



2020

MAA GENERAL ASSURANCE PHILS., INC.

ANNUAL REPORT

ABOUT MAAGAP

MAA General Assurance Phils., Inc. (MAAGAP) was established as a flagship in 2001 under the wing of its parent company, **MAA International Group Ltd (MAAIG)**, an offshore arm of **MAA Holdings Berhad** in Kuala Lumpur, Malaysia. This division was tasked to oversee the international composite insurance operations involved in the provision of life and general insurance, and reinsurance business.

The Executive Chairman of MAA Holdings Berhad, **Tunku Dato' Yaacob Khyra**, has been constantly setting up the idea of seeking new business expansion opportunities overseas in his agenda with the firm belief that Asia will be on the forefront for global growth, which led **MAAIG** to venture and procure the insurance license of the then Paramount Insurance Corporation and renamed it **MAA General Assurance Phils., Inc.**, as it is now popularly known, after securing a license from the Insurance Commission.

MAAGAP's President/CEO, **Mr. Daniel C. Go** headed a young and dynamic team who synergized with his direction and perseverance that ushered the company into the country's non-life insurance industry encircled by 96 existing players in 2001 and emerged with a number of achievements during the infancy of its operation with an initial paid-up capital of Php 150 Million.

Your future is our concern.

2002

In its first full year of operations, MAAGAP was able to underwrite Php 350 million, placing it among the top 20 non-life insurance companies and was soon placed at number 1333 among the top corporations in the Philippines.

February 2003

The very first branch was launched in Binondo, Manila to strategically cater to the insurance needs of the traditional Filipino-Chinese settlers who have established themselves in the old city district.

2003

Within five months' time, MAAGAP embarked on another aggressive investment by inaugurating the succeeding branch in the second largest city in the Philippines—Cebu City in July of the same year, predominantly to serve the prosperous economic activity of the Visayas and Mindanao regions.

February 2004

The continuous growth of the company was evident in February 2004, when another office was established in the City of Dagupan, Province of Pangasinan to accommodate the local industries located in the northern part of Luzon.

2004

December 2005

MAAGAP Team, in all their vibrancy, took the strategical initiative to target the throbbing commercial activity in the Mindanao region by setting up Davao City office.

2005

June and November 2006

In June 2006, the Company kicked off its 5th branch operation in the City of Smiles, Bacolod City.

2006

On its 5th year of delivering quality customer service, MAAGAP attained the ISO 9001:2000 Certificate of Excellence in Quality Management awarded by Certification International in November 27, 2006.



MAA General Assurance Philippines, Inc. is committed to providing **quality non-life insurance products and services that meet customer's requirements and to building culture driven towards achieving total customer satisfaction.**

Through the Management of MAA General Assurance Phils., the MAA Group brings to the Philippines its rich heritage of world-class customer service. The Group is renowned for its strict adherence to global standards in time responsiveness to insurance needs, high-technology infrastructure, and product innovation.

VISION

MAA General Assurance Phils., Inc. is committed to be a diversified and well-respected enterprise, principally engaged in non-life insurance business committed to be fully responsive to the needs of our customers, employees, sales force and stakeholders, and to efficiently deliver what we promise to our policyholders.

MISSION

MAA General Assurance Phils., Inc. will continue to remain a reputable top-leading insurance institution and be the choice insurer of the Filipinos in the local and overseas market:

- To provide superior products and excellent services by conducting our business with utmost professionalism ensuring fast, efficient and personalized delivery of products and services of superior quality; foster and promote professionalism and excellence as our benchmark in rendering quality service to our customers; and make the security of our policyholders as our supreme concern
- To provide quality non-life insurance products and services that meet customers' requirements and to build a culture-driven environment towards achieving total customer satisfaction whilst ensuring optimum return on shareholders' investment
- To extend meaningful and stable employment and better quality of life to our employees by developing training programs of high-quality standards with emphasis in providing a high standard for customer service incomparable in the local market
- To enhance the professional growth of our agents by establishing and maintaining a potent and satisfied agency force, constantly refining our expertise and putting our knowledge to work more effectively to meet the needs of our customers
- To deliver reasonable returns to our stakeholders

2010

September 2010

MAAGAP successfully transitioned to ISO 9001:2008 Standard

2012

Six years went by since the inauguration of the last branch in the Visayas region took place, and the MAAGAP team felt it was time to regain its assertiveness to broaden the network in the local market by taking the plunge to open both Cagayan de Oro and Bulacan branches, back-to-back in the same year of 2012.

2013

June 2013

MAAGAP's presence is now visible in Southern Luzon as the Batangas Branch was put into place.

2016

July and November 2016

In 2016, the San Fernando and General Santos City offices were inaugurated in succession, the first branch in July and the latter in November of the same year.

2018

The establishment of the Cavite branch in 2018 is MAAGAP's latest venture in its corporate strategic planning which signifies the Company's firm and continuous development to meet its long-term objectives.

In the same year, MAAGAP successfully secured its recertification to ISO 9001:2015 -- attesting to the company's commitment in adhering to globally accepted quality management standards as maintaining to be among the only six (6) ISO-Certified Non-life Insurance companies in the Philippines.

2020

In December 31, 2020, MAAGAP is deemed compliant with the Php900 Million Minimum Net Worth Requirement pursuant to Section 194 of the Amended Insurance Code of the Philippines.



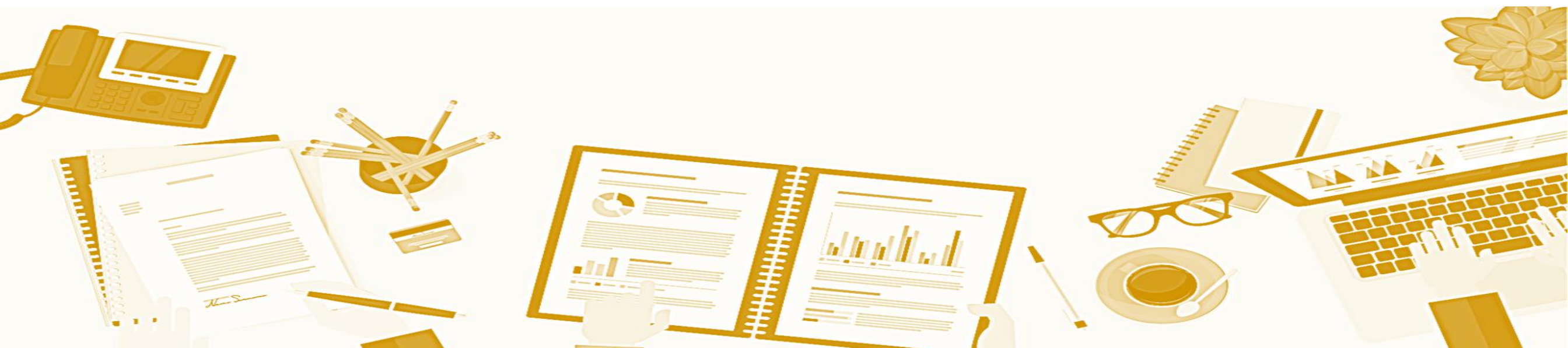
FINANCIAL HIGHLIGHTS

PARTICULARS	*2016	2017	2018	**2019	2020
PREMIUM INCOME	1,580,744,521	1,796,138,131	1,951,285,823	2,193,272,703	1,862,504,365
NET INCOME (LOSS) AFTER TAX	62,437,777	145,626,610	137,998,041	-50,107,814	328,127,075
TOTAL ASSETS	2,915,956,222	3,600,389,174	**3,950,976,416	4,962,786,217	5,193,123,775
NET WORTH	664,338,012	808,743,808	925,615,961	999,488,066	Under verification
PAID UP CAPITAL	300,000,000	682,123,000	682,123,000	682,123,000	682,123,000

* As restated, PFRS 9

** As restated, Prior Period restatement (2019 figures and 2018 total assets)

Based from latest audited financial statements



BOARD OF DIRECTORS

CHAIRMAN OF THE BOARD | Non-Executive Director

Chairman of the Nomination Committee | Member of the Retirement Committee & Remuneration Committee

Justice Santiago Javier Ranada (Ret.) was first appointed as Non-Executive Director and Chairman of the Board of **MAA General Assurance Phils., Inc. (MAAGAP)** in October, 2011 and has since then been re-elected for the same post every year thereafter. He sits as Chairman of the Nomination Committee, and a Member of the Retirement Committee and Remuneration Committee respectively. Prior to his joining the Board of Directors, he was hired as **MAAGAP's** Legal Consultant/Adviser to the President/CEO on matters such as legal and compliance issues concerning government agencies particularly the Insurance Commission and Securities & Exchange Commission.

