



A member of the OCBC Group

GREAT EASTERN LIFE INDONESIA

Kantor Pusat
Menara Karya, Lantai 5
Jl. H.R. Rasuna Said Blok X-5 Kav. 1-2
Jakarta Selatan 12950, Indonesia
Tel: 021 2554 3888
Fax: 021 5794 4717
greateasternlife.com/id
Twitter / GreatEastern_ID
[Facebook.com / GreatEasternLifeID](https://www.facebook.com/GreatEasternLifeID)

GREAT EASTERN LIFE INDONESIA

ANNUAL REPORT 2018

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ANNUAL REPORT

2018



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LIVE THE GREAT LIFE

Di Great Eastern Life Indonesia, kami fokus pada tujuan perusahaan untuk memberdayakan nasabah kami dari berbagai generasi untuk dapat memiliki hidup yang lebih sehat dan lebih baik, bahkan saat kami melangkah lebih jauh dan terus maju dalam proses digitalisasi.

Seiring dengan perkembangan bisnis, kami terus memperkuat layanan dan melakukan inovasi terhadap produk-produk kami agar dapat memenuhi kebutuhan masyarakat Indonesia. Kami akan terus membangun kekuatan kami yang akan memungkinkan nasabah kami untuk dapat **MEMILIKI HIDUP YANG BAIK**.

At Great Eastern Life Indonesia, we remain focused on our LIFE company purpose, to empower generations of customers to live healthier and better, even as we go beyond and firmly push forward in our digitalisation journey.

As we continue to expand our business, we keep strengthening and keep innovating our products to meet Indonesia's customer needs. We will continue to build on our strengths that will enable our customer to LIVE THE GREAT LIFE



WHO WE ARE ...

We are a LIFE company.

To help you live healthier and better so you can be there for your loves ones when it matters most.

WHAT WE BELIEVE IN...

Our customers are at the heart of all that we do.

WHAT WE DO...

Inspiring People to LIVE GREAT.

As a LIFE company, we believe that it is a simple choices we make and little things we do that add up to help us LIVE GREAT. That's why we'll be with you every step of the way and turn your intention into actions. With continual encouragement and rewards. We'll help you make a positive long-term difference to your life, as well as that of your loved ones.

LIVE GREAT

Making a long-term **POSITIVE DIFFERENCE** in life.

MISI PERUSAHAAN

Mission

Untuk membuat hidup lebih indah dengan menyediakan keamanan keuangan dan mempromosikan hubungan yang sehat dan bermakna.

To make life great by providing financial security, and promoting good health and meaningful relationships.

VISI PERUSAHAAN

Vision

Menjadi penyedia jasa layanan keuangan terkemuka di Indonesia, yang dikenal akan keunggulannya.

To be the leading financial service provider in Indonesia recognised for our excellence.



TENTANG GREAT EASTERN LIFE INDONESIA

ABOUT GREAT EASTERN LIFE INDONESIA



PT Great Eastern Life Indonesia ("Great Eastern Life Indonesia") bukan hanya sekedar perusahaan asuransi jiwa, tapi kami adalah LIFE Company. Kami berkomitmen untuk menyediakan pelayanan terbaik dan menjadikan hidup lebih baik dengan menawarkan solusi keuangan, mempromosikan gaya hidup yang seimbang dan membangun hubungan yang berarti.

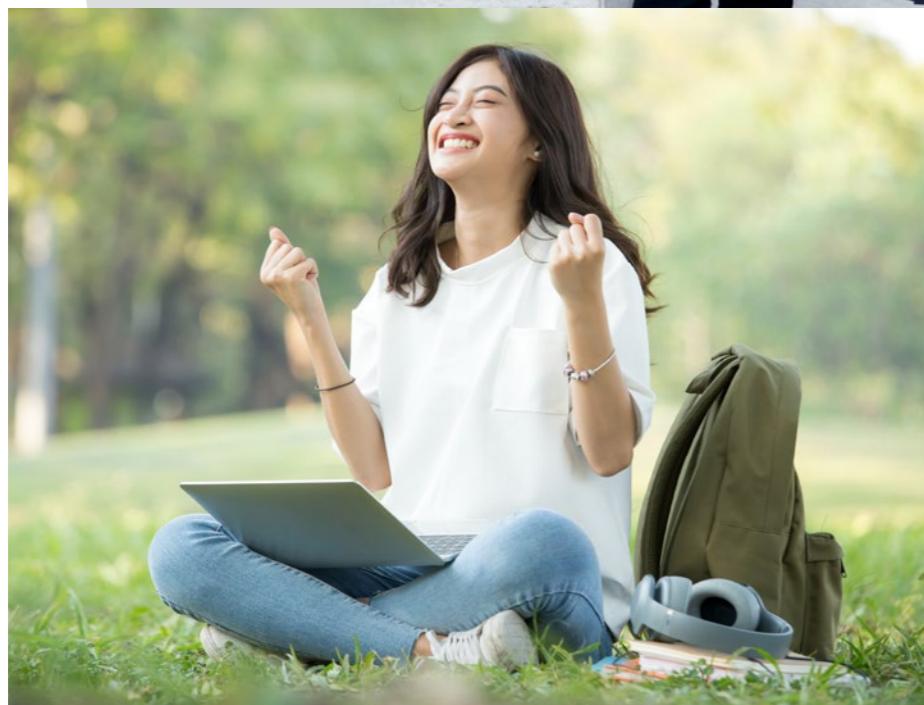
Beroperasi di Indonesia sejak tahun 1996, Great Eastern Life Indonesia adalah bagian dari Great Eastern Holdings Limited yang merupakan perusahaan asuransi jiwa tertua dan terbesar di Singapura dan Malaysia yang didirikan sejak 1908, perusahaan yang kuat dan berorientasi jangka panjang. Great Eastern meraih penghargaan sebagai Life Insurance Company of the Year dalam ajang Asia Insurance Industry Awards tahun 2011 dan 2013 yang diselenggarakan oleh Asia Insurance Review. Great Eastern Life Assurance Company Limited mendapatkan nilai AA- untuk kekuatan finansial dan counterparty credit ratings dari Standard & Poor's sejak tahun 2010, yaitu salah satu predikat tertinggi diantara perusahaan jiwa di Asia. Lion Global Investor Limited, anak perusahaan Great Eastern yang bergerak di bidang manajemen aset swasta terbesar di Asia Tenggara.

Great Eastern merupakan anak perusahaan Bank OCBC, bank Singapura yang telah berdiri sejak tahun 1932 dan merupakan gabungan dari tiga bank lokal di Singapura yang tertua didirikan pada tahun 1912. Bank OCBC kini merupakan grup jasa keuangan terbesar kedua di Asia Tenggara dalam hal asset dan salah satu bank di dunia yang memiliki rating tinggi, dengan rating Aa1 dari Moody's. Diakui untuk kekuatan keuangan dan stabilitasnya, Bank OCBC secara konsisten mendapat peringkat di antara World's Top 50 Safest Bank dari Global Finance dan mendapat penghargaan sebagai Best Managed Bank di Singapura dan Asia Pasifik dari The Asian Banker.

PT Great Eastern Life Indonesia ("Great Eastern Life Indonesia") is more than just an ordinary life insurance company, we are the LIFE Company. It has been our commitment to deliver the best services, and thus make our customers to live great through our financial solutions, by promoting a balanced life and building a meaningful relationship.

Since 1996, Great Eastern Life Indonesia began its operations in Indonesia as part of Great Eastern Holdings Limited, the oldest and largest life insurance company in Singapore and Malaysia established since 1908, a well-reputable company with a sustainability orientation. Great Eastern was awarded as Life Insurance Company of the Year in 2011 and 2013 rewarded at the Asia Insurance Industry Awards organised by Asia Insurance Review. Great Eastern Life Assurance Company Limited has been acquiring AA- rating for financial strength and counter party credit ratings categories from the Standard & Poor's since 2010, one of the highest ranks among the life insurance company in Asia. Lion Global Investor Limited, a subsidiary of Great Eastern, is recognised as the largest private asset management sector in Southeast Asia.

Great Eastern is a subsidiary of OCBC Bank, a Singapore bank founded in 1932 and is a merger of three oldest local banks in Singapore founded in 1912. OCBC Bank is now the second largest financial service group in Southeast Asia in terms of asset, and one of the top-rank banks in the world with Aa1 rank from Moody's. Acknowledged for its financial strength and stability, OCBC Bank has been consistently recognized as the highly rated bank among the World's Top 50 Safest Bank from Global Finance and was awarded as Best Managed Bank in Singapore and Asia Pacific from The Asian Banker.



■ NILAI-NILAI UTAMA PERUSAHAAN *Values*

INTEGRITAS *Integrity*

- Kami menjunjung standar integritas tertinggi.
We maintain the highest standards of integrity.
- Kami berkomitmen untuk jujur dalam berbisnis agar dapat menjaga kepentingan nasabah.
We are committed to fair dealing as the basis of our business to safeguard customer interests.
- Kami menyediakan perencanaan keuangan yang holistik dan berkualitas.
We provide quality holistic financial planning.

INISIATIF *Initiative*

- Kami berupaya untuk selalu unggul dalam tiap hal yang kami kerjakan.
We strive for excellence in everything we do.
- Kami selalu berfokus pada nasabah.
We are always customer-focused.
- Kami menerapkan pendekatan yang proaktif.
We aim to be proactive in our approach.
- Kami terus berinovasi dan menghasilkan ide-ide baru.
We improve, innovate and generate new ideas.

RASA KEIKUTSERTAAN *Involvement*

- Kami memupuk semangat saling memiliki di antara semua pemangku kepentingan (*stakeholders*).
We foster a strong sense of belonging for all stakeholders.
- Kami memberikan lingkungan yang kondusif untuk pertumbuhan karir.
We provide a conducive environment to promote growth and development.
- Kami bekerja dalam tim yang saling menghormati dan menghargai.
We adopt a team approach governed by respect and courtesy.
- Kami adalah bagian dari komunitas yang bertanggung jawab.
We are a responsible member of our community.

■ Enabling with GREAT passion

Karyawan adalah hal yang membuat perusahaan menjadi hebat.

Di Great Eastern Life Indonesia, kami memberikan kesempatan kepada karyawan untuk bertumbuh dan mengeluarkan potensi terbaik. Kami percaya dengan lingkungan kerja yang menyenangkan akan memungkinkan karyawan untuk dapat berkembang baik secara pribadi maupun profesional, dimana karyawan dapat ikut bertumbuh bersama dengan perusahaan dan mencapai potensi terbaiknya.

People are what make an organisation great.

At Great Eastern, we are passionate about empowering growth and strive to bring out the best in our people. We believe in creating an engaging and inclusive environment that enables personal and professional development, where our people can grow with the company and realise their fullest potential.





Driving with GREAT purpose

■ Bergerak untuk tujuan yang BESAR

Kami percaya bahwa hidup dapat menjadi lebih baik ketika kita juga membuat hidup orang lain lebih baik.

Di Great Eastern Life Indonesia, kami percaya dapat membuat perbedaan yang berarti dalam masyarakat di tempat kami berada dan menambah nilai bagi kehidupan di sekitar kami. Melalui berbagai inisiatif Great Eastern Cares di seluruh lokasi, karyawan dan penasehat keuangan kami dapat menyumbangkan waktu dan bakat mereka untuk berbuat baik dan menginspirasi orang lain untuk bekerja lebih keras demi kemajuan masyarakat.

We believe life is truly greater when we make someone else's life better.

At Great Eastern Life Indonesia, we believe in making a meaningful difference in the society and adding values to our surrounding. Through Great Eastern Cares initiatives across the region, our employees and financial representatives volunteer their time and talents to do good and inspire other people to work the extra mile for the whole society's improved well-being.



PEMBAHASAN STRATEGI BISNIS 2018

2018 BUSINESS STRATEGY OVERVIEW



Perusahaan telah mengimplementasikan strategi inisiatif di tujuh area, yang berisi informasi tentang langkah strategis untuk mencapai tujuan Perusahaan yang telah ditetapkan, sebagaimana berikut :

1. Mengembangkan bisnis dengan memperkuat sinergi dengan Bank OCBC NISP dan dengan partner lainnya.

- a. Menjangkau konsumen Bank OCBC NISP yang telah ada.
 - Meningkatkan jumlah *Financial Advisor* (FA) dan kapabilitas penjualan di semua cabang Bank OCBC NISP.
 - Inisiatif bersama dengan Bank OCBC NISP untuk meningkatkan produktivitas tenaga penjual melalui *lead generation* yang terstruktur, proses penjualan dan manajemen pengawasan aktivitas.

2. Mengembangkan kerjasama dengan partner baru.

- a. Riset terhadap bank-bank yang memiliki potensial untuk melakukan kerjasama penjualan produk *bancassurance*.

3. Menjajaki jalur bisnis alternatif untuk menemukan peluang bisnis baru yang potensial.

- a. Membuka jalur bisnis alternatif untuk meraih target pasar yang lebih luas, yaitu nasabah yang memiliki *mobile device* dan akun bank.
- b. Dengan “*bancassurance model*” untuk merambah ke institusi non-bank.
 - Kami telah merambah institusi non-bank yang memiliki basis nasabah yang besar untuk

mengeksplorasi peluang bisnis baru.

- Pengembangan model bisnis yang potensial dapat merupakan kombinasi dari *affinity marketing*, menggunakan peran digital dan didukung oleh para tenaga penjual langsung.

4. Mengembangkan produk yang lengkap untuk segmen pasar yang berbeda.

- a. Menyediakan produk atraktif yang lengkap untuk mendukung semua segmen bisnis baik dengan Bank OCBC NISP seperti *key-man insurance* untuk *Emerging Market Business*, produk proteksi tahap pemula untuk *Emerging Affluent* dan produk anuitas untuk nasabah-nasabah di stage *family maturity* atau dengan partner lainnya.

5. Mengembangkan bisnis asuransi kumpulan.

- a. Merambah bisnis asuransi kumpulan dengan partner baru dan grupnya.

6. Tata kelola yang baik untuk memastikan perkembangan berkelanjutan.

- a. Implementasi manajemen risiko yang baik
 - Memperkuat fungsi divisi Manajemen Risiko untuk identifikasi risiko, penilaian dan pengukuran risiko, pengendalian dan mitigasi risiko, resolusi risiko, pelaporan dan pengawasan risiko.
- b. Fungsi kepatuhan
 - Memastikan kepatuhan penuh terhadap regulasi dan sekaligus juga melakukan konsultasi untuk divisi lain dalam hal kepatuhan.
- c. Fungsi audit internal

- Memperkuat fungsi unit audit internal yang independen untuk memastikan implementasi dari *Audit Charter*.

d. Konglomerasi Keuangan

- Risiko, kepatuhan dan audit internal akan memiliki pengawasan yang lebih ketat dikarenakan perusahaan adalah bagian dari konglomerasi keuangan di Indonesia.

e. Tata Kelola Perusahaan yang Baik

- Tinjauan tahunan terhadap laporan Tata Kelola Perusahaan kami untuk memastikan kerangka kerja tata kelola relevan saat pembangunan bisnis kami.

7. Kapabilitas operasional yang kuat melalui:

a. Sumber daya manusia

- *Conscious effort* untuk merekrut, mengembangkan dan mempertahankan sumber daya manusia yang baik akan mendukung kelangsungan pertumbuhan.
- Dengan model bisnis yang berkembang, kegiatan

pelatihan sumber daya manusia yang telah ada menjadi penting dan relevan.

b. Proses

- Fokus kunci kami adalah nasabah, dimana proses harus di improvisasi untuk mempermudah nasabah dalam melakukan bisnis dengan kami. Kami akan terus memfokuskan pada *pre-sales (selling)* process, selama *sales (application)* process dan *after sales (services)* processes.

- Fokus kunci kami yang lain adalah *Service Level Agreement (SLA)* kepada partner kami. Kami telah memperbaiki proses operasional secara konstan terutama ketika kami menerima umpan balik dari Bank OCBC NISP yang akan membantu kami dalam menyediakan layanan yang memenuhi SLA kami.

- Perusahaan telah berusaha lebih menyederhanakan proses yang sudah ada saat ini untuk meningkatkan efisiensi.

The Company has implemented an initiative strategy in seven areas of focus, which contain information of strategic steps to achieve the following Company's end-objectives:

1. Develop business by strengthening synergies with OCBC NISP Bank and other partners.

- a. To reach existing OCBC NISP Bank customers.
 - Increase the number of Financial Advisor (FA) and sales capability in all OCBC NISP Bank branches.
 - Together with OCBC NISP Bank, taking the initiative to increase the sales persons' productivity through structured lead generation, process of sales activities and activity supervisory management.

2. Develop cooperation with new partners.

- a. Conducting research on potential banks who can collaborate in a bancassurance product sales.

3. Explore alternative business path to find new potential business opportunity.

- a. Open alternative business channels to achieve a wider target market, such as customers with mobile device and bank account.
 - Using bancassurance model to penetrate non-bank institutions
 - We have penetrated non-bank institutions with the biggest customer base to explore new business opportunity.
 - Develop potential business model that can be a combination of affinity marketing that maximizes the role of digital leads, and is supported by direct sales persons.

4. Develop complete products for different market segments.

- a. Providing a complete attractive product to support all business segments of OCBC NISP Bank. For instance, the *key-man insurance* for *Emerging Market Business*, early step of protection product for *Emerging Affluent*, and annuity products for customers in family maturity stage as well as with other partners.

5. Develop group insurance business.

- a. Explore the group insurance business with new partners and their respecting group.

