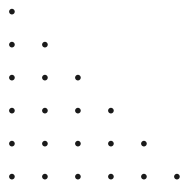




PARAMOUNT  
LIFE & GENERAL  
INSURANCE

# 2021 **ANNUAL REPORT**

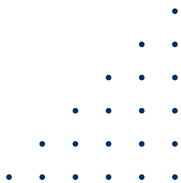
Customer - Centric



# Let Paramount protect what is important to you

Founded by the late Daniel Go in 1950, the company started out in the property and casualty business as Paramount Insurance and Surety Corporation and later on acquired several other companies including the Philippine operations of Union Insurance Society of Canton Ltd, AEGON Life Insurance Philippines, Manila Bankers Life Insurance, Sony Life Philippines and QBE Seaboard Insurance Philippines in order to expand its business portfolio in both Life & Non-Life Insurance.

From this humble beginning grew a vibrant company that thrives today as Paramount Life & General Insurance Corporation (Paramount). With more than 70 years of experience, over 500 employees and 58 branches nationwide, Paramount has truly become one of the leading providers of insurance solutions to Filipinos whether for securing their businesses, preparing for emergencies or more importantly, protecting their loved ones.



## Paramount has an extensive distribution reach with its nationwide branch & agency network



**45** locations in key areas nationwide



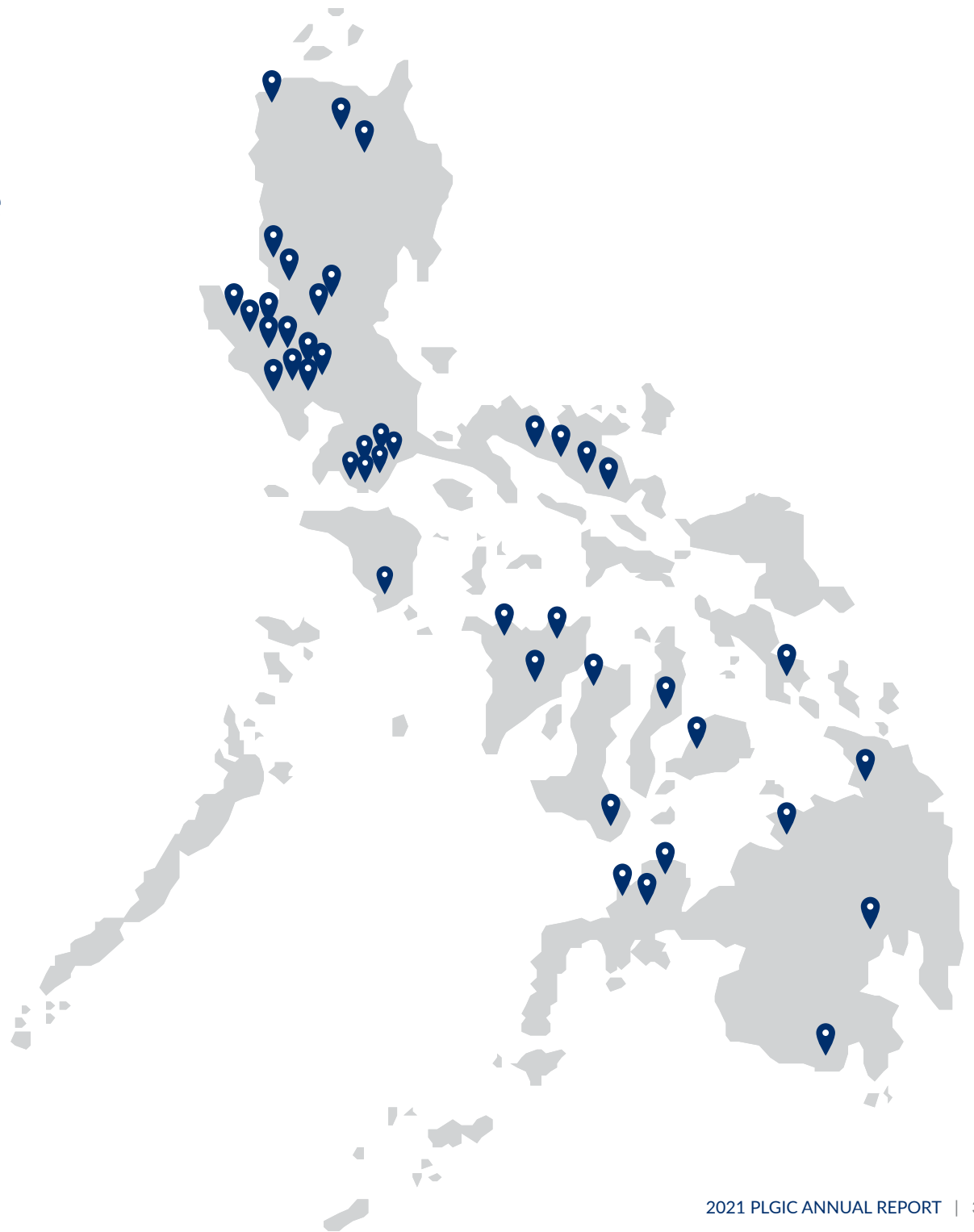
**58** Life, Non-Life and OFW Offices



**825** Insurance professionals



**170** Partner Institutions





## Our Vision

To provide positive and lasting experiences to our stakeholders, in order to be the top-of-mind insurance provider for every Filipino while developing sustainable practices that will benefit future generations.

## Our Mission

To help Filipinos protect what's most important to them.

Our actions shall be consistent with our company vision and core values.





# Our Brand Values

At Paramount Life & General Insurance Corporation ("Paramount"), all our actions and how we do things stems from our values — a clear, strongly held set of core beliefs that reflect who we are and what you can expect from us. Paramount's values are essential to creating a culture that can deliver on our brand promise.

## CORE VALUES

### LOYALTY

We stand by our company's vision and mission and remain true to our customers.

### INTEGRITY

We stay true to our commitments and live by it in everything that we do.

### FLEXIBILITY

We try to quickly adapt and respond to the changing times and the varying needs of our customers.

### EXCELLENCE

We strive to deliver products and services with the highest quality and value.





# Executive Message

Paramount started the year 2021 clear in purpose of further streamlining operations. The previous year may have been tough but it opened the opportunity for re-evaluation of how we do things. It has led to the identification of critical activities to make us more efficient. It has paved the way to combine technology with the expertise of our human resource to render the identified processes for digitization and automation.

Procedure refinement enabled us to strengthen the foundations of our underwriting standards in both Life and Non-Life Divisions. We are able to increase our capacity to take on risks allowing us to cover COVID 19 and increase the age limit for OFWs. Our Non-Life commercial lines have been steadily growing together with the traditional Non-Life retail products. For the Life Division, we have expanded the reach of our Comprehensive Family Group plans to private entities.

Our online presence has never been stronger. We have successfully pinned all our offices in Google Business to help clients, potential and existing, locate us easily. Paramount Direct, our digital marketing arm, has expanded its presence in other social media platforms on top of Facebook where we have a headstart from all our direct competitors on end-to-end insurance policy delivery. The team also furthered the reach of online application platforms for Compulsory Third Party Liability Insurance and Balik-Manggagawa OFW Insurance. The process was also improved with the implementation of Optical Character Recognition (OCR). This helps secure correct information provided through key document upload, doing away with the unnecessary steps.

**The Systems and Webservice Development Teams have played pivotal roles in rolling out programs and tools other teams at Paramount as well as clients use to perform tasks with ease and efficiency.**

Paramount SEAS, a platform for managing marine policy declarations for marine policyholders, Microconnect mobile app and web service for microinsurance business partners to administer member enrollments, and the Kaagapay for an end-to-end policy delivery for Pag-Ibig members.

**To fully embody the Madaling Kausap tagline, our Customer Service teams in all channels have also assessed client touch points where we could improve.**

The Motor Claims Contact Center was launched to directly connect motor policy owners to the Motor Claims Department in case of an accident needing road assistance or filing a claim. We have established one contact number and email to reach out to for convenience.

The Life Division successfully reduced benchmark turnaround times for policy services activities - claims, underwriting and other requests from five (5) working days down to two (2) for transactions with complete/clean cases.

The promised protection we provide usually makes us deal with policyholders at a bad time - after an accident, death of a loved one, or loss of a valuable property. With this in consideration, we are called to be as responsive as we can be to completely fulfill our vision of providing a positive, lasting experience. On top of this, the people we serve change with time. The way they want to purchase, talk to us has completely evolved. It is important that we change with them and stay in touch.

