



2022 ANNUAL REPORT

BDO INSURE 2022 ANNUAL REPORT

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Our Purpose

Corporate Profile

We are a team of professionals seasoned in the field of property and casualty insurance, health care, and employee benefits.

With our combination of technical knowledge and dedicated service, we champion your cause from the time we send a proposal to the time we facilitate your claim payment.

We connect you to the best practices in the insurance and risk advisory space, and bridge you to a full range of products from the most financially-sound and reputable insurance companies.

We leverage our size to provide you the best coverage and most competitive rates.

We familiarize with your operations and protection needs, identify risks and recommend measures to eliminate or reduce these exposures – assuring your business objectives and protecting your financials and your brand.

We have a full complement of in-house claims professionals relentlessly advocating for you until your claim is settled.

We are backed by the strength and fueled by the entrepreneurial spirit of our parent companies, BDO and the SM Group, one of the largest and most diversified enterprises in the country today.

We are your broker; we represent you and nobody else.

We work for your claim.

We work for you.

We are BDO Insure.

Corporate Mission and Vision

We aspire to be the preferred broker in every market we serve by:

- Consistently providing innovative products and flawless delivery of services;
- Proactively re-inventing ourselves to meet market demands;
- Creating shareholder value through superior returns;
- Cultivating in our people a sense of pride and ownership; and
- Striving to be always better than what we are today.

Core Values

Commitment to Customers. We are committed to delivering products and services that surpass customer expectations in value and every aspect of customer services, while remaining prudent and trustworthy stewards of their wealth.

Commitment to a Dynamic and Efficient Organization. We are committed to creating an organization that is flexible, responds to change, and encourages innovation and creativity; we are committed to the process of continuous improvement in everything we do.

Commitment to Employees. We are committed to our employees' growth and development and we will nurture them in an environment where excellence, integrity, teamwork, professionalism, and performance are valued above all else.

Message from the Chairman, President and CEO



Jesus A. Jacinto, Jr. Chairman, President and CEO

> "BDO Insure focused its resources on the fundamentals of the business to maintain its upward trajectory: timely renewal of expiring accounts, generating organic business from existing clients and aggressively pursuing new business."

Dear Clients and Shareholders,

BDO Insure generated more than ₱1.69 billion in revenues in the year 2022. This represents a 6% increase versus 2021.

This growth was driven by strong year-on-year performances from all major bank segments: Branch Banking, Consumer Banking, and Institutional Banking. Employee Benefits and Alternative Distribution also delivered double-digit growths versus last year.

Renewal persistency was stable at 90% across all market segments. On top of this, new business posted the highest growth in three (3) years. This is a direct result of robust referrals from the bank and overall increased economic activity.

BDO Insure also focused its resources on the fundamentals of the business to maintain its upward trajectory: timely renewal of expiring accounts, generating organic business from existing clients and aggressively pursuing new business.

We continue to rely on our hardworking employees who enabled the organization to thrive even during the most challenging period in the pandemic and have continued to exhibit the "We Find Ways!" mentality in delivering customers' needs.

We also thank our accredited insurers who have helped BDO Insure fulfill its promise to clients in the their most difficult time.

Lastly, on behalf of management and the Board of Directors, we would like to express our heartfelt thanks to our customers who have remained with us through the years.

Truly yours,

June 1. Junt for Jesus A. Jacinto, Jr.

Jesus A. Jacinto, Jr. Chairman, President and CEO

Report from the General Manager



Maria Theresa L. Tan General Manager

"BDO Insure's performance resulted from stable renewal persistency and strong new business growth across all markets. BDO Insure also benefitted from heightened economic activity as well as solid new business referrals from all bank segments."

Dear Clients and Shareholders,

BDO Insure (BDO Insurance Brokers, Inc.) generated ₱1.69 billion in revenues and ₱689 million in net income in 2022. This represents a 6% increase in revenues and an 6% increase in net income compared to the previous year.

BDO Insure's performance resulted from stable renewal persistency and strong new business growth across all markets. BDO Insure also benefitted from heightened economic activity as well as solid new business referrals from all bank segments.