Justice Ranada graduated with a degree in Bachelor of Laws at the Ateneo de Manila University in 1959 and was admitted to the Bar the following year in 1960.

Justice Ranada then went on for private law practice from 1960 to 1978 doing litigation and counseling work for 2 international airlines, a universal bank, a non-life insurance company and a reinsurance firm. Later that same year, he served as a trial judge for the Court of First Instance for CFI/RTC Judge for more than 26 years. As founding officer of the Philippine Judges Association, he was appointed as Secretary General from 1983 to 1987, Executive Vice President from 1987 to 1991, in concurrence, sits as Chairman of the Committees on Continuing Judicial Education for the same period of time. From 1988 to 1993, he was a member of the advisory board of the Institute of Judicial Administration under the Supreme Court.

Likewise active in alumni affairs, Justice Ranada was elected as Chairman for the Board of Trustees for the Ateneo Law Alumni Foundation, where he previously also served as Vice President and Chairman Emeritus covering the period 2005 to 2010. He was appointed Associate Justice for the Court of Appeals between 2004 up till his retirement in 2006 but still seeks to continue serving society, when in 2007 he was designated for the post of Director for the Philippine Overseas Telecommunications.

Justice Ranada served as Commissioner of the Insurance Commission 2010 replacing long time Commissioner Eduardo T. Malinis.



Aside to being the Chairman of the Board for MAAGAP, Justice Ranada's currently holds a seat as Director and Chairman of the Board for the Philippine Overseas Telecommunications; Director and Chairman of the Board for Philippine Communications Satellite Corporation; Director and Chairman of the Board for Philcomsat Holdings Corporation; Director of the Board for Montemar Beach Club Inc.; and Director of the Board for the Board of Philcomsat Management Enterprises Inc.



VICE CHAIRMAN OF THE BOARD

Non-Executive Director

Chairman of the Remuneration Committee | Member of the Retirement Committee

Tunku Dato' Yaacob Khyra was re-designated as Non-Executive Director and Vice-Chairman of the Board for MAA General Assurance Phils., Inc. (MAAGAP) since his appointment in March, 2015. He is the Chairman of the Remuneration Committee and a Member of the Retirement Committee.

Tunku Dato' Yaacob is the Executive Chairman of our ultimate holding company, MAA Group Berhad, Kuala Lumpur, Malaysia, and also holds positions as Executive Chairman of Mycron Steel Berhad ("MSB") and Melewar Industrial Group Berhad ("MIG"), Chairman of the Board of Trustees for MAA Medicate Charitable Foundation and The Budimas Charitable Foundation, and Vice President of the Federation of Public Listed Companies Berhad (FPLC).

Tunku Dato' Yaacob graduated with a Bachelor of Science (Hons) Degree in Economics and Accounting from City University, London, England and the United Kingdom. An accountant by training, he was a Fellow of the Institute of Chartered Accountants in England & Wales, United Kingdom from 1982 to 1985, and a member of the Malaysian Institute of Accountants.

Tunku Dato' Yaacob started his career as an Auditor for Price Waterhouse in London from 1982 to 1985, and subsequently employed by the same firm in Kuala Lumpur, Malaysia from 1986 to 1987.

Tunku Dato' Yaacob joined Malaysian Assurance Alliance Berhad (now known as Zurich Life Insurance Malaysia Berhad) as Director/Chief General Manager in 1987 to 1995; after which he was elected to a seat as Managing Director/Chief Executive Officer until the year 2000 when he took over as Chairman of the Board until 2006. During the same period of time, he simultaneously served as Managing Director/Chief Executive Officer for MAA Holdings Berhad, Kuala Lumpur, Malaysia, then was later appointed as Executive Chairman.

Tunku Dato' Yaacob is a Board Member of MIG, MSB, Turiya Berhad, Khyra Legacy Berhad, Yayasan Khyra, MAA Bancwell Trustee Berhad, Ithmaar Holding B.S.C. and several private limited companies. He also sits on the Board of Altech Chemicals Limited which is listed in Australia as Non-Executive Director.

PRESIDENT/CHIEF EXECUTIVE OFFICER

Mr. **Daniel Chua Go**, has 40 years of extensive experience in the field of Non- Life Insurance. He joined MAA General Assurance Phils., Inc. (MAAGAP) in August, 2001, a subsidiary of MAA Group Berhad (“MAAG”), a Malaysian investment holding company listed on the Main Board of Bursa Malaysia.

Mr. Go is the Executive Director of the Board upon its actual operation on September 1, 2001 and has since maintained his post for 20 years as President/CEO of MAAGAP. He took and finished his Bachelor of Science Degree in Commerce, Major in Management at the University of the East. Prior to joining MAA , he was with Prudential Guarantee & Assurance , Inc . for 19 years.

Mr. Go currently holds a seat as Executive Board Member/Secretary and Treasurer of the East Asian Insurance Congress (EAIC) ; Vice-Chairman of the Philippine Insurers Reinsurance Association, Inc. (PIRA) . He is also a member of the Philippine Insurer’s Club; Insurance Institute of Asia and the Pacific; Philippine General Insurers Association; Association of Insurance Claimsmen ; Investment Company Association of the Philippines; and the Rotary Club of Manila.



CORPORATE SECRETARY | NON-EXECUTIVE DIRECTOR

Atty. Carlos Alfonso Ocampo has been re-designated as Non-Executive Director and Corporate Secretary of **MAA General Assurance Phils., Inc. (MAAGAP)** since his appointment in September, 2001.

Atty. Ocampo graduated from the Ateneo de Manila High School with honors. He obtained his Bachelor of Arts in Economics, *Cum Laude*, and his Bachelor of Laws from the University of the Philippines. Upon graduation from college, he was admitted into the honor societies of Phi Kappa Phi and Phi Gamma Mu. He had also completed an Executive Management Program at the Asian Institute of Management and earned an Executive Certificate in Economic Development from the Kennedy School of Government at Harvard University.

Atty. Ocampo is a law practitioner in the fields of corporate law, commercial litigation and estate planning. He is an accredited RFP (Registered Financial Planner) and is a regular lecturer in estate planning for various banking and financial institutions.



Atty. Ocampo trained with the Law Offices of Tanjuatco Sta. Maria Tanjuatco; Tanjuatco Berenguer & Oreta La Firm as a Legal Researcher from 1987 to 1991; served as Associate Lawyer for Tan & Venturanza Law Offices between 1994 to 1995, simultaneously taught business law as a part-time lecturer on Partnerships and Corporate Law at the College of St. Benilde, De La Salle University. He later moved on to work as the Assistant Vice President for Air Philippines Corporation during the period of 1995 to 1996 then as Vice President and General Counsel for the same company from 1996 to 1997.