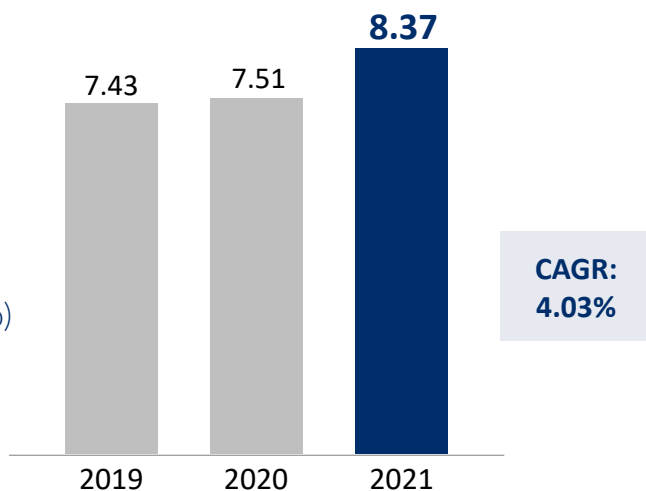
**Patrick L. Go**  
Chairman & CEO

**George T. Tiu**  
President & COO

# Our Key Numbers

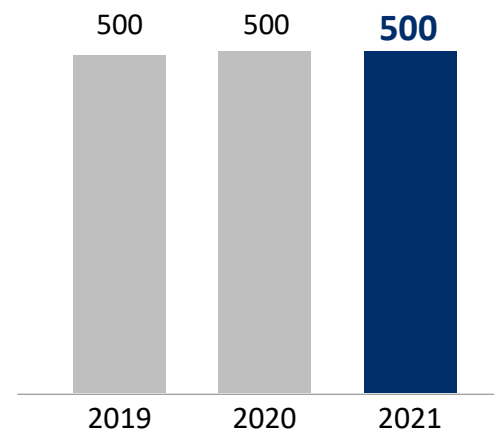
## ASSETS

(In billions of  
Philippine Peso)



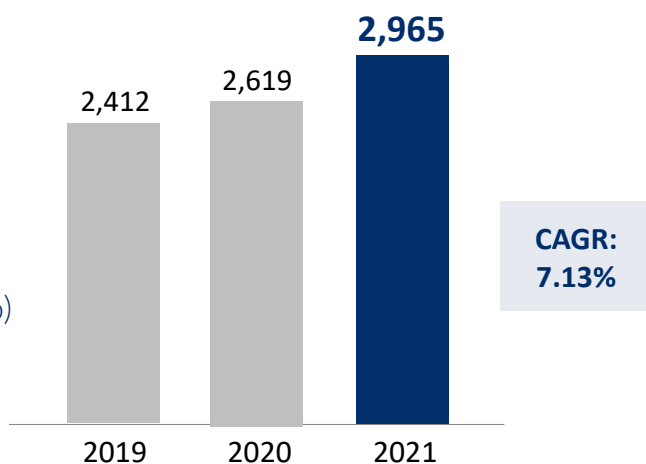
## SHARE CAPITAL

(In millions of  
Philippine Peso)



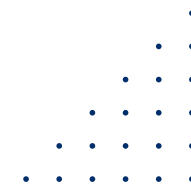
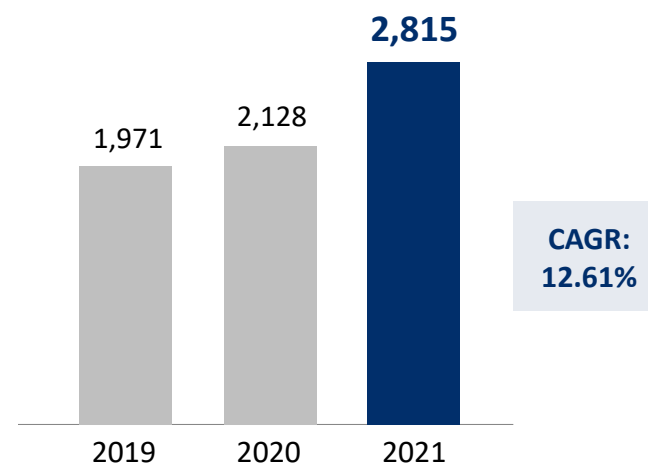
## PREMIUM INCOME

(In millions of  
Philippine Peso)



## NETWORTH

(In millions of  
Philippine Peso)





# Comprehensive Product Line Up

With over 70 years of experience and expertise in the industry, Paramount has expanded its product portfolio to reach and meet the needs of diverse markets.



PROTECTION  
PLANS



SAVINGS PLANS



MOTOR  
INSURANCE



MARINE  
INSURANCE



ENGINEERING  
INSURANCE



PROPERTY  
INSURANCE



RETIREMENT  
PLANS



EDUCATION  
PLANS



BONDS



CASUALTY  
INSURANCE



ACCIDENT  
& HEALTH  
INSURANCE



AVIATION  
INSURANCE



COMPREHENSIVE  
PLANS



GROUP  
LIFE INSURANCE  
PLANS



TRAVEL  
INSURANCE



OFW  
INSURANCE

# Corporate Objectives

Paramount was incorporated and registered with the Philippine Securities and Exchange Commission to engage in providing all classes of general insurance coverage for its customers. In 2002, the Company obtained from the Insurance Commission a composite license to operate the business of life and general insurance.

## Key Risks

The risk under insurance contract is the possibility of occurrence of insured event and uncertainty of the amount and timing of resulting claim. The principal risk which the Company faces under such contracts is that the actual claims and benefit payments exceed the carrying amount of insurance liabilities.

## Life Insurance Contracts

The Company's underwriting strategy is designated to ensure that risks are well diversified in terms of type of risks and level of insured benefits. This is largely achieved by balancing risk exposure across different



# Corporate Objectives

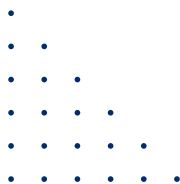
industry of sectors and geography, the use of medical screening, regular review of actual claims experience and product pricing, as well as detailed claims handling procedures. Underwriting limits are in place to enforce appropriate risk selection criteria.

The Company is cognizant of the need to exercise good judgment in the selection and approval of both domestic and foreign companies participating in its reinsurance programs. While reinsurance agreements do not relieve the Company from its direct obligations to its insured, an efficient and effective reinsurance program substantially limits the Company's exposure to potentially significant losses.

## Non-Life Insurance Contracts

The Company's risk exposure for its general insurance contracts is mitigated by diversification across a large portfolio of insurance contracts. The variability of risks is improved by careful selection and implementation of underwriting strategies, which are designed to ensure that risks are diversified in terms of type of risk and level of insured benefits. The Company has also limited its exposure by imposing maximum claim amounts on certain contracts as well as the use of reinsurance agreements in order to limit the exposure to catastrophic events.

Further, strict claim review policies to assess all new and ongoing claims, regular detailed review of claims handling procedures and frequent investigation of possible fraudulent claims are in place to reduce the risk exposure of the Company.



# Corporate Governance Report

Paramount is committed to effective corporate governance for the benefit of its stakeholders based on the principles of fairness, accountability, and transparency.

Structures, rules, and processes are designed to provide the proper conduct of business within the company and to define the powers and responsibilities of its officers and employees.

The Board of Directors and Management, employees and shareholders continue to work towards strengthening Paramount's corporate governance by complying with the Manual on Corporate Governance and the Code of Ethics. Paramount has also established Board Committee Charters describing each Committee's purpose and responsibilities.

An annual performance evaluation is conducted by the Board to check the adequacy of and compliance with the Charters and the Manual. Likewise, the Code of Ethics outlines the generally accepted rules of behavior and conduct of all officers and employees as they perform their respective duties. Their compliance with the Code is monitored through regular review of their functions and performance.





# External Auditor

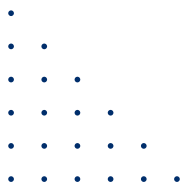
An independent External Auditor is appointed annually to ensure an independent review of the Corporation's books and financial standing.

The Audit Committee has the primary responsibility of recommending the appointment/re-appointment and removal of external auditors.

For audit year 2021, **R. G. Manabat & Co.**, upon the recommendation of the Audit Committee, was re-appointed as the external auditor. No other services were availed of from R. G. Manabat & Co. apart from their audit services.

# Internal Auditor

Paramount has an Internal Audit Department who reviews the Company's internal control system and has direct reporting line to the Audit Committee. They bring a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The head of the Company's Internal Audit Department is **Mr. Gregorio S. Alimpoyo**.



# Board Member Training

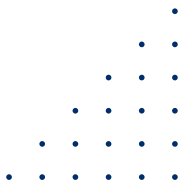
Paramount Life & General Insurance Corporation encourages its Directors to attend continuous professional education programs, particularly on corporate governance or any courses relevant to the performance of their functions as directors of the Corporation.



For 2021 **Mr. Patrick L. Go** attended 2 seminars : (1) P&C Executive Dialogue on Sustainability conducted by Swiss Re held last August 28, 2021 , and (2) Anti-Money Laundering / Countering Terrorism Financing (AML/CTF) held last November 19, 2021



Meanwhile, **Mr. JJ Samuel A. Soriano**, attended the 72nd Management Association of the Philippines (MAP) Inaugural Meeting with the theme "The Great Reset: Leading for the Common Good" held last 12 January 2021



# Board Composition and Diversity

Paramount adheres to ensure that the Board is composed of highly qualified directors from diverse backgrounds who have the technical expertise for every aspect of its operations, resulting in better corporate governance.

Paramount recognizes that diversity among its directors will foster critical discussion and promote balanced decision by the Board by utilizing the difference in perspective of its directors. It views diversity at the Board level which includes diverse skills, experience, gender, age, education, culture, race, business and other related expertise, specifically on the insurance industry as an essential element in maintaining an effective board for strong corporate governance.

The Board of Directors is composed of eight (8) members, with one seat vacant. All members possess the qualifications set in Paramount's Manual on Corporate Governance. The Board has two (2) independent non-executive directors namely, JJ Samuel Soriano and Wendell Garth Ty. As of 2021, there is no independent, non-executive director who occupies board seats in more than five (5) publicly-listed companies.



# The Board of Directors



**PATRICK L. GO**

Chairman of the Board of Directors  
and Chief Executive Officer



**RAMON M. CHU**

Vice Chairman and Treasurer



**GEORGE T. TIU**

President and Chief Operating Officer

## Experience & Qualifications

Chairman of the Board of Directors and Chief Executive Officer of Paramount Life & General Insurance Corporation since 1989.