Renewals buoyed our performance in Corporate segments (Institutional Banking and Leasing) at more than 90% persistency. New business mostly came from increased business volume, but major expansion and capital expenditures remain modest. Corporate revenues amounted to more than ₱471 million, a 30% increase versus last year.

On the other hand, our Retail Business in Consumer Banking and Branch Banking grew by more than 35% and 21% year-on-year, respectively. Home and auto loan segments have sustained the momentum from the previous year, delivering close to ₱900 million in revenues. Branches contributed another ₱300 million in revenues on the back of aggressive referrals. We have observed strong demand for bonds from contractors, travel insurance because of the resurgence of travel, and student insurance as a result of school re-openings.

We have likewise observed a steady growth in our digital business. Higher website traffic has led to significantly better digital revenues. In 2023, we intend to launch a succession of new products to cater to our customers demand for relevant and simple-to-understand insurance products.

BDO Insure sustained a healthy renewal persistency of over 90% by carrying out our business processes and settling claims efficiently. Renewals make up more than 70% of our revenues. It is key that we preserve as much business as possible to achieve our objectives.

We will sustain our efforts to provide more convenience to customers via our e-Policies, e-OR's and expansion of payment channels. 90% of insurance policies are delivered electronically as we speak. This has been key in retaining customers.

We continue to work with our accredited insurers to deliver our promise "We work for you. We work for your claims." through a scorecard system and periodic claims performance reviews.

Being an insurance broker, we believe settling clients' claims in a timely manner is paramount among our objectives. This is our promise. Our value proposition.

Lastly, on behalf of the management and staff, we thank our customers for your continued trust. Your support means we are doing something right, and we will continue to do better.

Sincerely yours,

Maria Theresa L. Tan General Manager

Corporate Governance Statement

BDO Insure affirms its deep commitment to the highest standards of corporate governance practice firmly anchored on the principles of accountability, fairness, integrity, transparency and performance consistently applied throughout the institution. BDO Insure's good market reputation has been built on the solid foundation of an ethical corporate culture and responsible business conduct, underpinned by a well-structured and effective system of governance.

BDO Insure complies, where appropriate, with the Insurance Commission's Revised Corporate Governance Code for Insurance Regulated Companies.

Shareholder Structure

BDO Insure is 100%-owned by BDO Unibank, Inc.

Board of Directors



Jesus A. Jacinto, Jr. was elected to the Board of Directors of BDO Insurance Brokers, Inc. on July 10, 1997 and currently serves as its Chairman and President. Concurrently, he serves as the Vice Chairman of the Board of BDO Unibank, Inc. He also heads Jaces Corp. as Chairman and President and Janil Realty, Inc. and JAJ Holdings, Inc. as President. Formerly, he was Director and Executive Vice President of City Trust Banking Corporation; Director of CityTrust Investments Philippines and CityTrust Finance Corporation; and Vice President and Managing Partner of Citibank N.A. He holds a bachelor's degree in Business Administration from Fordham University in New York City and an MBA in International Business from Columbia University, New York City.

Jesus A. Jacinto, Jr. Chairman & President Executive Director Filipino, 75 years old



Maria Theresa L. Tan

General Manager Executive Director Filipino, 54 years old Maria Theresa L. Tan was elected to the Board of Directors of BDO Insurance Brokers, Inc. on April 24, 2015 and currently serves as its General Manager. She has more than two (2) decades of experience in sales, marketing/product management, and general management in the consumer, services, and insurance industries. She graduated from the Ateneo de Manila University with a degree in Business Management, Minor in Marketing. Prior to joining BDO, she was the General Manager of International SOS Philippines, Inc. She joined the Bank in July 2009.



