



FPG INSURANCE SUSTAINABILITY 2025

CORPORATE SOCIAL RESPONSIBILITY

BUILDING SAFER, HEALTHIER, AND MORE RESILIENT COMMUNITIES

In 2025, FPG Insurance reaffirmed its commitment to responsible corporate citizenship by advancing meaningful Corporate Social Responsibility (CSR) initiatives focused on community safety, health, and environmental sustainability. Guided by the spirit of bayanihan, the Company continued to partner with local communities and trusted organizations to create positive, lasting impact beyond insurance protection.

Early in the year, FPG Insurance supported community-based safety initiatives through a series of CSR Bayanihan programs. In February, the Company participated in a Fire Safety and Emergency Preparedness Talk for barangay residents in Pasig City. This initiative aimed to raise awareness on accident prevention and emergency response, equipping community members with practical knowledge to better protect their families and homes. FPG Insurance also provided free meals and branded giveaways, reinforcing engagement and community connection.

In April, the Company extended its road safety advocacy through a Safety Driving Talk for tricycle drivers in a barangay in Dasmariñas, Cavite. Recognizing the vital role of tricycle drivers in daily transportation, the program focused on responsible driving practices and accident prevention. The activity was made possible through the collaboration of FPG Insurance volunteers from the Tropa Committee, Human Resources, and Sales teams, highlighting the Company's culture of employee involvement in social initiatives.

FPG Insurance also contributed to national health efforts by supporting the Zuellig Building Blood Donation Drive conducted by the Philippine Red Cross. Through employee participation, the Company helped support the country's blood supply, demonstrating its commitment to health, compassion, and collective action.

In line with its environmental and disaster recovery advocacies, FPG Insurance made strategic donations in November 2025 to support long-term community resilience. A contribution to the Zoological Society of London (ZSL) helped advance mangrove rehabilitation initiatives in Iloilo, reinforcing the Company's support for environmental protection and climate resilience. In addition, FPG Insurance donated to the Zuellig Family Foundation (ZFF), with funds pooled for disaster recovery efforts aimed at replacing essential health and laboratory equipment in Rural Health Units in Catanduanes.

Through these initiatives, FPG Insurance continued to live out its purpose of protecting lives and supporting communities—not only through insurance solutions, but through active participation in nation-building. The Company remains committed to strengthening partnerships and expanding its CSR programs as part of its long-term vision for sustainable and inclusive growth.



FPG INSURANCE SUSTAINABILITY



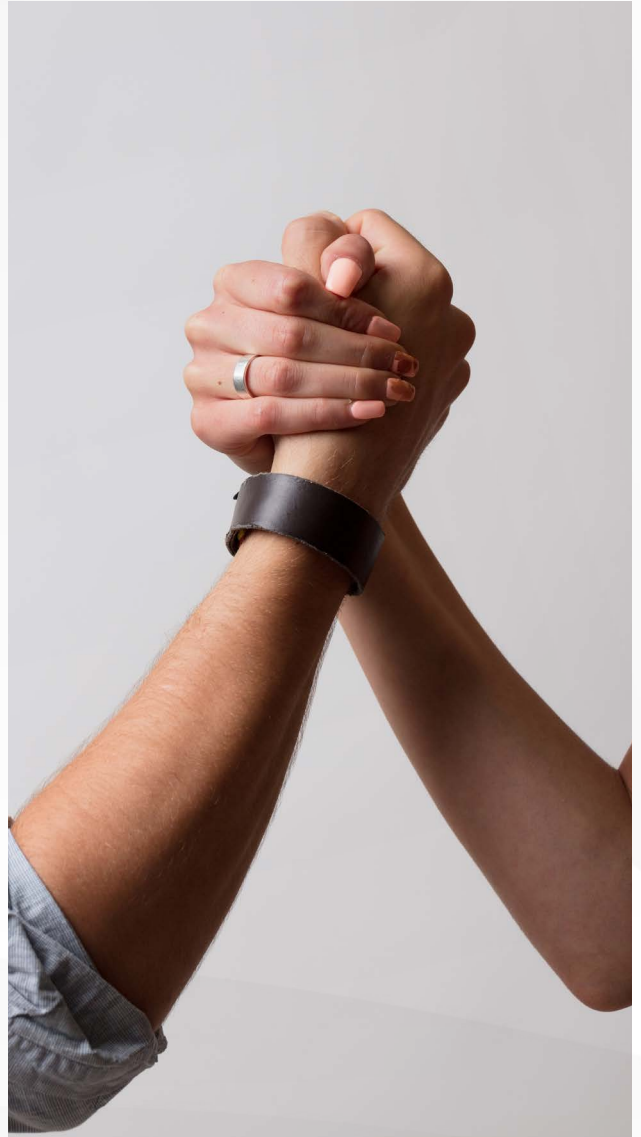
SUSTAINABLE DEVELOPMENT GOALS

In 2025, FPG Insurance aligns its efforts under these 2 United Nations' sustainability goals:



Gender Equality: Achieve gender equality and empower all women and girls

Climate Action: Take urgent action to combat climate change and its impact



Our Approach to Sustainability

Our commitment to sustainability begins within our organization and reaches out to the communities we serve through strong partnerships. By nurturing a culture of sustainability, driven by our dedicated employees and collaborative efforts with local groups, we aim to create meaningful and lasting contributions that go far beyond insurance, fostering resilience and positive change.

