

A significant chapter in our story

This annual report represents a significant chapter in the Pacific Century Insurance (PCI) story.

Not only does it mark our 10th anniversary and provide the opportunity to reflect on our achievements to date, but it also serves to remind us of the responsibilities we have to our various stakeholders. These are our customers, our shareholders, our people and the community in which we conduct our business.

As we stand at this 10-year milestone facing the next decade, we are preparing to make the very best of opportunities to grow the value in our home market and expand into mainland China.

At the same time, we will build on our core strengths, strive for continuous improvement in our business and continue to enhance PCI's reputation as a company that cares and shares, especially to the benefit of those in Hong Kong society who are less fortunate.

With these commitments and responsibilities in mind, this 2004 Annual Report looks back over the last year, and ahead to a challenging 2005 and beyond.