Mr. Go was a Co-founder and Managing Director of Next Century Partners Ltd. He organized the Philippine Discovery Investment Co., Ltd., a London Stock Exchange listed private equity fund, which focused on investments in the Philippines and Southeast Asia, and chosen by Soros Fund Management as their exclusive venture partner in the Philippines. He was an Investment Officer in Credit Suisse First Boston (Hong Kong) from 1987 to 1988, and Bank of America Asia Ltd. from 1986 to 1987.

He was also an Independent Director of Allied Banking Corporation, Del Monte Pacific Ltd., Del Monte Foods Inc. (USA), Philippine Airlines. He received a GLT award from the World Economic Forum (Davos) in 1998.

Mr. Go graduated with a degree of Bachelor of Science in Economics from the Wharton School of the University of Pennsylvania in 1979, and earned a Masters of Business and Administration in the University of Virginia's Darden School of Business in 1986.

## Experience & Qualifications

Vice Chairman of the Board of Directors of Paramount Life & General Insurance Corporation since 2004. Mr. Chu is concurrently the President of several corporations, including Luckytableware Factory, Inc., Visayan Marketing Corporation, Global Sanitary Ware Ltd. Corp., Cebu Hydro TLC Holdings, Inc., and Cebu Learning Center Mainstream, Inc.

He was also elected President of CTC Holdings, Inc. and Montinola-Escarilla & Co., Inc. in 2010. Mr. Chu was also a Director of Cebu TLC Trigo, Inc. in 2011. Currently, he is a member and affiliate in two recognized institutions namely: Cebu Chamber of Commerce and Industry & Glass Manufacturing Association of the Philippines.

Mr. Chu earned a degree in Management Engineering in Ateneo de Manila University in 1981 and completed the Executive Program of the Darden School of Business of the University of Virginia in 1990.

## Experience & Qualifications

President and Chief Operating Officer of Paramount Life & General Insurance Corporation since 1997. He is a business and management professional and leader with over 30 years of corporate experience.

Mr. Tiu started his career in the insurance industry in 1992 as manager in Paramount Insurance Corporation's Cebu Service Office. He was appointed as Assistant Vice-President and Manager for the Cebu Service office in 1993. In 1995, he was appointed as Vice President - Regional Director and Manager for Visayas-Mindanao Region. He held this position until 1997, when he was elected as President and Chief Operating Officer of the company.

Mr. Tiu is also a Director of ParamountCare Corporation and a Trustee of Cebu Learning Center, Cebu, Philippines. Mr. Tiu graduated in 1981 from the University of the Philippines, Diliman, with a Bachelor of Science in Civil Engineering..





# The Board of Directors



**WENDELL GARTH A. TY**

Lead Independent Director



**JJ SAMUEL A. SORIANO**

Board Member



**IAN PATRICK GO**

Board Member

## Experience & Qualifications

Member of the Board of Directors of Paramount Life & General Insurance Corporation. Mr. Ty is concurrently the Director of IT Associates Corporation (Asia) Limited and eCOM (Asia) Limited. He is also the Director and Chief Operating Officer of IT Associates Corporation and e-Commerce Philippines, Inc.

For more than 30 years, Mr. Ty was with Supervalu, Inc., a subsidiary of SM Investments Corporation, where he started out as a Store Manager in 1985, promoted to Operations Manager of Supervalu, Inc. in 1989 and eventually as Vice President for Operations in 1990. He became the Senior Vice President and General Manager of Supervalu, Inc. in 2002, and held this position until 2006. Mr. Ty has been a member of the ECR Philippines since 1997, an umbrella retail CPG industry council on Efficient Consumer Response initiative in the Philippines with 100 retail-supplier members. He has also been a certified Fellow of the Institute of Corporate Directors since 2005. Mr. Ty graduated with a degree in Bachelor of Science in Business Management from Ateneo de Manila University in 1979.

## Experience & Qualifications

Member of the Board of Directors of Paramount Life & General Insurance Corporation. Mr. Soriano is a seasoned entrepreneur with extensive cross-border experience in business development, finance, marketing, property, real estate, and information technology businesses and is Chairman of the Soriano Projects & Ventures (SPV) Group.

He founded PROJECT Corporation (Philippine Resource Organization on Japanese Enterprise, Capital & Technology (PROJECT Corporation) and has been President & CEO since 1989. He is currently a Trustee & the Secretary General of the Philippines Japan Economic Committee (PHILJEC) and also a Trustee of the Philippines Japan Society. He has successfully brought together Japanese and Filipino companies and business persons for investments and joint ventures. He is a Chairman of In-Store Digital Display International, Inc. and Snapworx, Digital.

He is active in the development and promotion of renewable energy projects and is the President of SPARC-Solar Powered Agri-Rural Communities Corporation. He is a member of the Board of Directors and Adviser of other significant businesses and organizations in finance, real estate, tourism, distribution, life and non-life insurance, among others. Mr. Soriano has a bachelor's degree in Philosophy from the University of the Philippines (1984) and a Master of Policy Science from the Graduate School of Policy Science in Tokyo, Japan (1988).

## Experience & Qualifications

Member of the Board of Directors of Paramount Life & General Insurance Corporation since 2018. Mr. Go currently works as a Product Designer at Amplitude, a company based in San Francisco that provides analytics software and consulting. His previous experiences include working in digital R&D at Capital One, founding a startup called Flagtag, and interning at the Starr Companies.

He received a Bachelor of Science from Carnegie Mellon University in Information Systems and Human Computer Interaction with University Honors in 2016.

# The Board of Directors



**LAUREN NICOLE GO**

Board Member



**HILARY BLASE GO**

Board Member

## Experience & Qualifications

Member of the Board of Directors of Paramount Life & General Insurance Corporation since 2010. Ms. Go is a Product Manager for Microsoft in Seattle, WA USA. Prior to this, she was a Software Engineer for Business Applications at Microsoft.

Before transitioning to the tech industry, she was the Merchandising Coordinator for Calvin Klein, PHV Inc. in Seattle, WA USA. She was the Founder and Artistic and Managing Director of The Mechanicals Theater Company Pte. Ltd., a professional theatre company based in Singapore. She was a Development and Distribution Intern in Unanimous Pictures from 2008 to 2009, and Lead Development Intern in Cerenzie-Peters Productions, Paramount Pictures, from June 2008 to August 2008.

Ms. Go earned a Liberal Arts Degree with a Bachelor of Arts in Drama from Tufts University in Boston, USA in 2010. Ms. Go's creative background contributes to the shaping of the company's corporate branding and communications. Her recent qualification as a Web Developer has seen her active participation in the development of the company website and online business strategy.

## Experience & Qualifications

Member of the Board of Directors of Paramount Life & General Insurance Corporation since 2013. Ms. Go is a herbalist and holistic nutrition consultant.

From 2014-2018, Ms. Go held production management and development positions in the fine jewelry industry in Brooklyn, New York. She was Head Assistant Production and Repairs Manager at MOCIUN. Additional past experience are Production Manager at In God We Trust, an independent fashion and fine jewelry brand.

Ms. Go graduated with a degree of Bachelor of Fine Arts (summa cum laude) from New York University in 2013. She also earned an Associate Masters Degree in Applied Science (Jewelry Design) from the Fashion Institute of Technology, New York in 2014. Ms. Go is a 2019 graduate of the California School of Herbal Studies and Bauman College.

# Management Team



**JOLI C. WU**  
Senior Vice President  
Chief Underwriting Officer

Experience & Qualifications

Ms. Joli Co Wu is currently the Chief Underwriting Officer, SVP of Paramount Life & General Insurance Corporation. Prior to this, she was the President and CEO of QBE Seaboard Insurance Philippines, Inc., the local operations of QBE Insurance, from 2014 until 2019 when PLGIC acquired the corporation. She started her insurance career in 1993 at Seaboard Eastern Insurance as a Marine Underwriter Trainee and eventually led the company as its President/CEO until 2014. She has extensive experiences in Insurance Operations and Underwriting. Throughout her career, she has attended various Management, Insurance and Reinsurance courses, both local and international. In 2015, she was elected to the Board of Directors of National Reinsurance Corporation of the Philippines. She is also a Trustee of the Philippine Insurance and Reinsurance Association (PIRA), as well as the Insurance Institute for Asia and the Pacific and a Board Director of the Philippine Machinery Management Services Corporation (MacPool),

- Ms Wu attended the Immaculate Concepcion Academy for
- her secondary education and graduated with a degree in
- Bachelor of Arts in Financial Management at The Catholic
- University of America, Washington DC in 1987.



**GEORGE A. ALCANTARA**  
Senior Vice President & Chief Marketing Officer  
LPP & Direct Agency Sales

Experience & Qualifications

Mr. George Alcantara is currently the Senior Vice President / Chief Marketing Officer of Agency Business - Life Division of Paramount Life & General Insurance Corporation.

He started his career as a Market & Development Manager at GTE Directories Philippines Corporation in 1981 and worked for reputable companies including San Miguel Corporation as a National Marketing Manager and Prudential Financial (Philippines) as an Agency Manager and Senior Life Planner. Prior to working at Paramount, he was the Senior Vice President/Chief Marketing Officer of Sony Life Insurance (Phils.) Corporation.

Mr. Alcantara graduated with a degree of AB Communication Arts at the Ateneo de Manila University in 1981 and affiliated with the Ateneo de Manila Order of the Blue Eagle.



**ENCARNACION G. CONCEPCION**  
Senior Vice President, Head of Finance  
& Chief Financial Officer

Experience & Qualifications

Ms. Concepcion is currently the Senior Vice President, Chief Financial Officer and Comptroller of Paramount Life & General Insurance Corporation.