Rolando C. Tanchanco

Non-Executive Director Filipino, 60 years old Rolando C. Tanchanco was elected to the Board of Directors of BDO Insurance Brokers, Inc. on May 31, 2013. Concurrently, he serves as Senior Executive Vice President of BDO Unibank, Inc. and Head of its Consumer Banking Group. His responsibilities cover all retail lending businesses (Home Mortgages, Auto Financing, Small Business Loans, Credit Cards and Personal Loans), Payment Channels, and Digital Banking. He currently sits on the board of BDO Network Bank, Inc., and TransUnion Phils. Inc. Mr. Tanchanco is a member of Visa Asia Pacific Client and Risk Councils, American Express Partner Advisory Council, and UnionPay SEA Regional Council. Prior to his joining BDO, he was President of AIG Savings Bank and Managing Director of AIG Credit Card Company. He has extensive banking experience having worked in several multinational organizations like Citibank, HSBC and AIG. He holds a Bachelor's degree in Business Economics, cum laude from the University of the Philippines and a Master's degree from the Asian Institute of Management.



Jaime C. Yu Non-Executive Director Filipino, 64 years old

Jaime C. Yu was elected to the Board of Directors of BDO Insurance Brokers, Inc. on August 7, 2007. He is also the Senior Executive Vice President for BDO Unibank Branch Banking, and concurrently Director of BDO Network Bank, Inc. and BDO Life Assurance Company, Inc. He holds a Bachelor of Arts degree in Economics from De La Salle University and is a MBA graduate from the Ateneo de Manila University. He has extensive experience in commercial, corporate, and investment banking from the International Corporate Bank and Union Bank of the Philippines, where he held various positions up to his appointment as First Vice President and Region Head for the Manila-Pasay area. He joined BDO in December 1997 and is currently the Group Head of Branch Banking where he manages the entire branch network.



Atty. Luis Ma. G. Uranza

Independent Director Filipino, 64 years old Atty. Luis Ma. G. Uranza was elected to the Board of Directors of BDO Insurance Brokers, Inc. on July 29, 2020. He is also Independent Director of BDO Capital & Investment Corporation, BDO Finance Corporation, BDO Private Bank, Inc., and Dominion Holdings, Inc. He has previously served as the Corporate Secretary of various banks, financial institutions, and listed companies. His professional experience in the field of litigation is also extensive due to his engagement as trial counsel in notable civil, criminal and administrative cases. He is a member of the Philippine Bar who has been engaged in the practice of law for over three decades. He earned both his academic degrees in business (B.S.B.A.) and in law (Ll.B.) from the University of the Philippines.

He is currently the Rehabilitation Receiver, appointed by the Securities and Exchange Commission, to oversee the financial recovery of Victorias Milling Co., Inc. which is one the of major sugar millers and refiners in the country whose shares are listed and traded in the Philippine Stock Exchange. Atty. Uranza has also been given similar appointments by the commercial courts of Makati City and the City of Cagayan de Oro to oversee the financial rehabilitation of several other companies.

In the course of his law practice, Atty. Uranza gained proficiency in oil and gas exploration laws and regulations as a result of his membership in the Board of Directors of PNOC Exploration Corporation which is a government owned and controlled corporation created for the primary purpose of exploring and developing the fossil fuel and natural gas resources of the country. Moreover, the Philippine Government (through its various agencies) has also engaged the professional services of Atty. Uranza as: (a) Special Legal Counsel of the Presidential Commission on Good Government, (b) Legal Consultant to the Special Presidential Task Force created by Executive Order No. 156, and (c) Legal Consultant to the Office of the General Manager of the Manila International Airport Authority.

Financial Statements

Statement of Management's Responsibility for Financial Statements

The management of **BDO Insurance Brokers, Inc.** (the Company), is responsible for the preparation and fair presentation of the financial statements, including the schedules attached therein, for the year ended December 31, 2022 and 2021, in accordance with the prescribed financial reporting framework indicated therein, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative to do so.

The Board of Directors is responsible for overseeing the Company's financial reporting process.

The Board of Directors reviews and approves the financial statements, including the schedules attached therein, and submits the same to the stockholders.

Punongbayan & Araullo, the independent auditors appointed by the stockholders, has audited the financial statements of the Company in accordance with Philippine Standards on Auditing, and in their report to the stockholders, have expressed their opinion on the fairness of presentation upon completion of such audit.

