

Frequently Asked Questions (FAQ)

For Accounting Year 2018

The purpose of an Annual Bonus Statement is to keep you up to date on the performance of Aviva's Participating Fund, inform you of the bonuses that are allocated to your policies, and provide an insight into the future outlook of the Participating Fund based on the latest actuarial investigation of policy liabilities.

1. What types of bonuses am I entitled to?

There are two types of bonuses that could be added to the benefits of your Participating policy:

- **Reversionary Bonus** is a regular bonus, usually declared annually, that becomes a permanent addition to your guaranteed benefits.
- **Terminal Bonus** is a non-guaranteed, one-off bonus payable when the policy matures, when you surrender it or when a claim is paid.

These bonuses are given in addition to the guaranteed benefits of your Participating policy(ies).

2. How are bonuses for policyholders and shareholders determined?

Premiums of Participating policies are pooled into a Participating Fund, and are invested in a wide range of assets. Bonuses are then determined based on the performance of the Participating Fund, which is dependent on investment returns, market outlook, customers' claims experience, lapse experience and Aviva's expenses incurred in managing the Participating Fund.

Aviva operates two Sub-Funds within the main Participating Fund.

Participating Fund	
Participating Sub-Fund 1 <ul style="list-style-type: none"> • Long Term pool 	Participating Sub-Fund 2 <ul style="list-style-type: none"> • Long Term pool A and pool B • Short Term pool A and pool B

To find out which Sub-Fund your policy(ies) participate(s) in, please visit www.aviva.com.sg/parbonus2018 or scan this QR code.



Where bonuses are declared, shareholders are entitled to a maximum of 10% of bonuses paid to the policyholders. As such, interests of policyholders and shareholders are aligned.

These bonuses are approved by the Board of Directors, taking into account the written recommendations of the Appointed Actuary and are based on the latest actuarial investigation of policy liabilities carried out under Section 37(1) of the Insurance Act.

3. What affects the performance of the Participating Fund and level of bonuses?

The overall performance of the Participating Fund is based on the performance of its Sub-Funds.

The two key factors affecting the performance of each Sub-Fund, and ultimately, the level of bonuses are:

a) Investment strategy

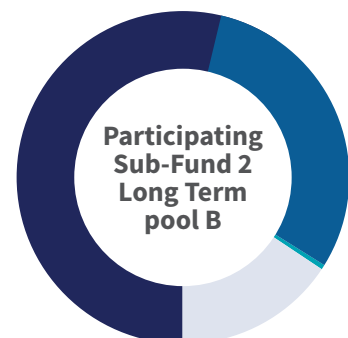
Each Sub-Fund's investment strategy is decided when the Fund is set up and it is reviewed regularly. The asset allocation for each Sub-Fund and pool reflects the different objectives and investment returns that it intends to meet. The charts below show the actual asset mix of the two Sub-Funds as at 31 December 2018:



Asset Allocation (%)	
● Fixed Income	96%
● Equities	-
● Property	-
● Cash, Deposits & Money Market Securities	4%
Total	100%

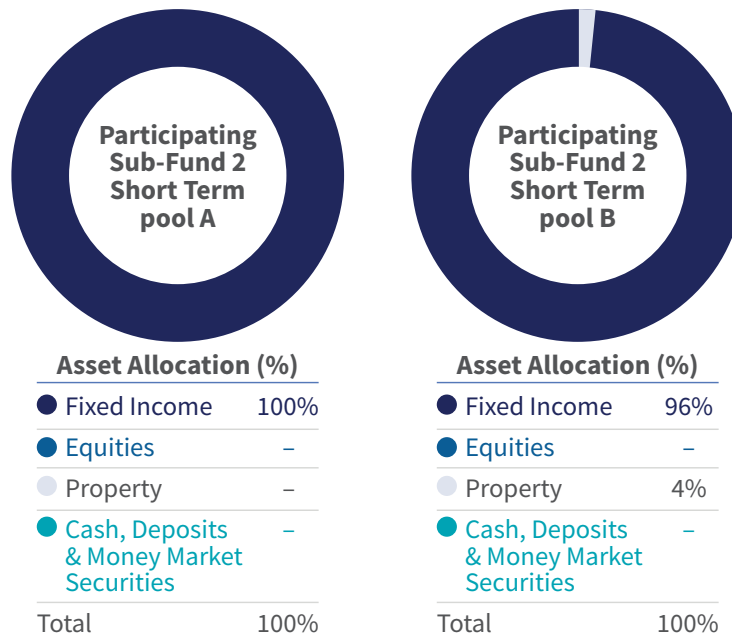


Asset Allocation (%)	
● Fixed Income	67%
● Equities	17%
● Property	15%
● Cash, Deposits & Money Market Securities	1%
Total	100%



