

## Implementation of Good Corporate Governance Policies and Regulations

### Conflict of Interest (COI) Policy

The Conflicts of Interest Policy applies to directors, employees, contractors and sales forces of PT FWD Insurance Indonesia (“Company”). This sets out our approach to identifying, assessing, managing and monitoring actual, potential or perceived conflicts of interest that can arise, and in doing so, ensuring that Company acts with integrity and in the best interest of its customers and shareholders.

A conflict of interest typically arises in situations where the vested interest of two parties are at odds with each other, which may influence a party from making an informed and objective decision.

- A potential conflict of interest is one that may arise and if not managed effectively may become an actual conflict.
- A perceived conflict of interest exists where it could be perceived, or appears, that a party’s interests could improperly influence their decision - whether this is in fact the case.
- An actual conflict is one that already exists and, if not managed effectively, may create a risk that professional judgment or actions may be unduly influenced by a secondary interest.

Whilst it is impossible to identify all potential conflict of interest situations, at Company, a conflict can either be considered a Personal Conflicts of Interest or a Structural Conflicts of Interest.