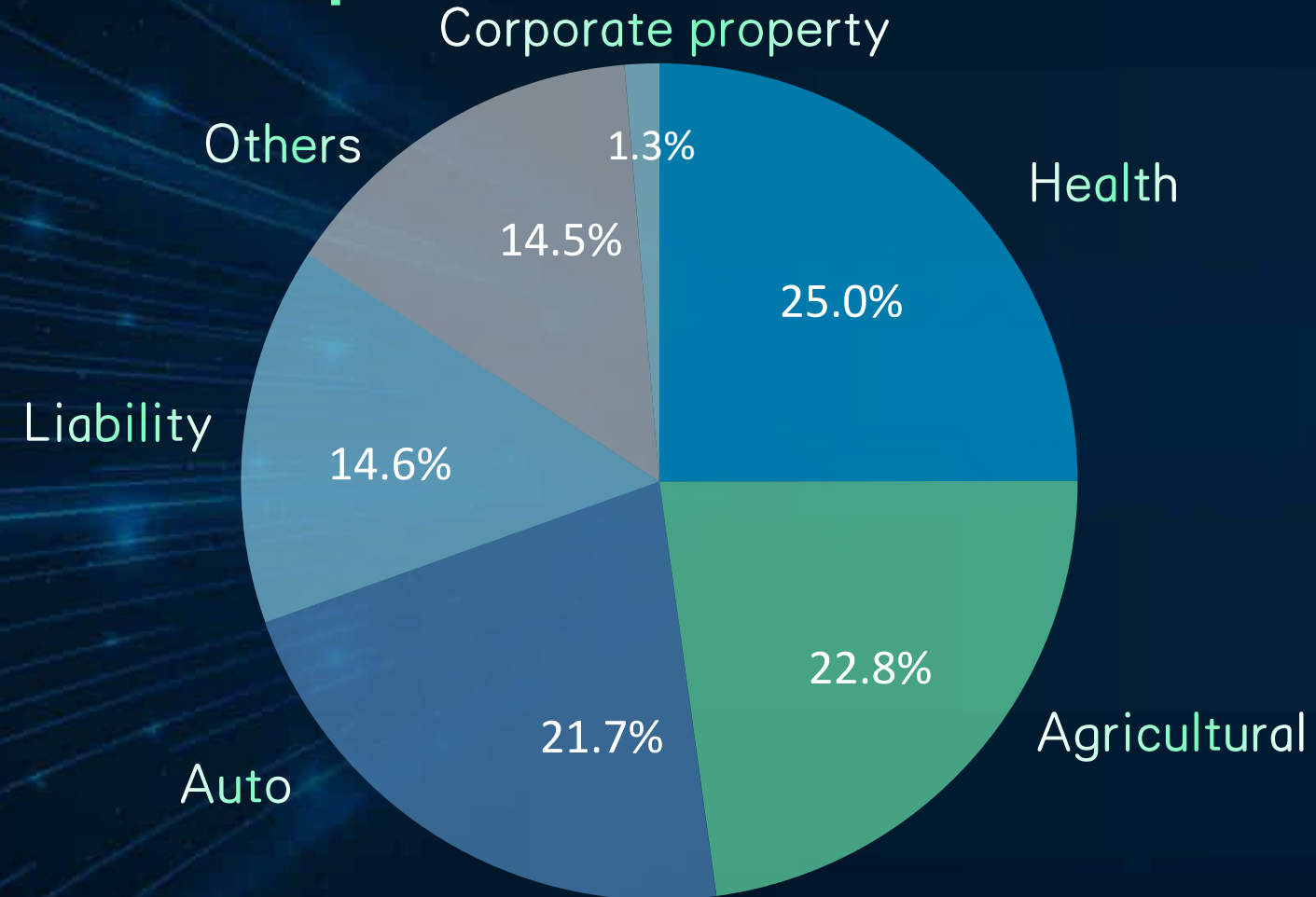
● CPIC ▲ The industry