She started her career at Paramount as an Accounting Manager in 1993. By 1996, she was appointed as Vice President and Comptroller. With over 30 years of experience, she currently leads Paramount's Finance Department overseeing its operations. Apart from her duties at Paramount, Ms. Concepcion is the Treasurer and Chief Financial Officer of ParamountCare Corporation.

Prior to joining Paramount, she served as the Senior Auditor for Sycip Gorres Velayo & Company Philippines (a member practice of Ernst & Young International ) and a certified Public Accountant.

Ms. Concepcion graduated Magna Cum Laude from Polytechnic University of the Philippines with a Bachelor of Science degree in Accountancy.

# Management Team



**CRISER C. CAUSING**

Senior Vice President for Sales and Operations,  
Non Life Division

## Experience & Qualifications

Mr. Criser Causing is currently the Senior Vice President for Operations and Sales for Non-Life Division of Paramount Life & General Insurance Corporation.

He is a seasoned marketing expert and has been with Paramount for 25 years holding various positions ranging from Marketing Assistant to Vice President for Operations and Sales for Non-Life Division. Prior to this he started his career in the insurance industry with Insular General Insurance Corporation as an encoder/processor.

Mr. Causing graduated with a degree of BSBA Major in Marketing at the Philippine School of Business Administration in 1993 and affiliated with Philippines Insurers Club and Junior Marketing Practitioners.



**EMELYN L. RAMOS**

Vice President,  
Head of Actuarial

## Experience & Qualifications

Vice President, Head of Actuarial Department for Paramount Life & General Insurance Corporation since 2013. Prior to joining Paramount Life, she was the Vice President and Treasurer of Sony Life Insurance (Philippines) Corporation from June 2007 to January 2013. She had also previously worked for a number of organizations including Philam Life as Actuarial Associate handling the Product Development Section and Prudential Life Plans, Inc. as Manager leading the pre-need's Actuarial Department.

Ms. Ramos graduated cum laude from the University of Santo Tomas in 1997 with a BS degree in Mathematics major in Actuarial Science.

She is a Fellow of the Actuarial Society of the Philippines, a Fellow of the Life Management Institute, and a Certified Associate Treasury Professional.



**RENE S. TOLENTINO**

Vice President, Head of Marketing &  
Business Development

## Experience & Qualifications

Mr. Rene Tolentino is currently the VP for Marketing and Product Development of Paramount Life & General Insurance Corporation.

Prior to this, he was also the AVP for Business Development at Pioneer Insurance from 2007 to 2012. He started his insurance career as a Management Trainee at Great Pacific Life Corporation back in 1987. He has vast experience working for a number of reputable organizations including Toyota Motor Phils. Corporation as Manpower Development Officer, Petron Corporation as Sales Area Group Head and Sun Life Financial as a Senior Regional Manager.

Mr. Tolentino graduated with a degree of BS MIE at the Mapua Institute of Technology in 1987 and affiliated with National Association of MIT and Philippine Marketing Association of the Philippines.



# Management Team



**MARY GAY O. MENDOZA**

Vice President, Head of Life Operations & Corporate Communications



**ARGENE AMANDO S. AGUILAR**

Risk & Compliance Officer

## Experience & Qualifications

Ms. Mendoza is one of the pioneers of Paramount's Life Division and has been with the company for almost 20 years currently leading its Life Operations Unit. On top of this, she also heads the Corporate Communications and Agency Services team for both life and non life divisions.

Prior to Paramount, she has worked for several organizations namely: Aegon Life Insurance, Pru Life UK and Jollibee Foods Corporation. She brings into the organization her vast experience in business development, agency services and marketing since she started her career in the industry in 1996.

To further expand her knowledge, she attended relevant trainings on corporate governance, risk and business management and communications.

A graduate of De La Salle University - Manila, she holds a Bachelor of Science de

## Experience & Qualifications

Mr. Aguilar is also the Data Protection Officer (DPO) of the Corporation. A pioneering member of the Philippine Insurers and Reinsurers Association (PIRA) Data Privacy Council.

Preceding the above roles and positions, he was the Risk and Compliance Officer of QBE Seaboard Insurance Philippines, Inc. (a member of the QBE Group) tasked to lead in the implementation of the company's risk management framework and compliance with regulatory requirements. Among his other fields of expertise and qualifications, Mr. Aguilar was Systems and Compliance Manager, Internal Audit Department Head, and Field Auditor from other companies.

He obtained his Bachelor in Accountancy degree from the Polytechnic University of the Philippines (PUP).

# Corporate Secretaries



**ATTY. JIMMY S. SOO**  
Corporate Secretary



**ATTY. MARKIN A. LIM**  
Assistant Corporate Secretary  
& Chief Compliance Officer

## Experience & Qualifications

Corporate Secretary of Paramount Life & General Insurance Corporation. Atty. Soo is the Managing Partner of Soo Gutierrez Leogardo & Lee Law Offices.

He is concurrently the Corporate Secretary of several corporations, including Paramount Life & General Holdings Corporation, Abacus Capital & Investment Corp., St. Giles Hotel (Manila), Inc. He also sits in the Board of Directors of two (2) Philippine Stock Exchange-listed firms - First Abacus Financial Holdings Corp. and Berjaya Philippines, Inc.

Atty. Soo earned his Bachelor of Science and Bachelor of Laws (LLB) degrees from the University of the Philippines in 1980 and 1984, respectively. He was admitted to the Bar in 1985.

## Experience & Qualifications

Assistant Corporate Secretary, Chief Compliance Officer, Head of the Legal Department and Third Party Recovery for Paramount Life & General Insurance Corporation.

Atty. Lim is also the Corporate Secretary of ParamountCare Corporation and Assistant Corporate Secretary of Paramount Life & General Holdings Corporation.

Preceding the above engagements, Atty. Lim served as an associate lawyer in VERALAW (Del Rosario Raboca Gonzales Grasparril), a leading firm in the practice of maritime and admiralty law, intellectual property law, litigation, corporate law and labor law. During his almost three-year stint in VERALAW, Atty. Lim had the fortunate opportunity to be exposed and rotated through these areas of legal practice.

Atty. Lim obtained his Bachelor of Laws from San Beda University-Manila, and his degree in Political Science from De La Salle University-Manila. He was admitted to the bar in 2017.

# Board Committees

Board Committees provide relevant advice and guidance on various strategic issues in their respective areas of concern and help the Board in its decision making role.

Below are the Board Committees and Members as of June 10, 2021

## Audit Committee

<b>Ramon M. Chu</b>	Chairman, Independent
<b>Wendell Garth A. Ty</b>	Independent, Non-Executive
<b>JJ Samuel A. Soriano</b>	Independent, Non-Executive
<b>Ian Patrick L. Go</b>	Non-Executive
<b>Patrick L. Go</b>	
<b>George T. Tiu</b>	Alternate for Patrick L. Go

## Executive Committee

<b>Patrick L. Go</b>	Chairman
<b>JJ Samuel A. Soriano</b>	Independent
<b>Ramon M. Chu</b>	
<b>George T. Tiu</b>	



### Risk Management Committee

<b>JJ Samuel A. Soriano</b>	Chairman, Independent, Non-Executive
<b>Wendell Garth A. Ty</b>	Independent, Non-Executive
<b>Ramon M. Chu</b>	Independent
<b>Patrick L. Go</b>	
<b>George T. Tiu</b>	
<b>Reynaldo M. Saria</b>	Resource for Non-life, Non-voting
<b>Raquel Nera</b>	Resource for Life, Non-voting
<b>Emelyn L. Ramos</b>	Resource as Actuary, Non-voting
<b>Antonio L. Camba</b>	Resource as Investments, Non-voting

### Corporate Governance Committee

<b>Wendell Garth A. Ty</b>	Chairman, Independent, Non-Executive
<b>Ramon M. Chu</b>	Independent
<b>Ian L. Go</b>	Non-Executive

### Compensation and Remuneration Committee

<b>Patrick L. Go</b>	Chairman
<b>George T. Tiu</b>	
<b>Wendell Garth A. Ty</b>	Independent
<b>Lauren L. Go</b>	Alternate
<b>Diana S. Lao</b>	Non-voting, Head of Human Resources

### Nomination Committee

<b>Wendell Garth A. Ty</b>	Chairman, Independent
<b>JJ Samuel A. Soriano</b>	Independent
<b>Patrick L. Go</b>	
<b>George T. Tiu</b>	
<b>Hilary Blase L. Go</b>	Alternate

### Related Party Transaction Committee

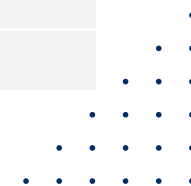
<b>Wendell Garth A. Ty</b>	Chairman, Independent, Non-Executive
<b>JJ Samuel A. Soriano</b>	Independent, Non-Executive
<b>Ian L. Go</b>	Non-Executive

### Investment Committee

<b>Patrick L. Go</b>	Chairman
<b>Ramon M. Chu</b>	
<b>George T. Tiu</b>	
<b>Antonio L. Camba</b>	Non-voting

### Technology Committee

<b>Patrick L. Go</b>	Chairman
<b>George T. Tiu</b>	
<b>Ian L. Go</b>	
<b>Lauren L. Go</b>	
<b>Earl Patrick L. Lim</b>	Resource, Non-Voting





# Board Meetings and Actions

For 2021, the Annual Meeting of Stockholders was held on the 2nd week of June, and maintained at least three (3) scheduled board meetings for the year.

On the other hand, Special Meetings are held as often as necessary, in accordance with the Company's By-Laws. All information material to the items in the agenda are fully disclosed and made available to the members to aid them in their decision making. Board matters are discussed freely and openly and minutes of these meetings, including relevant comments are properly documented.