6. Good corporate governance to ensure a sustainable development.

- a. Implementing a good risk management.

- Strengthening the function of Risk Management division for risk identification, risk evaluation and measurement, risk control and mitigation, risk resolution, risk reporting, and risk supervision.

b. Compliance function

- Ensuring a full compliance with the pre-regulation, while at the same time also conducting consultations for other divisions with regards to compliance and risk monitoring matters.

c. Internal audit function

- Strengthening the function of independent internal audit unit to ensure a proper implementation of Audit Charter.

d. Financial Conglomeration

- Risks, compliance and internal audit will receive closer supervision as a result of the company being part of a financial conglomerate in Indonesia.

e. Good Corporate Governance

- Annual review of our Good Corporate Governance to ensure relevant governance implementation during our business development.

7. Strong operational capability through:

a. Human Resource

- Conscious effort to recruit, develop and maintain competent human resources will support a sustainable development.
- With a developing business model, we believe that the currently ongoing human resource training activities will become important and relevant.

b. Process

- Our key focus is on customers, where the process should be improved to make it easier for customers to do business with us. We will continue to focus on *pre-sales (selling)* process, during *sales (application)* process, as well as the *after sales (services)* process.

- Other key focus is on Service Level Agreement (SLA) to our partners. We are constantly improving the operational process especially when we receive feedback from OCBC NISP Bank who will help us in providing services that can fulfil our SLA.

- The Company has strived to simplify the existing process, which aimed to improve efficiency.



IKHTISAR BISNIS BUSINESS HIGHLIGHTS



IKHTISAR BISNIS INDONESIA

Dengan populasi besar yang berjumlah lebih dari 260 juta jiwa, masyarakat dengan ekonomi kelas menengah yang semakin bertumbuh, dan kenaikan pendapatan serta jumlah masyarakat muda yang besar dan sadar terhadap sosial media, Indonesia menjadi pasar yang memiliki kesempatan dan potensi yang besar bagi Great Eastern Life Indonesia (GELI) untuk masuk ke segment pasar utama dengan solusi asuransi yang dibuat khusus untuk menjawab berbagai kebutuhan nasabah.

Kami memperkuat dan memperdalam kolaborasi kami dengan Bank OCBC NISP dan mengembangkan berbagai produk untuk manajemen kekayaan, pendanaan bisnis, usaha kecil dan menengah, private banking, dan Syariah. Upaya kami untuk meningkatkan produktivitas dengan bank melalui inisiatif One Sales Discipline telah menunjukkan hasil yang baik. Kemitraan bank lainnya, seperti Bank Mayora & Bank Panin Dubai Syariah juga mulai menunjukkan hasil.

Di pasar yang dinamis dan bersemangat saat ini, lebih banyak masyarakat menggunakan ponsel, oleh karena itu GELI memperluas saluran distribusi melalui telemarketing yang juga akan melengkapi saluran distribusi yang ada.

Tahun ini, kami meluncurkan beberapa produk inovatif untuk memenuhi berbagai kebutuhan nasabah kami. Asset Link

Protector, produk dengan 3 keunggulan yang menawarkan dan menyediakan metode pembayaran yang mudah dengan cukup satu kali pembayaran serta keuntungan berupa ekstra 10% proteksi setiap tahun selama 10 tahun kepemilikan; TAKA Great Guard, sebuah produk asuransi jiwa komprehensif dengan Uang Pertanggungan hingga 200% dari saldo deposito yang belum dibayar jika terjadi risiko kematian; Asuransi Tanda Junior, yang menawarkan manfaat asuransi Rawat Inap untuk anak-anak dan manfaat hidup untuk Anak-anak dan Orang Tua. Kami juga meningkatkan distribusi produk LiveSmart Protector kami melalui saluran Telemarketing.

Seiring dengan perkembangan bisnis, kami terus memperkuat dukungan kami dengan memiliki dukungan yang menyeluruh dan komprehensif dan menerapkan kepatuhan yang tinggi terhadap regulasi bisnis. Kami telah memenangkan beberapa penghargaan dan pengakuan pada tahun 2018 sebagai hasil dari dukungan yang kuat dan mapan dari tim kami, seperti Penghargaan untuk Manajemen Risiko, Penghargaan untuk Sumber Daya Manusia, Penghargaan untuk Hukum, Penghargaan untuk Penjualan & Pemasaran, Penghargaan untuk Tanggung Jawab Sosial Perusahaan, Penghargaan untuk Tata Kelola Perusahaan yang Baik, Penghargaan Merk Pilihan Konsumen Indonesia,



Asuransi Jiwa Terbaik di Indonesia, Penghargaan Unit Link Terbaik, Penghargaan Top Agent Bancassurance peringkat 1 dan juga sebagai merk terpercaya yang dipimpin oleh pemimpin terbaik, CEO kami telah dianugerahi sebagai

CEO Global Terbaik untuk Kategori Asuransi oleh Global Penghargaan Pemimpin 2018 dan Pemimpin Top Asuransi dengan Strategi Hubungan Pelanggan yang Baik oleh Top Insurance Leader Award.

INDONESIA BUSINESS REVIEW

With its huge population of 260 million, growing middle class, rising of income levels and a large proportion of young and social-media savvy, Indonesia provide a huge potential and opportunity for Great Eastern Life Indonesia (GELI) to penetrate key market segment with a tailored made insurance solution that would fit customer needs.

We strengthened and deepened our collaboration with OCBC NISP Bank and developed various products for wealth management, funding businesses, small and medium enterprises, private banking, and Sharia. Our joint efforts to improve our productivity with the bank, through the One Sales Discipline initiative have shown good result. The other bank partnership, with Bank Mayora & Bank Panin Dubai Syariah also started to show result.

In this dynamic and vibrant market, more people are now using mobile phone, hence GELI expanded the distribution channel through telemarketing and this will also complement the existing distribution channel.

This year, we launched several innovative products to meet the different needs of our customer. Asset Link Protector, a product with 3 advantages which offers and provides simplicity through one-time payment and Extra 10% Protection every year for 10 years of membership; TAKA Great Guard, a product with comprehensive life insurance

coverage with sum assured up to 200% of the remaining unpaid deposit in the event of death; Asuransi Tanda Junior, which offers Hospitalisation insurance benefit for children and benefit of life for Children and Parents. We also enhance our LiveSmart Protector product distribution through Telemarketing channel.

As we continue to expand our business, we keep strengthening our support by having a holistic and comprehensive support for our business and apply the high compliance business regulation. We have won several rewards and acknowledgment in 2018 as a result of strong and well-established support from our team, such as Risk Management Award, Human Capital Award, Legal Award, Sales & Marketing Award, Corporate Social Responsibility Award, Good Corporate Governance Award, Indonesia Consumer Choice Award, Best Life Insurance in Indonesia, Best Unit Link Award, Rank 1 Bancassurance Top Agent Award and also as a trusted brand that led by the best leader, our CEO has been awarded as Best Global CEO for Insurance Category by Global Leader Award 2018 and Insurance Top Leader with Excellent Customer Relationship Strategy by Top Insurance Leader Award.

PERISTIWA PENTING SIGNIFICANT EVENTS



2018 adalah tahun penuh inisiatif untuk Great Eastern Life Indonesia. Semua divisi perusahaan mengadakan kegiatan dan acara untuk meningkatkan kesadaran akan merek perusahaan, meningkatkan literasi keuangan masyarakat Indonesia, meningkatkan penjualan dan memperkuat hubungan dengan karyawan. Berikut beberapa peristiwa penting yang terjadi pada tahun 2018:

Januari

- Great Eastern Life Indonesia berbagi suka cita bersama anak-anak penyandang cacat YPAC, dengan tema "Berbagi Suka Cita Menyambut Tahun Baru."

Februari

- Great Eastern Life Indonesia menerima penghargaan untuk Kategori Unit Link terbaik yang diberikan oleh majalah Investor.
- Live Great Programme: Great Eastern Life Indonesia mengadakan seminar kesehatan kepada Karyawan Bank OCBC NISP dan nasabah Group Insurance. Tahun ini ada 11 event yang dilakukan di berbagai cabang Bank OCBC NISP dan 6 event dilakukan untuk nasabah Group Insurance. Event pertama di lakukan di bulan Februari di cabang Bank OCBC NISP Gunung Sahari, dengan tema, Pentingnya menjaga Gula Darah, Asam Urat, Kolesterol dan Hipertensi dan di PT Zalora Indonesia untuk nasabah Group Insurance, dengan tema Pola Hidup Sehat dengan Gaya Makanan Sehat.
- Great Eastern Life Indonesia menerima penghargaan kategori Excellent untuk kategori Corporate Social Responsibility Award 2018 yang diselenggarakan oleh Economic Review.
- Great Eastern Life Indonesia bekerjasama dengan Bank OCBC NISP Cabang Kelapa Gading dan Puri Indah untuk acara Tahun Baru Imlek.

Maret

- Great Eastern Life Indonesia menerima penghargaan kategori PLATINUM untuk Corporate Secretary & Corporate Communication Award 2018 yang diselenggarakan oleh Economic Review.



April

- Great Eastern Life Indonesia menerima penghargaan kategori Gold untuk Legal Award 2018 yang diselenggarakan oleh Economic Review.
- Great Eastern Life Indonesia menerima penghargaan kategori Gold untuk Sales & Marketing Award 2018 yang diselenggarakan oleh Economic Review.
- Great Eastern Life Indonesia berkolaborasi dengan Bank OCBC NISP untuk acara ONE Wealth, sebuah acara tahunan yang bertujuan untuk memberikan edukasi finansial di Indonesia maupun global secara komprehensif serta membuka wawasan mengenai perkembangan dan prospek dunia digital.

Mei

- Great Eastern Life Indonesia menerima penghargaan kategori GOLD untuk Human Capital Award 2018 yang diselenggarakan oleh Economic Review dan IPMI Business School.

Juni

-

Juli

- Great Eastern Life Indonesia berpartisipasi dalam perayaan ulang tahun ke 77 Bank OCBC NISP yang menampilkan salah satu band legendaris di Indonesia yaitu Kahitna.

Agustus

- Great Eastern Life Indonesia menerima peringkat 1 di ajang penghargaan tahunan bergengsi, Top Agent Award yang diselenggarakan oleh Asosiasi Asuransi Jiwa Indonesia (AAJI). Siwi Sugiharti, salah satu Penasihat Keuangan terbaik Great Eastern Life Indonesia, menerima Peringkat 1 dalam kategori Agen Top Bancassurance.
- Great Eastern Life Indonesia menerima penghargaan kategori GOLD dalam Penghargaan Manajemen Risiko Perusahaan 2018 yang diselenggarakan oleh Economic Review dan Indonesia Asia Institute.
- Bekerjasama dengan KALCare (salah satu mitra bisnis Great Eastern Life Indonesia) mengadakan serangkaian



acara di Cabang KALCare di (Grand Metropolitan Bekasi dan Lotte Shopping Avenue) untuk perlombaan anak-anak, seminar keuangan dan health talk.

- Great Eastern Life Indonesia mengadakan turnamen golf bersama Bank OCBC NISP di Cabang Jakarta.

September

- Great Eastern Life Indonesia meraih penghargaan sebagai Top 5 kategori Konsumen Asuransi Indonesia dengan asset 1- 5 Triliun yang di selenggarakan oleh Warta Ekonomi.
- Great Eastern Life Indonesia bekerja sama dengan OCBC NISP Jakarta mengadakan acara inspirasional yang menghadirkan motivator wanita no.1 di Indonesia-Merry Riana.
- Bekerjasama dengan KALCare (salah satu mitra bisnis Great Eastern Life Indonesia) mengadakan serangkaian acara di Cabang KALCare (Bintaro Xchange dan Lotte Shopping Avenue) untuk kompetisi anak-anak, seminar keuangan dan kesehatan.
- Bekerjasama dengan Bank OCBC NISP di Jakarta dan cabang Bandung melakukan serangkaian acara



pembicaraan keuangan, kesehatan dan kecantikan yang menampilkan salah satu Selebriti Indonesia, Nicky Tirta.

Okttober

- Great Eastern Life Indonesia meluncurkan Produk Asset Link Protector.

November

- Great Eastern Life Indonesia bekerjasama dengan Bank OCBC NISP melakukan *Corporate Social Responsibility*, yaitu memberikan dukungan kepada masyarakat Karawang berupa peningkatan kualitas hidup dengan memberikan bantuan penerangan lampu LIMAR, buku bacaan dan alat olahraga untuk anak-anak setempat.

Desember

- Presiden Direktur Great Eastern Life Indonesia menerima penghargaan sebagai Pemimpin Top Asuransi dengan Strategi Hubungan Pelanggan Terbaik dalam Penghargaan Pemimpin Asuransi Top yang diselenggarakan oleh Warta Ekonomi.
- Great Eastern Life Indonesia meluncurkan GreatAdvice/MPOS (Mobile Point of Sales).

2018 was a year full of initiatives for Great Eastern Life Indonesia. All Company's divisions have conducted events and activities to raise the Company's brand awareness, improve the financial literacy of the Indonesian people, increase sales, and strengthen relationships with the employees. Among others, below were some important events to highlighted in 2018:

January

- Great Eastern Life Indonesia shared joy with Foundation for the Education of Disabled Children (Yayasan Pendidikan Anak Cacat/YPAC), with a theme "Sharing Joy to Welcome the New Year".

February

- Great Eastern Life Indonesia received an award for the Best Unit Link Category given by Investor magazine.
- Live Great Programme: Great Eastern Life Indonesia held

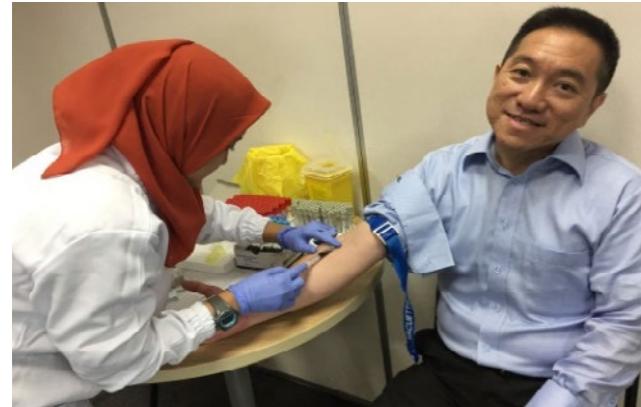
a series of health seminars inviting OCBC NISP Bank employees and Group Insurance customers. This year, we organised 11 events across OCBC NISP Bank branches and 6 events were held for customers of the Insurance Group. The first event took place in February at OCBC NISP Bank, Gunung Sahari Branch, with a theme of "The Importance of Maintaining Blood Sugar, Gout, Cholesterol and Hypertension Levels" and at PT Zalora Indonesia for the Group Insurance customers, with a theme of "Healthy Lifestyle with Healthy Food Style".

Great Eastern Life Indonesia was rewarded the Excellent category for 2018 Corporate Social Responsibility Award organised by Economic Review.

Great Eastern Life Indonesia collaborated with OCBC NISP Bank, Kelapa Gading and Puri Indah branches, to celebrate Chinese New Year.



PERISTIWA PENTING SIGNIFICANT EVENTS



March

- Great Eastern Life Indonesia received a PLATINUM category award for 2018 Corporate Secretary & Corporate Communication Award organised by Economic Review.

April

- Great Eastern Life Indonesia received a GOLD category award for Legal Award 2018 organised by Economic Review.
- Great Eastern Life Indonesia received a GOLD category award for 2018 Sales & Marketing Award organised by Economic Review.
- Great Eastern Life Indonesia collaborated with OCBC NISP Bank for ONE Wealth, an annual event aims to provide a comprehensive financial education in Indonesia and globally, while also opening insights to the advancement and prospect of digital world.

May

- Great Eastern Life Indonesia received a GOLD category award for 2018 Human Capital Award organised by Economic Review and IPMI Business School.

June

-

July

- Great Eastern Life Indonesia participated in the 77th anniversary celebration of OCBC NISP Bank, which featured one of Indonesia's legendary bands, Kahitna.

August

- Great Eastern Life Indonesia obtained the 1st rank in the prestigious annual award event, Top Agent Award, organised by Indonesia's Life Insurance Association (Asosiasi Asuransi Jiwa Indonesia/AAJI). Siwi Sugiharti, one of the best Financial Advisors in Great Eastern Life Indonesia, was accoladed the 1st Rank for the category of Top Bancassurance Agent.
- Great Eastern Life Indonesia received a GOLD category in 2018 Corporate Risk Management Award organised by Economic Review and Indonesia Asia Institute.
- In cooperation with KALCare (one of Great Eastern Life Indonesia's business partners), we conducted a series of



events for children's competition, financial seminar and health talk held at KALCare branches (Grand Metropolitan Bekasi and Lotte Shopping Avenue).

- Great Eastern Life Indonesia carried out a golf tournament with OCBC NISP Bank, Jakarta Branch.

September

- Great Eastern Life Indonesia was awarded the Top 5 Indonesia Insurance Consumer category with a total asset amounted to 1 to 5 Trillion, organised by Warta Ekonomi.
- Great Eastern Life Indonesia in cooperation with OCBC NISP Bank Jakarta organised an inspirational talk show with Indonesia's number 1 woman motivator, Merry Riana.
- Collaborated with KALCare (one of Great Eastern Life Indonesia's business partners) in conducting a series of events at KALCare branches (Bintaro Xchange and Lotte Shopping Avenue) for children's competition, financial seminar and health talk.
- Cooperated with OCBC NISP Bank in Jakarta and Bandung to conduct several events on the topics of finance, health and beauty, by featuring one of Indonesia's celebrity, Nicky Tirta.