Asset Allocation (%)	
● Fixed Income	58%
● Equities	28%
● Property	13%
● Cash, Deposits & Money Market Securities	1%
Total	100%

(continued)



3. b) Investment performance in 2018

The table below shows the investment return of the Sub-Funds from 2016 to 2018. Weak global equity markets made 2018 a challenging year for the Participating Fund.

Year	Participating Sub-Fund 1	Participating Sub-Fund 2			
	Long Term pool	Long Term pool A	Long Term pool B	Short Term pool A	Short Term pool B
2018	1.75%	-1.29%	-3.79%	0.90%	1.67%
2017	2.87%	10.91%	12.59%	2.44%	4.09%
2016	4.35%	4.68%	3.45%	6.68%	5.37%
Average investment returns	2.98%	4.65%	3.87%	3.31%	3.70%

On the non-investment front, the performance of the Participating Fund was reasonable. This was driven by lower-than-expected mortality / morbidity experiences. Expenses incurred by us were within expectation so the impact of this was small. We are committed to managing our costs prudently and will continue to closely monitor the experience.

4. What is my bonus allocation for 2018 and how does it impact the projected maturity / surrender value of my policy?

To recap, there are two types of bonuses — Reversionary Bonus and Terminal Bonus.

- **Reversionary Bonus:** We are pleased to share that we have maintained the reversionary bonus rates for your Participating policy(ies) despite a challenging year for the Participating Fund in 2018. This means that the reversionary bonus is the same as last year's for all policies.
- **Terminal Bonus:** We have maintained the terminal bonus rates (same as last year's) for most of the products. However, the terminal bonus for some products have changed. The changes are set out in the following table and the increase or decrease in the projected maturity or surrender value is reflected in your bonus statement.

Terminal Bonus	List of Products	Change in projected maturity / surrender value — based on 2018 bonus rate vs. 2017 bonus rate	Impact on projected yield based on 2018 bonus rate
Higher than last year	<ol style="list-style-type: none"> Classic (Par) Enhanced Living Assurance Enhanced Living Assurance 15 Years Payment Enhanced Living Assurance 21 IdealLiving 21 LifePlan 21 Premier Premier Life Whole Life Assurance (Par) 	Increase	Projected yield will increase by 0.2% to 0.3%. This is mainly due to better than expected claims experience over the policy term.

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Terminal Bonus	List of Products	Change in projected maturity / surrender value — based on 2018 bonus rate vs. 2017 bonus rate	Impact on projected yield based on 2018 bonus rate
Lower than last year	1. MoneyBack 2. MoneySecure Express 3. MyFlexiSaver	Decrease	Projected yield will decrease by 0.6% to 0.8% due to weaker investment performance in 2018.
Same as last year	All the remaining products	No change	Not applicable

We continually monitor the past and future performance of the underlying investment portfolio and strive to deliver stable and reasonable returns for all customers.

5. What is the future outlook for the Participating Fund in 2019?

The US Federal Reserve and other major central banks have stopped raising interest rates for the time being, which is positive for global investment markets. However, considering the following factors, we expect global economic growth to generally slow in 2019.

- In the US, economic growth remains stable, supported by the Federal Reserve's guidance that there will be no further interest rate increases this year.
- In Europe, the economy has been slowing down, and we expect this to stabilise before improving. The major risk is Brexit.
- In China, growth is expected to slow in 2019, but the Chinese government's economic policies are expected to reduce the negative impact of this.
- In Singapore, the domestic economy is healthy, but could be impacted by intensified trade war between the US and China.