Atty. Ocampo established the Ocampo & Manalo Law Firm as a Senior Partner in 1997 by representing various domestic and international corporations. The firm has been listed among the leading business law firms in various international publications such as Legal 500 and Asia Law. Today, he represents clients engaged in diverse industries such as non-life insurance, mutual fund and investment management, car assembly, construction, mining, land and marine transportation, manufacturing, hotel and restaurant management, mass media, and information technology.

Apart from being a Director and Corporate Secretary for the Board of **MAAGAP**; Atty. Ocampo concurrently holds the same board position up to the present time with Columbian Autocar Corporation (Exclusive Distributor of KIA); Sky Towers Infra Inc.; Zest Airways, Inc.; Asian Carmakers Corporation (Exclusive Distributor of BMW); Prestige Cars; Autohaus Quezon City, Inc.; AVK Philippines, Inc.; PSI Healthcare Development Services Corp.; Adrianse Phils. Inc.; Bluelion Motors Corp. (Distributor of Peugeot); Jam Transit; Jam Liner, Inc.; Brycl Resorts International Inc.; and the Manila Golf & Country Club. Atty. Ocampo is also the Independent Director of the following publicly listed companies, Marcventures Holding, Inc. and Bright Kindle Resources & Investments Inc. (formerly Bankard, Inc.).

In 2014, Asia Law named Atty. Ocampo a market-leading lawyer in the Philippines primarily for his commercial and aviation law contributions. Since 2018, the Asia Business Law Journal has acknowledged him as among the top 100 lawyers in the Philippines. He has been recommended as a leading lawyer for Corporate Law and M&A by leading legal publications such as Legal 500.

Atty. Ocampo's socio-civic involvement includes being a Senior Deputy Governor of the oldest Rotary District in Asia, District 3810.

Atty. Ocampo is the co-author of the 9th, 10th and 11th editions of the Philippine article on "The Projects and Construction Review" with focus on public-private partnerships and infrastructure investments. He also co-authored a best-selling book entitled "The Complete Pinoy Guide to Retirement and Estate Planning".



NON-EXECUTIVE DIRECTOR

Mr. **Ramon Gabriel C. Garcia** was first elected as Non-Executive Director of the Board of **MAA General Assurance Phils., Inc. (MAAGAP)** in September 2001.

Mr. Garcia's prior appointments before he joined the Company were his designations as the Director of Diversified Special Economic Zone from 1994 to 2000; Director of the Philippine Association of Securities Dealers & Brokers, Inc. between 1996 to 2002; Head of the IT Economic Coordinating Council (ITECC) during the period 1998 to 2001; and Chairman of the Global City Innovative College from 2000 to 2013.

Mr. Garcia earned a degree in Bachelor of Science Major in Industrial Engineering from De la Salle University.

Currently, Mr. Garcia still holds seats with a number of companies, including both Asia Defense & Armament Corp. and Philippine Minerals & Alloy Corporation dating back from the year 1993 up to the present time. He co-founded the Financial & Capital Market Training Foundations (FACT) since 1997 and was appointed to the Board of Trustees. In the year 2000, he was elected Chairman of Diversified Special Economic Zone, in conjunction, sits in the board of Intelligent Wave, Inc. and RG Holdings to date.



Mr. Garcia is Chairman of DFNN Philippines, Inc. from the year 2001, then served as President of Hatch Asia, Inc., and Treasurer for International Staffing Organization ever since 2002. Dating back from 2010 up until now, he still holds the position of President of Inter-Active Entertainment Solutions Technologies, Inc.



NON-EXECUTIVE DIRECTOR

Mr. **Anand Kanagasingam** was first appointed as Non-Executive Director of the Board for **MAA General Assurance Phils., Inc. (MAAGAP)** in April of 2019 and has since been re-designated by virtue of his position as Group Chief Operating Officer of MAA Group Berhad, Kuala Lumpur, Malaysia.

Mr. Kanagasingam started his career with MAA Group Berhad as the General Manager in September, 2017. His position was advanced to Senior Vice President – Financial Services in April 2019, then was subsequently promoted to Group Chief Operating Officer. Mr. Kanagasingam graduated with a degree in Bachelor of Commerce in Corporate Finance & Marketing at the University of Adelaide, Australia in 2005.

Prior to Mr. Kanagasingam's joining the Company, he has worked in the banking industry for over 10 years with various renowned banks in Malaysia and the United Arab Emirates. His first employment right after graduation was with Affin Bank Berhad, Kuala Lumpur, Malaysia from 2006 to 2007. Mr. Kanagasingam moved to Abu Dhabi, United Arab Emirate in 2008 and landed on his very first job as an Officer – SME Business Banking with Union National Bank where he worked for 2 years. He accepted an offer for the position of Senior Relationship Officer – Business Banking Group with the National Bank of Abu Dhabi in 2011, then transferred to Standard Chartered Bank in 2013 where he received the post of Relationship Manager – Commercial Clients.

He was re-employed by the National Bank of Abu Dhabi to work as Associate Director – Business Banking in 2015 up till 2017 and that was when he decided that it was time to return to Kuala Lumpur, Malaysia. Mr. Kanagasingam currently sits on the Board of several business establishments and a number of private school institutions across the city including 10 Star Cinemas Sdn Bhd; Imperium Edumaax Sdn Bhd; Glovtech Sdn Bhd; Board of Governors of Pusat Tuisyen Akademik Alfa; Alfaakademik Sdn Bhd; St. John's International (Campus 2) Sdn Bhd; St. John's International Edu Group Sdn Bhd; and Scholastic IB International Sdn Bhd. Mr. Kanagasingam also serves on the Board of several private limited companies in MAA Group Berhad, namely; MAA Medicare Sdn Bhd; MAACA Legal Advisory Sdn Bhd; (formerly known as MAA Corporate Advisory Sdn Bhd); Maaxsite Sdn Bhd; Maax Factor Sdn Bhd (formerly known as Maaxclub Sdn Bhd); MAA Credit Berhad; MAA Mutualife Philippines Inc.; MAAX Fidelity Berhad (formerly known as MAA Excel Berhad) & (formerly known as MAA Excel Sdn Bhd).

NON-EXECUTIVE DIRECTOR

Chairman of the Retirement and Disciplinary Committee

Member of the Audit, Risk Management and Remuneration Committee

Atty. Lope R. Torres was appointed as Non-Executive Director of the Board of **MAA General Assurance Phils., Inc. (MAAGAP)** in 2007 and has since been re-designated for the past 13 years. He sits as Chairman of the Retirement Committee as well as Disciplinary Committee, and is a Member of the Audit Committee, Risk Management Committee, and Remuneration Committee accordingly.

He is presently the Corporate Secretary of Direct Link Insurance Agency from his inception in 2004; President of Seven Wings Travel Unlimited, Inc. since 2008; and serves as Director of the Sunriser Delivery Systems, Inc. from the year 2013.

Atty. Torres completed his Bachelor of Science in Business Administration, Major in Accounting at the University of the East, and further earned a degree in Bachelor of Laws at the same university. He was an Associate in Nautical Science at the PMI College.



Between the year 1986 to 2002, Atty. Torres simultaneously served as the Corporate Secretary for various companies such as Cagayan de Oro Oil Co., Inc.; San Pablo Manufacturing Corporation; Granexport Manufacturing Corporation; and Legaspi Oil Co., Inc. Then in the year 2002, he assumed the position of Assistant Corporate Secretary for Silahis Marketing Corporation, UCPB General Insurance Co., Inc., Coco Plans Inc. and United Coconut Planters Life Assurance Corporation until 2012.