Maria Theresa L. Tan General Manager

Signed this 13th day of April 2023.

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Ronald Allan E. De Leon Comptroller

Statements of Financial Position

BDO INSURANCE BROKERS, INC.

(A Wholly Owned Subsidiary of BDO Unibank, Inc.)

STATEMENTS OF FINANCIAL POSITION

DECEMBER 31, 2022 AND 2021 (Amounts in Philippine Pesos)

		2022		2021
ASSETS				
CURRENT ASSETS				
Cash and cash equivalents	Р	807,734,287	Р	1,199,569,031
Receivables - net		256,939,367		145,790,666
Other current assets		94,741,594		84,609,089
Total Current Assets		1,159,415,248		1,429,968,786
NON-CURRENT ASSETS				
Property and equipment - net	Р	19,123,472		12,940,058
Right-of-use assets - net		77,151,455		77,105,111
Post-employment defined benefit asset		18,953,679		-
Intangible asset - net		-		20,309,707
Other non-current assets - net		30,076,571		41,886,454
Total Non-current Assets		145,305,177		152,241,330
TOTAL ASSETS	P	1,304,720,425	P	1,582,210,116
LIABILITIES AND EQUITY				
CURRENT LIABILITIES				
Payable to insurance companies	Р	220,744,653	Р	98,516,241
Accounts payable and accrued expenses		321,196,287		718,195,947
Lease liabilities		24,255,269		24,226,284
Total Current Liabilities		566,196,209		840,938,472
NON-CURRENT LIABILITIES				
Lease liabilities	Р	57,049,838	Р	55,828,834
Post-employment defined benefit obligation		-		70,541,203
Total Non-current Liabilities	. <u></u>	57,049,838		126,370,037
Total Liabilities		623,246,047		967,308,509
EQUITY				
Capital stock		10,000,000		10,000,000
Revaluation reserves	(121,894,823)	(145,502,048)
Other reserves		60,000,000		60,000,000
Retained earnings		733,369,201		690,403,655
Total Equity		681,474,378		614,901,607
TOTAL LIABILITIES AND EQUITY	Р	1304,720,425	Р	1,582,210,116
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Statements of Profit or Loss

BDO INSURANCE BROKERS, INC.

(A Wholly Owned Subsidiary of BDO Unibank, Inc.)

STATEMENTS OF PROFIT OR LOSS

FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021 (Amounts in Philippine Pesos)

	2022		2021		
UNDERWRITING COMMISSIONS	P	1,690,790,312	P	1,588,299,123	
OPERATING EXPENSES					
Salaries and employee benefits		635,602,527		596,976,719	
Management and professional fees		56,764,635		53,712,697	
Depreciation and amortization		54,003,321		50,385,034	
Marketing and advertising		33,587,241		34,945,921	
Taxes and licenses		13,594,610		13,226,682	
Travel and transportation		9,855,590		7,292,853	
Representation and entertainment		9,752,641		14,101,725	
Outside services		8,196,447		8,347,443	
Postage, telephone, cable and telegraph		4,910,990		1,556,304	
Insurance		4,623,844		2,626,680	
Stationery and supplies		3,964,859		5,775,431	
Rent		3,232,054		2,468,948	
Information and technology		554,655		173,426	
Power, light and water		264,172		231,384	
Others		8,068,196		13,197,600	
		846,975,782		805,018,847	
OTHER INCOME (EXPENSE)					
Interest expense	(9,556,658)	(5,776,379)	
Interest income		5,698,176		4,046,096	
Miscellaneous income		78,776,613		56,935,038	
		74,918,131		55,204,755	
PROFIT BEFORE TAX		918,732,661		838,485,031	
TAX EXPENSE		229,397,115		190,171,419	
NET PROFIT	<u>P</u>	689,335,546	P	648,313,612	

Statements of Comprehensive Income

BDO INSURANCE BROKERS, INC.

(A Wholly Owned Subsidiary of BDO Unibank, Inc.)