Key opportunities identified for 2019	<ul style="list-style-type: none">• Continuation of global growth, but at a slower pace• Pause in interest rate increases is positive for investments
Key risks identified for 2019	<ul style="list-style-type: none">• US-China trade war could slow global economies• Unexpected slowdown in China's economy is negative for investments

The Participating Fund portfolio is well diversified across fixed income, equity and property to benefit from the key investment themes in 2019.

We will manage the Participating Fund with a long-term view to deliver stable and reasonable returns for all customers, while maintaining the financial soundness of the Fund.

6. How will the future performance of the Participating Fund affect my bonuses?

Whilst the future performance of the Participating Fund is dependent on the market outlook, insurers generally try to avoid large fluctuations in the bonuses declared from year to year.

This stability is achieved by smoothing (or levelling out) bonuses over time. As a result, bonuses may be held back in years when the Participating Fund performs well so that bonuses will be less affected when market conditions are not as favourable. Smoothing is intended to be neutral over the longer term, although it can lead to a profit or loss in the short term.

Other factors that affect your bonus:

- Claim, lapse and expense experience of the Participating Fund
- Tax and regulatory changes to the Participating Fund

7. Is Aviva Ltd financially sound?

We are financially sound with a capital in excess of required levels set by the Monetary Authority of Singapore.

8. Who manages the Participating Fund at Aviva?

The Participating Fund is managed by Aviva Investors which comprises of award-winning, specialist teams of fund managers. Aviva Investors is wholly owned by Aviva plc, with assets under management in excess of £330 billion (as at 31 December 2018).

If you require further information regarding your bonus, please call us at (65) 6827 9931 (8.45am to 5.30pm, Mondays to Fridays, excluding public holidays) or email us at cs_life@aviva-asia.com.

This document is for general information only. Please consult your financial adviser representative should you need any financial advice. While every care has been taken to provide accurate information, we reserve the right to correct any error or omission and accept no liability for any loss arising from any use of or reliance on the information. In the event of any inconsistencies between the English and Chinese version, the English version of this document shall prevail. Information is accurate as at June 2019.

Aviva Ltd

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Company Reg. No.: 196900499K GST Reg. No.: MR-8500166-8

常见问题解答 (FAQ)

针对 2018 会计年度

年度红利报表的目的是让您及时了解 Aviva 分红基金的业绩，告知分配给您的红利，并根据保单责任进行的最新精算调查提供分红基金的未来展望。

1. 我有权享有哪一些类型的红利?

有两种类型的红利可以添加到您的分红保单的福利中:

- **复归红利** 是一种定期红利，通常每年宣告一次，并且它会永久成为您的保证福利的一部分。
- **期终红利** 是一种非保证的一次性红利，它会在保单期满、您放弃保单或支付索赔时支付。

这些是在您的分红保单的保证福利之外另外发放的红利。

2. 保单持有人和股东的红利是如何确定的?

分红保单的保费汇集成一个分红基金，并投资于一系列广泛的资产。红利是根据分红基金的业绩而确定的，同时也取决于投资回报、市场前景、客户的索赔经历、保单失效经历和 Aviva 在管理分红基金过程中产生的费用。

Aviva 在主分红基金内部运作两项子基金。

分红基金	
分红子基金 1: • 长期资金池	分红子基金 2: • 长期资金池 A 与 B • 短期资金池 A 与 B

要知道您的保单参与了哪个子基金，请浏览 www.aviva.com.sg/parbonus2018 或扫描二维码



当宣告红利时，在支付给保单持有人的红利中，股东有权获得最高 10%。因此，保单持有人和股东的利益是一致的。这些红利是由董事会批准的，其中考虑了指定精算师的书面建议，并且是根据《保险法案》第 37(1) 条对保单责任进行的最新精算调查。

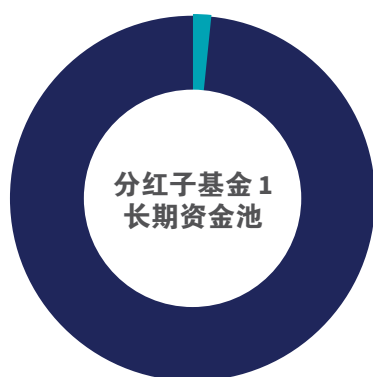
3. 什么因素会影响分红基金的业绩及红利水平?