INDEPENDENT DIRECTOR

Chairman of the Risk Management Committee

Member of the Audit, Disciplinary, Remuneration and Nomination Committee

Admiral Abraham R. Abesamis was elected to the Board of **MAA General Assurance, Inc. (MAAGAP)** as a Non-Executive Independent Director in April, 2016 and has been re-designated for the same position since then. He currently serves as Chairman of the Risk Management Committee, and sits as a Member of the Audit Committee, Disciplinary Committee, Remuneration Committee and Nomination Committee consecutively.

Admiral Abesamis took up Bachelor of Science, Major in Mathematics at the University of the Philippines and enlisted for his military and naval training at the Philippine Military Academy where he completed the course in Bachelor of Science, General. He then went on to pursue postgraduate studies and was granted a diploma at the Philippine Christian University for his Masters in Management (sans Thesis), likewise Masters in National Security Administration at the National Defense College of the Philippines.

Admiral Abesamis's vibrant military services continued to shine when in the following decade, he was first commissioned for the post of Engineering and Damage Control Officer, BRP Tirad Pass in 1980; thenceforth in 1982 was promoted to Executive Officer, BRP Tirad Pass. Then in 1985, he was entrusted as the Resource Management Head, O/N11; after which he was assigned as Weapons Officer, O/ N11 in 1986; followed by Deputy Commander, Naval Combat System Facility in 1987; and subsequently, as Executive Officer, BRP Pangasinan in 1989.

Admiral Abesamis's professional advancement proved seemingly to be interminable. He was initially inducted as Acting Commanding Officer, BRP Magat Salamat in 1990; then was transferred and assigned as Commanding Officer, BRP Catanduanes in 1991; followed by his position as Commanding Officer, BRP Pangasinan in 1992. He accepted his investiture as Chief of Naval Staff for the Naval Forces Western Philippines in 1993; then 2 years later, was appointed as Assistant Chief of Naval Staff with the Communications, Electronics & Information System N/11, HPN in 1995. In 1997 he became the Head of the International Studies Joint Command and Staff College; then was designated as the Deputy Commander for the Naval Forces North in 1999.

In the year 2001, he served as Deputy Commander of the Naval Education and Training Command; followed by 2002, when he was promoted to Commander of the Naval Education and Training Command. He became the Senior Military Assistant/Aide of President Gloria Macapagal Arroyo in 2004; then was appointed as Deputy Chief of Staff of the Armed Forces of the Philippines Communications Electronics and Information System in 2005.



In early 2006, Admiral Abesamis was assigned as Vice Commander of the Philippine Navy then retired as Rear Admiral of the Armed Forces of the Philippines in October 9, 2006. He was designated as Commissioner of the National Telecommunications Commission in 2007 and as Chairman of the Philippine Communications Satellite Corporation in 2008.



INDEPENDENT DIRECTOR

Chairman of the Audit Committee

Member of the Risk, Disciplinary, Remuneration and Nomination Committee

General Efren L. Abu was re-elected as Non-Executive Independent Director of the Board for **MAA General Assurance Phils., Inc. (MAAGAP)** since April, 2016. He serves as Chairman of the Audit Committee and concurrently a Member of the Risk Management Committee, Disciplinary Committee, Remuneration Committee, and Nomination Committee.

General Abu completed his Bachelor of Science at the Philippine Military Academy in 1972, and further earned a Masters Degree in Business Administration at the University of the Philippines in 1979; Command and General Course at the Command and General Staff College at Fort Leavenworth, USA; and Master of Arts in War Studies at Kings College in London, England and the United Kingdom in 1997. He was a Fellow with the Institute of Corporate Directors in Manila, Philippines.

General Abu has served extensively both in command and staff positions and has led significant changes both in the Philippine Army and the Armed Forces of the Philippines. His past appointments between 2004 to 2005 include Chairman of the AFP Retirement and Separation Benefits System, AFP Mutual Benefit Association Inc., likewise Armed Forces and Police Savings and Loan Association. He also served as Chief of Staff of the Armed Forces of the Philippines.



General Abu was Chairman of the Board for Centennial Savings Bank from 2004 to 2005; the Special Envoy for the Brunei Indonesia Malaysia Philippines East Asean Growth Area (BIMP EAGA) between 2006 to 2010; and served as Director of Sparkling Energy during the period 2007 to 2010. He was appointed a seat as Independent Director of Asian Terminal Inc. from 2008 to 2010.

General Abu is currently re-designated as Trustee of the Pila Foundation since 2005 and the Children's Hour Philippines Foundation since 2015.

THE BOARD

MAAGAP recognizes that it is essential to have a suitable composition of skill, knowledge, experience, and a diversity of background and principles in order for the Board to perform its role effectively.

The Board of **MAAGAP** comprises Nine (9) members as at the date of this Annual Report, of whom Six (6) are Non-Executive Directors, Two (2) are Independent Non-Executive Directors, and One (1) Non-Independent Executive Director. The Board Committees are also chaired by Independent Non-Executive Directors.

The Board acts in accordance with **MAAGAP's** vision, mission, strategic objectives, policies and procedures that serves as guide in all of its activities, including the means to effectively monitor Management's performance.

MAAGAP's Board of Directors hold its regular meetings at least on a quarterly basis or on other such occasions deemed appropriate to ensure discharge of its duties and functions are streamlined and well regulated. All matters and concerns of the directors about running the Company are fully discussed and analyzed for immediate resolutions and properly recorded in the minutes of the Board.

The Board presents to all its members and stakeholders a balanced and understandable assessment of **MAAGAP's** performance and financial condition. One of its major vital role is to oversee the conduct of the Company's operation to ensure that the business is being properly managed and dealings with policyholders, claimants and creditors are fair and equitable.



THE BOARD

The Chairman of the Board, Justice Santiago Javier Ranada (Ret.), makes certain that the meeting agenda focuses on strategic matters, including the overall risk appetite of MAAGAP in consideration of the developments in the business and regulatory environments, key governance concerns, and contentious issues that will significantly affect operations. Similarly, he leads the Board in establishing and monitoring good corporate governance practices in the Company.

The role of the Board's Non-Independent Executive Director, in the person of MAAGAP's President/Chief Executive Officer, Mr. Daniel C. Go, is to share and keep up-to-date on its core business purpose for the Company with the Board, having had a good working knowledge of the industry and market. His goal is to determine the Company's strategic direction, formulates and implements its strategic plan on the direction of the business. Mr. Go serves as the link between internal operations and the Board.

The Board reaffirms its overall responsibility for MAAGAP's system of internal controls, including an assurance of its adequacy, integrity, and its alignment with business objectives. The Board is also of the view that the risk management framework and internal control system in place are designed and have the capacity to manage the Company's risks within the accepted risk appetite thresholds. The Board does not claim nor believe that the controls will totally eliminate the risks emanating from the exercise of poor judgment in decision making, human error, deliberate circumvention of control processes by employees, and unforeseeable circumstances. It can therefore only provide reasonable, rather than absolute assurance against material misstatement, fraud or loss.

It is the Board's responsibility to foster the long-term success of the corporation and to sustain its competitiveness and profitability in a manner consistent with its corporate objectives and the best interests of its stakeholders.

Throughout the financial year 2020, the Board has continued to lead and provide direction to management directly as well as indirectly through its committees in relation to the **MAAGAP's** strategic direction and business.

In its exercise of oversight of the Company, the Board has met Sixteen (16) times in 2020 to monitor the Company's operational and financial performance and to deliberate on the its corporate and business matters which require consideration, direction and decision of the Board.

In view of the current COVID-19 pandemic, the conduct of the Board and/or Committee meetings thru tele/videoconferencing was observed by **MAAGAP** in adherence to proper procedures and requirements that will ensure appropriate audio-video connection for effective participation of the directors and other authorized participants and secure the tape recordings or other electronic recording mechanisms are stored for safekeeping as official records of the Company.