The Board of Directors and its Board-level Committees, if applicable, review and decide on major corporate actions. Moreover, it reviews key management decisions pertaining to corporate strategies and strategic initiatives including mission and vision, investments, implementation of important company rules and policies, and the like



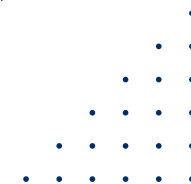
# Board Meetings and Actions

Below are the attendance details of the directors in the said meetings:

Directors	Designation/s	DATE OF BOD MEETINGS						Annual Stockholders Meeting
		30-Mar-21	10-May-21	10-Jun-21	7-Sep-21	15-Dec-21	10-Jun-21	
Patrick L. Go	Chairman & CEO	✓	✓	✓	✓	✓	✓	
Ramon M. Chu (Independent)	Vice Chairman and Treasurer	✓	✓	✓	✓	✓	✓	
George T. Tiu	President & COO	✓	✓	✓	✓	✓	✓	
JJ Samuel L. Soriano (Independent)		✓	✓	✓	✓	✓	✓	
Wendell Garth A. Ty (Independent)		✓	✓	✓	✓	✓	✓	
Hilary Blasé L. Go		✓	✓	✓	✓	✓	✓	
Lauren Nicole L. Go		✓	✓	✓	✓	✓	✓	
Ian L. Go		✓	✓	✓	✓	✓	✓	

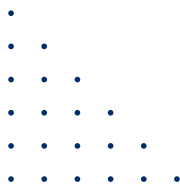
Members	Designation/s	30-Mar-21	10-May-21	10-Jun-21	7-Sep-21	15-Dec-21	10-Jun-21	
Jimmy S. Soo	Corporate Secretary	✓	✓	✗	✓	✓	✗	
Markin A. Lim	Assistant Corporate Secretary	✓	✓	✓	✓	✓	✓	



# Dividend Policy

Paramount abides by and adopts as its policy the Revised Insurance Code provision stating that no domestic insurance corporation shall declare or distribute any dividend unless it has met the minimum paid-up capital and net worth requirements under the Code and except from profits attested in a sworn statement by the President or Treasurer to be remaining on hand after retaining unimpaired the entire paid-up capital stock, the margin of solvency, the legal reserve funds required by law, and the sum sufficient to pay all net losses and liabilities for expenses and taxes.

For 2021, it was unanimously approved by the Board of Directors that no dividends will be declared due to the capitalization requirements under the Revised Insurance Code.



# Our Sustainability Strategy and Focus



## Our Customers and Stakeholders

Manage our risks and opportunities to benefit our customers and internal stakeholders as well as to operate in an ethical manner.

## Our Environment

Reduce carbon footprint and waste by actively managing resources as well and support activities that drive positive impact to our environment.

## Our People

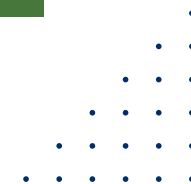
Invest in the health and well-being of our team and continue building a diverse and inclusive workplace.

## Our Communities

Create measurable social impact by investing in livelihood projects and community outreach programs that support our communities' welfare.

## Supporting Sustainable Development Goals (SDGs)

Through our sustainability strategy, we are able to contribute towards six SDGs:



# Governance and Ethical Business

Paramount aspires to be a responsibly-managed business that is client-focused, competitive, forward-thinking, financially and environmentally resilient, and sustainable for the long term.

Operating ethically, treating all our stakeholders with utmost respect, and acting on critical environmental and societal issues are all vital components of maintaining the longevity and resiliency of our business.



## DATA PRIVACY AND PROTECTION

Paramount is committed to protecting personal data and respecting privacy rights across our operations. A framework has been created on Data Protection that outlines policies, standards, processes (eg reporting security incidents, notifying of data breaches), training, and assurance activities to help manage this risk.



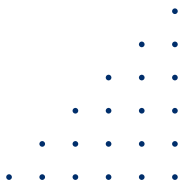
## REPORTING MISCONDUCT / WHISTLEBLOWING

Paramount is committed to operate under a policy of good governance, and ensures the freedom of its stakeholders from retaliation when reporting fraudulent and unlawful transactions and other activities that do not conform to the Company's policies and values, including violation of the Company's Code of Ethics. To this end, a dedicated email [whistleblowing@paramount.com.ph](mailto:whistleblowing@paramount.com.ph) has been set in place to allow all stakeholders to report any illegal, unethical or questionable practices in confidence.



## ANTI-MONEY LAUNDERING & TERRORISM FINANCING (AML-TF)

AML-TF is a policy that draws attention to the risk of becoming involved in money laundering and emphasises the importance of conducting due diligence. For its part Paramount, commits to adhering to all applicable trade / financial controls that the government implements. In addition, all new employees of the company are mandated to take this course along with the Code of Ethics as part of their New Employees Orientation Program (NEOP).



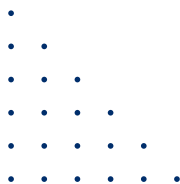
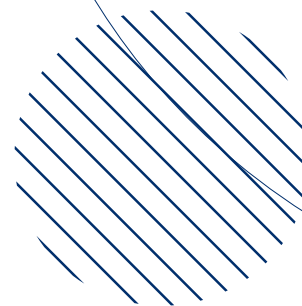
# Company Policies and Guidelines

## A. CUSTOMERS

Paramount's tagline "Madaling Kausap" expresses its main goal of delivering exceptional service to both internal and external customers. Minimum standards to ensure that only high quality service is given to customers are as follows:

1. Products are fully explained to prospective clients and only offered to them if they suit their needs, risk profile and objective through financial-needs analysis (FNA);
2. Complaints are handled in a fair, prompt, and effective manner; and,
3. Communications are clear and not misleading.

The Company has opened direct lines of communication to its customers through its dedicated email address ([insure@paramount.com.ph](mailto:insure@paramount.com.ph)), website (<https://www.paramount.com.ph/contact-us>) and Facebook account ([www.facebook.com/plgic](https://www.facebook.com/plgic)).



## B. SUPPLIERS

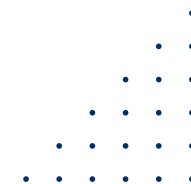
Paramount has established procedures for selection of its suppliers to ensure that it only deals with those who are engaged in ethical business practices. This is also part of the program of the Company on Anti-Corruption.

It is a policy of the Company to provide every department with supplies required in a systematic manner. Purchase request form should be duly filled up and signed by the Department Head. It is then submitted to the Purchasing Head who approves the request and upon approval, gets quotation from at least three (3) suppliers. Suppliers are subjected to regular performance evaluation to monitor and assess their compliance to the requirements and standards of the Company.

## C. CREDITORS

The Company is committed to meet its contractual obligations with policyholders, suppliers, third party service providers, and other creditors such as banks. In accordance with law, they will be given priority in the payment of Paramount's obligations in the normal course of the business and in the event of liquidation.

Key financial information is readily available and accessible to creditors via website. Likewise, Annual Statement synopsis approved by the Insurance Commission is published in newspaper in general circulation as required by the Revised Insurance Code.



# Code of Ethics

The Company considers its human resource as its prime asset. As such it seeks to promote and support each employee's well-being and protection. To ensure the attainment of this objective, a guideline on employee conduct and behavior has been drawn for consistency, uniformity and fairness in implementation. Paramount's Code of Ethics aims to define the employee's duties and responsibilities in relation to himself, others and the Company and its interest, and shall foster effective communication towards the realization of an efficient and effective organization.

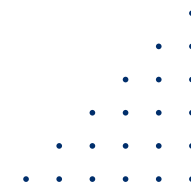
In accordance with the intent and purpose of the law, no employee shall be discharged, suspended, or otherwise disciplined without first being informed of the act, violation, breach, or offense that he has committed and without being given notice in writing within a reasonable time, unless the act, violation, breach or offense is in the judgment of the Company, serious or grave or otherwise prejudicial or detrimental to the interests of the Company or to the morale of the employees.

In all cases, the employee concerned shall be formally informed of the alleged breach of rules and regulations and be given the chance to answer and defend himself. Where so required and/or upon request of the employee concerned, cases shall be properly investigated and reported. The employee concerned shall be allowed full recourse to the established appeal procedures embodied herein.



To carry out the intent and spirit of this Code of Ethics, every employee is expected to follow the following standards of behavior and to carry out himself with utmost care and dignity.

1. Every employee shall perform his duties and responsibilities regularly and meet all standards of work satisfactorily and punctually.
2. Every employee shall perform his duties and obligations with diligence, dedication and probity.
3. Every employee's conduct shall be beyond reproach.
4. Every employee's conduct shall be guided by the highest degree of honesty and integrity in dealing with others, the Company, its interests and persons of authority.
5. Every employee shall respect the rights and property of others and that of the Company.
6. Every employee shall promote and integrate the Company goals and interests with his goals and interests without prejudice to the former.
7. Every employee shall strive to promote a healthy and safe working environment by preventing, eliminating dangers and hazards to health, safety and security whether it be in relation to himself, others, or to the Company.







... ..

operational, financial  
the Company has adequate  
formed by the internal and external  
  
carefully against potential benefits to protect the  
quiring shareholders' approval, the Board shall  
on, including its transaction price.

departments was conducted by the Risk  
identified risks. In ensuring that the company has  
implemented a Compliance Checklist Attestation to  
be being complied with.

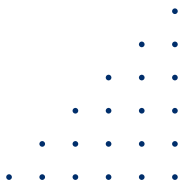
# Reporting Feedback

Paramount believes that corporate governance is everyone's responsibility. Therefore, it expects its officers, employees and stakeholders to adhere to a high level of disclosure and transparency. In this regard, the Company provides opportunities for all customers and stakeholders to provide feedback about the Company and its operations.