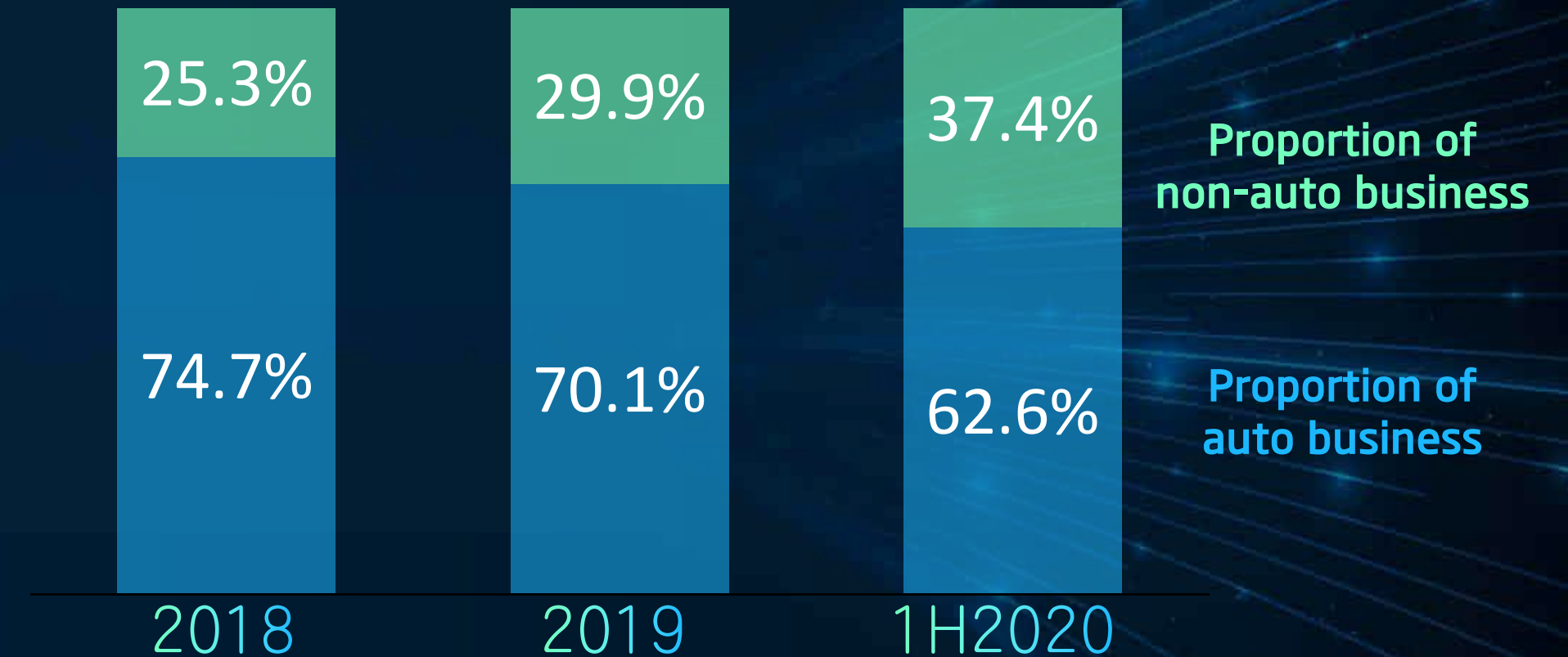
Note: The industry data above is for reference only.

