



羅兵咸永道

Independent practitioner's limited assurance report on AIA Group Limited's One Billion Engagement Data

To the board of directors of AIA Group Limited

Limited assurance conclusion

We have conducted a limited assurance engagement on the total number of engagements under Community Programmes and Inspiring and Educational Digital initiatives, Partnerships and Events before the duplication discount factor through "AIA One Billion" of AIA Group Limited (the "Group") included in the "Other Information" section of the Group's Sustainability Report 2025 (the "AOB Engagement Data") for the period from 1 January 2025 to 31 December 2025 as summarised in Appendix I: AOB Engagement Data.

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the AOB Engagement Data is not prepared, in all material respects, in accordance with the relevant criteria for Community Programmes and Inspiring and Educational Digital initiatives, Partnerships and Events as set out in the AIA One Billion Basis of Preparation 2025 and appended in Appendix II (the "Relevant Criteria").

Basis for conclusion

We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements ("ISAE") 3000 (Revised), *Assurance engagements other than audits or reviews of historical financial information* ("ISAE 3000 (Revised)"), issued by the International Auditing and Assurance Standards Board (the "IAASB").

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. Our responsibilities under this standard are further described in the Practitioner's responsibilities section of our report.

Our independence and quality management

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the HKICPA, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Management 1 issued by the IAASB, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Responsibilities for the AOB Engagement Data

Management of the Group is responsible for:

- the preparation of the AOB Engagement Data in accordance with the Relevant Criteria;
- designing, implementing and maintaining such internal control as management determines is necessary to enable the preparation of the AOB Engagement Data, in accordance with the Relevant Criteria, that is free from material misstatement, whether due to fraud or error; and
- the selection and application of appropriate sustainability reporting methods and making assumptions and estimates that are reasonable in the circumstances.

The AIA One Billion Steering Committee is responsible for overseeing the Group's AIA One Billion reporting process.

Inherent limitations in preparing the AOB Engagement Data

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Practitioner's responsibilities

Our responsibility is to plan and perform the assurance engagement to obtain limited assurance about whether the AOB Engagement Data is free from material misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusion. We report our conclusion solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Misstatements can arise from fraud or error and are considered material if, individually or in the

aggregate, they could reasonably be expected to influence decisions of users taken on the basis of the AOB Engagement Data.

As part of a limited assurance engagement in accordance with ISAE 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the engagement. We also:

- determine the suitability in the circumstances of the Group's use of the Relevant Criteria as the basis for the preparation of the AOB Engagement Data;
- perform risk assessment procedures, including obtaining an understanding of internal control relevant to the engagement, to identify where material misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Group's internal control; and
- design and perform procedures responsive to where material misstatements are likely to arise in the AOB Engagement Data. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Summary of the work performed

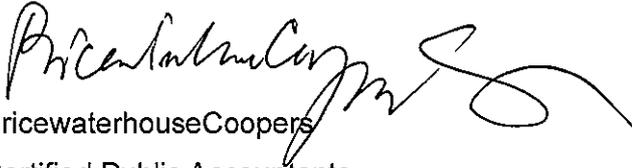
A limited assurance engagement involves performing procedures to obtain evidence about the AOB Engagement Data. The procedures in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The nature, timing and extent of procedures selected depend on professional judgement, including the identification of where material misstatements are likely to arise in the AOB Engagement Data, whether due to fraud or error.

In conducting our limited assurance engagement, we:

- Obtained an understanding of the Group's reporting processes relevant to the preparation of its AOB Engagement Data by:
 - Making inquiries of relevant personnel responsible for the AOB Engagement Data; and
 - Obtaining the relevant walkthrough documents for the AOB Engagement Data.
- Evaluated whether all information identified by the process to identify the information reported in the AOB Engagement Data is included in the AOB Engagement Data.

- Evaluated the methods for developing estimates.
- Performed inquires of relevant personnel and analytical procedures on selected information in the AOB Engagement Data.
- Performed substantive assurance procedures on selected information in the AOB Engagement Data.



PricewaterhouseCoopers
Certified Public Accountants
Hong Kong, 18 March 2026

The maintenance and integrity of the AIA Group Limited's website is the responsibility of the directors; the work carried out by the assurance provider does not involve consideration of these matters and, accordingly, the assurance provider accepts no responsibility for any differences between the AIA One Billion Engagement Data of AIA Group Limited on which the assurance report was issued or the assurance report that was issued and the information presented on the website.