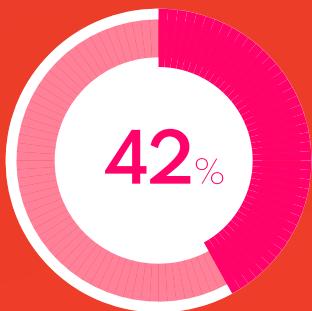
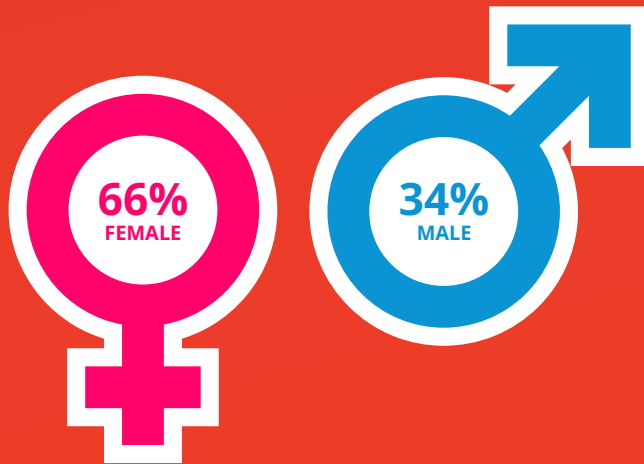
5 GENDER
EQUALITY



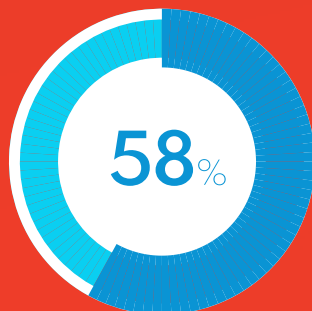
GENDER EQUALITY

At FPG Insurance, diversity thrives, and every individual's contribution is valued. Gender equality isn't just a principle for us—it's deeply embedded in the fabric of our culture.

Workforce composition



FEMALE



MALE

Leaders in executive roles



CLIMATE ACTION

At FPG Insurance, we're on a mission to be sustainable and lead the way in environmental conservation through our efforts to reduce energy consumption and paper waste.



FPG Insurance Head Office is located at Zuellig Building, a LEED-Certified commercial building at the heart of Makati Central Business District.



The building is equipped with a double glazed low e-curtain wall, daylight dimming, motion sensors, and high-efficiency building management, and air conditioning system which is capable of reducing energy consumption.



It also has an efficient centralized air conditioning system and CO² sensors that regulate supply and flow of fresh air.



The Zuellig Building is capable of harvesting rainwater and has low-flow and water-saving fixtures to achieve water efficiency.

CONSUMER ASSISTANCE MANAGEMENT SYSTEM



CONSUMER



PLATFORMS



TRUNKLINE

(02) 8859-1200
(02) 7944-1300



EMAIL

FOR COMPLAINT
consumercomplaint@fpgins.com
FOR INQUIRY/REQUEST
phcustomercare@fpgins.com



MAILING ADDRESS

CRM DEPARTMENT
6/F Zuellig Building, Makati Ave.,
corner Paseo de Roxas,
Makati City 1225, Philippines



WEBSITE

www.fpgins.com/ph



SOCIAL MEDIA



[fpginsurance.ph](https://www.facebook.com/fpginsurance.ph)



AGENT/ BROKER

CONTACT YOUR SERVICING
AGENT/ BROKER



RECEIPT AND
ACKNOWLEDGEMENT

Complaints are received through
our various service delivery channels



INTERNAL INVESTIGATION,
REQUEST, AND RESOLUTION

Our consumer assistance team conducts
the investigation and comes up with
a resolution for the complaint



COMMUNICATION OF
RESOLUTION TO CUSTOMER

We communicate to the financial consumer the resolution
within the time frames below:
SIMPLE – within 5 working days
COMPLEX – within 30 working days

FPG Insurance Co., Inc. is supervised by the Insurance Commission with offices in Manila, Cebu, and Davao.

HEAD OFFICE

- 1071 United Nations Avenue,
Ermita, Manila
- (02) 8523 8461 loc. 103/127

CEBU DISTRICT OFFICE

- 3rd Floor, Lexmark Plaza 3,
Samar Loop corner Panay Rd.,
Cebu Business Park, Cebu City

DAVAO DISTRICT OFFICE

- Doors 2 & 3 Third Floor of Yap Bldg.
Quimpo Blvd., Ecoland, Davao City
- (6382) 327-3651



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