分红基金的整体业绩取决于其子基金的业绩。

影响每个子基金业绩并且最终影响红利水平的两个关键因素是:

a) 投资策略

每个子基金的投资策略是在基金成立时决定的，并且会定期进行评估。每个子基金和资金池的资产配置反映了它们不同的目标于该应付的债务。下表显示了截至 2018 年 12 月 31 日，两个子基金的实际资产组合:



资产配置 (%)	
● 固定收益资产	96%
● 股票	-
● 房地产	-
● 现金、存款及货币市场证券	4%
合计	100%

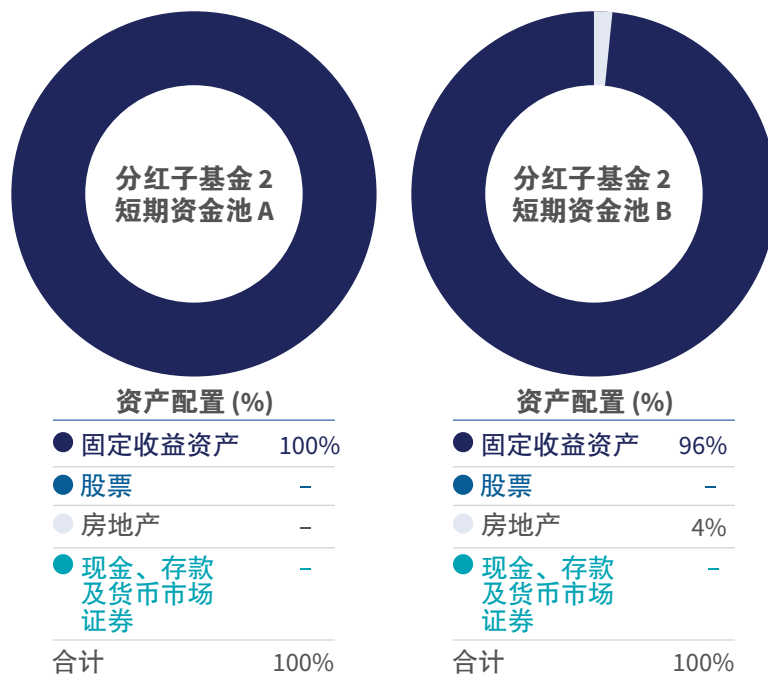


资产配置 (%)	
● 固定收益资产	67%
● 股票	17%
● 房地产	15%
● 现金、存款及货币市场证券	1%
合计	100%



资产配置 (%)	
● 固定收益资产	58%
● 股票	28%
● 房地产	13%
● 现金、存款及货币市场证券	1%
合计	100%

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3. b) 2018 年的投资业绩

下表显示了分红子基金过去 2016 年至 2018 年的投资收益。因为全球股票业绩不佳，2018 年对分红基金来说是具有挑战性的一年。

年份	分红子基金 1	分红子基金 2			
	长期资金池	长期资金池 A	长期资金池 B	短期资金池 A	短期资金池 B
2018	1.75%	-1.29%	-3.79%	0.90%	1.67%
2017	2.87%	10.91%	12.59%	2.44%	4.09%
2016	4.35%	4.68%	3.45%	6.68%	5.37%
平均投资收益	2.98%	4.65%	3.87%	3.31%	3.70%

在非投资方面，分红基金的表现是合理的。原因是死亡率/发病率低于预期。我们的费用经历在预期之内，所以影响很小。我们致力谨慎管理成本，并会继续密切监控保单的死亡/发病率及费用经历。

4. 2018 年的红利是如何分配的？而它对我的保单的预期期满/退保价值有什么影响？

如前所述，红利分为两种类型——复归红利和期终红利。

- **复归红利：** 尽管分红基金在 2018 年的业绩具有挑战性，但我们还能够维持您的分红保单的复归红利率。这代表所有保单的复归红利都与去年相同。
- **期终红利：** 我们的大部分产品都保持稳定（与去年一样）的期终红利率。不过，一些产品的期终红利有些改变。下表列出了这些改变，并且预期期满或退保价值的增减将反映在您的红利报表中。