(IV) Diversified product mix with increasing contribution from non-auto business

Growth Attribution by products in 1H 2020



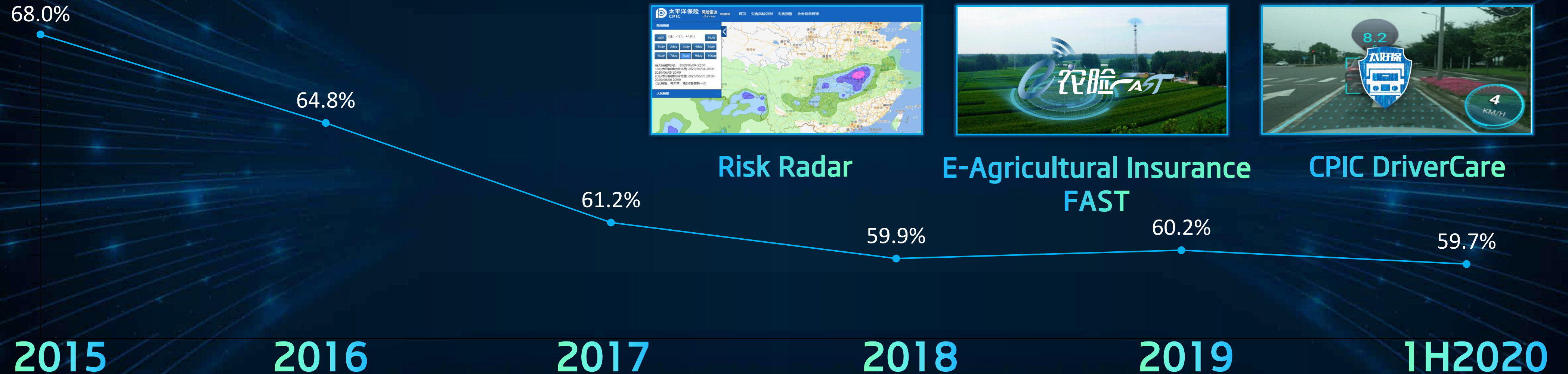
Increasing premium contribution from non-auto sector



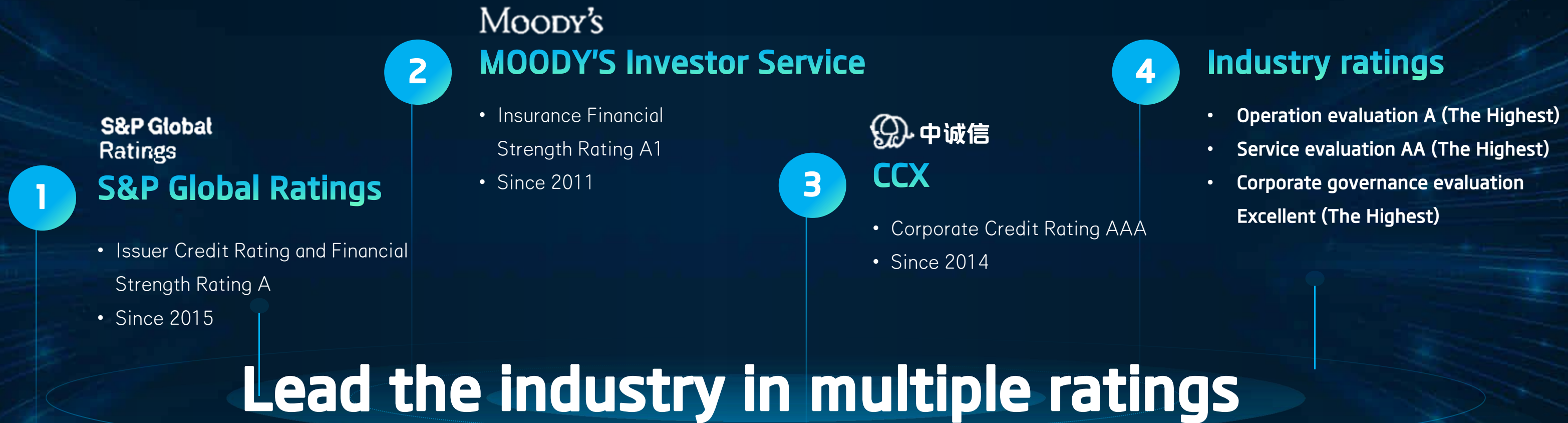
Note: Agricultural insurance is included in non-auto insurance.

(V) Empower risk management with technology, achieve continuous improvement in overall business quality

Drops in loss ratio with continuous improvement in business quality



(VI) Leader in industry ratings and external evaluations



(VI) Leader in industry ratings and external evaluations



Transformation innovation

Comprehensive strength

- 2020 China's Top 10 P&C Insurance Companies
- 2018 China's Insurance Company with Outstanding Contribution in Service Quality Improvement

- China Insurance Ark Award 2020

Products and services

- Entitled as Quality Service Organisation by China Insurance Service Innovation Summit 2020
- 2019 China Inclusive Finance Product Innovation Typical Case Award
- 2019 China Insurance Industry Technology Innovation List, Outstanding Customer Service Insurance Company
- 2017 Innovative Insurance Product Excellence Award