MAAGAP's Board held Sixteen (16) meetings during the financial year ended December 31, 2020 and is satisfied with the time commitment given by the directors of the Company in discharging their duties. The President/Chief Executive Officer and our Corporate Secretary, including both independent directors attended all Board meetings. In each meeting, a quorum of at least two-thirds (2/3) of the Board members were present. All of the Directors except for the Vice-Chairman were present in the Annual Shareholders' Meeting held on 24 June 2021.

Details of the meeting attendance by each of the Directors for the financial year ended December 31, 2020 are as follows:

Members of the Board	Meeting Attendance
Justice Santiago J. Ranada (Director/Chairman)	16/16
Tunku Dato' Yaacob Khyra (Director/Vice-Chairman)	15/16
Daniel C. Go (Director/President/CEO)	16/16
Anand Kanagasingam (Director)	16/16
Ramon Gabriel C. Garcia (Director)	16/16
Atty. Carlos Alfonso T. Ocampo (Director/Corporate Secretary)	16/16
Atty. Lope R. Torres (Director)	16/16
Admiral Abraham R. Abesamis (Independent Director)	16/16
General Efren L. Abu (Independent Director)	16/16



Nomination Committee

The Nomination Committee is composed of Three (3) Members of the Board of Directors, One (1) Non-Executive Director and Two (2) Independent Non-Executive Directors whose task is to review and evaluate the qualifications of members nominated to the Board as well as those nominated to other positions requiring appointment by the Board.

The committee undertakes an assessment of the effectiveness of the Board's processes in the nomination, election and/or replacement of a director as well as the criteria and guidelines used for the nomination of the members of the Board.

MAAGAP's Nomination Committee held one (1) meeting in 2020. The Chairman of the Committee and the Committee Members were present on the said date of the meeting

Retirement Committee

The framework for **MAAGAP's** Retirement Benefit has been established and the Committee is authorized by the Board of Directors to stay tuned on the retirement and specific packages for the President/Chief Executive Officer, key senior officers and all regular employees of the Company.

BOARD COMMITTEES

Remuneration Committee

The committee comprises Five (5) Members of the Board, Three (3) Non-Executive Directors and Two (2) Independent Non-Executive Directors who are responsible in setting up remuneration for all executive directors and chairman, and establishing an effective performance management framework to ensure that Management, including the President/Chief Executive Officer, and all personnel's performances are at par with the standards set by the Board and Senior Management.

Included in its essential function is in the selection and appointment of key officers and members of Management as part of succession planning, determining and establishing an appropriate compensation package of and where appropriate, including the replacement of any key senior officers who are qualified to administer insurance affairs soundly and effectively.

MAAGAP's Remuneration Committee held one (1) meeting in 2020. The Chairman of the Committee and the Committee Members were present on the said date of the meeting.



Audit Committee

The Audit Committee is composed of Three (3) Members, One (1) Non-Executive Director and Two (2) Independent Non-Executive Directors respectively.

The committee provides oversight of the Company's internal and external auditors including the task of recommending the set-up and appointment and/or removal of both the internal auditors and independent external auditors of the Company.

The review of the audited financial statements of the Company for the financial year ended December 31, 2020 encompassed the financial position and performance for the year and ensured that it complied with all disclosures and regulatory requirements prior to recommending the statements to the Board for approval.

Matters such as the internal audit reports, audit recommendations and management's responses and actions taken to improve the system of internal controls and procedures to warrant the implementation of the audit recommendations and guarantee all key risks and controls have been addressed

The committee reviewed the audit scope, audit strategy, audit plan and audit report issued for the financial year and assessed the objectivity and independence of the external auditors for the engagement period.

MAAGAP's Audit Committee held two (3) meetings in 2020. The attendance of the Chairman of the Committee and the Committee Members were all present on the dates of meeting.

BOARD COMMITTEES

Disciplinary Committee

Human Resources Department monitors due processes and report grievances to ensure that violations against the Company's Code of Conduct are zero in nature, or at least, kept to a minimum. Offenders of the internal policies will be dealt through disciplinary measures.



Risk Management Committee

While the Board has the ultimate responsibility for **MAAGAP's** risk management and internal control systems, it has delegated the immediate oversight and implementation of these internal controls to the Management to make regular submissions to both the Audit and Risk Management Committees on the status of actions taken to mitigate and/or minimize identified risks.

Management acknowledges its responsibility for the management of risks, for developing, operating and monitoring the system of internal controls and for providing assurance to the Board that it has done so in accordance with the policies approved by the Board. It is the duty of the Corporate Secretary with the assistance of the Compliance Officer to ensure that all necessary information is obtained from directors, both for the company's own records and for the purpose of meeting statutory obligations, as well as obligations arising from the requirements of the insurance commission and other regulatory agencies.

The internal control system is periodically assessed to determine its adequacy and level of effectiveness. The audit analysis and evaluation is performed by both our accredited ISO certification body- having been certified to ISO 9001:2008, and professional auditing firm, using their respective control rating parameters. The auditors collaborate with Risk Management and monitors and evaluates the adequacy and effectiveness of the internal control system of the Company; likewise, they ensure areas with higher risks are assessed more frequently and more intensely.

BOARD COMMITTEES

The risk management and internal control system is subject to the Board's regular review with a perspective towards appraising and ascertaining the relevancy, adequacy and effectiveness of the controls are in place in key operational and business areas.

From time to time, the Board receives assurances from the Executive Director on the efficacy of the risk management and internal control system and that it sufficiently safeguards the interests of the Company.

MAAGAP's Risk Management Committee held one (1) meeting in 2020. The Chairman of the Committee and the Committee Members were present on the date of the meeting.