October

- Great Eastern Life Indonesia launched a product named Asset Link Protector.

November

- As part of our Corporate Social Responsibility initiative, Great Eastern Life Indonesia collaborated with OCBC NISP Bank in providing support for the local communities in Karawang. It aimed to improve their quality of life by providing LIMAR light (environment friendly lamp), reading books, and sport equipments for children in the surroundings.

December

- During the Top Insurance Leader Award organised by Warta Ekonomi, President Director of Great Eastern Life Indonesia was rewarded the Top Insurance Leader with The Best Customer Relationship Strategy.
- Great Eastern Life Indonesia launched GreatAdvice/MPOS (Mobile Point of Sales).



IKHTISAR KEUANGAN FINANCIAL HIGHLIGHTS

Jumlah Premi Terkumpul The Amount of Premium Collected

Pada tahun **2018** PT Great Eastern Life Indonesia mencatat pertumbuhan premi yang signifikan yaitu sebesar

41%

dibandingkan tahun lalu. Faktor penentu keberhasilan ini adalah adanya kolaborasi yang baik dengan Bank OCBC NISP dalam memasarkan produk asuransi. Diversifikasi produk asuransi yang lebih beragam juga memberikan alternatif bagi pemegang polis untuk berasuransi.

In 2018, Great Eastern Life Indonesia recorded a significant premium growth of 41% compared to last year. The key success factor lies in the good collaboration built with OCBC NISP Bank in marketing the insurance products. Meanwhile, the diversification of a more various insurance products was considered successful in providing alternatives for the insurance policyholders.

Rasio Solvabilitas (%) Perusahaan Solvency Ratio (%)

Rasio Solvabilitas PT Great Eastern Life Indonesia

tetap kuat pada tingkat

1.737%

Solvency Ratio of Great Eastern Indonesia Life remained strong at 1.737%.

Total Aset Total Asset

Total aset PT Great Eastern Life Indonesia meningkat sebesar

24%

Rp4,5 Triliun

dibandingkan dengan tahun sebelumnya. Kenaikan ini didorong oleh pertumbuhan penjualan di tahun 2018.

Total asset of Great Eastern Life Indonesia increased by 24% to IDR4.5 trillion compared to the previous year. This increase was driven by the sales growth in 2018.

Laba / Rugi Bersih Profit/Loss

PT Great Eastern Life Indonesia mencatat peningkatan

yang signifikan yaitu menjadi **laba** sebesar

Rp9,4 miliar

pada **2018** dari rugi sebesar Rp44 miliar pada tahun 2017.

Great Eastern Life Indonesia recorded a significant increase in profit amounted to IDR9.4 billion in 2018, from a loss of IDR44 billion in 2017.



LAPORAN DEWAN KOMISARIS

BOARD OF COMMISSIONERS REPORT



THE MINUTES OF THE 1ST BOC MEETING

Wednesday, 31 January 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		1 out of 1 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		1 out of 1 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		1 out of 1 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Eddy Wirya Wiyana (EW)	Director	✓		Invitee
4	Andrew Ng (AN)	Director	✓		Invitee
5	Yungki Aldrin (YA)	Director	✓		Invitee
6	Mara Umar (MU)	Head Product & Marketing	✓		Invitee
7	Lita Fitriana (LF)	Head, Corporate Secretariat	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 1 st BOC Meeting on 11.20 am (Jakarta time).			
1	To confirm Minutes of the 12 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 20 December 2017 upon circulation, were confirmed.	
2	Any Matters Arising	Taken as read.	
3	Key Issues	<p>RMC Meeting</p> <ul style="list-style-type: none"> 1. BOD shall establish criteria for welcome call 2. Reclassification on incident of MPH 3. Reclassification on compliance events <p>AC Meeting</p> <ul style="list-style-type: none"> 1. To allow internal audit to have separate discussion on changes of audit plan before updating AC accordingly 2. AC will meet EY to discuss on Draft Final Audit Report in Feb 2018 3. BOD shall update on claim provision for future outstanding claims. 	
4	Business Updates	BOC noted the Business Update on Key Indicator and P/L for 2018. In addition, BOD is expected to prepare separate private report 2017 budget & actual, which stated reconciliation factors (i.e Financial reconciliation, FPMS, change assumption in credit life).	Note to FA to prepare separate 2017 budget report to BOC.
5	Paper for Approval	NIL	
6	Paper for Notation	The papers were noted.	
7	AoB	BOC accepted the BOC & BOD meeting arrangement as follows: <ul style="list-style-type: none"> 1. CEO and CFO will be invited and shall attend the BOC Meeting 1 (once) a month. 2. Others Directors (COO, Banca Director, HC Director and SMTs) will be invited and shall attend at least 4 (four) BOC meetings in a year. These will be in January, April, July and October. 3. BOC may invite other Directors to attend BOC Meeting upon request. 	
There be no other business, the meeting ended at 11.30 am (Jakarta time).			

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
1	FA to update retainer program for surrender policy	022018	FA				



THE MINUTES OF THE 2ND BOC MEETING

Thursday, 27 February 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		2 out of 2 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		2 out of 2 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		2 out of 2 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Tan Tiong Kheng (BT)	Group CEO & GMT	✓		Invitee
4	Lita Fitriana (LF)	Head, Corporate Secretariat	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 2nd BOC Meeting on 04.10 pm (Jakarta time).			
1	To confirm Minutes of the 1 st BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 31 January 2018 upon circulation, were confirmed.	
2	Any Matters Arising	FA presented matters arising pertaining retention program for existing Asset Link Customer. The program will offer 3% of TIV (Total Investment Value) if customers extend the coverage for the next 3 years since the offering letter issued. The program will be launch in August 2018.	
3	Key Issues	The Committee Chairman updated on matters discussed during the various Committee Meetings. RMC Meeting 1. GELI BOD to finalize RCSA ORAP earlier and update the progress or related issues to RMC meeting. 2. On the Risk Management report, RMC noted that 'low to moderate' risk rating is acceptable for the company and risk management shall look into the control factors as well. 3. RMC informed that on 9 February 2018 WPS attend the FC meeting with OCBC NISP and there was no significant issue and appreciated all relevant party for the good coordination.	

No	Agenda	Key Issue	Action Required
			AC Meeting
		1. Internal Audit to update the result on audit scope and audit sequence for Q2-Q4 2018 2. GELI BOD to provide excess claim detail (IDR 400M). 3. GELI BOD to update data validation and data migration progress in the 3 rd AC Meeting. 4. AC member has agreed on the Audited Financial Statement 2017 presented by EY without further comment.	
4	Business Updates	BOC noted the Business Update on Key Indicator and P/L. However, BOC highlighted on the Investment Income, DE and GELI negative financial statement. In addition, BOC was suggested BOD to consider on the possibility to accrue DE every month, to relook on GELI budgeting, to look how to retain policy holder due to high number of surrender and to look the possibility to create new unit link product but the fund based on 3 or 4 investment management.	Note to FA to relook
5	Paper for Approval	NIL	
6	Paper for Notation	The papers were noted.	
7	AoB	Going forward BOD to present Expense Ratio into BOC pack.	FA to present Expense Ratio in BOC Meeting.

There be no other business, the meeting ended at 04.50 pm (Jakarta time).

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 3RD BOC MEETING

Thursday, 22 March 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		3 out of 3 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		3 out of 3 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		3 out of 3 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Andrew Ng Boon Yeow (AN)	Director	✓		Invitee
4	Nina Ong (NO)	Head Bancassurance	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 3 rd BOC Meeting on 10.10 am (Jakarta time).			
1	To confirm Minutes of the 2 nd BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 27 February 2018 upon circulation, were confirmed.	
2	Any Matters Arising	NIL	
The Committee Chairman updated on matters discussed during the various Committee Meetings. RMC Meeting 1. RMC would keep monitoring the update on FATCA, Domestic Reporting and CRS in order for GELI to comply with regulations. 2. RMC recommended that regular meeting between BOC and SSB on quarterly basis, starting April 2018. 3. RMC recommended that BOC to formalize the GELI AC structure for GELI to comply with external party requirement. 4. RMC highly recommended to speed up the completion date of RCSA ORAP. 5. RMC requested GELI BOD to table Employee Engagement Survey.			
3	Key Issues	Note to SN to arrange BOC & SSB Meeting	

No	Agenda	Key Issue	Action Required
			AC Meeting
		1. Pertaining to excess claim, GELI AC required: a. GELI Management to confirm whether there is a control in place to monitor the excess claim for employees and participants; b. GELI Management to check the group insurance policy of OCBC NISP to determine who has responsibility on the settlement of excess employee claim. c. GELI Management to study the root cause of excess claim deriving from OCBC NISP employees	
		2. The appointment of External Auditor, GELI AC required: a. GELI Management to relook at the regulatory requirements on the nomination and appointment of external auditors whether 3 quotations are required. b. GELI Management to work with Group Finance to assess the evaluation criteria for external auditor	
		3. Intragroup transaction GELI AC required GELI Management to list down intra group transaction between GELI, OCBC NISP & PTOS.	
4	Business Updates	After having received update on Business Update from GELI Management: 1. BOC suggested BOD to provide explanation or specific reason whenever any significant TWNS increases or decreases compared to other normal months. For example, TWNS January was higher compare to other months because GELI included OCBC NISP jumbo cases every January. 2. BOC noted that there is higher amount in May 2018 budget Management Expense due to THR budget for GELI employee.	Note to FA
5	Paper for Approval	1. BOC has approved the GELI Financial Statement Audited 2017 without any further comment. 2. BOC has approved GELI proposal to open operational bank account in Maybank without any further comment.	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	NIL	

There be no other business, the meeting ended at 10.35 am (Jakarta time).

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
1	SN to arrange BOC & SSB Meeting	30042018	SN				



THE MINUTES OF THE 4TH BOC MEETING

Thursday, 12 April 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		4 out of 4 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		4 out of 4 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		4 out of 4 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Andrew Ng Boon Yeow (AN)	Director	✓		Invitee
4	Eddy Wirya Wiyana (EWW)	Director	✓		Invitee
5	Yungki Aldrin (YA)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 4 th BOC Meeting on 09.40 am (Jakarta time).			
1	To confirm Minutes of the 3 rd BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 22 March 2018 upon circulation, were confirmed.	
2	Any Matters Arising	BOC agreed to have BOC & SSB Meeting on 25 May 2018, then the matters arising is closed.	
The Committee Chairman updated on matters discussed during the various Committee Meetings.			
3	Key Issues	RMC Meeting RMC requested GELI BOD to arrange separate session to present Employee Engagement Survey for more detail and action plan.	
		AC Meeting 1. GELI AC has agreed to close excess claim issue. However, GELI AC recommended GELI BOD to improve control in place to minimize excess claim, including for group insurance claim. 2. GELI AC queried BOD to clarify on Premium Deposit Analytical Review.	

No	Agenda	Key Issue	Action Required		
				PIC	Completed by (ddmmmyy)
4	Business Updates	<ul style="list-style-type: none"> TWNS March showed a strong growth about 55% growth in Q1 2018 compared to 2017 same period. The reason of growth: <ul style="list-style-type: none"> i. GELI has launched MPHP whereby ON has launched financing for MPHP ii. Strengthen the activity management in order to perform the joint first meeting as well as track and monitor the activity management NBEV NBEV has shown growth 35.4% compared to 2017 and growth 12% over budget 2018. The growth of NBEV is because of the product mix and contribution of GOL and MPHP which have higher NBEV. Management Expenses The management expenses has reached 90% over budget and the expense is already within plan. In relation to the management expenses, WPS queried on the policy or procedure for salary for employees. GELI BOD confirmed that GELI has numerous policies for employees, inter alia remuneration policy. GELI has also looked at the market survey and compared to the market. About 75%-85% of the employees are above P50. Distribution Expense GELI BOD will keep the distribution expense within the ratio. Distribution expenses fluctuates due to fixed convention, seasonal incentives to boost the slow months such as lebaran and anniversary of OCBC NISP. 			
5	Paper for Approval	<ol style="list-style-type: none"> 1. GELI AC and RMC Structure and Term of Service BOC has approved the GELI Audit Committee and GELI Risk Monitoring Committee structure and term of service. 2. Amendment of GELI Article of Association. WPS still queried and raised his objection on Article 14 and Article 17. WPS suggested to put certain period in AoA without reducing the right of shareholders to dismiss the members of BOD or BOC. KHS explained that the period of services shall be stated in shareholders resolution. The purpose of amendment is to give flexibility for shareholders for the appointment of BOD & BOC. 			
6	Paper for Notation	The papers were noted without any further comments.			
7	AoB	NIL			
The meeting is ended at 10.20 am (Jakarta time).					

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 5TH BOC MEETING

Friday, 25 May 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		5 out of 5 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	-	-	4 out of 5 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		5 out of 5 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Yungki Aldrin (YA)	Director	✓		Invitee
4	Nina Ong (NO)	Head Bancassurance	✓		Invitee
5	Tan Tiong Kheng (BT)	MD, Regional Agency/FA & Bancassurance	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 5 th BOC Meeting on 10.40 am (Jakarta time).			
1	To confirm Minutes of the 4 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 12 April 2018 upon circulation, were confirmed.	
2	Any Matters Arising	LH seek clarification, whether the AOA remind the same. SN clarify that the first article on term of service remind the same, the second is on the Date of establishment, LH suggest to have pro and cons. Further KHS requested Jennifer to discuss with KHS directly.	
3	Key Issues	The Committee Chairman updated on matters discussed during the various Committee Meetings. RMC Meeting 1. Due to WPS absence, RMC member agreed to postpone the Employee Engagement presentation until further notice. 2. RMC requested GELI management to provide update on the suspicious transaction report on 6 th RMC Meeting.	

No	Agenda	Key Issue	Action Required		
				Completed by (ddmmyy)	Not completed
		AC Meeting			
		1. AC has noted the matters arising on GELI Premium Deposit and RSCA ORAP without further comment.			
		2. AC noted and approved the proposal from GELI Management to appoint EY as GELI external auditor for the financial year ended 31 December 2018 and total maximum honorarium is IDR565,905,000.			
		3. AC noted that there is a dispute between auditor and auditee on the evidences of claims process and impacted to audit period. Further, AC suggested management to be actively involved directly and solved immediately.			
		4. AC suggested CSW to present the audit result of Group Technology Services that conducted by OCBC NISP to AC in the 6 th AC Meeting.			
4	Business Updates	KHS commented that while TWNS has been improved but activity ratio has been dropped. The growth in the few months only based on case size due to MPH, which is not going to sustain forever. More importantly GELI can not only rely on the case size and BOC expected GELI BOD to improve the activity ratio and improved FAs activity.			
5	Paper for Approval	1. The Appointment of External Auditor 2018. BOC has approved the recommendation from GELI AC on the appointment of EY as GELI external auditor for the financial year ended 31 December 2018 and total maximum honorarium is IDR565,905,000. 2. Amendment of GELI Authorized Signatories. BOC has approved the proposal with note to as follows: a. To take out Andrew Ng from the list A2. b. To consider to add person in charge into A3 list. BOC suggest GELI BOD to relook the payment approval list again			
6	Paper for Notation	The papers were noted without any further comments.			
7	AoB	1. AN will be resigned from BOD. In view of AN resigned, Ops will be under FA and IT will be under CL. 2. NO has passed Fit and Proper from OJK as Director and the appointment will be effective as of 1 June 2018. 3. BT and Umar Alhaddad has passed Fit and Proper from OJK and will be appointed as BOC and SSB effective on 1 July 2018. 4. LH will discuss with FA in regards of the Claims.			

The meeting is ended at 11.40 am (Jakarta time).

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 6TH BOC MEETING

Friday, 08 June 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		6 out of 6 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		5 out of 6 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		6 out of 6 meetings
4	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director		✓	Invitee
2	Yungki Aldrin (YA)	Director	✓		Invitee
3	Nina Ong (NO)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 6 th BOC Meeting on 09.35 am (Jakarta time).			
1	To confirm Minutes of the 5 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. WPS suggest to change the wording on the appointment of EY to be as follow: "AC agreed the proposal from GELI Management to appoint EY as GELI external auditor for the financial year ended 31 December 2018 and total maximum honorarium is IDR565,905,00 and to recommend to BOC for approval." Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 25 May 2018 upon circulation, were confirmed.	
2	Any Matters Arising	NIL	
3	Key Issues	<p>The Committee Chairman updated on matters discussed during the various Committee Meetings.</p> <p>RMC Meeting</p> <ul style="list-style-type: none"> 1. There was no significant issues discussed in the RMC Meeting. 2. The Employee Engagement Survey presentation shall be will be rescheduled after Lebaran Holiday. <p>AC Meeting</p> <ul style="list-style-type: none"> 1. There was no significant issue discussed in the AC Meeting. 2. AC Chairman updated that the consensus has been made between IA and Auditee in order to resolve outstanding issues on Claims audit process. 	

No	Agenda	Key Issue	Action Required
4	Business Updates	CL presented May 2018 Business Update. BOC noted that during May 2018 GELI TWNS grew 49% due to new MPHP crediting rate, Joint First Meeting (JFM) and group insurance cases. NO highlighted strategies to achieve sales target, such as to do refreshment on the product selling point, launching new products in August & September 2018, cross selling to existing customer, and in term of productivity, GELI planned to recruit, improved competency, develop and trained FAs and RBM.	
5	Paper for Approval	NIL	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	BOC requested FA to update on tax case progress in the 7 th BOC Meeting.	
The meeting is ended at 10.00 am (Jakarta time).			