Technological empowerment

- E-Agricultural Insurance won the 2020 China Insurance Ark Award for Technology Progress
- E-Agricultural Insurance won the Potential Project Award of the 2019 World Artificial Intelligence Innovation Competition
- The Company entered the 2019 China Insurance Industry Technology Innovation List

Social responsibility

- National Poverty Alleviation Award, Organisational Innovation Award
- Annual Award for Excellent Social Responsibility Case

**Honors and awards
in 5 areas**

Transformation Results



Constructing
systematic
transformation to
ensure value-oriented
development

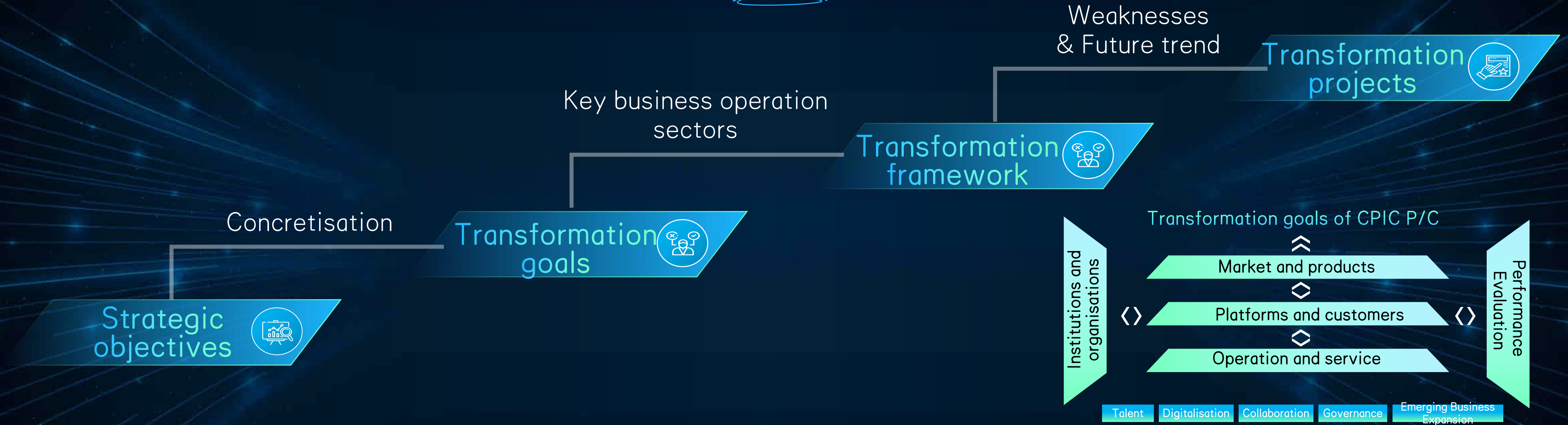


Promoting
transformation to
foster new growth
engines



Deepening integrated
transformation to
accelerate
development capacity
building

1. Transformation design: objective-driving, system designing, content focusing



2. Transformation construction: carry out systematic transformation to generate more value

Systematic transformation

Covers 10 key sectors in the operation of CPIC P/C



Innovation-oriented transformation

Rebuilds the business model of CPIC P/C

Technology-based transformation

Multiple technological achievement portfolios

Customer-oriented transformation achievements

Showcases the transformation achievements from user's perspective

Transformation Results



Constructing systematic transformation to ensure value-oriented development



Promoting transformation to foster new growth engines



Deepening integrated transformation to accelerate development capacity building

1. Improve operation of high-quality customers and refine resource allocation to reinforce auto insurance as the foundation of the overall business operation in the process of marketization

Model transition

Operational model transition

- Management: Establish renewal business management mechanism
- Channels: Set up digital direct sales channel
- Products: Set up “Auto+Non-auto” customer-segmented sales mode

Capacity building

Pricing capability

- Differentiated pricing in regions
- Enriched pricing parameters and data

Customer service capability

- Offer policy-life cycle customer care
- Differentiated value-added services
- Explore the combination of “Products + Services”

Risk management capability

- Develop and apply CPIC Credit
- Establish the proactive risk management system- CPIC DriverCare

Cost control capability

- Establish the resource allocation mechanism based on the correlation of sales expenses and claim costs
- Technological empowerment in sales, claims settlement and operation to reduce cost and improve efficiency