AIA Group Limited

Appendix I: AOB Engagement Data

The total number of engagements under (i) Community Programmes and (ii) Inspiring and Educational Digital Initiatives, Partnerships and Events before the duplication discount factor through “AIA One Billion” of AIA Group Limited (the “Group”) for the period from 1 January 2025 to 31 December 2025 covering the regions as set out in the next paragraph (referred to as “AOB Engagement Data” thereafter): 1,222 million.

The AOB Engagement Data was provided for the Group’s eighteen markets and they are Australia, Brunei, Cambodia, Chinese Mainland, Taiwan (China), Hong Kong SAR, India, Indonesia, Macau SAR, Malaysia, Myanmar, New Zealand, the Philippines, Singapore, South Korea, Sri Lanka, Thailand and Vietnam.

Appendix II: Relevant Reporting Criteria for Community Programmes and Inspiring and Educational Digital Initiatives, Partnerships and Events

AIA One Billion - BASIS OF PREPARATION

AIA ONE BILLION : To engage a billion people to help them live Healthier, Longer, Better Lives by 2030

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1. Introduction

This Basis of Preparation document sets out how AIA One Billion (“AOB”) performance metrics have been prepared and reported.

The results of our AOB performance metrics are described in the Sustainability Report available on aia.com.

Currently there are no industry norms or globally recognised established practices for measuring and evaluating performance metrics of this type. While established practices are evolving, it is important therefore to understand the approach we have taken with our data. We have established objective measurement techniques, including appropriate estimates and assumptions for our performance metrics.

2. Scope

The scope of this Basis of Preparation addresses the measurement of performance metrics from 1 January 2021 to 31 December 2025 through our AOB categories:

- 1) Community Programmes
- 2) Inspiring and Educational Digital initiatives, Partnerships and Events
- 3) Customers
- 4) Agents Advice across the Community

The performance metrics are collated from AIA's markets across Asia, including Australia, Brunei, Cambodia, Chinese Mainland, Taiwan (China), Hong Kong SAR ¹, India, Indonesia, Macau SAR ², Malaysia, Myanmar, New Zealand, the Philippines, Singapore, South Korea, Sri Lanka, Thailand and Vietnam.

2.1 AOB Performance Metrics

Our definition of engagement is 'To promote positive action by an individual'. This encompasses all AIA touchpoints with communities, customers and clients across Asia.

PricewaterhouseCoopers has undertaken limited assurance engagements in accordance with International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information in respect of the total engagements under i) Community Programmes and ii) Inspiring and Educational Digital initiatives, Partnerships and Events between 2022 to 2025.

3. Data Sources and Controls

Every year we collect data across our AOB categories. Our objective is to gather and report reliable and robust data. We are committed to providing transparency on the quality of the data where we consider there are matters material to users of the information.

All metrics and data collated are in line with the AOB Rules of Engagement, which sets out the approach of metrics to be captured. This ensures clarity and consistency on the measurement, so that:

- A consistent approach is applied to types of metrics collected;
- Metrics contained in AOB are robust;
- Where possible any known double counting is avoided.

The information we report is subject to internal review processes and robust internal governance and controls. All metrics and data collated are checked and verified against the supporting documents as part of the sampling process.

4. AOB Performance Metrics Preparation

Our AOB performance metrics follow the below guiding principles:

- We have a clear definition of an 'engagement' - a positive action by an individual;
- We will measure the number of people engaged during the reporting year;

¹ Hong Kong SAR refers to the Hong Kong Special Administrative Region.

² Macau SAR refers to the Macau Special Administrative Region.

- We will avoid any known duplication of engagements with an individual across metrics where possible through application of duplication discount factor and population caps;
- We will review our approach annually and adjust as needed to ensure robust processes and to align to changes in our activities;
- We will seek independent verification where appropriate.

We ensure that appropriate procedures are in place to report performance metrics, in all material respects, these procedures ensure that:

- The reported information reflects our performance;
- The data is meaningful and is consistent with the stated definitions and scope;
- Any specific exclusions are clearly stated and explained;
- Any assumptions made as well as calculation methods are clearly described;
- The level of transparency is sufficient to enable users' confidence in the integrity of our reporting.

Sections 4.1 – 4.2 details the basis of preparation for each category.