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
1	FA to update on tax case progress in the 7th BOC Meeting.	17072018	FA				



THE MINUTES OF THE 7TH BOC MEETING

Thursday, 26 July 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		7 out of 7 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		6 out of 7 meetings
3	Lilies Handayani (LH)	Independent Commissioner	-	-	6 out of 7 meetings
4	Tan Tiong Kheng (BT)	Commissioner		✓	1 out of 1 meetings
3	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Yungki Aldrin (YA)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 7 th BOC Meeting on 10.30 am (Jakarta time).			
1	To confirm Minutes of the 6 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 08 June 2018 upon circulation, was confirmed.	
2	Any Matters Arising	FA updated the result from Tax Office meeting. There is dispute between Tax Office and insurance companies. While GELI has won the case on Tax Court, Tax Office is considering to appeal. In the meantime, the Tax Office wants GELI to pay the tax amount while they go through the appeal procedure. After having negotiation with Tax Office, both parties agreed that GELI would pay IDR1bio to the Tax Office.	
3	Key Issues	<p>The Committee Chairman updated on matters discussed during the various Committee Meetings.</p> <p>RMC Meeting</p> <ol style="list-style-type: none"> There was no significant issues discussed in the RMC Meeting. The Employee Engagement Survey presentation would be rescheduled to 13082018. <p>AC Meeting</p> <ol style="list-style-type: none"> On the discussion of BCM audit, AC requested IA to provide details on the action required to be taken by GELI and to present on the August AC Meeting. GELI AC recommended to GELI BOC to accept Q2 Clearance Pack. Further, GELI BOC has accepted Q2 Clearance Pack as proposed. 	

No	Agenda	Key Issue		Action Required
		CL updated business update as follows:	<ul style="list-style-type: none"> Activities together with OCBC NISP has been significantly increased compared to previous year. Growth in unit link business has slowed down due to the falling of stock market. However as USD interest rate has increased, GELI see a huge increase in GELI USD MHP product. GELI product portfolio is currently more balanced as we had both unit link and non-unit link product. 	
4	Business Updates	<ul style="list-style-type: none"> Further, BOC requested BOD to prepare explanation on how to ensure that GELI will achieve all business key indicators for the second half year. 		BOD to prepare explanation.
5	Paper for Approval	<ol style="list-style-type: none"> GELI AML/CFT Guideline Version 5. BOC has approved the proposal without any further comments. The Appointment of Deloitte. BOC has approved the proposal subject to procurement process. BOD will provide evidence on the complete proper documentation in the August BOC Meeting. 		FA to provide proper documentation on the Appointment of Deloitte
6	Paper for Notation	The papers were noted without any further comments.		
7	AoB	<ul style="list-style-type: none"> In the future, BOC requested business unit to put summary on the changes/background of Guideline/SOP amendment proposed to BOC. BOC noted that Adhoc AC Meeting will be conducted on 13 August 2018 to discuss audit tender and selection for financial year 2020. there will be 4 accounting firms present to AC Member. New SSB member, Bapak Umar Alhaddad, was introduced to GELI BOC. 		

The meeting is ended at 11.10 am (Jakarta time).

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmmyy)	Not completed		
1	BOD to prepare explanation on how to ensure GELI will achieve all business key indicator for the second half year.	15082018	CL FA				
2	FA to provide proper documentation on the Appointment of Deloitte	15082018	FA				



THE MINUTES OF THE 8TH BOC MEETING

Tuesday, 28 August 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner		✓	8 out of 8 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		7 out of 8 meetings
3	Lilies Handayani (LH)	Independent Commissioner		✓	7 out of 8 meetings
4	Tan Tiong Kheng (BT)	Commissioner		✓	2 out of 2 meetings
5	Silvany Nova (SN)	Head, Legal & Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Nina Ong (NO)	Director	✓		Invitee
4	Lita Fitriana (LF)	Head, Corporate Secretariat	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 8 th BOC Meeting on 11.00 am (Jakarta time).			
1	To confirm Minutes of the 7 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 26 July 2018 upon circulation, was confirmed.	
2	Any Matters Arising	<ul style="list-style-type: none"> CL presented the first matters arising on how to ensure GELI to achieve all business key indicator for the second half year. CL highlighted BOC that the main focus of GELI's strategy is Bancassurance, however GELI will pursue Merger & Acquisition opportunities as well as to attract top talent for organization. To sustain growth, there are 3 main areas to focus, which are: (a) to deepen relationship with OCBC NISP including to develop digital strategy; (b) to develop new channels including to grow group insurance business, to develop affinity channels with the result expected to be received in Q4 2018, and (c) to tighten control, such as to strengthen risk culture and incorporating the group digital franchise platform. FA presented the second matters arising and informed that all documentation in regards to Deloitte appointment have been issued properly. The documentation is required to appoint Deloitte to continue tax dispute process due to Tax Office's appeal to supreme court. 	
3	Key Issues	<p>The Committee Chairman updated on matters discussed during the various Committee Meetings.</p> <p>RMC Meeting</p> <ol style="list-style-type: none"> There was no significant issue discussed in the RMC Meeting. Pertaining to Integrated Risk Profile Report, GELI BOD will relook all strategic risk and reputational risk threshold. Due to market condition, RMC requested GELI BOD to provide sensitivity analysis as anticipation strategy. 	

No	Agenda	Key Issue	Action Required
		AC Meeting	
		1. On the discussion of Audit Engagement Status, IA will present detail AO on Claims audit on the 9 th AC Meeting. 2. The selected audit firm for 2020 will present to GELI AC in the 9 th AC Meeting to give assurance in order to deliver audit. 3. 2019 Audit Plan will be submitted to AC for review in October 2018 and approval in November 2018. Then after, it will be submitted to FC's main entity for monitoring.	
		CL updated business update as follows: <ul style="list-style-type: none"> In term of NPAT, CL informed that year to date showing positive NPAT. However, this is still not sustainable as there will be more expenses come year end and nevertheless, GELI will aim to deliver positive NPAT for 2018. LH concerned that previously GELI profit was showing good trend, but in the last 2 months the trend was decrease. In case of the profit decrease, LH suggest GELI to monitor the expenses to be in line with sales. Further BOC suggested FA to provide forecast 2018 and to ensure that the explanation of the figures are precise. The forecast are including NPAT, NBEV, TWNS, and Expenses. FA to present on the September BOC Meeting.	
4	Business Updates	<ul style="list-style-type: none"> In terms of NBEV, CL explained to BOC that there will be growth in August despite of some challenges to achieve target. The reasons are due to as follows: <ul style="list-style-type: none"> OCBC NISP may be changing the interest rate for USD therefore no more additional financing for the product. High turn over of the top sellers in 4 regions. Overall market is slowing down. NO explained as we are facing decreasing sales trend, GELI will improve FAs initiatives, conduct customer events, and go to retail business to drive more sales and hot lead. In terms of Distribution Expense, CL informed BOC that effective July 2018, OCBC NISP has suspended Generali business in OCBC NISP and the final decision on Generali will be made on March 2019. During the period, OCBC NISP asked GELI to support more activities with OCBC NISP and GELI agreed to engage in more events, sponsorship, etc, to generate sales. 	FA to provide NPAT, NBEV, TWNS & Expense forecast and present on 9 th BOC Meeting
5	Paper for Approval	NIL	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	KHS informed BOC and participant of the meeting that CW has tendered resignation as GELI AC member, and KHS suggested to nominate BT as AC member. Further, GELI BOD will follow up the process with CW, BT and GELI BOC.	
The meeting is ended at 11.33 am (Jakarta time).			

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
1	FA to provide NPAT, NBEV, TWNS & Expense forecast and the explanation.	14092018	FA				



THE MINUTES OF THE 9TH BOC MEETING

Tuesday, 25 September 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		9 out of 9 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		8 out of 9 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		8 out of 9 meetings
4	Tan Tiong Kheng (BT)	Commissioner	✓		3 out of 3 meetings
5	Lita Fitriana (LF)	Head, Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Nina Ong (NO)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 9 th BOC Meeting on 11.00 am (Jakarta time).			
1	To confirm Minutes of the 8 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 28 August 2018 upon circulation, was confirmed.	
2	Any Matters Arising	• FA presented the matters arising pertaining the year end of 2018 NPAT, NBEV, TWNS and expense. BOC acknowledge the forecast being presented.	
3	Key Issues	The Committee Chairman updated on matters discussed during the various Committee Meetings. RMC Meeting 1. There was no significant issue discussed in the RMC Meeting. 2. Pertaining to Review on the Integrated Risk Profile Reputational & Strategic, RMC requested GELI Management to provide further justification. 3. RMC noted that OJK was conducting routine audit to GELI from 24 September until 2 November 2018. The scope of audit will be related to strategic risk, asset and liability risk, implementation of AML/CFT. AC Meeting 1. PWC present to AC Meeting on 25 September 2018 to update GELI Audited Financial Deliverables for the FY 2020. 2. AC approved the proposed changes on the 2018 actuarial audit scope.	

No	Agenda	Key Issue	Action Required
4	Business Updates	In term of NPAT, CL informed that 2018 year to date showing higher NPAT than actual last year and budget.	
5	Paper for Approval	Approval on the new structure of GELI Audit Committee. Due to the resignation of Mr. Chin Wee Cheak as GELI AC member as of 25 September 2018, GELI BOC approved the appointment of Mr. Tan Tiong Kheng as GELI AC member. Thus the new structure of GELI AC Member are as follows: Chairman : Lilies Handayani Member : Wasinthon P Sihombing Yan Walter Lumben Gaol Tan Tiong Kheng	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	CL informed BOC and participants of the meeting that GELI Employee Gathering will be held on Banyuwangi – East Java on 16-17 November 2018. Further BOC agreed to conduct November BOC meeting in Banyuwangi.	
The meeting is ended at 11.15 am (Jakarta time).			

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 10TH BOC MEETING

Tuesday, 16 October 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner		✓	10 out of 10 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		9 out of 10 meetings
3	Lilies Handayani (LH)	Independent Commissioner	✓		9 out of 10 meetings
4	Tan Tiong Kheng (BT)	Commissioner	✓		4 out of 4 meetings
5	Lita Fitriana (LF)	Head, Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Nina Ong (NO)	Director	✓		Invitee
4	Yungki Aldrin (YA)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 10 th BOC Meeting on 11.30 am (Jakarta time).			
1	To confirm Minutes of the 9 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 25 September 2018 upon circulation, was confirmed.	
2	Any Matters Arising	NIL	
3	Key Issues	<p>The Committee Chairman updated on matters discussed during the various Committee Meetings.</p> <p>RMC Meeting</p> <ul style="list-style-type: none"> 1. There was no significant issue discussed in the RMC Meeting. 2. RMC noted that GELI Risk Culture Workshop has been conducted on 9th October 2018. Following the workshop, there has been more robust discussion in the GELI meeting and awareness on the Opportunity, Risk, Control and Cost and benefit (ORCC) while driving business growth <p>AC Meeting</p> <ul style="list-style-type: none"> 1. Purwantono, Sungkoro & Surja (EY) attended GELI AC – EY Meeting on 16 October 2018 to present Kick Off Meeting GELI Audit as of Dec 31, 2018 and the audit deliverables. 2. GELI AC requested Internal Audit to revise 2019 Audit Plan and to present to GELI AC on 11th AC Meeting. 3. GELI AC approved the GELI Q3 Clearance Pack being presented by GELI BOD. 	

No	Agenda	Key Issue	Action Required
4	Business Updates	In term of GELI Business Updates, GELI BOD has present Q3 Clearance Pack and accepted by Board of Commissioners.	
5	Paper for Approval	NIL	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	FA explained to BoC pertaining OJK sanction to Deloitte. Deloitte is prohibited to engage with the Financial Institution to do audit services. However, the administrative sanction is not apply to other industries or other Deloitte services such as tax services.	

The meeting is ended at 12.00 pm (Jakarta time).

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 11TH BOC MEETING

Friday, 23 November 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		11 out of 11 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		10 out of 11 meetings
3	Lilies Handayani (LH)	Independent Commissioner		✓	10 out of 11 meetings
4	Tan Tiong Kheng (BT)	Commissioner	✓		5 out of 5 meetings
5	Nathania Lydia Gohan (NLG)	Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Nina Ong (NO)	Director	✓		Invitee
4	Yungki Aldrin (YA)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 11 th BOC Meeting on 11.00 am (Jakarta time).			
1	To confirm Minutes of the 10 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 25 September 2018 upon circulation, was confirmed.	
2	Any Matters Arising	NIL	
3	Key Issues	<p>The Committee Chairman updated on matters discussed during the various Committee Meetings.</p> <p>RMC Meeting</p> <ol style="list-style-type: none"> There was no significant issue discussed in the RMC Meeting. RMC noted the RCSA Annual Review being presented and GELI Management will provide more detail update in the 12th RMC Meeting. RMC noted that in terms of 2015 OJK Routine Audit, OJK will not issued audit result, however OJK informed that in general there were no significant issues. In terms of 2018 OJK Routine Audit which has been conducted during October-November 2018, OJK informed that GELI has conducted good practices and have implemented GCG properly and final report will be send to GELI. 	

No	Agenda	Key Issue		Action Required
		Audit Frequency Matrix	Period	
		Higher Frequency	Up to 24 months	
		Moderate Frequency	Up to 36 months	
		Lower Frequency	Up to 48 months	
4	Business Updates	<ul style="list-style-type: none"> In term of GELI Business Updates, GELI BOD has presented that by end of 2018, GELI forecast will have a profit and in terms of TWNS GELI expecting 20-25bio in November 2018. GELI also expecting to exceed NBEV target by end of 2018 and BoD informed that GELI expenses are within 2018 budget. Further BoC suggested BOD to negotiate with Bank in term of custodian fee. CL informed BOC that Employee Engagement Survey has been conducted and the result expected by early December 2018. 		
5	Paper for Approval	NIL		
6	Paper for Notation	The papers were noted without any further comments.		
7	AoB	BoC suggested FA to have discussion with LH in regards to GELI 2019 – 2021 Business Plan.		
The meeting is ended at 11.30 am (Jakarta time).				

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmmyy)	Not completed		
	NIL						



THE MINUTES OF THE 12TH BOC MEETING

Friday, 19 December 2018

THE MINUTES OF MEETING

MEMBER ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Khor Hock Seng (KHS)	President Commissioner	✓		12 out of 12 meetings
2	Wasinthon P Sihombing (WPS)	Independent Commissioner	✓		11 out of 12 meetings
3	Lilies Handayani (LH)	Independent Commissioner		✓	11 out of 12 meetings
4	Tan Tiong Kheng (BT)	Commissioner		✓	6 out of 6 meetings
5	Lita Fitriana (LF)	Corporate Secretariat	✓		Secretary

INVITEE ATTENDANCE LIST

No	Name	Title	Attendance		Remarks
			Physical	TC/VC	
1	Clement Lien Cheong Kiat (CL)	President Director	✓		Invitee
2	Fauzi (FA)	Director	✓		Invitee
3	Yungki Aldrin (YA)	Director	✓		Invitee

MINUTES OF MEETING

No	Agenda	Key Issue	Action Required
KHS opened the 12 th BOC Meeting on 10.45 am (Jakarta time).			
1	To confirm Minutes of the 11 th BOC Meeting	KHS asked all members of Board of Commissioners and invitees whether there were any comments on the minutes of meeting. Since there was no further comment from other members, then the minutes of the Board of Commissioners meeting held 23 November 2018 upon circulation, was confirmed.	
2	Any Matters Arising	NIL	
		The Committee Chairman updated on matters discussed during the various Committee Meetings. RMC Meeting 1. There was no significant issue discussed in the RMC Meeting. 2. RMC noted the premium suspense aging being presented and appreciated the completeness of data. However, RMC suggested BOD to make decision for the follow up action. 3. In terms of BOC and SSB Meeting, BOC requested Corpsec to arrange BOC and SSB Meeting 2 times a year. AC Meeting 1. AC has approved the 2019 Audit Plan and Audit Frequency Matrix Plan. However, AC requested Internal Audit to provide more justification on the Audit Frequency Matrix changes. 2. AC noted that GELI BOD will provide the agreed solution as discussed in the meeting to mitigate 1 audit observation issue in the Actuarial audit. 3. AC noted the Audit Feedback Result (for audit report issued from 18 August 2017 to 28 September 2018) being presented and suggest for improvement FY2019.	
3	Key Issues		

No	Agenda	Key Issue	Action Required
4	Business Updates	<ul style="list-style-type: none"> In term of GELI Business Updates, GELI BOD has presented that by end of 2018 GELI forecast positive profit and in terms of TWNS GELI expecting to hit another record in November and December 2018. GELI also expecting to hits NBEV target by end of 2018. While ME and DE within 2018 budget. CL informed BOC that Employee Engagement Survey result has been improved compare to 2017. BOC noted that GELI has a solid growth during 2018 and BOD to ensure that 2019 come with the strong start 	
5	Paper for Approval	<ul style="list-style-type: none"> The Approval to Open Bank Account in OCBC NISP Bank and Bank Rakyat Indonesia. In order to support collection for receipt for Group Health Business and from payment gateway, GELI proposed to open bank account for premium collection in Bank OCBC NISP and Bank Rakyat Indonesia. BOC has approved the proposal without any further comment. 	
6	Paper for Notation	The papers were noted without any further comments.	
7	AoB	<ol style="list-style-type: none"> BOC in the opinion that according to regulation, BOC has to provide report to Shareholder. Thus, BOC agreed to put minutes of BOC meeting into Annual Report for shareholder report with BoC signed off. LH suggested BoD to increase regular products; maintain persistency and claim; to have proper documentation and to find new banks to increase bancassurance channel. KHS thanking BoC for the effort and strong commitment during 2018. Furthermore, BOC appreciated and thanking GELI BOD for the best effort during 2018 and 2019 should be better. KHS updated BoC that Great Eastern Group has bought PT QBE Indonesia (General Insurance) and the transaction should be completed on March 2019. KHS will update BOC whenever there is new information. 	Note to Corpsec to provide minutes compilation into Annual Report.
The meeting is ended at 11.05 am (Jakarta time).			