Reports, concerns and complaints on possible violation of rights, illegal or unethical behavior may be addressed to the Company's Legal Head, [Atty. Markin A. Lim](#), through the following contact information:

Head Office Address : 15th Floor, Sage House, 110 V. A. Rufino St.,  
Legaspi Village, Makati City  
Telephone : (+632) 8772 9200 ext. 8046  
Fax : (+632) 8772 9290  
Email : [markin.lim@paramount.com.ph](mailto:markin.lim@paramount.com.ph)

The Company ensures that all information received will be treated with utmost confidentiality and that the identity of those who make the report shall be strictly protected from any form of retaliation in compliance with the Company's Code of Ethics and applicable laws and regulations.



# Customer - Centricity

Deliver products and services conveniently.

In a changing and increasingly digital world, customer experience is taking on a whole new meaning. Today's consumers want speedy, convenient and friendly service, and a company that makes them feel valued.

At Paramount, customers are at the center of everything we do. We aim to consistently provide great service experiences for our clients. To meet their evolving expectations, we're simplifying our processes by adapting to a hybrid service delivery and equipping servicing teams with the right tools - training and platforms to deliver service to clients when, where and how they want it.

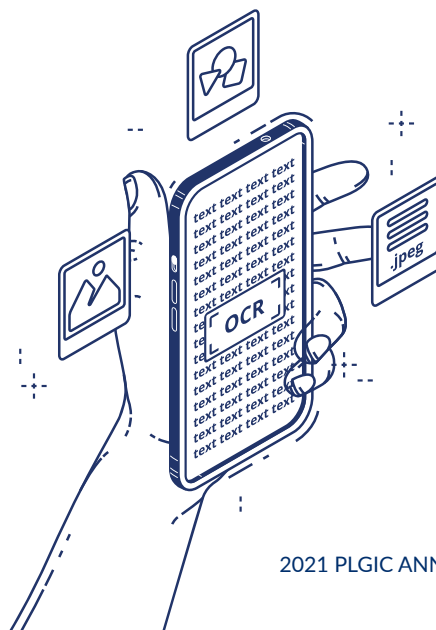


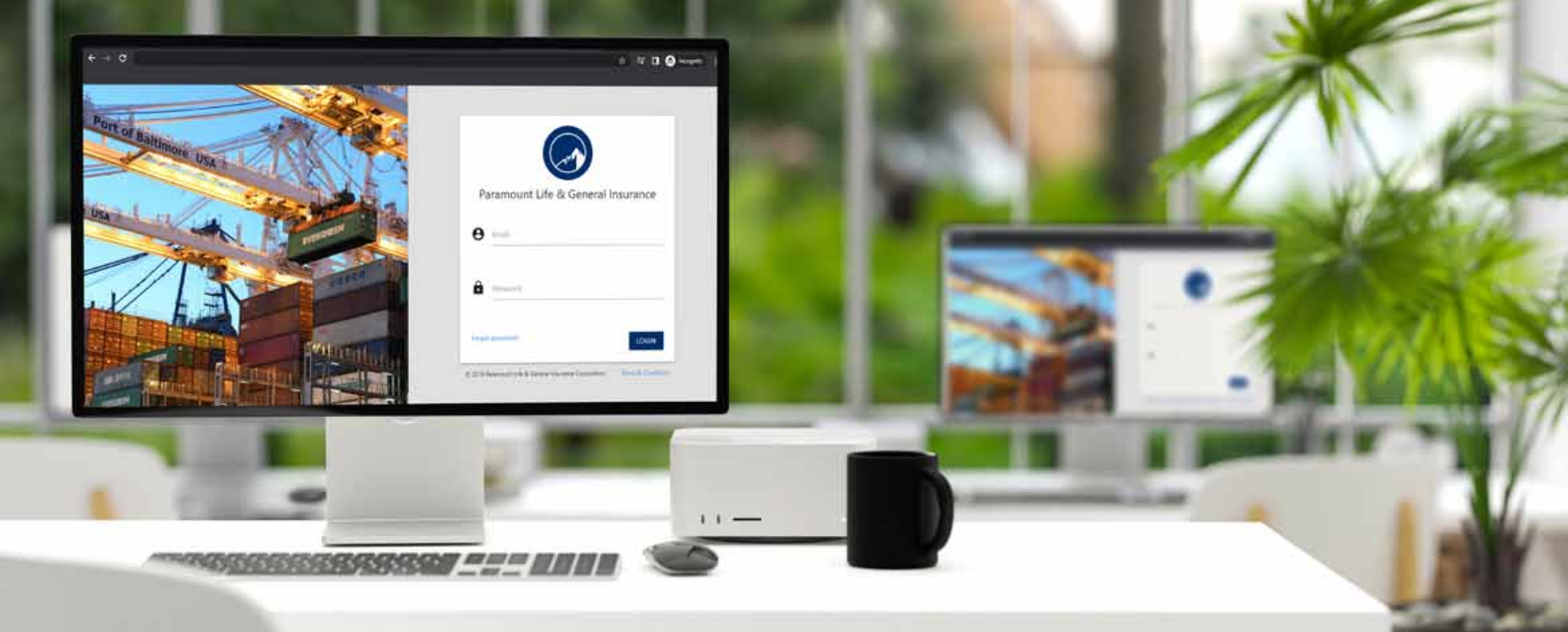
## Establishment of Paramount LEAP (Life Electronic Application)

Development of a mobile application version of Paramount's life application that aims to cut down turnaround times, improve data collection and provide better client servicing.

## Implementation of Optical Character Recognition (OCR) on CTPL Website








OCR functionality aims to give clients an efficient and faster way of applying for a CTPL insurance. Through this solution, the client doesn't need to fill-up all the information needed when applying. They can now upload their vehicle's Certificate of Registration and the system will read the document and automatically populate some fields in the form.

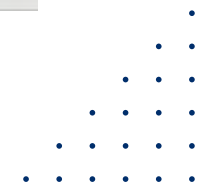




## Paramount Shipment Assurance System SEAS

A customized platform suitable for frequent importers or exporters of goods. This facility allows all Paramount Marine Open policyholders the ability to continuously issue/ update declarations on their own anytime and anywhere.

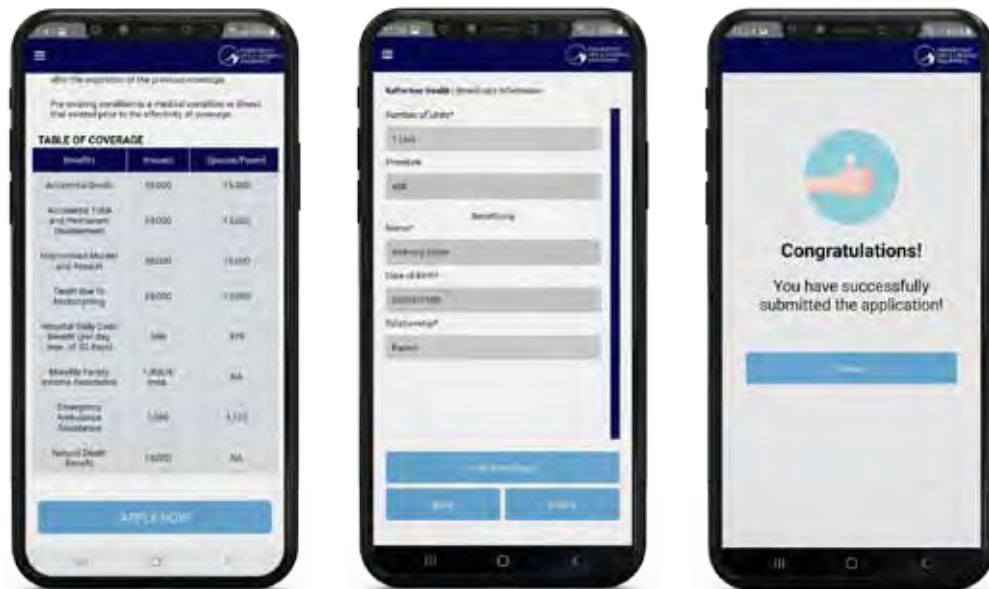
ShipmEnt Assurance System				
				
				
<b>MARINE OPEN POLICY</b> <small>This policy is designed for frequent issuers of commercial goods to insure transportation risks and insure themselves of shipment.</small>				
My Recent Risk Note:				
Policy No.	Risk Note Number	Status	Actions	
EM04-100011	1	Approved		
EM04-100011	1	Approved		
EM04-100009	2	Approved		
EM04-100007	3	Approved		
EM04-100006	3	Approved		





## Micronnect App & Webservice

This system was developed specifically for microinsurance business which removes all manual processes in applications and reports. It allows partners to issue policies through the mobile app or the web which makes the process more fast and efficient.





## Driving availability, accessibility and affordability of insurance products



### LAUNCHED KAAGAPAY INSURANCE WITH LOCKTON AND PAG-IBIG FUND

A microinsurance product that serves as an all-in-one solution with its uniquely selected benefits providing both personal protection (a) life insurance (b) accident insurance (c) hospital cash assistance and property protection with its built-in fire and lightning coverage.

Amidst the uncertainties, Paramount and Lockton aims to keep things simple for Pag-IBIG members from application (purchase and pay online) to a straightforward claims process.



### EXTENDED MARKET AVAILABILITY OF THE COMPREHENSIVE FAMILY GROUP POLICY (CFGP)

The CFGP is a straightforward and affordable protection that offers comprehensive coverage which includes life, accidental and hospitalization benefits.