Retain high-quality customers
Refine resource allocation

1. Improve operation of high-quality customers and refine resource allocation to reinforce auto insurance as the foundation of the overall business operation in the process of marketization

Lowering
Price

Operational model transition

- Management: Refine the renewal business management mechanism
- Channels: Build up channel integration mechanism
- Products: Improve the integration of “Auto+Non-auto” business model

Increasing
protection

Pricing capability

- Customer-oriented pricing
- Actuarial and marketized pricing mechanism

Risk management capability

- Enhance the application of big data in pricing
- Promote the proactive risk management system- CPIC DriverCare

Improving
quality

Customer service capability

- Establish “4+N” value-added service system, broaden car owner value chain

Cost control capability

- Upgrade the resource allocation mechanism based on the correlation of sales expenses and claim costs
- Improve centralized operation with technological empowerment

Convert
challenges
into
opportunities

Reform in both
compulsory and
commercial
sectors

Simultaneously
launched
nationwide

2. Follow the economic trend, enhance risk management capability to give full play to the non-auto business as the "pillar" of transformation

Domestic circulation--Upgrade of individual consumption

- Travel, health care, consumption, education and other key sectors

Domestic circulation--Transformation of social governance

- Government-sponsored health insurance
- Government-sponsored liability insurance

International circulation--Overseas business opportunities

- Partners of "Belt and Road Initiative" business
- China International Import Expo, China International Fair for Trade in Services

Closely follow the economic trend

Emerging business areas

Domestic circulation
+
International circulation

Optimize the structure of incremental business

2. Follow the trend of economic factors, enhance risk management capability to give full play to the non-auto business as the "pillar" of transformation

Business expense-Claim costs matching

Promote two linkages and two mechanisms

- two linkages
- two mechanisms

Business quality monitoring

Establish a regular business quality monitoring mechanism

- Business quality review mechanism
- Classified development strategy

Comprehensive Risk Management System

Risk management and control

Establish risk management system

- Whole-process risk investigation
- Rules + tools
- Data + System

Enhance risk management capability

Improve market competitiveness

3. Seize policy opportunities for agricultural insurance, continuously enhance innovation, and position agricultural insurance as the main growth engine in the new cycle

Policy opportunities

- "Guiding Opinions on Accelerating High-quality Development of Agricultural Insurance" by Ministry of Finance, Ministry of Agriculture and Rural Affairs, CBIRC, National Forestry and Grassland Administration

New strategic platforms

Government platform

- The state level
- The provincial level

Major Accounts platform

- Strategic customer system
- Breakthrough in acquiring major accounts

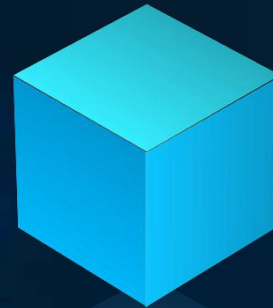
New model of Think tank

- Establishment of Tai An Institute of Agricultural Insurance
- Agriculture industry innovation projects research
- Specialized program research

Seize external policy opportunities

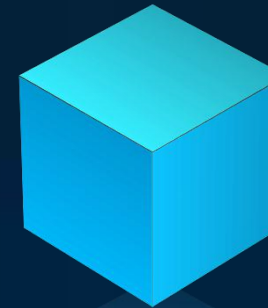
3. Seize policy opportunities for agricultural insurance, continuously enhance innovation, and position agricultural insurance as the main growth engine in the new cycle

Product Provision Innovation



- Develop a complete suite of products
- Innovate "Insurance + Futures" and other "Agricultural insurance+" products

Technological Innovation



- Sales, development and research of products at the same time
- Upgraded E-agricultural insurance from Version 1.0 to 5.0, and released "CPIC E-Agricultural Insurance FAST"
- Full application of 5G, Internet of things, AI, blockchain and other technology

Risk Management Upgrade



- Livestock insurance cost control
 - New technology application
 - Accurate underwriting
 - Self-assistant claim settlement
- Policy cost model application of agricultural insurance