ANY MATTERS ARISING

No	Action Required	Expected date of completion	PIC	Action Tracker		Status	Comment
				Completed by (ddmmmyy)	Not completed		
	NIL						



LAPORAN DIREKSI

BOARD OF DIRECTORS REPORT



Pada 2018, bisnis Great Eastern Life Indonesia bertumbuh sebesar 25% (dua puluh lima persen) dimana angka ini lebih baik dibandingkan pertumbuhan rata-rata industri asuransi jiwa yang turun 6% (enam persen) pada tahun 2018. Great Eastern Life Indonesia telah melakukan pengembangan dan peningkatan kompetensi SDM serta penerapan berbagai strategi pemasaran yang berkelanjutan. Upaya tersebut merupakan langkah antisipatif dan strategis di tengah kondisi ekonomi Indonesia yang mencatatkan pertumbuhan sebesar 5.2% di tahun 2018 yang meningkat bila dibandingkan pertumbuhan pada tahun 2017 sebesar 5.1%. Sebagai pertanggungjawaban kepada pemegang saham (*shareholders*) dan pemangku kepentingan (*stakeholders*), melalui laporan tahunan ini, kami akan memaparkan kinerja serta pencapaian target Perusahaan sepanjang tahun 2018 serta upaya peningkatan kualitas dan inovasi yang telah berjalan.

Kinerja Great Eastern Life Indonesia 2018

Ekonomi global 2018 terus menunjukkan hasil yang tidak memuaskan. Namun, kondisi pasar ekonomi Indonesia tetap baik (walaupun risiko eksternal cukup tinggi). Indonesia mencatat inflasi 3,13% yoy (2017: 3,61% yoy).

Kondisi ekonomi global ini mempengaruhi kinerja industri

asuransi jiwa yang membukukan kinerja negatif. Sementara, Great Eastern Life Indonesia melalui dua saluran distribusi yaitu *Bancassurance*, dan *Employee Benefit* berhasil mencatatkan pertumbuhan bisnis yang baik.

Selama tahun 2018 Great Eastern Life Indonesia meluncurkan 6 (enam) produk unggulan baru untuk mendukung pertumbuhan bisnis khususnya saluran distribusi *Bancassurance*. Produk ini diluncurkan untuk memenuhi kebutuhan perlindungan berbagai segmen masyarakat dan dunia usaha, dan ditujukan untuk pasar individu maupun korporasi.

Secara keseluruhan, Great Eastern Life Indonesia telah berhasil berkembang di hampir semua indikator kinerja utama antara lain (1) total pendapatan premi bruto meningkat sebesar 41%, (2) Pendapatan investasi turun 62%, (3) total aset meningkat 24%, (4) total laba/(rugi) setelah pajak meningkat 120%, (5) modal berbasis risiko mencapai 1737%.

Dari perspektif operasional, penjualan produk premi reguler dari total pendapatan premi bisnis baru menurun sebesar -15% dari tahun sebelumnya dan produk premi tunggal tumbuh sebesar 48% dengan kontribusi 97% dari total

pendapatan premi bisnis baru.

Peningkatan penjualan melalui saluran distribusi *Bancassurance* dan *Employee Benefit Business* berhasil dicapai karena dukungan Bank OCBC NISP yang semakin baik sepanjang tahun 2018 dan peningkatan jumlah maupun tingkat produktivitas tenaga pemasar *Bancassurance*.

Penerapan Tata Kelola Perusahaan

Sebagai perusahaan asuransi yang berorientasi pada stakeholders, penerapan Tata Kelola Perusahaan yang Baik atau *Good Corporate Governance* (GCG) merupakan salah satu hal yang fundamental. Great Eastern Life Indonesia secara aktif meningkatkan penerapan GCG sesuai dengan Peraturan Otoritas Jasa Keuangan Nomor 2/POJK.05/2014 tentang Tata Kelola Perusahaan yang Baik bagi Perusahaan Perasuransian dan peraturan perundang-undangan yang berlaku lainnya sebagaimana telah diubah dalam Peraturan Otoritas Jasa Keuangan Nomor 73/POJK.05/2016 tentang Tata Kelola Perusahaan Yang Baik Bagi Perusahaan Perasuransian yang diterbitkan pada tanggal 23 Desember 2016. Dalam praktiknya, Perusahaan mengimplementasikan kelima prinsip GCG ke dalam aktivitas bisnis sehari-hari di lingkungan perusahaan. Penerapan kelima prinsip tersebut secara singkat diwujudkan dalam pelaksanaan tugas masing-masing organ Perusahaan yang akuntabel, pengambilan keputusan yang transparan, dan bebas dari benturan kepentingan, serta mematuhi peraturan industri asuransi.

Sepanjang 2018, Direksi melaksanakan praktik GCG di lingkungan perusahaan dengan mensosialisasikan Pedoman GCG dan Kode Etik Perusahaan kepada seluruh elemen Great Eastern Life Indonesia dan berlaku bagi seluruh organ Perusahaan. Untuk menilai dan mengevaluasi praktik GCG, Perusahaan telah melakukan penilaian sendiri (*self-assessment*) atas penerapan praktik GCG dengan hasil Baik.

Sumber Daya Manusia

Dalam bidang usaha jasa, terutama jasa asuransi yang melibatkan pengelolaan dana nasabah, Sumber Daya

Manusia (SDM) turut menentukan kesuksesan perusahaan. Perusahaan harus mengantisipasi segala kemungkinan adanya permasalahan dalam pengelolaan SDM mulai dari tahap seleksi hingga manajemen SDM yang lebih kompleks.

Strategi pertumbuhan bisnis juga telah terpadu dengan strategi pengembangan sumber daya manusia yang menunjang kesinambungan bisnis. Kinerja perusahaan tidak terlepas dari kualitas sumber daya manusia. Direksi telah berperan aktif dalam mengembangkan sumber daya manusia sebagai elemen penting untuk memenangkan persaingan. Pengelolaan sumber daya manusia yang baik dan berkelanjutan menjadi sangat penting, di mana Asuransi adalah bisnis yang didukung oleh talenta yang kompeten. Kaitannya dengan hal tersebut, Perusahaan di tahun 2018 telah melakukan beberapa inisiatif untuk mempertahankan talenta-talenta terbaik perusahaan dengan membangun budaya keterlibatan karyawan pada perusahaan untuk meningkatkan produktivitas dan rasa memiliki, serta untuk membantu karyawan agar terlibat dengan perusahaan dan terbukti karyawan yang terlibat dengan perusahaan dapat meningkatkan produktivitas dibandingkan dengan yang tidak. Perusahaan telah membuat beberapa tipe program sejak dua tahun lalu dengan hasil survei dari staff engagement juga meningkat dari 71% (tujuh puluh satu persen) di 2017 menjadi 75% (tujuh puluh lima persen) di 2018.

Apresiasi

Direksi mengucapkan terima kasih yang sebesar-besarnya kepada Dewan Komisaris dan Dewan Pengawas Syariah atas arahan dan rekomendasi yang diberikan guna menunjang aktivitas bisnis perusahaan. Apresiasi tertinggi juga kami berikan kepada Pemegang Saham, nasabah dan mitra kerja atas dukungan, kepercayaan, dan kerja sama yang terjalin dengan baik sehingga Great Eastern Life Indonesia mampu terus berkembang menjadi yang terdepan dalam bisnis asuransi.

In 2018, Great Eastern Life Indonesia's business grew by 25% (twenty five percent), and this was much better compared to the average growth of the life insurance industry which decreased up to 6% in 2018. Great Eastern Life Indonesia highlighted year 2018 strategy by developing and increasing the Human Resources competencies, coupled with good implementations of various sustainable marketing strategies. These efforts were anticipatory and strategic amidst the positive Indonesia's economic condition that recorded 5.2% growth in 2018, which increased from 5.1% level in 2017. As our accountability to the shareholders and stakeholders, therefore through this annual report, we would like to elaborate the Company's performance and target achievement throughout 2018, as well as the ongoing quality improvement and innovation initiatives being undertaken last year.



LAPORAN DIREKSI BOARD OF DIRECTORS REPORT

Great Eastern Life Indonesia's Performance in 2018

Global economies in 2018 continued to show some unsatisfying results. However, Indonesia's economic condition remained positive (despite the high external risk factor). Indonesia recorded an inflation rate of 3.13% yoy (2017: 3.61% yoy).

This global economic condition has affected the overall performance of the life insurance industry, which posted negative performance. Meanwhile, through two distribution channels, Bancassurance and Employee Benefit, both succeeded to record positive business growth.

Throughout 2018, Great Eastern Life Indonesia launched 6 (six) new products to support the Company's business growth, particularly the Bancassurance distribution channel. These product was launched to fulfil the need to protect various segments of society members as well as the business segment, while mainly targeting both individual and corporation segments.

In overall, Great Eastern Life Indonesia has successfully grown in almost every key performance matrix, such as (1) total gross income from premium increased by 41%, (2) investment income decreased by 62%, (3) total asset increased by 24%, (4) total profit/loss after tax increased by 120%, and (5) risk based capital reached 1737%.

Operational wise, the total sales from regular premium product generated from the total premium income of new business has decreased by -15% from previous year, and the total income received from single premium product was 48% with 97% contribution from the total premium income of new business.

The increased sales generated through the distribution channels of Bancassurance and Employee Benefit Business were successfully achieved mainly because of the strong support given by OCBC NISP Bank throughout 2018, also combined with the increasing headcounts and productivity of the Bancassurance sales.

Implementation of Good Corporate Governance

As a stakeholder-oriented insurance company, the implementation of Good Corporate Governance (GCG) becomes one of the most fundamental aspects for the Company. Great Eastern Life Indonesia has been actively increasing the implementation GCG based on the regulation of

Financial Service Authority No.2/POJK.05/2015 regarding Good Corporate Governance for Insurance Companies, and also other prevailing laws and regulations as revised accordingly to the Financial Service Authority's regulation No.73/POJK.05/2016 regarding the Good Corporate Governance for Insurance Companies published on 23 December 2016. In practice, the Company has implemented the 5 (five) GCG principles into every daily business activities of the Company. In brief, proper implementation of these 5 (five) GCG principles was embodied

in each task execution comprising accountability, transparent decision making, and free of conflict of interest, while also in compliance with the regulations that prevail in the insurance industry.

In 2018, the Board of Directors carried out the best GCG practices throughout the Company through socialization and implementation of the GCG Guidelines and the Company's Code of Ethic to all elements and functions/organs involved in Great Eastern Life Indonesia operations. To measure and evaluate the GCG practices, the Company has executed a self-assessment on the implementation of GCG practice with GOOD result.

Human Resources

In the service business, especially in the insurance services with intensive involvement in customer's fund management, the Human Capital (HC) aspect is one the key factors that determines the Company's success. The Company must anticipate all potential issues that may arise in managing the people, from the start of the selection stage up to a more complex people management.

Meanwhile, strategy for business growth should be also integrated with the human capital development strategy, which reciprocally drives the business towards sustainability. The Company's performance should be counted inseparably with the human resources quality. The Board of Directors has been actively involved in developing the human resources as a crucial element in order to win the competitive advantage. An excellent and sustainable human resources management becomes very important, as Insurance is considered as a business requiring competent talent back-up. As regards, in 2018 the Company carried out several initiatives to retain the best talents hired by the Company by intensifying an employee engagement culture that can help increase employees' productivity and sense of belongings, while helping employees to engage more with the Company. It is evident that employees who are actively engaged to the Company can increase their productivity compared to those who are less or even not engaged at all. Since two years ago, the Company has created several types of programs and survey result of the staff engagement has increased from 71% in 2017 to 75% in 2018.

Appreciation

On behalf of the Board of Directors, we would like to express our gratitude to the Board of Commissioners and the Sharia Supervisory Board for giving us continuous direction and guidance to support the Company's business activities to reach where we are today. Also, our highest appreciation must be attributed to the Shareholders, customers and partners for their sincere support, trust and cooperation that has been well established will enable Great Eastern Life Indonesia to grow sustainably leading the insurance industry.

LAPORAN HASIL PENGAWASAN DEWAN PENGAWAS SYARIAH REPORT OF SHARIA SUPERVISORY BOARD



Bismillaahirrahmaanirrahim

Kami telah melakukan pengawasan terhadap penerapan prinsip-prinsip dasar penyelenggaraan usaha asuransi/usaha reasuransi dengan prinsip syariah yang dilakukan oleh Unit Syariah PT Great Eastern Life Indonesia ("Perusahaan") selama periode tanggal 1 Januari 2018 sampai dengan tanggal 31 Desember 2018, sebagaimana diamanatkan Pasal 16 Peraturan Menteri Keuangan Nomor 18/PMK.010/2010 tentang Penerapan Prinsip Dasar Penyelenggaraan Usaha Asuransi dan Usaha Reasuransi Dengan Prinsip Syariah. Dalam rangka melakukan pengawasan tersebut, kami melaksanakan penilaian atas operasional Perusahaan dimaksud yang meliputi aspek pengelolaan kekayaan dan kewajiban, aspek produk-produk yang dipasarkan, aspek praktik kegiatan pemasaran yang dilakukan oleh Perusahaan dimaksud, dan kegiatan operasional lainnya.

Dari hasil pengawasan, diketahui bahwa Perusahaan telah melakukan praktik operasional yang tidak melanggar prinsip-prinsip syariah Islam. Dengan demikian, berdasarkan hasil penilaian atas aspek-aspek pada paragraf 1 di atas, menurut kami, pelaksanaan hal-hal tersebut oleh Perusahaan telah sesuai dengan prinsip-prinsip syariah Islam.

Jakarta, 22 Februari 2019/Jakarta, 22 February 2019

DEWAN PENGAWAS SYARIAH/SHARIA SUPERVISORY BOARD

Prof. Dr. Huzaemah T. Yanggo, MA
Ketua/Chairman

Dr. Umar Alhaddad, M.Ag
Anggota/Member



LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT



PROFIL PERUSAHAAN

PERUSAHAAN ASURANSI JIWA COMPANY PROFILE *Life Insurance Company*

1. Nama Perusahaan / Company Name : PT Great Eastern Life Indonesia
2. Alamat Lengkap / Address : Menara Karya Lantai 5 Jl. H.R. Rasuna Said Blok X-5 Kavling 1-2 Jakarta Selatan 12950
3. No Telefon & Fax / Phone & Fax : (021) 2554-3885/ Fax: (021) 5794-4719
4. E-mail : wecare-ID@greateasternlife.com
5. Tax Number (NPWP) : 01.362.068.7.062.000
6. No & Tanggal Izin Usaha
Number & Date of Business Permit : Kep-514/KMK/017/1996 tanggal 16 Agustus 1996 Surat S-313 MK.12/2006 tanggal 11 Agustus 2006
7. a. Jumlah Cabang/Perwakilan
Number of Branches/Representatives : NIL
- b. Jumlah Tertanggung
Total Insured Members : 24.439
8. Auditor Eksternal / External Auditor : Purwantono, Sungkoro & Surja
9. Pemegang Saham / Shareholder :

No	Nama Pemegang Saham <i>List of Shareholders</i>	Pemegang Saham Pengendali <i>Controlling shareholders</i>	Kepemilikan Saham <i>Shareholding</i>	
			Rupiah	Presentase <i>Percentage</i>
1	The Great Eastern Life Assurance Company Limited	The Great Eastern Life Assurance Company Limited	Rp1.052.265.817.000,00	99,48%
2	PT Han Yang Primatama	-	Rp5.501.504.000,00	0,25%
Total	-	-	Rp1.057.767.321.000,00	100 %

10. Pengendali / Majority : The Great Eastern Life Assurance Company Limited

11. Direksi & Komisaris :
Board of Directors and Board of Commissioners

No	Nama Direksi <i>Name of Directors</i>	Jabatan <i>Title</i>	Nama Komisaris <i>Name of Commissioners</i>	Jabatan <i>Title</i>
1	Clement Lien Cheong Kiat	Presiden Direktur <i>President Director</i>	Khor Hock Seng	Presiden Komisaris <i>President Commissioner</i>
2	Fauzi Arfan	Direktur <i>Director</i>	Tan Tiong Kheng	Komisaris <i>Commissioner</i>
3	Yungki Aldrin	Direktur <i>Director</i>	Lilies Handayani	Komisaris Independen <i>Independent Commissioner</i>
4	Nina	Direktur <i>Director</i>	Wasinthon P. Sihombing	Komisaris Independen <i>Independent Commissioner</i>

12. PIC Laporan / Person in Charge for Reporting :

Nama <i>Name</i>	Jabatan <i>Title</i>	Email	No Telepon/HP <i>Phone/Mobile Number</i>
Reinhard Saut M.T. Siahaan	Head of Compliance	ReinhardSautMTS@greateasternlife.com	(021) 2554-3885 ext 3809

