

(Incorporated in Hong Kong with limited liability)
Stock Code: 1299

9 April 2020

Dear Sir or Madam,

Letter to New Registered Shareholders

- Election of Languages and Means of Receipt of Corporate Communications

We are pleased to enclose the Annual Report 2019 (in both English and Chinese) of the Company for your attention. The Environmental, Social and Governance Report 2019 of the Company is available under the sub-section headed "Environmental Social Governance" in the "About AIA" section of the Company's website at www.aia.com and Hong Kong Exchanges and Clearing Limited's website at www.hkexnews.hk (the "HKEX website").

Pursuant to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the articles of association of the Company, the shareholders of the Company may elect to receive the Corporate Communications^(Note) (i) in printed form, in English and/or Chinese (the "Printed Version") or (ii) by electronic means through the Company's website at www.aia.com and the HKEX website (the "Website Version").

You are encouraged to elect the Website Version which is environmentally friendly and also reduces printing and distribution costs. To make your election, please complete and sign the enclosed reply form (the "Reply Form") and return it to the Company c/o the Company's share registrar, Computershare Hong Kong Investor Services Limited (the "Share Registrar") at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong by post using the mailing label provided at the bottom of the Reply Form or by hand delivery. The Reply Form may also be downloaded from the Company's website or the HKEX website.

If the Company does not receive your duly completed and signed Reply Form or receives no response from you indicating your objection to access the Corporate Communications through the Website Version by 7 May 2020, you are deemed to have elected the Website Version instead of the Printed Version.

If you have elected (or are deemed to have elected) the Website Version, the Company will, on the same day when the Printed Version is mailed, notify you of the publication of such Corporate Communications on the Company's website and the HKEX website by email or, if no email address is provided, by post to your address as appearing in the Company's register of members.

You may send a request at any time by reasonable notice in writing to the Company c/o the Share Registrar or via email at aia.ecom@computershare.com.hk or write to the Share Registrar to change your choice of language and/or means of receipt of Corporate Communications, the Company will promptly, upon your request, send the requested Corporate Communications to you in printed form or by electronic means free of charge.

Please note that printed copies of the English and Chinese versions of all Corporate Communications will be available from the Company or the Share Registrar on request, and both versions will also be available on the Company's website and the HKEX website.

Should you have any queries in relation to this letter, please call the enquiry hotline of the Share Registrar at (852) 2862 8688 during business hours from 9:00 a.m. to 6:00 p.m. (Hong Kong time), Mondays to Fridays, excluding Hong Kong public holidays or send an email to aia.ecom@computershare.com.hk.

Yours faithfully, **AIA Group Limited**

Note: Unless otherwise specified, 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.

REPLY FORM 回條

AIA Group Limited (the "Company") To:

(Stock Code: 1299)

c/o Computershare Hong Kong Investor Services Limited

17M Floor, Hopewell Centre

183 Queen's Road East, Wanchai, Hong Kong

經香港中央證券登記有限公司

(股份代號:1299)

香港灣仔皇后大道東183號

友邦保險控股有限公司(「本公司」)

合和中心17M樓

I/We would like to receive the Corporate Communications* in the manner indicated below: 本人 / 我們欲以下列方式收取於司補訊*

(Please mark "X" in ONLY ONE of the following boxes)

| Name: 姓名: | | |
|--|--|--------------------|
| Signature: Contact telephone number: 簽名: 聯絡電話號碼: | | |
| | Email Address 電郵地址 | |
| | 閱覽本公司網站(www.aia.com)刊發之公司通訊網上版本,以代替印刷本,並在公司通訊刊發時郵寄通知信函至本人 / 我們的地址;或 to receive the printed English version of all Corporate Communications ONLY; OR 僅收取所有公司通訊的英文印刷本;或 to receive the printed Chinese version of all Corporate Communications ONLY; OR 僅收取所有公司通訊的中文印刷本;或 to receive both the printed English and Chinese versions of all Corporate Communications; OR 收取所有公司通訊的英文及中文印刷本;或 by electronic means through the Company's website (www.aia.com) (instead of printed version) with an email notification to the following of Corporate Communications are published. 閱覽本公司網站(www.aia.com)刊發之公司通訊網上版本,以代替印刷本,並在公司通訊刊發時通過以下電郵地址收取電郵通知。 | email address when |
| | by electronic means through the Company's website (<u>www.aia.com</u>) (instead of printed version) with a notification letter mailed to my/our addr Communications are published; OR | ess when Corporate |
| (前促下タ | 從下列選擇中,僅在其中 一個空格 內劃上「X」號) | |