This was initially offered to teachers, police, armed forces and other government employees. With Paramount's extensive network of agents servicing the farthest and remote areas in the Philippines, this product is also now extended to private entities who might want to include this coverage as a benefit package for their respective employees. Extending this product to more Filipinos who need an adequate protection plan that won't put too much strain on their budget.

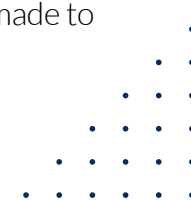


### ENHANCED OFW INSURANCE COVERAGE AND IMPROVED APPLICATION PROCESS

In 2010, Paramount is the first insurance company accredited to provide protection for OFWs worldwide.

For 2021, Paramount once again leads in enhancing protection for OFWs by extending the eligibility age up to 65 and included coverage for COVID-19. Application processing has been streamlined and payment options are available in various digital channels for ease and convenience.

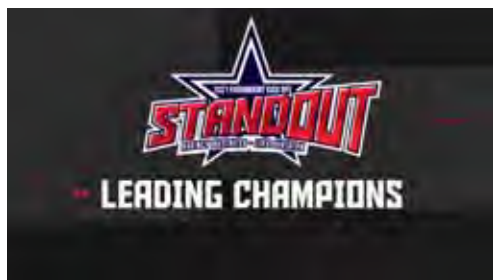
OFWs need not worry about their coverage expiring as renewal notices have been made to remind them before their policies end.



# Sales Contests

Sales contests and incentives are designed to motivate the salesforce towards excellence in their field by triggering key performance indices in laying down the mechanics.

## ABLD Leading Champions & Recognition Cup



A search for the best of the best at each functional level of the ABLD group. Every category is set with to declare the year's Leading Champions

Insurance Associate Level  
Ms. Grace Artiza of KLB-Mt.  
Charleston Branch

Branch Manager Level  
Ms. Jennifer Echavez of BHL-MT.  
Golden Peak Branch

Regional Level  
Mr. Ronald Zapanta of North Luzon



A special trip for members of the ABLD Group meeting the FYP requirement for 2020-2021. Each qualifier can earn as many as five (5) seats, allowing up to four (4) guests to join him/her.

2022 TRIP QUALIFIERS  
1. Ms. Grace Artiza of KLB-Mt.  
Charleston Branch  
2. Mr. Ted Tinsay of LPP Team  
Bamboo

## Pot of Luck Contest



A sales initiative with the goal of increasing the overall New Business Production for the Non-Life Insurance. Cash incentive is proportional to the premium contributed by each agent meeting the minimum requirement.

Eligibility  
1. Open to all CDO Service Office and all its Extension Office Agents  
2. Davao Service Office and all its Extension Office Agents

## Paramount Agent Referral Program (PARE)



A year round promo aimed to increase recruitment and strengthen overall production.

The respective Regional Managers in collaboration with the Branch Managers will identify and select the agent. Maximum of 3 agent referrals will be selected per branch to spearhead the referral program.

Results  
Total no. of Agents Enrolled: 36

Total Production: Php 4.2 + Million

# Our People - Talent Management

## Engagement and Recognition

Paramount's overall success is largely a result of the knowledge, skills, and passion our employees and agents bring to work every day. Bearing this in mind, the company continues to: (1) recognize the achievements and service to the company (2) foster an environment that provides a deep sense of belongingness to keep everyone motivated in the work that they do .

## Together Apart: Events and Gatherings During a Pandemic

As Paramount ease its way to the conventions of a pandemic, celebrations were transformed to a format that satisfies the need to socialize and feel being a part of a group.

## Virtual Recognition Programs

Last *December 7*, Paramount hosted its 2021 Loyalty awards, a celebration of employees who have remained faithful to the commitment of protecting the interest of Filipino families worldwide. A total of 91 employees were recognized during the event including the Chairman and CEO of Paramount Mr. Patrick L. Go who was awarded for his 30 years of service .



## Agency Business Life Division Kick Off

Paramount warmed up to a better normal, when the life division rallied its sales team last *February 4, 2021*, via zoom. Gathered in celebration with an American football motif and a focus on the DIFFERENCE that makes the Company the BETTER choice for all stakeholders elicited the participants to commit support of each other and to protect more Filipino families. During the program the division introduced the new name for its salesforce, Agency Business Life Division (ABLD) headed by its Chief Marketing Officer, Mr. George Alcantara who presented his team's game plan for 2021.





### Paramount Halloween on Screen

A two-hour virtual halloween celebration for Paramount employees' children and relatives. 130 kids joined the fun from all over the country. Special activity sets were sent out for an interactive program via Zoom. The hosts, Maleficent and Gru, led the kids to a potion-activity and ended the program with a magic show.



### Stop-to-Go Year-End Party

To cap the year off, a celebration for thanksgiving in a hybrid setup with some employees at the venue and the rest at home was put up. Inspired by the most popular series of 2021, Stop-to-Go celebrated the green lights of the year - employees staying healthy, high vaccination rate and production growth, in spite of red ones brought about by the pandemic and the ever-changing quarantine statuses and movement restrictions. Despite the distance, meals and good times were shared.



## Diversity, Equity, and Inclusion

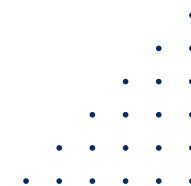
Paramount believes in the importance of an inclusive and caring culture is key to attracting great talent and supporting an engaged workforce.

Our recruitment practices have been enhanced to foster a more inclusive process and engage diverse talent. Meanwhile, compensation across the company are differentiated based on individual levels of contribution and fully considers both what was accomplished versus objectives, and how the results were achieved in alignment with our values.

Employee Representation By Level	%
Vice President and above	2%
M2 to Assistant Vice President	13%
Staff	85%
Total	100%

Employee Gender Mix By Level	Female	Male
Vice President and above	2%	2%
M2 to Assistant Vice President	12%	16%
Staff	87%	82%
Total	100%	100%

*\*Includes regular, temporary employees, contractors, and those on paid leave as of December 31, 2021.*







## Health, Safety, and Well-being

By supporting our employees' health and well-being, we enjoy the benefits of having a healthier workforce—which include greater productivity, higher morale and engagement, and better business performance.

### Employee Health Programs and Covid-19 Management

For 2021, Paramount extended support to its employees by providing continuous health care coverage for all its employees, free covid-19 testing, allowing a work from home arrangement (WFH) to employees who tested positive and provided assistance to employees and their dependents in securing their first and second doses of covid-19 vaccines.

Aside from covid vaccines, Paramount also arranged and made available to all employees and their dependents the vaccination program for flu and pneumonia to further boost immunity.

## Customer Health and Safety Programs

### Defensive Driving Seminars

This seminar equips participants with a set of driving skills that allows them to defend themselves against possible collisions caused by bad drivers, drunk drivers, and poor weather conditions by utilizing safe driving practices. Participants range from tourist bus drivers and personal drivers of clients.



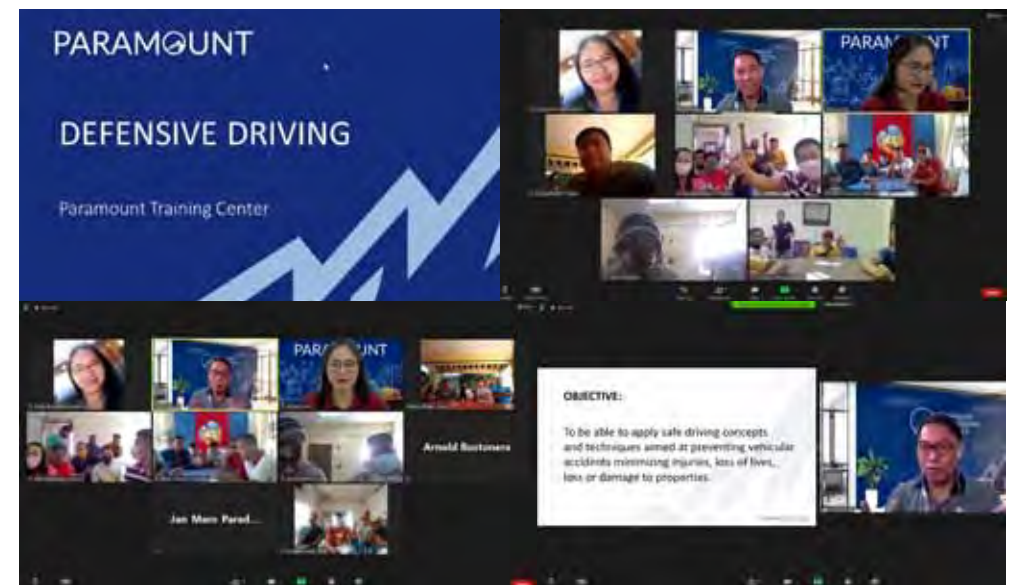
BigMak Group Batch 1 -March 29, 2021

Participating location: Isabela, Naga, Mindoro, Calabarzon



BigMak Group Batch 2 - March 30, 2021

Participating location: Vigan, Tacloban, Cebu, Iloilo Negros, Albay



## Learning and Development

Building high-performing teams is one of the pillars of our business strategy. To this end, Paramount is committed to providing and creating an environment in which our people are engaged, and encouraged to learn and develop, throughout their career.

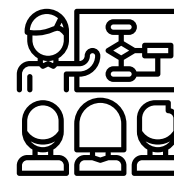
The company quickly shifted all in-classroom training to Webinars Series with courses ranging from (Fundamentals of insurance, Use of Teleconferencing & collaborative tools, and Product Review Trainings). Regular training schedules are posted on the company's portal page for accessibility.