13. Tenaga Dengan Kualifikasi Ahli / Special Expert Staff :

Nama <i>Name</i>	Kualifikasi dan No. Registrasi <i>Qualification and Registration Number</i>	Lembaga Pemberi Kualifikasi <i>Rating Institution</i>	Bidang Keahlian <i>Field</i>
Clement Lien Cheong Kiat	Diploma, Fellow Life Management Institute (FLMI), 1994	Life Office Management Association	Asuransi Jiwa <i>Life insurance</i>
	Associate, Customer Service, Fellow Life Management Institute (FLMI), 1994	Life Office Management Association	Asuransi Jiwa <i>Life insurance</i>
	Fellow Society of Actuaries of Indonesia (FSAI), Reg. No. 200010220	Persatuan Aktuaris Indonesia	Aktuaria <i>Acturia</i>
Fauzi Arfan	Ahli Asuransi Jiwa, Reg.No: 952891.J <i>Life Insurance Expert</i> , Reg.No: 952891.J	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>
	Arie Gunardi Partakusuma	Ahli Asuransi Jiwa, Reg.No:11010223 <i>Life Insurance Expert</i> , Reg.No: 11010223	Asuransi Jiwa <i>Life insurance</i>
Nurdin Kosasih	Fellow Society of Actuaries of Indonesia (FSAI), Reg. No: 2009101288	Persatuan Aktuaris Indonesia	Aktuaria <i>Acturia</i>
Sangkut Wijaya	Fellow Islamic Insurance Society (FIIS), Reg. No: 415112006	Islamic Insurance Society	Asuransi Syariah <i>Sharia insurance</i>
Damaris Marpaung	Ahli Asuransi Jiwa, Reg. No:11010231 <i>Life Insurance Expert</i> , Reg. No: 11010231	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>
Nugraha N. P. S.	Ajun Ahli Asuransi Jiwa, Reg. No: 97030382 <i>Life Insurance Expert</i> , Reg. No: 97030382	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>
	Ajun Ahli Asuransi Jiwa, Reg. No: 06030291 <i>Life Insurance Expert</i> , Reg. No: 97030382	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>
Mardiah A. Gani	Associate Islamic Insurance Society, Reg. No: AA/655/09/2010	Islamic Insurance Society	Asuransi Syariah <i>Sharia insurance</i>
	Ajun Ahli Asuransi Jiwa, Reg. No: 13033389 <i>Life Insurance Expert</i> , Reg. No: 97030382	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>
Yunita Margaret Chialee	Ajun Ahli Asuransi Jiwa, Reg. No: 13033389 <i>Life Insurance Expert</i> , Reg. No: 97030382	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa <i>Life insurance</i>

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

Nama Name	Kualifikasi dan No. Registrasi Qualification and Registration Number	Lembaga Pemberi Kualifikasi Rating Institution	Bidang Keahlian Field
Galih Setiawan	Ahli Asuransi Jiwa, Reg. No: 08032877 Life Insurance Expert, Reg. No: 08032877	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
Daru Harjoko	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Nurmala	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Rizky Amelia	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Lidya Hastari	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Fuji Fega Puspita	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Albertin Yunita Nawangsari	Ajun Ahli Asuransi Jiwa. Life Insurance Expert	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Nomor Registrasi sedang dalam proses. On Process		
Rachman Untung Budiman	Chartered Financial Analyst, No Reg: 42449	Association for Investment and Research	Investasi Investment
	Wakil Manager Investasi, No. KEP-24/ PM/WMI/2004	Otoritas Jasa Keuangan	Investasi Investment
Robert Olof	Ahli Asuransi Jiwa, Reg No: 01010077 Life Insurance Expert, Reg. No: 01010077	Asosiasi Ahli Manajemen Asuransi Indonesia	Asuransi Jiwa Life insurance
	Associate of the Society of Actuaries of Indonesia (ASAI), Reg. No. 200120313	Persatuan Aktuaris Indonesia	Aktuaria Actuarial

14. Jumlah Tenaga Kerja (termasuk Direksi/Pengurus) : 256

Total Employees (including Board of Directors/Committee)

15. Jumlah Agen / Total Agents

a. Badan Hukum / Attorney at Law : 0

b. Perorangan / Individual : 106

16. Jumlah Pialang / Total Brokers : 22

Jakarta,
PT Great Eastern Life Indonesia
Direksi/Directors

Clement Lien Cheong Kiat
Presiden Direktur/President Director


Clement Lien
Direktur/Director


Nina Ong
Direktur/Director


Yungki Aldrin
Direktur/Director

LAPORAN PENERAPAN TATA KELOLA PERUSAHAAN YANG BAIK BAGI PERUSAHAAN ASURANSI

1. TRANSPARANSI PENERAPAN TATA KELOLA PERUSAHAAN YANG BAIK

a. Pelaksanaan Rapat Umum Pemegang Saham ("RUPS")

Pelaksanaan RUPS Tahunan dan Luar Biasa serta Keputusan yang dihasilkan pada masing-masing RUPS PT Great Eastern Life Indonesia ("Great Eastern Life")

No	Waktu Pelaksanaan	Agenda	Peserta	Keputusan RUPS	Nomor Akta Notaris	Keterangan
1.	12 April 2018	1. Untuk menerima dan menyetujui Laporan Tahunan Great Eastern Life (Laporan Tahunan) yang terdiri dari Laporan Auditor Eksternal dan Laporan Keuangan Great Eastern Life untuk tahun buku yang berakhir 31 Desember 2017 yang telah diaudit oleh Purwantono, Sungkoro & Surja (dikenal sebagai Ernst & Young) sebagaimana disyaratkan oleh Pasal 66 ayat (2) UU Perseroan Terbatas dan Pasal 10 ayat (4) dan (5) Anggaran Dasar Perseroan. 2. Untuk menyetujui usulan Direksi mengenai pembagian dividen tahun buku yang berakhir 31 Desember 2017. 3. Untuk menyetujui susunan dan masa jabatan anggota Dewan Komisaris Great Eastern Life Indonesia. 4. Untuk menyetujui susunan dan masa jabatan anggota Dewan Pengawas Syariah Great Eastern Life. 5. Untuk menyetujui susunan dan masa jabatan anggota Direksi Great Eastern Life. 6. Untuk memberikan wewenang kepada Dewan Komisaris untuk menunjuk dan menetapkan Kantor Akuntan Publik dan honorariumnya untuk tahun buku yang berakhir pada 31 Desember 2018.	1. Bapak Khor Hock Seng 2. Ibu Lilies Handayani 3. Bapak Wasinthon Pandapotan Sihombing 4. Bapak Clement Lien Cheong Kiat 5. Bapak Eddy Wirya Wiyana 6. Bapak Fauzi Arfan 7. Bapak Ng Boon Yeow Andrew 8. Bapak Yungki Aldrin 9. Ibu Silvany Nova	1. Untuk menerima dan menyetujui Laporan Tahunan 2. Untuk mengesahkan Laporan Keuangan Tahunan Great Eastern Life untuk tahun buku yang berakhir 31 Desember 2017. 3. Memberikan pelunasan dan pembebasan tanggung jawab sepenuhnya kepada anggota Direksi dan Dewan Komisaris atas pengurusan dan pengawasan yang telah dijalankan selama tahun buku yang berakhir 31 Desember 2017, sejauh tindakan tersebut tercermin dalam Laporan Tahunan, kecuali untuk <i>fraud</i> , penggelapan dan tindakan kejahatan lainnya. 4. Untuk menyetujui usulan Direksi Great Eastern Life mengenai pembagian dividen bahwa tidak ada dividen yang akan dibayarkan kepada Pemegang Saham Great Eastern Life untuk tahun buku yang berakhir pada 31 Desember 2017. 5. Untuk menyetujui seluruh anggota Dewan Komisaris untuk masa jabatan sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019. Dengan demikian, susunan keanggotaan Dewan Komisaris Great Eastern Life menjadi sebagai berikut: <ul style="list-style-type: none"> • Presiden Komisaris: Bapak Khor Hock Seng • Komisaris Independen: Ibu Lilies Handayani • Komisaris Independen: Bapak Wasinthon Pandapotan Sihombing 6. Untuk menyetujui anggota Dewan Pengawas Syariah dan masa jabatan sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019. Dengan demikian, susunan keanggotaan Dewan Pengawas Syariah menjadi sebagai berikut: <ul style="list-style-type: none"> • Ketua: Ibu Prof. Dr. Huzaemah T. Yanggo 7. Untuk menyetujui seluruh anggota Direksi untuk masa jabatan sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019. Direksi Great Eastern Life menjadi sebagai berikut:	Akta Nomor 2 tanggal 23 April 2018	RUPS Tahunan

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

No	Waktu Pelaksanaan	Agenda	Peserta	Keputusan RUPS	Nomor Akta Notaris	Keterangan
				<ul style="list-style-type: none"> • Presiden Direktur: Bapak Clement Lien Cheong Kiat • Direktur: Bapak Fauzi • Direktur: Bapak Andrew Ng Boon Yeow • Direktur: Bapak Yungki Aldrin <p>8. Untuk menyetujui pemberian wewenang kepada Dewan Komisaris atas penunjukan dan penetapan Kantor Akuntan Publik dan honorariumnya untuk tahun buku yang berakhir pada 31 Desember 2018 berdasarkan peraturan dan perundang-undangan yang berlaku</p>		
2.	28 Mei 2018	<p>1. Untuk mengangkat Saudari Nina sebagai Direktur Great Eastern Life sehingga susunan Direksi Great Eastern Life sebagai berikut:</p> <ul style="list-style-type: none"> • Presiden Direktur: Clement Lien Cheong Kiat • Direktur: Fauzi • Direktur: Andrew Ng Boon Yeow • Direktur: Yungki Aldrin • Direktur: Nina <p>2. Untuk menetapkan masa jabatan Saudari Nina terhitung sejak tanggal 1 Juni 2018 sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.</p>	N/A	<p>1. Mengangkat Saudari Nina sebagai Direktur Great Eastern Life sehingga susunan Direksi Great Eastern Life sebagai berikut:</p> <ul style="list-style-type: none"> • Presiden Direktur: Clement Lien Cheong Kiat • Direktur: Fauzi • Direktur: Andrew Ng Boon Yeow • Direktur: Yungki Aldrin • Direktur: Nina <p>2. Menetapkan masa jabatan Saudari Nina terhitung sejak tanggal 1 Juni 2018 sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.</p>	<p>Akta Nomor 3 tanggal 30 Mei 2018</p> <ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa. • Presiden Direktur: Clement Lien Cheong Kiat • Direktur: Fauzi • Direktur: Yungki Aldrin • Direktur: Nina <ul style="list-style-type: none"> • Atas perubahan susunan Direksi tersebut, Great Eastern Life telah melakukan pengkinian melalui SIJINGGA. 	
3.	9 Juli 2018	<p>1. Untuk mengangkat Bapak Tan Tiong Kheng sebagai Komisaris Great Eastern Life sehingga susunan Dewan Komisaris Perseroan menjadi sebagai berikut:</p> <ul style="list-style-type: none"> • Presiden Komisaris: Khor Hock Seng • Komisaris: Tan Tiong Kheng • Komisaris Independen: Wasinthon Pandapotan Sihombing • Komisaris Independen: Lilies Handayani <p>2. Untuk menetapkan masa jabatan Bapak Tan Tiong Kheng efektif terhitung sejak 1 Juli 2018 sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.</p> <p>3. Untuk mengangkat Bapak Umar Alhaddad sebagai anggota Dewan Pengawas Syariah Great Eastern Life sehingga susunan Dewan Pengawas Syariah Great Eastern Life menjadi sebagai berikut:</p> <ul style="list-style-type: none"> • Ketua Dewan Pengawas Syariah: Huzzaemah T. Yanggo • Anggota Dewan Pengawas Syariah: Umar Alhaddad <p>4. Untuk menetapkan masa jabatan Bapak Umar Alhaddad efektif terhitung sejak 1 Juli 2018 sampai dengan</p>	N/A	<p>1. Mengangkat Bapak Tan Tiong Kheng sebagai Komisaris Great Eastern Life sehingga susunan Dewan Komisaris Perseroan menjadi sebagai berikut:</p> <ul style="list-style-type: none"> • Presiden Komisaris: Khor Hock Seng • Komisaris: Tan Tiong Kheng • Komisaris Independen: Wasinthon Pandapotan Sihombing • Komisaris Independen: Lilies Handayani <p>2. Menetapkan masa jabatan Bapak Tan Tiong Kheng efektif terhitung sejak 1 Juli 2018 sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.</p> <p>3. Mengangkat Bapak Umar Alhaddad sebagai anggota Dewan Pengawas Syariah Great Eastern Life sehingga susunan Dewan Pengawas Syariah Great Eastern Life menjadi sebagai berikut:</p> <ul style="list-style-type: none"> • Ketua Dewan Pengawas Syariah: Huzzaemah T. Yanggo • Anggota Dewan Pengawas Syariah: Umar Alhaddad <p>4. Menetapkan masa jabatan Bapak Umar Alhaddad efektif terhitung sejak 1 Juli 2018 sampai dengan</p>	<p>Akta Nomor 1 tanggal 13 Juli 2018</p> <ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa • Atas perubahan susunan Dewan Komisaris, Dewan Pengawas Syariah dan Direksi tersebut, Great Eastern Life telah melakukan pengkinian melalui SIJINGGA. 	

No	Waktu Pelaksanaan	Agenda	Peserta	Keputusan RUPS	Nomor Akta Notaris	Keterangan
		terhitung sejak 1 Juli 2018 sampai dengan penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.		penutupan Rapat Umum Pemegang Saham yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.		
		5. Untuk menerima pengunduran diri Bapak Andrew Ng Boon Yeow sebagai Direktur Great Eastern Life Indonesia terhitung sejak tanggal 29 Juni 2018 sehingga susunan Direksi Great Eastern Life menjadi sebagai berikut:		5. Menerima pengunduran diri Bapak Andrew Ng Boon Yeow sebagai Direktur Great Eastern Life Indonesia terhitung sejak tanggal 29 Juni 2018 sehingga susunan Direksi Great Eastern Life menjadi sebagai berikut:		
		<ul style="list-style-type: none"> • Presiden Direktur: Clement Lien Cheong Kiat • Direktur: Fauzi • Direktur: Yungki Aldrin • Direktur: Nina 		<ul style="list-style-type: none"> • Presiden Direktur: Clement Lien Cheong Kiat • Direktur: Fauzi • Direktur: Yungki Aldrin • Direktur: Nina 		
4.	18 Juli 2018	<p>1. Untuk menetapkan dan/atau menegaskan kembali gaji atau honorarium dan tunjangan-tunjangan bagi anggota Dewan Komisaris.</p> <p>2. Untuk menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi Bapak Wasinthon Pandapotan Sihombing dan Ibu Lilies Handayani terhitung sejak April 2018.</p>	N/A	<p>1. Menetapkan dan/atau menegaskan kembali gaji atau honorarium dan tunjangan-tunjangan bagi anggota Dewan Komisaris.</p> <p>2. Menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi Bapak Wasinthon Pandapotan Sihombing dan Ibu Lilies Handayani terhitung sejak April 2018.</p>	N/A	<ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa. • Penetapan dan penegasan gaji dan honorarium bagi anggota Dewan Komisaris tidak mensyaratkan pelaporan ke OJK.
5.	18 Juli 2018	<p>3. Untuk menetapkan dan/atau menegaskan kembali gaji atau honorarium dan tunjangan-tunjangan bagi Ketua dan Anggota Dewan Pengawas Syariah.</p> <p>4. Untuk menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi Ketua dan Anggota Dewan Pengawas Syariah terhitung sejak Juli 2018.</p>	N/A	<p>3. Untuk menetapkan dan/atau menegaskan kembali gaji atau honorarium dan tunjangan-tunjangan bagi Ketua dan Anggota Dewan Pengawas Syariah.</p> <p>4. Untuk menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi Ketua dan Anggota Dewan Pengawas Syariah terhitung sejak Juli 2018.</p>	N/A	<ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa. • Penetapan dan penegasan gaji dan honorarium bagi anggota Dewan Pengawas Syariah tidak mensyaratkan pelaporan ke OJK.
6.	18 Juli 2018	<p>1. Untuk menetapkan bahwa gaji dan tunjangan bagi anggota Direksi yang akan dibayarkan dan disediakan oleh Great Eastern Life Indonesia adalah mengalami kenaikan sebesar 7.3% dari total penerimaan pada tahun 2017.</p> <p>2. Untuk menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi anggota Direksi terhitung sejak April 2018.</p>	N/A	<p>1. Menetapkan bahwa gaji dan tunjangan bagi anggota Direksi yang akan dibayarkan dan disediakan oleh Great Eastern Life Indonesia adalah mengalami kenaikan sebesar 7.3% dari total penerimaan pada tahun 2017.</p> <p>2. Menetapkan bahwa pembayaran gaji atau honorarium dan tunjangan bagi anggota Direksi terhitung sejak April 2018.</p>	N/A	<ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa. • Penetapan dan penegasan gaji dan honorarium bagi Direktur tidak mensyaratkan pelaporan ke OJK.
7.	25 Oktober 2018	Untuk memutuskan Rencana Bisnis Great Eastern Life Indonesia untuk Tahun 2019 – 2021.	N/A	Untuk memutuskan Rencana Bisnis Great Eastern Life Indonesia untuk Tahun 2019 – 2021.	N/A	<ul style="list-style-type: none"> • Keputusan Sirkuler Pemegang Saham Sebagai Pengganti RUPS Luar Biasa. • Great Eastern Life telah melaporkan Rencana Bisnis Great Eastern Life untuk tahun 2019 – 2021 ke OJK melalui surat dan e-reporting OJK.