STATEMENTS OF COMPREHENSIVE INCOME

FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021 (Amounts in Philippine Pesos)

	2022		2021		
NET PROFIT	P	689,335,546	Р	648,313,612	
OTHER COMPREHENSIVE INCOME (LOSS)					
Item that will not be reclassified subsequently					
to profit or loss					
Actuarial gains (losses) on remeasurement of					
post-employment defined benefit plan - net		31,476,300	(123,514,030)	
Deferred tax income (expense)	(7,869,075)		27,394,606	
		23,607,225	(96,119,424)	
TOTAL COMPREHENSIVE INCOME	P	712,942,771	Р	552,194,188	

Statements of Changes in Equity

BDO INSURANCE BROKERS, INC.

(A Wholly Owned Subsidiary of BDO Unibank, Inc.)

STATEMENTS OF CHANGES IN EQUITY

FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

(Amounts in Philippine Pesos)

		Capital Stock	Revaluation Reserves		Other Reserves		Retained Earnings		Total Equity	
Balance at January 1, 2022 Total comprehensive income for the year Cash dividends declared	P	10,000,000 - -	(P	145,502,048) 23,607,225 	Р	60,000,000 - -	P (690,403,655 689,335,546 646,370,000)	Р (614,901,607 712,942,771 646,370,000)
Balance at December 31, 2022	<u>P</u>	10,000,000	(<u>P</u>	121,894,823)	P	60,000,000	<u>P</u>	733,369,201	Р	681,474,378
Balance at January 1, 2021 Total comprehensive income (loss) for the year Cash dividends declared	р		(P (49,382,624) 96,119,424) -	Р	60,000,000 - -	р (585,580,043 648,313,612 543,490,000)	Р (606,197,419 552,194,188 543,490,000)
Balance at December 31, 2021	<u>P</u>	10,000,000	(<u>P</u>	145,502,048)	Р	60,000,000	<u>P</u>	690,403,655	P	614,901,607

Statements of Cash Flows

BDO INSURANCE BROKERS, INC.

(A Wholly Owned Subsidiary of BDO Unibank, Inc.)

STATEMENTS OF CASH FLOWS

FOR THE YEARS ENDED DECEMBER 31, 2022 AND 2021

(Amounts in Philippine Pesos)

	2022		2021		
CASH FLOWS FROM OPERATING ACTIVITIES					
Profit before tax	Р	918,732,661	Р	838,485,031	
Adjustments for:				,,	
Depreciation and amortization		54,003,321		50,385,034	
Foreign currency losses (gains) - net	(15,914,777)	(2,859,189)	
Interest expense on lease liabilities		5,996,893		5,776,379	
Interest income	(5,698,176)	(2,282,283)	
Interest expenses (income) on retirement obligation	(3,559,765)	(1,812,965)	
Gain on sale of property and equipment	(514,808)	(239,417)	
Provision for credit losses		375,549		-	
Gain on lease modification	(172,752)		-	
Gain on pre-termination of lease	(119,660)		_	
Operating profit before working capital changes	(960,248,016		887,452,590	
Increase in receivables	(110,294,191)	(108,060,630)	
Increase in other current assets	(235,985,886)	(233,819,346)	
Decrease in post-employment defined benefit asset	(8,962,856	(31,464,354	
Decrease (increase) in other non-current assets		1,535,568	(174,817)	
Increase (decrease) in payable to insurance companies		133,870,117	(174,151,755)	
Increase (decrease) in accounts payable and accrued expenses	(396,999,660)	(282,061,987	
Decrease in post-employment defined benefit obligation	(70,541,203)	(51,159,862)	
Cash generated from operations	<	290,795,617	\	633,612,521	
Interest received		4,843,666		2,289,216	
Cash paid for taxes	(1,138,494)	(455,519)	
Net Cash from Operating Activities		294,500,789		635,446,218	
CASH FLOWS FROM INVESTING ACTIVITIES					
Acquisitions of property and equipment	(14,438,073)	(1,948,273)	
Proceeds from disposals of property and equipment		514,808		239,417	
Net Cash Used in Investing Activities	(13,923,265)	(1,708, 8 56)	
CASH FLOWS FROM FINANCING ACTIVITIES					
Payment of cash dividends	(646,370,000)	(543,490,000)	
Payment of lease liabilities	(29,939,791)	(27,866,407)	
Cash Used in Financing Activities	(676,309,791)	(571,356,407)	
Effects of Exchange Rate Changes					
on Cash and Cash Equivalents		3,897,523		2,689,387	
NET INCREASE (DECREASE) IN					
CASH AND CASH EQUIVALENTS	(391,834,744)		65,070,342	
CASH AND CASH EQUIVALENTS					
AT BEGINNING OF YEAR		1,199,569,031		1,134,498,689	
CASH AND CASH EQUIVALENTS AT END OF YEAR	<u>P</u>	807,734,287	<u>P</u>	1,199,569,031	