Continuously enhance internal innovation capability

Transformation Results



Constructing systematic transformation to ensure value-oriented development



Promoting transformation to foster new growth engines



Deepening integrated transformation to accelerate development capacity building

1. Improve customer-oriented operation to stabilize business operation



Individual
customer



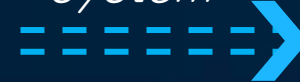
Auto
insurance
customers

*Online + offline
integration*



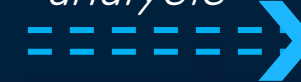
Digitalisation
of customer
information

*One
customer –
one account
system*



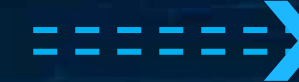
Standardization
of customer
information

*Information
analysis*



Customer
insight

*Accurate renewal plans
Integration of Auto and
Non-auto business
Scene expansion*



Number of customers+
Customer retention+
Customer value+

1. Improve customer-oriented operation to stabilize business operation

Corporate customer

Customer-segmented business model

Adjust organisational structure to build a customer-segmented business model

Region-based business model

Regional breakthrough projects

Corporate customer platform

- Collection of corporate customer data
- Insights of corporate customer

2. Create new growth drivers with regional breakthroughs

Build up momentum

Expanding influence

Organisational Support



Nation-wide

Create the "1+3+N" pattern with three major regions as the centre

Development Centre

Operating income

Operating profit

Highest of the Company

Competence Centre

- Beijing-Tianjin-Hebei: ability to allocate the capital's resources
- The Yangtze River Delta: technology-led professional capability to integrate regional resources
- Guangdong, Hong Kong and Macau: customer-oriented cross-regional collaboration capabilities

Provincial-level

Create the "1+1+N" pattern with provincial capitals as the centre

Development Centre

Operating income

Operating profit

Highest in the provinces

Competence Centre

Institutions in provincial capitals: professional capabilities adapted to the development of the province



Headquarters

Establish an information and resource sharing platform



Headquarters

Establish a data and technical standard system



3. Improve operational efficiency with technological empowerment



Customer

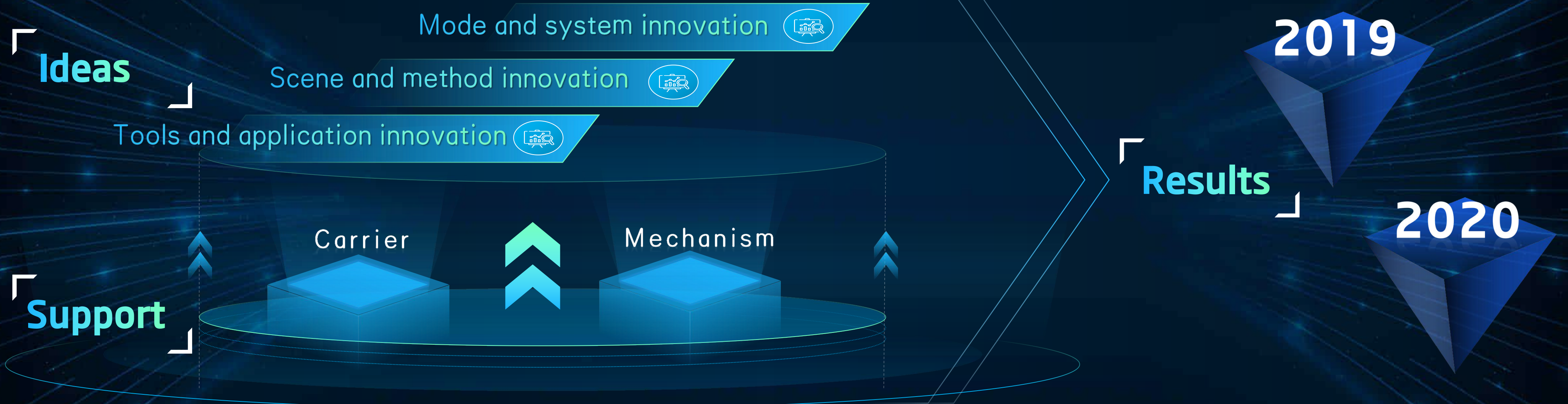


Partner



Enterprise

4. Create new momentum with innovative mechanism





Closing Speech



**Persist in promoting
transformation**

**Persist in benchmarking
against top-notch insurers**

Persist in risk management

**Persist in technological
empowerment**

Big data

AI

Decision-making

**Internet of
things**

Blockchain



Q & A

平时注入一滴水，难时拥有太平洋