SENIOR MANAGEMENT

DANIEL C. GO

President & CEO

MUHAMMAD SAKIN SIM BIN ABDULLAH

Treasurer

ADELAIDA C. GABORNI

SVP – Accounting & Finance

MARTIN L. DELA ROSA

SVP – Business Development & Branch Operations

WERHNER V. PAREL

SVP - Operations

EDWARD N. SUY

Vice President – Technical Operations

ANNELIE I. SO

AVP – Personal Accident & Health Underwriting

MIRAFE C. GABUTAN

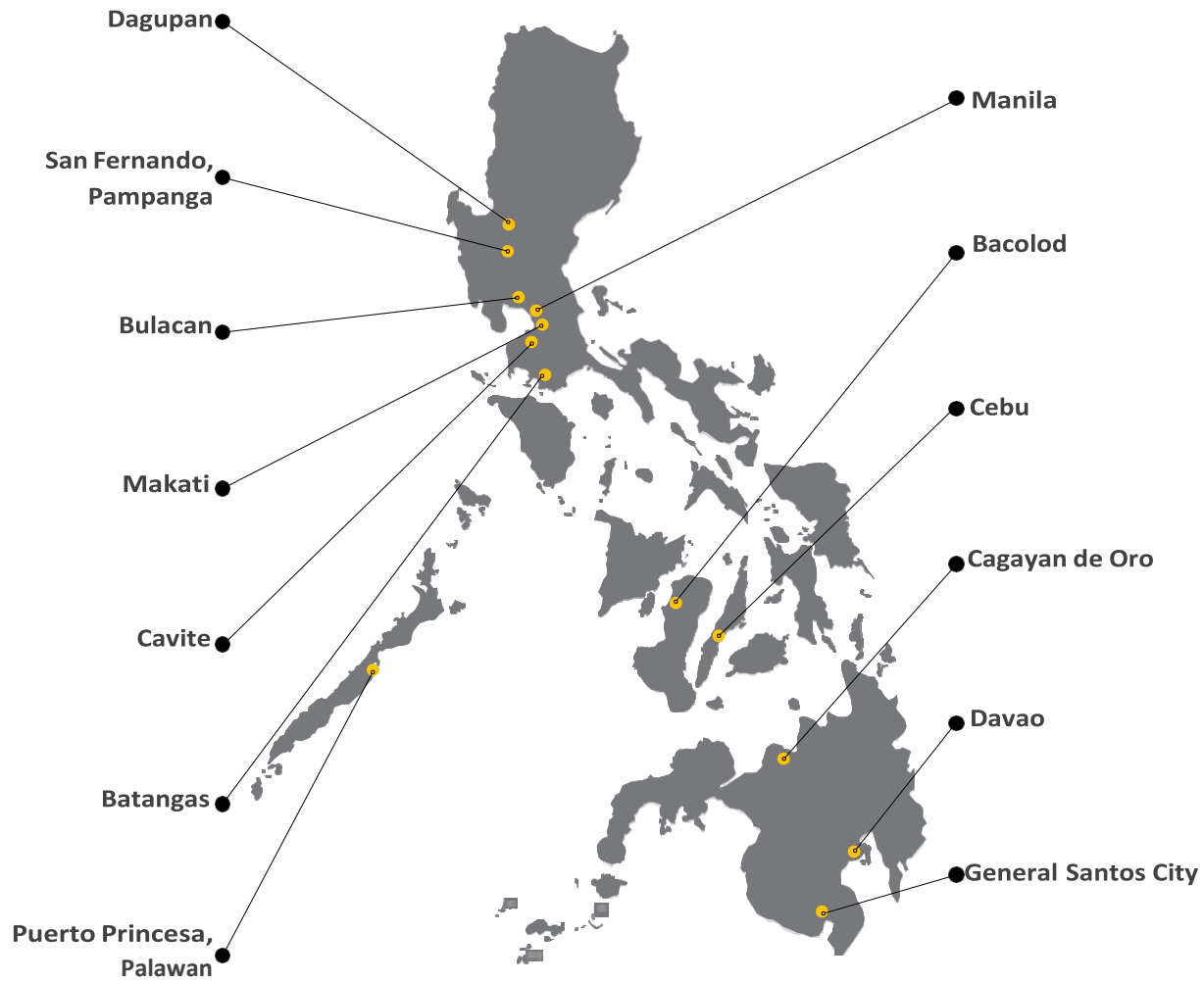
AVP – Accounting & Finance

CYRIL L. RAVAGO

AVP – Manila & South Luzon Operations



NETWORK OF BRANCHES



MAAGAP has achieved growth in the market share through an increased volume of our branch operations. To transact in this competitive insurance environment and at the same time, maintain our position as a dominant player in the market, retaining **MAAGAP's** operating license is vital. The Company ensures adherence to the Insurance Commission's regulation and compliance in all areas as required by law.



MANAGEMENT REPORT

Undeniably, 2020 was a challenging yet significant year as the global community faced unprecedented events resulting from the COVID-19 pandemic. It has been a year full of uncertainties but it had also offered opportunities for **MAAGAP** to reinvent its business approach and at the same time, accept and overcome trials and adapt to the changes that enabled the Company to continue moving forward.

For the first half of 2020, **MAAGAP** experienced a substantial slowdown in business operations, affected mainly by reduced inflow of business and premium, lower renewal ratio, and a decline in customer's demand and priority for insurance products at the height of the coronavirus outbreak. Investment was also not spared. The global economic unpredictability in the investment market resulted to the fair value loss in equities coupled by the trade lockdown implemented by the Bangko Sentral ng Pilipinas ("BSP") for the first two and a half (2-1/2) months since mid-March 2020 which consequentially led to a recession in the economy.

Although domestic economic activities slowly gained momentum after quarantine measure was eased to Moderate Community Quarantine in mid-June 2020, the road to recovery remained sluggish and fragile for the rest of the year.

Business slowly picked-up in 3Q 2020 and **MAAGAP** managed to sustain the level of gross premiums written (GPW) with minimal effect. Despite encountering a decrease in production for all lines especially those coming from badly hit industries such as travel, hospitality, aviation, construction and automobile, there was an improvement in the claims ratio for both Motor and Non-Motor as a result of the mobility restrictions realized from the start of the lockdown to May 2020. Moreover, it was also contributed by the substantial decline in management expenses due to the suspension of certain variable overheads and other cost saving measures that were immediately imposed by the Company to manage the crisis situation.

At the same time, investment earnings started to take a turn for the better as a consequence of the government's implementation of a series of rate cuts to boost the dwindling economy. In addition, the market was stimulated by the positive global news of the vaccines having passed the 90% efficacy during its clinical trial. To top it all, the further opening of the economy from Q3 onwards had attributed to the hike in the stock market which gave room for the Company's investment to rise with the rest of the market by shifting part of the investment to equity.



MANAGEMENT REPORT

2020 KEY FINANCIAL PERFORMANCE

	FY 2020	FY 2019
	PHP'000	PHP'000
Gross Premiums Written	1,862,504	2,193,273
Underwriting Surplus	401,961	127,987
Investment Income	28,186	29,204
Interest Income	108,640	98,510
Profit Before Taxation	371,633	192,617
Claims Ratio in %	35.1%	54.7%
Commission Ratio in %	35.2%	33.1%
Total Assets	5,193,124	4,962,786
Total Liabilities	3,419,207	3,523,030

Total GPW in 2020 decreased by 15.1% to Php 1,862.5M from Php 2,193.3M in 2019, Motor classes recorded a decrease in GPW of 15.7% to Php 665.0M as against 2019's Php 789.2M, while non-motor classes registered a 14.7% decrease in GPW to Php 1,197.5M from Php 1,404.1M in 2019. The motor and non-motor businesses contributed 36% vs. 36% in 2019 and 64% against 2019's 64% respectively of the total GPW in 2020.

Despite the lower GPW, **MAAGAP** registered a Profit Before Tax of Php 371.6M vs. that of 2019 at Php 192.7M. The profit was mainly contributed by higher underwriting surplus of Php 402.0M with lower claims ratio of 35.1%, compared to Php 128.0M in 2019 with claims ratio of 54.7%. In 2020, the claims ratios for both motor and non-motor classes have improved to 41.6% against 55.7% and 27.7% vs. 53.5% in 2019 respectively.

In 2020, **MAAGAP** has also registered improvement in investment performance with higher interest and dividend income totaling Php 136.8M against Php 127.7M in 2019, higher realized gains from disposal of investments of Php 39.6M vs. 2019: Php 30.6M and net fair value gains of Php 15.2M from that of 2019: Losses of Php 53.7 M on equity investments classified at FVTL.

As at December 31, 2020, **MAAGAP's** Total Assets increased by 4.6% to Php 5,193.1M from Php 4,962.8M as at December 31, 2019 with 62.8% comprised of the Company's investible funds of Php 3,259.2M against December 31, 2019: Php 2,865.4M. These investible funds are the resources to support **MAAGAP's** business growth and operations including claims payment to the insured. The Company applies assets and liabilities matching in its investment policies, close credit monitoring of receivables and cash requirement projections to ensure sufficient liquid assets are held to meet its obligations. The Total Liabilities of **MAAGAP** has decreased by 2.9% to Php 3,419.2M as at December 31, 2020 from Php 3,523.0M as at December 31, 2019.

As at December 31, 2020, **MAAGAP** met both the 2020 minimum Net Worth requirement of Php 900M and also the RBC requirement for the Financial Year 2020.

