## **Company Profile**

Pacific Century Insurance Holdings Limited ("PCIHL" or "the Company"), the holding company of Pacific Century Insurance Company Limited ("PCI") and other subsidiaries (together known as the "Group"), has been listed on the Hong Kong Stock Exchange since July, 1999.

PCI is one of the largest life insurance companies in Hong Kong funded mainly by local capital and managed by a team of home-grown professionals. The Group is principally engaged in Individual Life Insurance, Medical and Disability Insurance, Retirement Scheme Administration, Group Insurance, Life Personal Accident Insurance and Asset Management. PCI also acts as the distributing agent for The Ming An Insurance Company (Hong Kong) Limited in order to provide comprehensive general insurance services to its clients.

Its commitment to excellence in service led PCI to become the first locally owned and youngest ever life insurance company to be awarded an ISO9002 certification for all its business operations in January 1997 by BSI, the world's oldest certifying body. In April 2000, the Group also received an "A- (Excellent)" rating from A.M. Best Company, the oldest and largest rating agency reporting on the financial strength of insurance companies worldwide. As a leading insurance company, PCIHL upholds the principles of being "Fair, Reasonable, Open-minded and Helpful" to its customers, business associates and employees.

## Contents

- 1 Our Mission
- 2 Financial Highlights
- 5 Board of Directors
- 7 Chairman's Statement
- 11 Chief Executive's Review
- 15 Management Discussion and Analysis of Operations

- 35 Corporate Officers
- 36 Agency Management
- 37 Directors' Profiles
- 42 Senior Executives' Profiles
- 45 Report of the Directors
- 56 Report of the Auditors

- **57** Financial Statements
- 92 Summary Financial Information
- 93 Five-Year Financial Summary
- 94 Definitions
- 95 Glossary
- 97 Corporate Information