CEBUANA LHUILLIER | INSURANCE BROKERS

2025 Sustainability Report

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Inclusive protection. Financial inclusion. Responsible growth.

1. Message from Management

Cebuana Lhuillier Insurance Brokers, Inc. (CLIB) advanced its role as a protection enabler for Filipinos in 2025. This report anchors CLIB's sustainability agenda on the broader Cebuana Lhuillier purpose of making financial inclusion practical, accessible and relevant to Filipino families, workers, entrepreneurs and communities.

For CLIB, sustainability is not separate from business performance. It is reflected in how we expand access to affordable insurance, support customer education, strengthen claims assistance, build responsible digital and branch-assisted distribution, and maintain governance, compliance, data privacy, and data security discipline

2. Alignment with Cebuana Lhuillier Mission, Vision and Foundation Work

Cebuana Lhuillier Anchor	How CLIB Expresses It in Insurance
Financial inclusion and mobility	Offers practical protection through familiar Cebuana Lhuillier touchpoints, making insurance easier to access for mass-market customers.
Education and financial literacy	Supports simple product explanations, claims education, branch training and customer awareness on the value of protection.
Inclusive opportunities for vulnerable sectors	Develops affordable products and channels that can serve families, workers, MSMEs, vehicle owners, affinity groups and communities.
Access to resources through strategic partners	Works with insurers and ecosystem partners to deliver products, claims support and customer service at scale.

3. Sustainability Strategy and Material Topics

CLIB’s sustainability purpose is to make protection more accessible to Filipinos through affordable insurance, responsible distribution, simple education, efficient claims assistance and strong governance.

Inclusive Protection	Responsible Growth	Digital and Operational Resilience
Expand access to affordable protection for mass-market and underserved customer segments. Relevant actions: microinsurance access, health and accident protection, and corporate or affinity solutions.	Strengthen ethical selling, compliance, regulatory discipline, data privacy, data security, partner due diligence and accountable performance.	Improve scale, transparency and service delivery through digital tools, process discipline and partner coordination. Relevant actions: Digital distribution, branch-assisted selling, dashboards, claims monitoring and paper-light processes.
Material Sustainability Topics		
Access to affordable insurance; customer education and fair treatment; claims responsiveness; responsible selling and compliance; product relevance and innovation; digital inclusion; data privacy, data security, information security; employee capability and protection advocacy; disaster and emergency resilience; environmental efficiency.		

4. 2025 Sustainability Highlights

Economic and Inclusive Growth	Social and Customer Impact	Governance and Operations
• Supported broad insurance access through the Cebuana Lhuillier ecosystem. • Continued growth of core protection products. • Developed additional revenue streams through health, CTPL, corporate and afifinity • Strengthened insurer and channel partnerships.	• Reinforced financial inclusion by translating protection into simple and practical products. • Supported customer education and branch enablement. • Strengthened claims coordination with insurer partners. • Advanced the idea that employees and frontliners can be Protection Ambassadors.	• Reinforced governance, compliance, data privacy, data security discipline. • Emphasized responsible selling • Continued digital enablement and paper-light processes. • Improved management visibility through reporting and dashboards.

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5.Economic and Social Contribution

CLIB's primary sustainability contribution is inclusive protection. By integrating insurance into accessible customer touchpoints, CLIB helps reduce the protection gap for individuals, families, vehicle owners, micro-entrepreneurs and corporate or affinity groups.

While savings and credit help customers build financial capacity, insurance serves as a critical safety net that protects gains from being lost during emergencies. CLIB supports Cebuana Lhuillier's broader financial inclusion mission by making protection more accessible to underserved sectors.

This complements Cebuana Lhuillier Foundation, Inc.'s (CLFI) core pillar of financial inclusion. CLFI helps build the foundation for inclusive finance through its Sustainable Livelihood Program, which strengthens income-generating opportunities and economic resilience among underserved communities, and ALS 2.0 (Alternative Learning System 2.0), which provides out-of-school youth and adults with accessible education, life skills, financial literacy, and entrepreneurship opportunities that improve employability and livelihood prospects.

CLIB provides practical protection products that help customers manage financial shocks from accidents, illness, emergencies, mobility risks and livelihood disruptions.

- Customer education: simple benefit explanations, product disclosures, claims reminders and customer-friendly materials.
- Claims trust: coordination with insurer partners, documentation guidance, turnaround monitoring and escalation of delayed or complex claims.
- Financial inclusion through protection: affordable products offered through branch, corporate, affinity and digital channels.
- Community relevance: products designed around everyday risks, including accident, health and motor vehicle.

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6. People, Culture and Protection Advocacy

CLIB recognizes employees and frontliners as essential partners in protection advocacy. In 2025, employee and channel enablement focused on product knowledge, claims awareness, responsible selling, accountability and cross-functional execution.

7. Environment and Digital Efficiency

While CLIB's direct environmental footprint is limited, the Company seeks to reduce resource consumption through digitalization, paper-light operations, electronic workflows and efficient reporting processes. These initiatives support operational efficiency while minimizing environmental impact.

8. Governance, Compliance and Risk Management

Sustainable brokerage requires strong governance. CLIB’s approach is anchored on board and management oversight, regulatory compliance, product governance, partner due diligence, data privacy, data security, information security, incident response, fair customer treatment, complaints handling and clear escalation of operational and regulatory issues.

- Customer protection: clear disclosures, suitable products, fair treatment and responsible selling.
- Data privacy, data security and information security: limited data access, incident response, secure handling of customer information, cybersecurity controls, and coordination with IT and compliance.
- Partner governance: insurer and vendor coordination, due diligence, service level monitoring and claims escalation.
- Regulatory discipline: timely submissions, licensing, accreditation and documentation controls.

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9.Periodic Sustainability Reviews

CLIB will conduct sustainability reviews at least twice a year at the management level, with an annual review by the Board or appropriate Board committee as part of the company's governance and reporting process. This cadence allows the company to monitor key sustainability initiatives during the year while keeping formal Board oversight aligned with the annual sustainability reporting cycle.

The bi-annual review will cover practical and measurable areas such as insurance reach, product performance, claims service, customer complaints, responsible selling, data privacy, data security, incident response, employee and branch training, digital initiatives, and operational efficiency. The annual review will assess overall performance, material sustainability issues, key risks, and priorities for the following year.

This review process will help ensure that sustainability remains part of regular business discipline.

10. Alignment with Local and Global Sustainability Standards

CLIB prepared this report with reference to acceptable sustainability reporting standards, while keeping the approach practical and proportionate to its business.

The report reflects the Insurance Commission's guidance on non-financial and sustainability reporting by covering material economic, environmental, social, and governance matters.It also takes guidance from the sustainability reporting frameworks of the Securities and Exchange Commission and the Philippine Stock Exchange, particularly with respect to materiality, stakeholder impact, governance oversight, and risk management.

For this report, CLIB aligned its disclosures around 5 key areas: stakeholder engagement, social and economic impact, customer protection, governance and risk management, and environmental responsibility, These areas show how CLIB manages its sustainability priorities, tracks progress, and supports Cebuana Lhuillier's broader financial inclusion mission.