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

GOOD CORPORATE GOVERNANCE REPORT FOR INSURANCE COMPANY

1. TRANSPARENT IMPLEMENTATION OF GOOD CORPORATE GOVERNANCE

a. Implementation of General Meeting of Shareholders ("GMS")

Implementation of Annual and Extraordinary GMS including the Meeting Resolutions resulted from each GMS of PT Great Eastern Life Indonesia ("Great Eastern Life")

No	Date of Meeting	Agenda	Participants	GMS Resolutions	Notary Deed Number	Remarks
1.	12 April 2018	<p>1. To accept and approve the Great Eastern Life Annual Report (Annual Report) comprising External Auditor Report and Financial Statements of Great Eastern Life for the year ended 31 December 2017 audited by Purwantono, Sungkoro & Surja (known as Ernst & Young), as required by Article 66 paragraph (2) Law of Proprietary Limited Company and Article 10 paragraph (4) and (5) of the Company's Articles of Association.</p> <p>2. To approve the Board of Directors' recommendations on distribution of dividends for the accounting book ended 31 December 2017.</p> <p>3. To approve the composition and period of tenure of Great Eastern Life Board of Commissioners' members.</p> <p>4. To approve the composition and period of tenure of Great Eastern Life Sharia Supervisory Board members.</p> <p>5. To approve the composition and period of tenure of Great Eastern Life Board of Directors members.</p> <p>6. To give authority to the Board of Commissioners to appoint and decide the Public Accountant Office and its honorarium to audit the Company's Financial Statements as of 31 December 2018.</p>	<p>1. Mr. Khor Hock Seng</p> <p>2. Mrs. Lilies Handayani</p> <p>3. Mr. Wasinthon Pandapotan Sihombing</p> <p>4. Mr. Clement Lien Cheong Kiat</p> <p>5. Mr. Eddy Wirya Wiyana</p> <p>6. Mr. Fauzi Arfan</p> <p>7. Ng Boon Yeow Mr. Andrew</p> <p>8. Mr. Yungki Aldrin</p> <p>9. Mr. Silvany Nova</p>	<p>1. To accept and approve the Annual Report.</p> <p>2. To ratify Great Eastern Life Annual Financial Statements ended 31 December 2017.</p> <p>3. To authorise settlement and release of obligation/responsibility fully to members of the Board of Directors and Board of Commissioners on managing and supervising all the Company's activities undertaken until 31 December 2017, as long as the activities were reported in the Annual Report, except for fraud, corruption and other unlawful acts.</p> <p>4. To approve the proposal of Great Eastern Life Board of Directors regarding the distribution of dividends that there will be no dividends to be paid to the Great Eastern Life Shareholders for the financial year ended December 31, 2017.</p> <p>5. To approve all members of Board of Commissioners terms of service up to the next closing date of the General Meeting of Shareholders by the latest 17 April 2019. Therefore, composition of Great Eastern Life Board of Commissioners are as follows:</p> <ul style="list-style-type: none"> • President Commissioner: Mr. Khor Hock Seng • Independent Commissioner: Mrs. Lilies Handayani • Independent Commissioner: Mr. Wasinthon Pandapotan Sihombing <p>6. To approve members of Sharia Supervisory Board and term of service up to the next closing date of General Meeting of Shareholders, by the latest on 17 April 2019. Therefore, member of the Sharia Supervisory Board will be as follows:</p> <ul style="list-style-type: none"> • Chairman: Mrs. Prof. Dr. Huzaemah T. Yanggo <p>7. To approve all members of Board of Directors for term of service up to the next closing date of the General Meeting of Shareholders to be held no later than April 17, 2019. Therefore, composition of Great Eastern Life Board of Directors will be as follows:</p> <ul style="list-style-type: none"> • President Director: Mr. Clement Lien Cheong Kiat • Director: Mr. Fauzi • Director: Mr. Andrew Ng Boon Yeow • Director: Mr. Yungki Aldrin 	Notary Deed Number 2 dated 23 April 2018	Annual GMS

No	Date of Meeting	Agenda	Participants	GMS Resolutions	Notary Deed Number	Remarks
2.	28 May 2018	<p>1. To appoint Mrs. Nina as Director of Great Eastern Life, hence the new Board of Directors composition is as follows:</p> <ul style="list-style-type: none"> • President Director: Clement Lien Cheong Kiat • Director: Fauzi • Director: Andrew Ng Boon Yeow • Director: Yungki Aldrin • Director: Nina <p>2. To determine the term of service of Mrs. Nina's from 1 June 2018 until the closing of next General Meeting of Shareholders by 17 April 2019 at the latest.</p>	N/A	<p>1. To appoint Mrs. Nina as Director of Great Eastern Life, hence the new composition for Board of Directors is as follows:</p> <ul style="list-style-type: none"> • President Director: Clement Lien Cheong Kiat • Director: Fauzi • Director: Andrew Ng Boon Yeow • Director: Yungki Aldrin • Director: Nina <p>2. To establish Mrs. Nina's effective dates of service from 1 June 2018 until the closing of next General Meeting of Shareholders to be held no later than 17 April 2019.</p>	Notary Deed Number 3, dated 30 May 2018	<ul style="list-style-type: none"> • Circular Decision of Shareholders as a Substitute of the Extraordinary GMS • As for the changes in the Board of Directors composition, Great Eastern Life has updated the data through SIJINGGA.
3.	9 July 2018	<p>1. To appoint Mr. Tan Tiong Kheng as Commissioner of Great Eastern Life, hence the new composition for Board of Commissioners is as follows:</p> <ul style="list-style-type: none"> • President Commissioner: Khor Hock Seng • Commissioner: Tan Tiong Kheng • Independent Commissioner: Wasinthon Pandapotan Sihombing • Independent Commissioner: Lilies Handayani <p>2. To determine Mr Tan Tiong Kheng's effective dates of service from 1 July 2018 until the closing the next General Meeting of Shareholders to be held no later than 17 April 2019.</p> <p>3. To appoint Mr Umar Alhaddad as member of Great Eastern Life Sharia Supervisory Board, hence the new composition for Sharia Supervisory Board is as follows:</p> <ul style="list-style-type: none"> • Chairman of the Sharia Supervisory Board: Huzaemah T. Yanggo • Member of the Sharia Supervisory Board: Umar Alhaddad <p>4. To determine Mr Umar Alhaddad's effective dates of service from 1 July 2018 until the closing the next General Meeting of Shareholders to be held no later than 17 April 2019.</p> <p>5. To accept the resignation of Mr Andrew Ng Boon Yeow as Director of Great Eastern Life effective per 29 June 2018, Hence the new composition of Board of Directors of Great Eastern Life is as follows:</p>	N/A	<p>1. To appoint Mr. Tan Tiong Kheng as Commissioner of Great Eastern Life, hence the new composition for Board of Commissioners is as follows:</p> <ul style="list-style-type: none"> • President Commissioner: Khor Hock Seng • Commissioner: Tan Tiong Kheng • Independent Commissioner: Wasinthon Pandapotan Sihombing • Independent Commissioner: Lilies Handayani <p>2. To determine Mr Tan Tiong Kheng's effective dates of service from 1 July 2018 until the closing the next General Meeting of Shareholders by 17 April 2019 at the latest.</p> <p>3. To appoint Mr Umar Alhaddad as member of Great Eastern Life Sharia Supervisory Board, hence the new composition for Sharia Supervisory Board is as follows:</p> <ul style="list-style-type: none"> • Chairman of the Sharia Supervisory Board: Huzaemah T. Yanggo • Member of the Sharia Supervisory Board: Umar Alhaddad <p>4. To determine Mr Umar Alhaddad's effective dates of service from 1 July 2018 until the closing the next General Meeting of Shareholders to be held no later than 17 April 2019.</p> <p>5. To accept the resignation of Mr Andrew Ng Boon Yeow as Director of Great Eastern Life effective per 29 June 2018, Hence the new composition of Board of Directors of Great Eastern Life is as follows:</p>	Notary Deed Number 1, dated 13 July, 2018	<ul style="list-style-type: none"> • Circular Decision of Shareholders as a Substitute of the Extraordinary of GMS • As for the changes in the Board of Commissioners' composition, Great Eastern Life has updated the data through SIJINGGA.

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GOOD CORPORATE GOVERNANCE REPORT

No	Date of Meeting	Agenda	Participants	GMS Resolutions	Notary Deed Number	Remarks
		<ul style="list-style-type: none"> President Director: Clement Lien Cheong Kiat Director: Fauzi Director: Yungki Aldrin Director: Nina 		<ul style="list-style-type: none"> President Director: Clement Lien Cheong Kiat Director: Fauzi Director: Yungki Aldrin Director: Nina 		
4.	18 July 2018	<ol style="list-style-type: none"> To determine and/or to reaffirm the salary or honorarium and benefits for members of the Board of Commissioners. To determine the salary or honorarium and benefits for Mr Wasinthon Pandapotan Sihombing and Mrs Lilies Handayani as per April 2018. 	N/A	<ol style="list-style-type: none"> To determine and/or to reaffirm the salary or honorarium and benefits for members of the Board of Commissioners. To determine the salary or honorarium and benefits for Mr Wasinthon Pandapotan Sihombing and Mrs Lilies Handayani as per April 2018. 	N/A	<ul style="list-style-type: none"> Circular Decision of the Shareholders as Substitute of the Extraordinary GMS. The Company is not required to report to the Financial Services Authority (OJK) on determining and reaffirming the salary and honorarium for members of the Board of Commissioners.
5.	18 July 2018	<ol style="list-style-type: none"> To determine and/or to reaffirm the salary or honorarium and benefits for Chairman and Members of the Sharia Supervisory Board. To determine the salary or honorarium and benefits for the Chairman and Members of the Sharia Supervisory Board as per July 2018. 	N/A	<ol style="list-style-type: none"> To determine and/or to reaffirm the salary or honorarium and benefits for Chairman and Members of the Sharia Supervisory Board. To determine the salary or honorarium and benefits for the Chairman and Members of the Sharia Supervisory Board as per July 2018. 	N/A	<ul style="list-style-type: none"> Circular Decision of the Shareholders as Substitute of the Extraordinary GMS. The Company is not required to report to the Financial Services Authority (OJK) on determining and reaffirming the salary and honorarium for members of the Sharia Supervisory Board.
6.	18 July 2018	<ol style="list-style-type: none"> To decide that salaries and benefits for members of the Board of Directors to be paid and provided by Great Eastern Life are increased by 7.3% of total revenues in 2017. To decide that payment of salaries or honorariums and benefits for members of the Board of Directors is calculated from April 2018. 	N/A	<ol style="list-style-type: none"> To decide that salaries and benefits for members of the Board of Directors to be paid and provided by Great Eastern Life are increased by 7.3% of total revenues in 2017. To decide that payment of salaries or honorariums and benefits for members of the Board of Directors is calculated from April 2018. 	N/A	<ul style="list-style-type: none"> Circular Decision of the Shareholders as Substitute of the Extraordinary GMS. The Company is not required to report to the Financial Services Authority (OJK) on determining and reaffirming the salary and honorarium for Directors.
7.	25 October 2018	To decide Great Eastern Life Business Plan for 2019 – 2021.	N/A	To decide Great Eastern Life Business Plan for 2019 – 2021.	N/A	<ul style="list-style-type: none"> Circular Decision of Shareholders as Substitute of the Extraordinary GMS. Great Eastern Life has reported the Company Business Plan for 2019 – 2021 to OJK by sending out a letter and submitting e-reporting to OJK.

b. Direksi Directors

1. Jumlah, nama jabatan, kriteria, tanggal pengangkatan oleh RUPS, masa jabatan, kewarganegaraan, dan domisili anggota Direksi
Number, position/title, criteria, date of appointment by GMS, terms of service, citizenship, and domicile of members of Board of Directors.

No.	Nama Name	Jabatan Position	Kriteria / Criteria		Tanggal Pengangkatan oleh RUPS Date of appointment by GMS	Masa Jabatan Terms of Service	Kewarganegaraan Citizenship	Domicili Domicile
			Pendidikan Formal Terakhir dan Gelar Profesi Last Formal Education and Position of Profession	Uji Kemampuan dan Keputusan Fit and Proper Test				
1.	Clement Lien Cheong Kiat	Presiden Direktur President Director	Bachelor of Business of Administration	No.KEP- 407/NB.1/2015	18 Maret 2015 18 March 2015	17 April 2019 17 April 2019	Singapura Singapore	Indonesia
2.	Fauzi Arfan	Direktur Director	Bachelor in Mathematic	No.KEP-377/NB.11/2015	3 Juli 2015 3 July 2015	17 April 2019 17 April 2019	Indonesia	Indonesia
3.	Yungki Aldrin	Direktur Director	Sarjana Psikologi Bachelor of Psychology	No.KEP- 199/NB.11/2017	1 Juni 2017 1 June 2017	17 April 2019 17 April 2019	Indonesia	Indonesia
4.	Nina	Direktur Director	Master of Business Administration and Master of Management	No. KEP-484/NB.11/2018	1 Juni 2018 1 June 2018	17 April 2019 17 April 2019	Indonesia	Indonesia

Keterangan: Seluruh Direksi Great Eastern Life berdomisili di Indonesia dan telah memenuhi kriteria sebagaimana diatur dalam Pasal 10 POJK 73/POJK.05/2016 tentang Tata Kelola Perusahaan yang Baik bagi Perusahaan Perasuransian.
Note: All Members of Great Eastern Life Board of Directors are domiciled in Indonesia and have met all the qualifications required pursuant to Article 10 of POJK 73/POJK.05/2016 regarding Good Corporate Governance for Insurance Companies.

2. Dalam hal selama tahun pelaporan terdapat perubahan susunan anggota Direksi, harus dicantumkan susunan keanggotaan Direksi sebelumnya dengan tabel sebagai berikut:
In the event that during the reporting year there is a change in the composition of the members of Board of Directors, then such changes related to the composition of members of previous Board of Directors must be notified, such as in the following table:

No.	Nama Name	Jabatan Position	Tanggal Pengangkatan oleh RUPS Date of Appointment by GMS	Tanggal Pemberhentian oleh RUPS Date of Termination by GMS
1.	Clement Lien Cheong Kiat	Presiden Direktur President Director	18 Maret 2015 18 March 2015	-
2.	Eddy Wirya Wiyana	Direktur Director	18 Maret 2015 18 March 2015	12 April 2018 12 April 2018
3.	Fauzi	Direktur Director	3 Juli 2015 3 July 2015	-
4.	Andrew Ng Boon Yeow	Direktur Director	1 Oktober 2015 1 October 2015	29 Juni 2018 29 June 2018
5.	Yungki Aldrin	Direktur Director	1 Juni 2017 1 June 2017	-
6.	Nina	Direktur Director	1 Juni 2018 1 June 2018	-

3. Rangkap jabatan Direksi

Board of Directors Concurrent Position

No.	Nama Name	Posisi di Perusahaan Position in the Company	Posisi di Perusahaan Lain Concurrent Position at Other Company(ies)	Nama Perusahaan Lain Dimaksud Name of the Referred Other Company	Bidang Usaha Business Field
1.	Clement Lien Cheong Kiat	Presiden Direktur President Director	Non Executive Director	Approach Pattern Pte Ltd	Konsultasi Manajemen Management Consultation
2.	Fauzi	Direktur Director	-	-	-
3.	Yungki Aldrin	Direktur Director	-	-	-
4.	Nina	Direktur Director	-	-	-



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GOOD CORPORATE GOVERNANCE REPORT

4. Frekuensi rapat Direksi yang diselenggarakan dalam 1 (satu) tahun

Meeting Frequency of the Board of Directors' Held within 1 (one) Year

No.	Nama Name	Jabatan Title	Rapat Dewan Direksi (12 kali Rapat) / Board of Directors Meetings (12 Times)		
			Jumlah Kehadiran Frequency of Attendance		% Kehadiran % of Attendance
			Fisik Physical Attendance	Telekonferensi / Video konferensi / Sarana Media Elektronik Lainnya Teleconference/Video Conference/ Other Non-Physical Attendance through Electronic Means	
1.	Clement Lien Cheong Kiat	Presiden Direktur President Director	11	1	100
2.	Fauzi Arfan	Direktur Director	10	-	83.3
3.	Yungki Aldrin	Direktur Director	12	-	100
4.	Nina ¹	Direktur Director	7	-	100

Keterangan: ¹Nina diangkat sebagai Direktur sejak 1 Juni 2018

Note: ¹Nina was appointed as Director as of 1 June 2018

5. Pengungkapan kepemilikan saham anggota Direksi yang mencapai 5% (lima persen) atau lebih dari modal disetor, yang meliputi jenis dan jumlah lembar saham.

Disclosure of shares ownership of the Board of Directors members that reached 5% (five percent) or more of the paid-up capital, which includes the type and number of shares owned.

No.	Nama Name	Jabatan Title	Kepemilikan saham anggota Direksi dan Dewan Komisaris yang mencapai 5% (lima persen) atau lebih dari modal disetor								
			Share ownership of members of Board of Directors and Board of Commissioners that reached 5% (five percent) or more of the paid-up capital				Keterangan: Indonesia/ Luar Negeri Note: Indonesia/ Abroad				
			A	B	C	D	Jumlah Nominal Saham Total Amount of Shares	% Kepemilikan % of Ownership	Jumlah Nominal Saham Total Amount of Shares	% Kepemilikan % of Ownership	Jumlah Nominal Saham Total Amount of Shares
1.	Clement Lien Cheong Kiat	Presiden Direktur President Director	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2.	Fauzi Arfan	Direktur Director	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3.	Yungki Aldrin	Direktur Director	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4.	Nina	Direktur Director	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

Keterangan:

- A. Perusahaan yang bersangkutan;
- B. Perusahaan perasuransian lain;
- C. Perusahaan jasa keuangan selain perusahaan perasuransian; dan
- D. Perusahaan lainnya yang berkedudukan di dalam maupun di luar negeri, termasuk saham yang diperoleh melalui bursa efek.