Supplemental Information on Non-cash Investing and Financing Activity -

In 2022 and 2021, the Company entered into new lease recognizing right-of-use assets amounting to \$33,213,716 and \$72,844,245, respectively, with corresponding lease liabilities of the same amount each year in the statements of financial position. In addition, in 2022, the Company's lease pre-termination and modification resulted to derecognition of its right-of-use asset amounting to \$6,198,591 and \$1,529,826, respectively, with corresponding lease liabilities of \$6,318,251 and \$1,702,578, respectively. There was no similar transaction in 2021.

Management Directory

Jesus A. Jacinto, Jr. Chairman, President and CEO

Maria Theresa L. Tan Director and General Manager

Rebecca S. Torres Treasurer

Roderick L. Lim Head of Institutional Banking, Leasing, BDO and SM Marketing Unit

Ronald Allan E. De Leon Comptroller

Atty. Elmer B. Serrano Corporate Secretary

Atty. Joseph Jason M. Natividad Assistant Corporate Secretary

John Benedict S. Santos Head of Operations, Marketing and Business Services

Edmundante F. Ramirez

Head of Branch Banking and Consumer Banking Marketing Unit

Mark Joseph Makalintal Head of Commercial Bank Marketing Unit

Shellah C. Miranda Head of North Luzon Branch

Ma. Cristina L. Galla Head of Visayas Branch

Gay D. Bongocan Head of Northern Mindanao Branch

Raphael Basilio E. Apolinario Head of Southern Mindanao Branch

Huessain Pangcoga Head of Risk Management Unit and Claims and Analytics Unit

Atty. Celine-Maria B. Janolo Compliance and Data Privacy Officer

Rodrigo R. Dela Cruz Alternate Compliance Officer

Corporate Information

HEAD OFFICE

BDO Insure (BDO Insurance Brokers, Inc.) 43F and 44F BDO Corporate Center Ortigas 12 ADB Avenue Ortigas Center Mandaluyong City

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CEBU

BDO Building Gorordo Avenue Lahug Cebu City 6000

BACOLOD

BDO Capitol Shopping B.S. Aquino Drive Bacolod City 6100

ILOILO

BDO Business Center Valeria Street Iloilo City 5000

CAGAYAN DE ORO

BDO Regional Office Limketkai Commercial Complex Limketkai Avenue Cagayan de Oro City 9000

GENERAL SANTOS

BDO Network Bank Building Santiago Boulevard General Santos City 9500

DAVAO

BDO Claveria Bldg 30 CM Recto Davao City

ANGELES

BDO Building Ramon Tang Avenue Balibago Angeles City Pampanga 2009

BINONDO

BDO Dasmariñas-Binondo Building Dasmariñas corner Marquina Street Barangay 287 Zone 27 Binondo Manila



The 2022 BDO Insure Annual Report can be viewed and downloaded online at https://www.bdo.com.ph/bdoinsure/personal/about-us/corporate-governance

BDO Insure is a registered trademark of BDO Insurance Brokers, Inc., and insurance broker licensed and supervised by the Insurance Commission of the Philippines.

For inquiries and concerns, please call our BDO Insure Call Center at +63 (2) 8838-2364.