期终红利	产品列表	预期期满/退保价值的改变 – 基于 2018 年红利率对比 2017 年红利率	对预期收益的影响（基于 2018 年红利率）
高于去年	1. Classic (Par) 2. Enhanced Living Assurance 3. Enhanced Living Assurance 15 Years Payment 4. Enhanced Living Assurance 21 5. IdealLiving 21 6. LifePlan 21 7. Premier 8. Premier Life 9. Whole Life Assurance (Par)	增长	预期收益将增长 0.2% 至 0.3%。这主要源于保单期限内的索赔好于预期。

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期终红利	产品列表	预期期满/退保价值的改变 – 基于 2018 年红利率 对比 2017 年红利率	对预期收益的影响 (基于 2018 年红利率)
低于去年	1. MoneyBack 2. MoneySecure Express 3. MyFlexiSaver	降低	由于 2018 年投资表现疲弱，预期收益将下降 0.6% 至 0.8%。
与去年一样	所有剩余的产品	无变化	不适用

我们会继续监测投资组合过去和未来的业绩，并致力为所有客户提供稳定及合理的收益。

5. 2019 年分红基金的未来展望如何？

美联储和其他主要央行已暂停加息，这对全球投资市场是利好消息。然而，考虑到以下因素，我们预计 2019 年经济增长将普遍放缓。

- 在美国，经济增长保持稳定，支撑因素是美联储关于今年不会进一步加息的指引。
- 在欧洲，经济一直在放缓，我们预计这一趋势将在改善之前企稳。主要风险在于英国脱欧。
- 在中国，预计 2019 年经济增长将放缓，但预计中国经济政策将会减少经济放缓的影响。
- 在新加坡，国内经济状况良好，但可能受到中美贸易战恶化的影响。

2019 年确定的关键机遇	<ul style="list-style-type: none">• 全球经济继续增长，但增速有所放缓• 暂停加息有利于投资
2019 年确定的关键风险	<ul style="list-style-type: none">• 中美贸易战可能减缓全球经济增长• 中国经济意外放缓不利于投资

分红基金的投资组合在固定收益、股票和房地产领域充分体现多样化，将获益于 2019 年的主要投资主题。

我们将以保单持有人的利益为先，继续以长远的眼光管理分红基金，为所有客户提供稳定、合理的收益，同时维持基金的财务稳健。

6. 分红基金未来的业绩会如何影响我的红利？

虽然分红基金的未来业绩取决于市场前景，但保险公司通常会尽量避免每年宣告的红利出现大幅波动。

随着时间推移，这种稳定性是通过平滑（或持平）红利来实现。因此，当分红基金业绩良好时，几年的红利可能会被保留着，从而当市场情况不那么有利时，红利受到的影响就会小一些。平滑处理的目的是在长期内保持中性，尽管它可能在短期内导致盈利或亏损。

影响您红利的其他因素：

- 分红基金的索赔、保单失效及费用经历
- 分红基金的税务和监管变化

7. Aviva Ltd 财务状况是否良好？

我们的财务状况良好，资本偿付能力高于新加坡金融管理局规定的标准。

8. 谁在 Aviva 负责管理分红基金？

分红基金由 Aviva Investors 管理，这是一个由屡获殊荣的基金经理组成的专业团队。Aviva Investors 是 Aviva plc 旗下的一家全资子公司，资产管理规模超过 3300 亿英镑（截至 2018 年 12 月 31 日）。

如欲查询有关红利的详情，请致电 (65) 6827 9931（周一至周五上午 8:45 至下午 5:30，公共假期除外），或发送电邮至 cs_life@aviva-asia.com。

本文件仅供一般参考。若需任何财务建议，请咨询您的财务顾问代表。虽然我们已很谨慎的准备这项信息，但我们保留纠正任何错误或遗漏信息的权利，并对因使用或依赖该信息而导致的任何损失不承担任何责任。若中、英文版之间出现任何具争论性的差异，一切将以英文版为准。截至 2019 年 6 月，信息是准确的。

Aviva Ltd

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