### Internal Employee Webinar Training Sessions

Topics Conducted	Frequency	No. of Participants
7 Habits of Highly Effective People	15	276
Base Camp	1	18
Digital Prospecting	1	14
Sales 101	1	17
Video Conferencing	1	13
<b>TOTAL</b>		<b>338</b>

Aside from in-house training sessions Paramount subsidizes the cost of continuous learning and examinations as employees pursue their learning and individual development plans.

### Total Training Hours (External) per level



Staff

**21**

Supervisory

**42**



External Training

Total Hours

**93 hours**

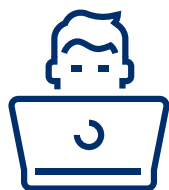


SOCIETY OF  
ACTUARIES®



# Digital Learning Experience

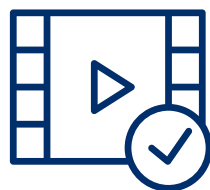
Employees were given access to the Linked In Learning platform which provides curated content that employees can use to build skills needed for current or future roles. Employees were encouraged to complete at least two (2) sessions / courses every month and reach their learning goal numbers at the end of each month or a minimum of one (1) hour per month. To improve our learning journey, regular check points were placed and incentives were given out for completing the courses.



Activation Rate  
**94%**



Videos Viewed  
**109K+**



Monthly Hours  
Viewed Per Learner  
**7.4**

For 2021 an average of **82% learners** are considered repeat learners - who initiated learning on their own an affirmation that employees have started to build a habit without the need to be pushed.

## LINKED IN LEARNING VIDEO COURSE CHALLENGES



Video [Cleaning and sanitizing](#)  
(1m 16s)



Video [Distractions and cognitive load](#) (2m 48)



Video [Health and wellness](#)  
(3m 5s) (remote worker)



Video [Solutions for eye strain at work](#) (1m 40s)



Video [Summertime, Acoustic, or Reacquiring: Which is Best and Why?](#) (3m 27s)



Video [Manage Your Attention Through Mindfulness](#)  
(2m 59s)



Video [The Platinum Rule of Friendship](#)  
(2m 20s)



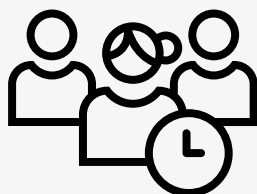
Video [Opening the Dialogue about Mental Health and Emotional Safety](#) (3m 50s)



## NON-LIFE INSURANCE COURSES

Topics Conducted	Frequency	No. of Participants
BNL Webinar - day 1	13	152
BNL Webinar (New BM)	3	1
Defensive Driving	3	77
Digital Prospecting	1	2
IC Online Exam Orientation	1	21
IC Online Exam Process	10	18
NL Product Review Webinar	66	483
PEAK Adaptability (Video Conferencing) Webinar	3	21
PEAK Basecamp	7	44
PEAK Efficiency (Basic Admin) Webinar	3	22
PEAK Efficiency (Sales 101) Webinar	3	22
PEAK Knowledge (Digital Prospecting) Webinar	3	20
PEAK Knowledge (GAP) Webinar	3	23
PEAK Professionalism (BNL) Webinar	9	84
Product Presentation (Client)	3	38
Video Conferencing	1	1

Agents  
Webinar  
Sessions



Total Number of  
Webinar Participants  
(Non-Life Courses)

**1029**

### Digital Prospecting

The course discusses the advantages of social media applications in promoting products & services to potential target markets. It also helps the participants get to know some common tendencies of people on buying products & services through the online platform.

### PEAK Program

A special training course consisting of seven modules divided into nine sessions designed for non-life insurance agents. It aims to provide a strong foundation to a profitable, professional, efficient, and adaptive non-life insurance business by imparting the necessary knowledge to build one.



## LIFE INSURANCE COURSES

Topics Conducted	Frequency	No. of Participants
ALC Webinar	12	62
Concept Selling	10	85
Digital Prospecting	2	40
Electronic Application Webinar	8	111
Financial Literacy	2	53
FIT 1	9	69
IIAP Online Examination Process	6	11
Keyman Insurance	1	4
Payment Collection Facilities	3	46
Product Presentation Webinar	1	1
Product Review	19	125
Prospecting & Handling Objections Webinar	1	7
Review on Policy Provisions	3	39
UL Product Review	2	11
Video Conferencing	1	6

Agents  
Webinar  
Sessions



Total Number of  
Webinar Participants  
(Life Courses)

**670**

### Agent's Licensing Course (ALC)

A two day licensing course helps and prepares the new recruit pass the Agent's Licensure Exam. It also introduces the new recruits to the foundation of Life Insurance.

### Fast Impact Training (FIT)

A comprehensive three (3) day program for all newly transferred recruits and newly licensed agents, especially those without any previous sales experience. This program will equip the Financial Advisor (agent) with the basic knowledge and skills necessary for them to sell in their first three (3) to six (6) months in the business.

This program includes six (6) modules: (a) Company Profile, (b) Anti-Money Laundering Act, (c) Mission of Life Insurance, (d) Individual Life Products, (e) Underwriting and (f) Sales Process.

### Payment Collection Facilities

This training program is a discussion on payment facilities where customers can pay their premiums: ADA, Credit Card, Mobile / Online Banking and GCASH. Aside from paying directly to Head Office or thru Agents, our clients can choose from these different options to settle premium payments which are more convenient to them.





# One Brand - One Paramount

## Branch Office Signages

In order to reinforce and increase client's recognition of Paramount's new brand identity, branches nationwide updated their signages to reflect the refreshed logo.



## Increased Social Media Engagement

Paramount further utilized its social media platforms (facebook & Instagram) to be able to reach out to more of its stakeholders and provide them a convenient platform to connect with the company.



## Google Business Pages

For 2021, Paramount established and maximized Google's My Business Page (GMB). The tool allows Paramount to improve its branches location visibility via its search and maps feature as well as provide another platform for clients to connect to Paramount with its message facility. On Google business clients can also see each branch's operating hours and contact information and see latest updates and announcement.



### Paramount Life & General Insurance Corporation - Angeles

[Website](#) [Directions](#) [Save](#)

3.0 ★★★★★ 2 Google reviews

Insurance company in Angeles

**Located in:** [Ameluz Building](#)

**Address:** Unit 12-13 Ground Floor Ameluz Building, Sto. Entierro St. Santo Cristo Rd. Angeles, Pampanga

**Hours:** Closed • Opens 8AM Mon •

Updated by this business 3 weeks ago

**Phone:** (045) 901 0140

### Paramount Life & General Insurance Corporation - Cebu Branch Office

[Website](#) [Directions](#) [Save](#)

5.0 ★★★★★ 1 Google review

Insurance company in Cebu

**Address:** GF Skyrise Alpha Building Samar Loop, Cebu Business Park, Cebu City, 6000 Cebu

**Hours:** Closed • Opens 8AM Mon •

Updated by this business 3 weeks ago

**Phone:** (032) 298 5364



### Paramount Life & General Insurance Corporation - Cabanatuan

[Website](#) [Directions](#) [Save](#)

Insurance company in Cabanatuan

**Located in:** [Wheeltek Marketing](#)

**Address:** FXQ9+X4, 2nd Floor, RBO Bldg., Burgos corner Gabaldon St, Cabanatuan City, 3100 Nueva Ecija

**Hours:** Closed • Opens 8AM Mon •

Updated by this business 3 weeks ago

**Phone:** (044) 600 3576



### Paramount Life & General Insurance Corporation - Iloilo

[Website](#) [Directions](#) [Save](#)

4.5 ★★★★★ 2 Google reviews

Insurance company in Iloilo City

**Address:** Charly Resources Building, Quezon St, Iloilo City Proper, Iloilo City, 5000 Iloilo

**Hours:** Closed • Opens 8:30AM Mon •

Updated by this business 3 weeks ago

**Phone:** (033) 336 0274



# Corporate Social Responsibility

## Typhoon Odette Support

In December 17, 2021, Typhoon Odette struck the Philippines, causing severe damage to its central region and affecting millions of Filipinos.

As a response, Paramount launched a fund raising activity to help our people from the calamity-stricken areas to at least alleviate their hardships and help them rebuild their lives.

The donations received were distributed to the affected employees according to the severity of their situation



**more than Php 200K**

in financial aid for employees  
and their families struck by  
Typhoon Odette

# Corporate Social Responsibility

## Project Shine - Sustainable Education

Re-affirming the company's commitment to providing access to education to disadvantaged communities, Paramount teamed up again with the Solar Village Foundation for the year 2021.



### PARTICIPATED IN 2 KEY INITIATIVES:

#### Solarizing Schools and Learning Facilities (SELF)

Aims to improve community literacy by facilitating environments that are conducive to learning through access to sustainable solar solutions.



#### Teachers With Light (TWL)

Supports teachers by delivering door-to-door rural education during and beyond the pandemic by providing sustainable access to solar lanterns with power bank capacities.

Paramount's donation was able to provide solar printing systems in Sitios Tabunan and Sampao in Mindanao and 10 solar lanterns to our partner school Laganan Integrated School



*"I believe that our partnership with Solar Village Foundation is a valuable one as we aim to empower more lives through education. The Company's commitment to be socially responsible by continuously giving hope to the disadvantaged communities like Laganan IS has helped switch on the light of hope for a better future for these people. We hope to reach out to more communities, through our continued partnership with the Foundation."*

*- Diana S. Lao, Head of Human Resources*



**SOLAR VILLAGE  
FOUNDATION**

Development with Dignity



## PLGIC 2021 ANNUAL REPORT

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