4.1 Community Programmes

Performance Metric Definition

Number of beneficiaries engaged from community programme initiatives: measured by the number of individuals who were engaged and benefited directly from the initiative with a provision of service provided to them e.g. received care package, survival kits after local disasters (e.g. flooding), drinking water, covid vaccine, received access to education facilities and classrooms, nutrition workshops, football camps, reading opportunities and support, job mentoring and education financial aid, health screenings.

Performance Data Preparation and Assumptions

The approach taken to measure our performance data is set out below:

- All beneficiary information is collected, assessed and calculated in accordance with AIA's CSR guidance and reported as part of the annual CSR reporting process;
- All supporting documents are retained for all metrics;
- The number of beneficiaries collated is consolidated and checked during the sampling process as part of the AOB controls and governance process.

4.2 Inspiring and Educational Digital initiatives, Partnerships and Events

Performance Metric Definition

Number of people engaged with Healthier, Longer, Better Lives (HLBL): measured by the number of individuals engaged through our Inspiring and Educational Digital initiatives, Partnerships and Events, covering all HLBL purpose-led activities across our social platforms, websites, sponsorship activities and physical events.

Performance Data Preparation and Assumptions

Measurements under the “Inspiring and Educational Digital initiatives, Partnerships and Events” category follow the below guidance as set out in the AOB Rules of Engagement:

- In person AIA events: number of attendees or number of registers;
- AIA websites: number of unique visitors;
- AIA digital activity and campaigns: number of video views (taking into account platform-specific reporting on view time), number of engagements with social media content (likes, shares, comments);
- AIA social media followers: number of followers.

The approach taken to measure our performance data is set out below:

- All information is collected, assessed and calculated by local business units in accordance with AOB Rules of Engagement;
- AOB Champions, (who are the local advocates of AOB in each market), and their teams are supported and provided with extensive training to ensure local measurements are in line with the AOB Rules of Engagement;
- The full collation process aligns with the AOB Controls Library which sets out the internal controls available in each business unit; these controls are assessed annually as part of the overall ESG Control Self-Assessment and ESG Reporting Certification process
- A data performer and data owner or reviewer are available in each unit;
 - Data performer (usually AOB Champion) is responsible for collecting data and supporting documents, inputting the local business unit AOB metric spreadsheet, ensuring it aligns with the AOB Rules of Engagement and supporting sample checks;
 - Data owner or reviewer (usually local CMO) is responsible for reviewing and signing off the local business unit AOB metric spreadsheet in relation to the AOB Rules of Engagement and ensuring alignment with the supporting documents.
- All data and supporting documents are consolidated and checked in the sampling process as part of the AOB controls and governance process.

To avoid the risk of any known duplication in our performance metrics, below steps are taken into account:

- All metrics are assessed and further reviewed by the Group Brand team once collated;
- Any known duplication is removed by the Group Brand team;

- An example of this is where we already count “Customers” as a category as part of our AOB performance metrics, we will not be including any known engagement activities with existing customers or employees as they are already counted in our Customers category.

Duplication Discount Factor

Additional steps are also taken to remove duplication across metrics. This includes gaining external subject matter expert guidance and using robust research to identify appropriate discount factors, which are then applied to AOB performance metrics on an annual basis.

These discount factors address the potential duplication areas:

I. A person engages with the same digital initiative multiple times

We have leveraged social media partner intelligence based on AIA digital campaigns that run every year since 2022 to define a discount factor to address duplication of views and engagements within the same campaign. This discount factor is then adopted in each digital campaign metric collated.

II. A person engages with AIA across multiple touchpoints, campaigns and initiatives

Working with Kantar Insights, we have surveyed over 6,000 respondents across 15 markets in H2 2023 with further research dip reviews in Q3 2024 and Q2 2025. Respondents were asked the number of AIA touchpoints, campaigns and initiatives (e.g. selection of local campaigns stimuli, AIA website or agent) they have engaged with. The output provided an average number of AIA touchpoints a consumer has engaged with. It is then used to define a discount factor which is applied across all markets to account for potential touchpoint duplication across metrics.

5. 2026 and Beyond

Our measurement methodology for AIA One Billion performance metrics will continue to evolve and be enhanced as we move towards our goal in 2030.

We continue to work towards aligning data recording and reporting methods across the AIA Group. This includes working with third parties where we rely on their data and insights to provide input and support our performance measurement. This will ensure our data robustness adhering to the rigor of our governance and controls process.