



AIA Group Limited

Shareholders' Communication Policy

Approved by Board of AIA Group Limited
Date of Approval: 25 November 2022
Version: 2.0

1. Purpose of the Policy

- 1.1 This Shareholders' Communication Policy (the "Policy") aims to promote effective communication with both individual and institutional shareholders of AIA Group Limited ("AIA" or the "Company") (collectively, the "Shareholders").

2. General Policy

- 2.1 The Company shall maintain an on-going dialogue with Shareholders through the different means as set out in this Policy.
- 2.2 Shareholders shall be given timely access to accurate, clear and balanced information about the Company in order to enable them to exercise their rights in an informed manner and to engage actively with the Company.
- 2.3 The Company values the views of Shareholders and communication with Shareholders is given high priority.
- 2.4 This Policy will be regularly reviewed to ensure its effectiveness in achieving its objectives.

3. Communication Strategies

The Company shall communicate effectively with Shareholders through the following communication means:

Corporate Communications

- 3.1 Corporate Communications refer to any documents issued or to be issued by the Company for the information or action of holders of any of its securities, including but not limited to the annual report, interim report, notice of meeting, circular and proxy form.
- 3.2 The Company shall use best efforts to ensure that corporate communications are provided to Shareholders in plain language and available in English and Chinese. Shareholders have the right to choose the language (either English or Chinese) and means of receipt of corporate communications (in hard copy or through electronic means). However, as part of its broader corporate social responsibility initiative, the Company will encourage Shareholders to elect to receive corporate communications in electronic form.
- 3.3 Shareholders can register for the News Alerts service in the Market Data section of the HKEX Market website (www.hkex.com.hk) in order to receive notification when the Company publishes its corporate communications on the HKEXnews website.

Shareholders' Meetings

- 3.4 The Company shall encourage Shareholders to participate in general meetings and to appoint a proxy if they are unable to attend the meetings. To that end, the Company shall ensure that appropriate arrangements are in place for general meetings to encourage Shareholders' participation, such as the viewing of a live webcast.
- 3.5 Notices of general meetings and the accompanying papers shall be provided before the meetings on the Company's website at www.aia.com ("AIA Website") and on the HKEXnews website at www.hkexnews.hk, and by post to those Shareholders who have elected to receive a hard copy version of the Corporate Communications as required by the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules").

- 3.6 Chairmen of Board committees, or in their absence, other members of such committees and representatives of the Company's external auditor shall attend annual general meetings to answer Shareholders' questions.
- 3.7 The process of the Company's general meeting shall be monitored and reviewed on a regular basis.
- 3.8 Poll results of the Company's general meetings shall be posted on the AIA Website in a timely fashion as required under the Listing Rules.

Environmental, Social and Governance Reporting

- 3.9 The Company's and its ESG-related policies and environmental, social and governance ("ESG") reports are available on AIA Website, whereby Shareholders are kept informed on how the Company integrates ESG into its business and investment processes so as to contribute to the Company's purpose, deliver long-term value for stakeholders and strengthen long-term shareholder value.

Corporate Website

- 3.10 The Company shall make use of the AIA Website to make information widely available to Shareholders. A dedicated Investor Relations section is also available on the AIA Website which offers timely access to the Company's latest information to the Shareholders. Information on the AIA website shall be updated on a regular basis.
- 3.11 All information released by the Company on the website of HKEX shall be posted on the AIA Website as soon as practicable as required by the Listing Rules.
- 3.12 Results presentation materials and press releases of the Company shall be made available on the AIA Website as soon as practicable following their release to the public.
- 3.13 Webcasts of the Company's recent interim and annual results briefings shall be made available on the AIA website.

AIA IR Library App

- 3.14 By downloading the "AIA IR Library" App of the Company, Shareholders can access the selected information in relation to the Company, including its annual and interim reports, results presentations, results transcripts, press release, investor presentations and ESG reports.

Investment Community Communications

- 3.15 The Company recognises that a considerable number of shares are held by a wide range of institutional investors. In order to ensure that information about the Company, its operations and business performance are well understood, investor/analyst briefings, meetings and roadshows will be held on a basis consistent with the timing of the Company's financial reporting cycle.
- 3.16 All communications with Shareholders are required to be conducted in strict compliance with the disclosure obligations and requirements under the applicable laws and the Company's policies.

Shareholders' Enquiries

- 3.17 Shareholders may at any time direct questions or make a request for publicly available information about the Company and provide comments to the Company. They can be addressed to the Company's Investor Relations Department at:

Address: 35/F, AIA Central, 1 Connaught Road Central, Hong Kong

Email: ir@aia.com

- 3.18 Shareholders should direct their questions about their shareholdings to the Company's Registrar, Computershare Hong Kong Investor Services Limited at:

Address: 17M Floor, Hopewell Centre, 183 Queen's Road East, Wan Chai, Hong Kong

Telephone: +852 2862 8555

Online Enquiry and Feedback: https://www.computershare.com/hk/en/online_feedback

4. Shareholder Privacy

- 4.1 The Company recognises the importance of Shareholders' privacy and will not disclose Shareholders' information without their consent, unless otherwise required by law to do so.

5. Review and Publication of the Policy

The Board will review this Policy on a regular basis to ensure its effectiveness. This Policy is available on the AIA Website.

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Note: If there is any inconsistency or conflict between the English and Chinese versions of this Policy, the English version shall prevail.