- Please complete all your details clearly. If your shares are held in joint names, the shareholder whose name stands first on the register of members of the Company in respect of the joint holding should sign this Reply Form in order to be valid. Any Reply Form with no signature or otherwise incorrectly completed will be void. 請清楚填妥 關下之所有資料。如屬聯名股東,則本回條須由就有關聯名持股名列於本公司股東名冊上首位之股東簽署,方為有效。任何回條若未有簽署或在其他方面填寫不正確,則本回條將會作廢。
- If the Company does not receive this Reply Form or receive a response indicating your objection by 7 May 2020, you are deemed to have elected the Website Version. We will then send the Company's printed notification letter
- receive Corporate Communications in printed form. 在選擇網上版本 (即閱覽在本公司網站及香港交易所網站登載的公司通訊) 以代替收取印刷本後, 閣下已明示同意放棄收取公司通訊印刷本的權利。
- 在選擇期上版本(即閱覽在本公司網站及香港交易所網站整載的公司總訊)以代替收取印刷不後,關卜已明示同意放棄收取公司總訊刊制例本的權利。
 The above instruction will apply to all future Corporate Communications to be sent to shareholders of the Company are registrar, Computershare Hong Kong Investor Services Limited, 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong or send an email to the Company's share registrar at aia.ecom@computershare.com.hk to change your choice of language and/or means of receipt of the Corporate Communications.

 上越指示權用於解來寄發子本公司股東之所有公司總訊,直至 關下經過本公司證券登記處,香港中央證券登記有限公司,地址為香港灣仔皇后大道東183號合和中心17M樓,或以電郵方式發送至aia.ecom@computershare.com.hk 下冬公司證券登記處向本公司經交合理書面遞知,要求更改 關下收取公司遞訊之語言及/或方式的選擇。
- For the avoidance of doubt, the Company does not accept any other instructions given on this Reply Form. 為免存疑,任何在本回條上的任何額外指示,本公司將不予處理。
- 開発性機・は四世年四株上の江門徳代7指が、平文の所が了憲法。 Unless otherwise specified, 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. 除非另有註明,公司通訊乃指本公司已發出或將予發出以供其任何證券的持有人參照或採取行動的任何文件,其中包括但不限於年報、中期報告、會議通告、通函及代表委任表格。

PERSONAL INFORMATION COLLECTION STATEMENT

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- Your Personal Data may be disclosed or transferred by the Company to its subsidiaries, its share registrar, and/or other companies or bodies for any of the stated purposes, or when it is required to do so by law and will be
- Your Personal Data may be disclosed or transferred by the Company to its subsidiaries, its share registrar, and/or other companies or bodies for any of the stated purposes, or when it is required to do so by law and will be retained for such period as may be necessary for our verification and record purposes. 本公司可就任何所說明的用途或在法例规定的情况下,將 關下的個人資料披露或轉移給本公司的附屬公司、證券登記處、及/或其他公司或團體,並將在適當期間保留該等個人資料作核實及紀錄用途。 You have the right to request access to and/or correction of your Personal Data has nacordance with the provisions of the PDPO. Any such request for access to and/or correction of your Personal Data should be in writing, by mail to the Personal Data Privacy Officer of Computershare Hong Kong Investor Services Limited at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong or by email at hkinfo@computershare.com.hk. 周下有權根據《私聽條例》的條文查閱及/或修改 關下的個人資料。任何該等查閱及/或修改個人資料的要求均須以書面方式郵寄至香港中央證券登記有限公司(地址為香港灣仔皇后大道東183號合和中心17M樓)向個人資料和應主任提出,或電郵至hkinfo@computershare.com.hk。

× -----Mailing Label 郵寄標籤

Computershare Hong Kong Investor Services Limited 香港中央證券登記有限公司 Freepost No. 簡便回郵號碼:37

Hong Kong 香港

Please cut the mailing label and stick it on an envelope to return this form to us.

No postage is necessary if posted in Hong Kong.

當 閣下寄回此表格時,請將郵寄標籤剪貼於信封上。 如在本港投寄,閣下無需支付郵費或貼上郵票。

Get in touch with us 與我們聯繫

Send us an enquiry 垂詞 Rate our service 評価 Lodge a complaint 投訴



Contact Us 聯繫我們

www.computershare.com/hk/contact