Outlook For 2021

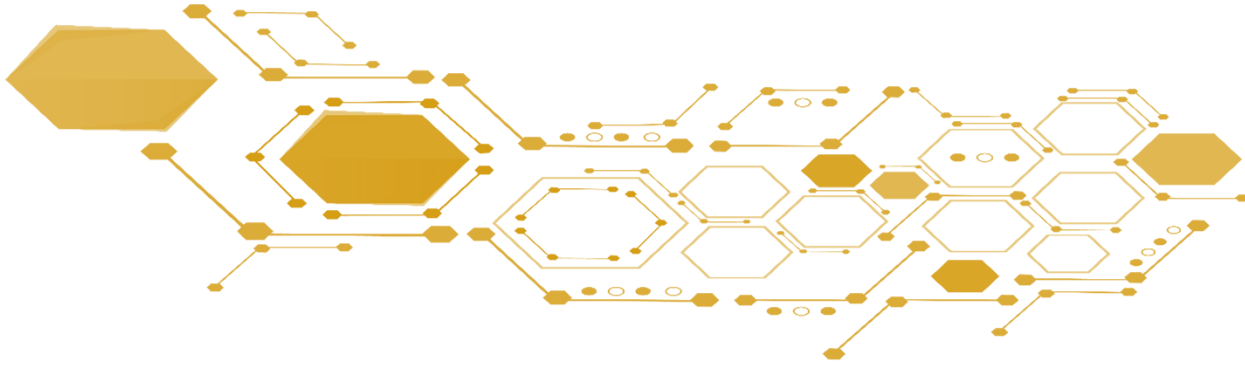
While the COVID-19 pandemic was a setback for the economy in 2020, the increase in government spending and relief in monetary policy will provide a favorable medium-term economic outlook in 2021 as the government continues with its structural reform momentum.

MAAGAP is expected to boost its financial performance by keeping up with the premium growth drive and improve profit margins moving into 2021 and focusing on efficiency while maintaining its prudent selection of risks and underwriting principles, expanding customer base, capturing a wider market share in the country through agencies and also distribution channels including venturing to innovative digital marketing transformation.

With the shift from offline to online human behavior for shopping, learning, working and meeting this pandemic had caused, it is inescapable that the Company had charted a new path for IT infrastructure as an integral part of business continuity plan while ensuring that the online security is in place by protecting the Company's virtual assets (electronic data) and IT systems.



MANAGEMENT REPORT



MAAGAP will continue to prioritize its focus on digital innovation to keep up with digital technologies that will provide convenience and comfort thru online accessibility/application/interaction for insurance products by incorporating electronic utilization into its day-to-day transactions to enhance business practices, increase productivity and grow revenue.

As we continue to perpetuate and be fully responsive to the needs of our customers by efficiently delivering what we promise, the Company is likewise obligated to ensure that business remains viable by prevailing over the irregular interruptions and unnecessary delays amidst the changing quarantine protocols.

Our business activities are exposed to a variety of risks, including the risk of fraud, investment risks, strategic and business risks. The overall risk management objective is to ensure that **MAAGAP** creates value while minimizing potential adverse effects on its performance and positions. The Company operates within an established risk management framework and clearly defined policies and guidelines that are approved by the Board.

Both Management and the Board will continue to evaluate, taking into consideration main factors such as the need to conserve its cash for any contingencies due to the uncertainties of the current economic situation caused by the COVID-19 pandemic, funding requirements for sustainable operations and growth of the businesses, reserves for new investment/business opportunities and lastly to meet the minimum net worth requirement for insurance companies under the Insurance Code issued by the Insurance Commission.

Barring unforeseen circumstances like the natural catastrophe risks in the country with typhoons, earthquakes and volcanic eruptions, likewise the market driven stock performance, **MAAGAP** will continue to strengthen its claims management, actively monitor the performance of each line of business at the same time deploy active management to keep track on the financial market behavior and proper execution on both internal and outsourced investment funds in light of the market uncertainties to enable us to improve and generate positive returns.

Looking forward, we shall see a better **MAAGAP** for we intend to keep improving the quality of our company's financial position to ensure that we meet the expectations of our policyholders, remain to constantly upgrade our system and provide continuous training to our employees until we achieve the highest level of service standards.

Allow me to conclude by thanking the **MAAGAP** team, namely the 218 employees who are working tirelessly to realize our bold and aspirational ambitions. In a year where our communities have been tested and stretched, they have shown profound dedication, professionalism and resilience. We also want to pay our respects to some of our colleagues who have sadly lost members of their families during this pandemic, all of whom are very much in our thoughts and prayers.

We are equally grateful for the ongoing trust received from our various business partners and stakeholders, thereby invigorating our long-standing relationship and allowing us to continuously foster our common vision to further develop **MAAGAP** as a reputable top-leading insurance institution.

I have been privileged to play a role in **MAAGAP's** evolution over the past 19 years and I am deeply honored to be leading this same team as we are about to face another business cycle with optimism and a positive energy.

DANIEL C. GO
President/Chief Executive Officer



THE CHAIRMAN'S MESSAGE



There is no question that 2020 has been an extraordinary year for the world and we all had to adapt to living our lives very differently.

We could not have imagined the considerable changes we would experience with respect to our lives, working environment and the overall business performance. Today, one year later, we have learned many important lessons on how to best handle and cope with the crisis and, despite the still limited visibility, we can be cautiously optimistic that in 2021 we will see tangible improvements with respect to the overall health situation and the economic recovery.

Despite the challenges presented by the pandemic, **MAAGAP's** Profit Before Tax increased by close to 93% to Php 371.6M vs. that of 2019 at Php 192.7M, supported by higher underwriting surplus of Php 402.0M with lower claims ratio of 35.1%, compared to the claims ratio of 54.7% in 2019. This was further attributed by the improvement in investment performance; expenditures that were kept in control due to the suspension of certain variable overheads and other cost saving measures that were immediately imposed by Management to counteract this critical period.

Our ability to adapt and grow through this difficult period is a testament to the strength of our business that has been built over 19 years, while the pandemic brought much of the world to a halt, it had also encouraged us to accelerate some changes that were already underway.

This year, a very special “Thank You” is due to all our agile and resilient employees and management team, who aside from having risen to meet the challenges posed by the pandemic, has displayed an immense and exceptional dedication in so many ways to their work in order to deliver on **MAAGAP's** promise to the insuring public.

We are equally grateful for the ongoing trust received from our various business partners and stakeholders, thereby invigorating our long-standing relationship and allowing us to continuously foster our common vision to further develop **MAAGAP** as a reputable top-leading insurance institution.

Justice Santiago Javier Ranada (Ret.)
Chairman



COMPANY POLICIES

BUSINESS CONTINUITY PLAN (BCP) - PANDEMIC

This policy covers our action plans to minimize disruptions to the operation and ensure that business remains viable during the virus outbreak or similar pandemic situation by adopting flexible working arrangement for the health and safety of all employees.

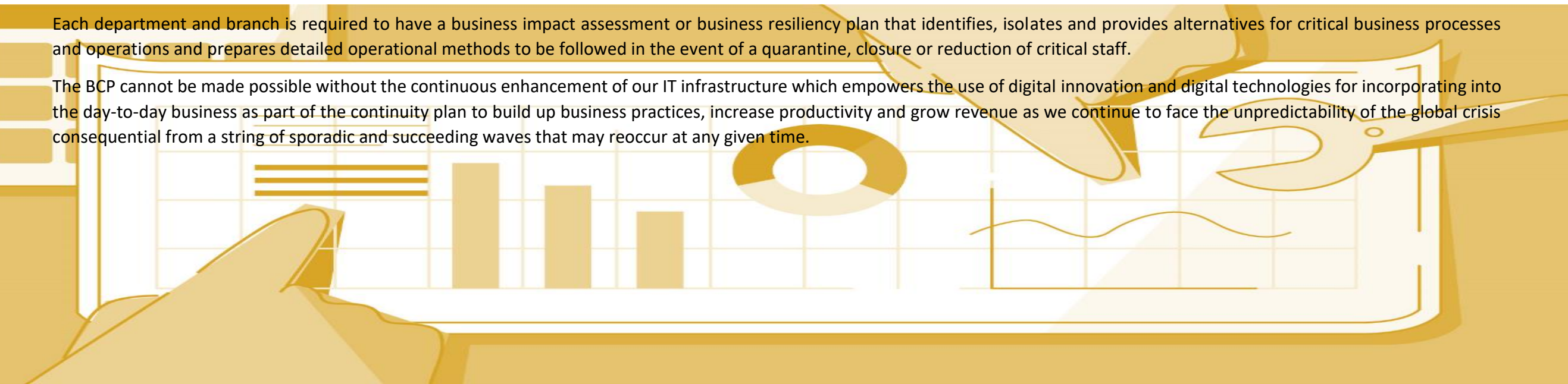
Our objective is to establish operational and financial risks alongside health risks to MAAGAP's most valuable assets: our employees. Safeguarding the wellbeing of our employees play an important role in keeping the Company operational while implementing practices delved into infection control measures such as personal hygiene, health & safety policy, and physical distancing.

MAAGAP's Business Continuity Plan outlines how our business will operate during and continue to run after the pandemic or in the event of another future outbreak. This helps us minimize recovery time and reduce business losses such as identifying staffing arrangements, flexi-work/rotational plan with only a percentage of the workforce on-site subject to government rules and regulations.

This policy helps us establish an arrangement such as Flexible Working Hours/Skeletal & Rotational Workforce wherein 50% Work from Home and remaining 50% Work from the Office based on employees' age, health condition and location of their residences. The guideline ensures that employees remain productive while maintaining the necessary level of security and control over employees' access to MAAGAP's resources, which includes the workplace, virtual application, and desktops; enabling workforce productivity, giving employees the flexibility to work from home while keeping the Company's data application and information secure round the clock.

Each department and branch is required to have a business impact assessment or business resiliency plan that identifies, isolates and provides alternatives for critical business processes and operations and prepares detailed operational methods to be followed in the event of a quarantine, closure or reduction of critical staff.

The BCP cannot be made possible without the continuous enhancement of our IT infrastructure which empowers the use of digital innovation and digital technologies for incorporating into the day-to-day business as part of the continuity plan to build up business practices, increase productivity and grow revenue as we continue to face the unpredictability of the global crisis consequential from a string of sporadic and succeeding waves that may reoccur at any given time.



COMPANY POLICIES

INTERNAL CONTROL PROCEDURES (ICP)

MAAGAP is committed to implement its quality management system in compliance with ISO standard to strengthen consistently our position of assuming a more pro-active approach in pursuing continual improvement in production and efficiency.

The internal control system is periodically assessed to determine its adequacy and level of effectiveness. The evaluation is performed by both our accredited ISO certification body, Certification International Philippines and professional auditing firm, SGV & Co. using their respective control rating parameters. The internal auditors headed by the Compliance Officer collaborates with risk management to ensure areas with higher risks are assessed more frequently and more intensely.

A comprehensive and detailed set of “SOPs” and “ICPs” encompassing every key activity in all major facets of operations are constantly revised to reflect changing circumstances. They are also easily accessed by all staff for reference purposes through a system based portal.

A formal and structured Document Sign-Off Policy where relevant Division Heads (apart from the originator) must review, comment and sign off on any proposed changes or introduction of new operational policies before it can be submitted to the President/Chief Executive Officer for endorsement and adoption.

Findings are properly communicated to Management and the Audit Committee with recommendations for improvements. Follow-up action to ascertain the implementation status of the recommended remedial measure is conducted by the Compliance Officer and the Audit Committee is furnished with the relevant update.



Once the risk level is determined, the risk owner is obliged to deal with the relevant risks by adhering to **MAAGAP’s** risk treatment guidance on the actions to be taken and target timeline for implementation of the action plan.

Distribution of papers at least five (5) days in advance of a scheduled Board or Board Committee meeting so as to allow sufficient time for members to digest the contents and to seek additional information so as to arrive at an informed decision. The Board maintains complete and effective control over the strategies and direction of **MAAGAP** especially with regards to reserved matters.

The Board is of the opinion that, there were no significant weaknesses identified during the year in the system of risk management and internal control, contingencies or uncertainties that could result in material losses and adversely affect **MAAGAP**. The Company continues to take the necessary measures to strengthen their internal control structure and the management of risks.

COMPANY POLICIES



DATA PRIVACY

MAAGAP is fully committed in its compliance to the mandate of the National Privacy Commission under Republic Act 10173, in protecting the fundamental rights of Data Privacy of all its clients and business partners. The Company guarantees securing the disclosure of information from the proper handling of sensitive data including, notably, personal data and also other confidential data, such as certain financial data and intellectual property data, to meet regulatory requirements as well as protecting the confidentiality and immutability of the data.

WHISTLEBLOWING POLICY

MAAGAP conducts its business based on the tenets of fairness, honesty, openness decency, integrity and respect. This Policy addresses the commitment of the Company to ethical behavior by helping to foster and maintain an environment where employees can act in accordance to principle and acceptable norms, without fear of retaliation.

To maintain this standard, and as a matter of combatting internal fraud, the Company encourages its employees who have concerns about suspected serious misconduct or any breach or suspected breach of law or regulation committed by any one of the Company's employees, stakeholders or officers that may adversely impact **MAAGAP**, to come forward and express these concerns without fear of punishment or unfair treatment. It is the Company's policy to fully support its employees to file a report and disclose improper or illegal activities, and to fully investigate such reports and disclosures with utmost confidentiality for the protection of those who come forward to report such activities.

MAAGAP shall reserve the right to file a subsequent civil/criminal action against the suspect should this be opted as a proper recourse by the person who abjudicated the case based on factual circumstances.

CORPORATE GOVERNANCE

The Board of Directors and Management, i. e. Officers and Staff of **MAAGAP** (the Corporation) is fully supportive and hereby commit themselves to the principles and best practices contained in this Code, and acknowledge that the same serves as guide for the attainment of its corporate goals

The Board is aware that good governance starts from an effective and accountable Board that is primarily responsible for the governance of the corporation. Corollary to setting the policies for the accomplishment of the corporate objectives, it shall provide an independent check on Management.

The Board will continue to focus on good governance and towards protection of all stakeholders' interest with a view to adding long term value to **MAAGAP**.

The Board is committed to promote good corporate governance culture within the Company which reinforces ethical, prudent and professional behavior. To this end, the Board has approved and adopted the revisions and enhancements to its Board Charter and the Code of Conduct and Ethics to be in line with the principles and practices under the Code.

MAAGAP is dedicated to the highest standards of ethics and business conduct. Its commitment and standard of conduct governs its relationships with the Company's customers, suppliers, competitors, business partners, governments, regulators and the public.

The Code serves as guidance in business dealings and decision-making of every director and employee. In this regard, directors, officers and employees are responsible for understanding the Code and acting in accordance with it.

An ISO management team, designated by the President/CEO of **MAAGAP**, is in place to manage our operations and policy compliance. This practice is crucial; it safeguards us alongside any audit conducted on our operations, such as the annual random audit of policies by the Insurance Commission. Management of **MAAGAP** is responsible for reviewing the audit results and managing the improvement of the Company's processes based on the ISO team's recommendations.

During the financial year ended December 31, 2020, the members of the Board have attended and participated in various programmes and forums to keep abreast of current trends and issues while enabling them to update and refresh their skills and knowledge necessary for the performance of their duties.