Notes:

- A. The company concerned;
- B. Other insurance companies;
- C. Financial services companies other than insurance companies; and
- D. Other companies domiciled in Indonesia and abroad, including the shares generated through the stock exchange.

6. Hubungan keuangan dan hubungan keluarga anggota Direksi dengan anggota Direksi lain, anggota Dewan Komisaris, anggota Dewan Pengawas Syariah, dan/atau pemegang saham Perusahaan tempat anggota Direksi dimaksud menjabat.

Financial relationships and family relationships between members of the Board of Directors with other members of Board of Directors, members of Board of Commissioners, members of Sharia Supervisory Board, and/or the Company's shareholders where the respecting members of the Board of Directors are in office.

No.	Nama Name	Hubungan Keuangan dengan / Financial Relationship with											
		Direksi Lainnya Other Board of Directors Members			Dewan Komisaris Board of Commissioners			Dewan Pengawas Syariah Sharia Supervisory Board			Pemegang Saham Shareholders		
		Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*
1	Clement Lien Cheong Kiat		√				√				√		√
2	Fauzi Arfan		√				√				√		√
3	Yungki Aldrin		√				√				√		√
4	Nina		√				√				√		√

No.	Nama Name	Hubungan Keluarga dengan / Family Relationship with											
		Direksi Lainnya Other Board of Directors Members			Dewan Komisaris Board of Commissioners			Dewan Pengawas Syariah Sharia Supervisory Board			Pemegang Saham Shareholders		
		Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**
1	Clement Lien Cheong Kiat		√				√				√		√
2	Fauzi Arfan		√				√				√		√
3	Yungki Aldrin		√				√				√		√
4	Nina		√				√				√		√

Keterangan:

¹) Bentuk hubungan keuangan: hutang/piutang, kerjasama bisnis, dsb

²) Bentuk hubungan keluarga: suami/istri/anak/tua/saudara kandung/ipar,dsb

Notes:

¹) Types of financial relationship: debts/receivables, business partners, etc.

²) Types of family relationship: husband/wife/parents/siblings/in-law, etc

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

c. Dewan Komisaris Board of Commissioners

1. Jumlah, nama jabatan, kriteria, tanggal pengangkatan oleh RUPS, masa jabatan, kewarganegaraan, dan domisili anggota Dewan Komisaris.

Number, position/title, criteria, date of appointment by GMS, terms of service, citizenship, and domicile of Board of Commissioners members.

No.	Nama Name	Jabatan Title	Kriteria / Criteria						
			Pendidikan Formal Terakhir dan Gelar Profesi Last Formal Education and Title of Profession	Pengalaman Pekerjaan di bidang Perasuransian Previous Work Experience in Insurance Field	Uji Kemampuan dan Keputusan Fit and Proper Test	Tanggal Pengangkatan oleh RUPS Date of Appointment by GMS	Masa Jabatan Terms of Service	Kewarga negaraan Citizenship	Domisili Domicile
1.	Khor Hock Seng	Presiden Komisaris President Commissioner	Macquarie University – Bachelor and Certificate in Actuarial Techniques	Sejak tahun 1982 Since 1982	No.KEP-141/NB.11/2016	12 April 2016 12 April 2016	17 April 2019 17 April 2019	Malaysia	Singapura Singapore
2.	Tan Tiong Kheng	Komisaris Commissioner	Bachelor of Science in Marketing and International Business	Sejak tahun 1995 Since 1995	No. KEP-514/NB.11.2018	1 Juli 2018 1 July 2018	17 April 2019 17 April 2019	Singapore	Singapura Singapore
3.	Lilies Handayani	Komisaris Independen Independent Commissioner	Universitas Diponegoro- Sarjana Diponegoro University - Bachelor	Sejak tahun 2004 Since 2004	No.KEP-911/NB.11/2015	1 Januari 2016 1 January 2016	17 April 2019 17 April 2019	Indonesia	Indonesia
4.	Wasinthon P Sihombing	Komisaris Independen Independent Commissioner	Magister Manajemen Sumber Daya Manusia Masters in Human Resource Management	Sejak tahun 1982 Since 1982	No.KEP-193/NB.11/2015	1 Juni 2015 1 June 2015	17 April 2019 17 April 2019	Indonesia	Indonesia

2. Dalam hal selama tahun pelaporan terdapat perubahan susunan anggota Dewan Komisaris, harus dicantumkan susunan keanggotaan Dewan Komisaris sebelumnya dengan tabel sebagai berikut:

In the event that during the reporting year there is a change in the composition of the Board of Commissioners members, then such changes related to the composition of members of previous Board of Commissioners must be notified, such as in the following table:

No.	Nama Name	Jabatan Title	Tanggal Pengangkatan oleh RUPS Date of Appointment by GMS	Tanggal Pemberhentian oleh RUPS Date of Termination by GMS
1.	Khor Hock Seng	Presiden Komisaris President Commissioner	12 April 2016 12 April 2016	-
2.	Tan Tiong Kheng	Komisaris Commissioner	1 Juli 2018 1 July 2018	-
3.	Lilies Handayani	Komisaris Independen Independent Commissioner	1 Januari 2016 1 January 2016	-
4.	Wasinthon P Sihombing	Komisaris Independen Independent Commissioner	1 Juni 2015 1 June 2015	-

3. Rangkap jabatan Dewan Komisaris

Board of Commissioners Concurrent Position

No.	Nama Name	Posisi di Perusahaan Position in the Company	Posisi di Perusahaan Lain Concurrent Position at Other Company(ies)	Nama Perusahaan Lain Dimaksud Name of the Referred Other Company(ies)	Bidang Usaha Business fields
1.	Khor Hock Seng	Presiden Komisaris President Commissioner	-	-	-
2.	Tan Tiong Kheng	Komisaris Commissioner	-	-	-
3.	Lilies Handayani	Komisaris Independen Independent Commissioner	-	-	-
4.	Wasinthon P Sihombing	Komisaris Independen Independent Commissioner	Komisaris Independen Independent Commissioner	PT Asuransi Bumida 1967	Asuransi Umum General insurance

4. Frekuensi rapat Dewan Komisaris yang diselenggarakan dalam 1 (satu) tahun

Meeting Frequency of the Board of Commissioners held in 1 (one) year

No.	Nama Name	Jabatan Title	Rapat Dewan Komisaris (12 kali Rapat) / Board of Commissioners' Meetings (12 Times)	
			Jumlah Kehadiran Frequency of Attendance	
			Fisik Physical Attendance	Telekonferensi / Video konferensi / Sarana Media Elektronik Lainnya Teleconference/Video Conference/Other Non-Physical Attendance through Electronic Means
1.	Khor Hock Seng	Presiden Komisaris President Commissioner	10	2
2.	Tan Tiong Kheng ¹	Komisaris Commissioner	3	3
3.	Wasinthon P Sihombing	Komisaris Independen Independent Commissioner	11	-
4.	Lilies Handayani	Komisaris Independen Independent Commissioner	7	4

Keterangan: ¹Tan Tiong Kheng diangkat sebagai Komisaris sejak 1 Juli 2018

Note: ¹Tan Tiong Kheng was appointed as Commissioner as per 1 July 2018

5. Frekuensi rapat Dewan Komisaris dengan Direksi

Meeting Frequency Between the Board Commissioners and Board of Directors

No.	Nama Name	Jabatan Title	Rapat Dewan Direksi (12 kali Rapat) / Board of Directors Meetings (12 Times)	
			Jumlah Kehadiran Frequency of Attendance	
			Fisik Physical Attendance	Telekonferensi / Video konferensi / Sarana Media Elektronik Lainnya Teleconference/Video Conference/Other Non-Physical Attendance through Electronic Means
1.	Khor Hock Seng	Presiden Komisaris President Commissioner	10	2
2.	Tan Tiong Kheng ¹	Komisaris Commissioner	3	3
3.	Wasinthon P Sihombing	Komisaris Independen Independent Commissioner	10	-
4.	Lilies Handayani	Komisaris Independen Independent Commissioner	6	4
5.	Clement Lien Cheong Kiat	Presiden Direktur President Director	12	-
6.	Eddy Wirya Wiyana ²	Direktur Director	2	-
7.	Fauzi Arfan	Direktur Director	8	-
8.	Andrew Ng Boon Yeow ³	Direktur Director	3	-
9.	Yungki Aldrin	Direktur Director	8	-
10.	Nina ⁴	Direktur Director	5	-

Keterangan/Notes:

¹Tan Tiong Kheng diangkat sebagai Komisaris sejak tanggal 1 Juli 2018

²Eddy Wirya Wiyana telah mengakhiri masa jabatannya sebagai Direktur sejak tanggal 12 April 2018

³Andrew Ng Boon Yeow mengajukan pengunduran diri sebagai Direktur sejak tanggal 29 Juni 2018

⁴Nina diangkat sebagai Direktur sejak tanggal 1 Juni 2018

⁴Nina was appointed as Director since 1 June 2018

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

6. Pengungkapan kepemilikan saham anggota Dewan Komisaris yang mencapai 5% (lima persen) atau lebih dari modal disetor, yang meliputi jenis dan jumlah lembar saham.

Disclosure of shares ownership of the Board of Commissioners members that reached 5% (five percent) or more of the paid-up capital, which includes the type and number of shares owned.

No	Nama Name	Jabatan Title	Kepemilikan saham anggota Dewan Komisaris yang mencapai 5% (lima persen) atau lebih dari modal disetor <i>Share ownership of members of Board of Commissioners that reached 5% (five percent) or more of the paid-up capital</i>								
			A		B		C		D		Keterangan: Indonesia/ Luar Negeri <i>Note: Indonesia/ Abroad</i>
			Jumlah Nominal Saham <i>Total Amount of Shares</i>	% Kepemilikan <i>% of Ownership</i>	Jumlah Nominal Saham <i>Total Amount of Shares</i>	% Kepemilikan <i>% of Ownership</i>	Jumlah Nominal Saham <i>Total Amount of Shares</i>	% Kepemilikan <i>% of Ownership</i>	Jumlah Nominal Saham <i>Total Amount of Shares</i>	% Kepemilikan <i>% of Ownership</i>	
1	Khor Hock Seng	Presiden Komisaris <i>President Commissioner</i>	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	
2	Tan Tiong Kheng	Komisaris <i>Commissioner</i>	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	
3	Lilies Handayani	Komisaris Independen <i>Independent Commissioner</i>	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	
4	Wasinthon Pandapotan Sihombing	Komisaris Independen <i>Independent Commissioner</i>	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	

7. Hubungan keuangan dan hubungan keluarga anggota Dewan Komisaris dengan anggota Dewan Komisaris lain, anggota Direksi, anggota Dewan Pengawas Syariah, dan/atau pemegang saham Perusahaan tempat anggota Dewan Komisaris dimaksud menjabat.

Financial relationships and family relationships between members of Board of Commissioners with other members of the Board of Commissioners, members of Board of Directors, members of Sharia Supervisory Board, and/or the Company's shareholders where the respecting members of the Board of Directors are in office.

No	Nama Name	Jabatan Title	Hubungan Keuangan dengan / Financial Related With											
			Dewan Komisaris Lainnya <i>Other Board of Commissioners Members</i>			Direksi <i>Board of Directors</i>			Dewan Pengawas Syariah <i>Sharia Supervisory Board</i>			Pemegang Saham <i>Shareholders</i>		
			Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*	Ya Yes	Tidak No	Keterangan* Remarks*
1	Khor Hock Seng	Presiden Komisaris <i>President Commissioner</i>		√			√		√		√			
2	Tan Tiong Kheng	Komisaris <i>Commissioner</i>		√			√		√		√			
3	Lilies Handayani	Komisaris Independen <i>Independent Commissioner</i>		√			√		√		√			
4	Wasinthon Pandapotan Sihombing	Komisaris Independen <i>Independent Commissioner</i>		√			√		√		√			

No	Nama Name	Jabatan Position	Hubungan Keluarga dengan / Family Related With											
			Dewan Komisaris Lainnya <i>Other Board of Commissioners Members</i>			Direksi <i>Board of Directors</i>			Dewan Pengawas Syariah <i>Sharia Supervisory Board</i>			Pemegang Saham <i>Shareholders</i>		
			Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**
1	Khor Hock Seng	Presiden Komisaris <i>President Commissioner</i>		√			√		√		√			

No	Nama Name	Jabatan Title	Hubungan Keluarga dengan / Family Related With											
			Dewan Komisaris Lainnya <i>Other Board of Commissioners Members</i>			Direksi <i>Board of Directors</i>			Dewan Pengawas Syariah <i>Sharia Supervisory Board</i>			Pemegang Saham <i>Shareholders</i>		
			Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**	Ya Yes	Tidak No	Keterangan** Remarks**
2	Tan Tiong Kheng	Komisaris <i>Commissioner</i>												
3	Lilies Handayani	Komisaris Independen <i>Independent Commissioner</i>												
4	Wasinthon Pandapotan Sihombing	Komisaris Independen <i>Independent Commissioner</i>												

Keterangan/ Notes:

*) Bentuk hubungan keuangan: hutang-piutang, kerjasama bisnis, dsb. / Financial relationships: debts/receivables, business cooperation, etc.

**) Bentuk hubungan keluarga: suami/istri/anak/orang tua/saudara kandung/ipar,dsb. / Form of family relationship: husband/wife/child/parents/siblings/in-law, etc.

d. Dewan Pengawas Syariah Sharia Supervisory Board

1. Jumlah, nama jabatan, kriteria, tanggal pengangkatan oleh RUPS, masa jabatan, kewarganegaraan, dan domisili anggota Dewan Pengawas Syariah.

Number, position/title, criteria, date of appointment by GMS, terms of service, citizenship, and domicile of the Sharia Supervisory Board members.

No	Nama Name	Jabatan Title	Kriteria / Criteria			Tanggal Pengangkatan oleh RUPS Date of Appointment by GMS	Masa Jabatan Term of Service	Kewarganegaraan Citizenship	Domicili Domicile
			Pendidikan Formal Terakhir dan Gelar Profesi <i>Last Formal Education and Title of Profession</i>	Pengalaman Pekerjaan di bidang Perusuransian <i>Previous Work Experience in Insurance Field</i>	Uji Kemampuan dan Kepatutan <i>Fit and Proper Test</i>				
1	Prof.Dr.Hj. Huzaemah T. Yanggo	Ketua <i>Chief</i>	Doktorandus - Universitas Al Azhar, Cairo Mesir <i>Doctoral Degree - University of Al Azhar, Cairo, Mesir</i>	Sejak tahun 2000 <i>Since 2000</i>	No.KEP 257/NB.11/2015	9 April 2015 <i>9 April 2015</i>	17 April 2019 <i>12 April 2019</i>	Indonesia	Indonesia
2	Dr. Umar Alhaddad, M.Ag	Anggota <i>Member</i>	Doktorandus - Universitas Islam Negeri Syarif Hidayatullah <i>Doctoral Degree - University of Islam Negeri Syarif Hidayatullah</i>	Sejak tahun 2018 <i>Since 2018</i>	No. KEP-36/NB.22/2018	1 Juli 2018 <i>1 July 2018</i>	17 April 2019 <i>17 April 2019</i>	Indonesia	Indonesia

2. Dalam hal selama tahun pelaporan terdapat perubahan susunan anggota Dewan Pengawas Syariah, harus dicantumkan susunan keanggotaan Dewan Pengawas Syariah sebelumnya dengan tabel sebagai berikut:

In the event during the reporting year there is a change in the composition of the the Sharia Supervisory Board members, then such changes related to the composition of members of previous Sharia Supervisory Board must be notified, such as in the following table

No	Nama Name	Jabatan Position	Tanggal Pengangkatan oleh RUPS Date of Appointment by GMS	Tanggal Pemberhentian oleh RUPS Date of Termination by GMS

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LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

3. Rangkap jabatan Dewan Pengawas Syariah

Sharia Supervisory Board Concurrent Position

No	Nama Name	Posisi di Perusahaan Position	Posisi di Perusahaan Lain Concurrent Position at Other Company(ies)	Nama Perusahaan Lain Name of the Referred Other Company	Bidang Usaha Business Fields
1	Prof.Dr.Hj. Huzaemah T. Yanggo	Ketua / Chief	1. Ketua / Chief 2. Ketua / Chief 3. Anggota / Member 4. Ketua / Chief	1. PT AXA Mandiri Financial Services 2. PT CIMB Niaga Auto Finance 3. Bank Victoria Syariah 4. PT Asuransi Jasa Raharja Putra Syariah	1. Asuransi Insurance 2. Pembiayaan Financing 3. Perbankan Banking 4. Asuransi Insurance
2	Dr. Umar Alhaddad, M.Ag	Anggota / Member	-	-	-

4. Frekuensi rapat Dewan Pengawas Syariah yang diselenggarakan dalam 1 (satu) tahun.

Meeting Frequency of the Sharia Supervisory Board held within 1 (one) year

No	Nama Name	Jabatan Title	Jumlah Rapat Dewan Pengawas Syariah (7 kali Rapat) <i>Meeting Frequency of Sharia Supervisory Board (7 Times)</i>		
			Jumlah Kehadiran Total Attendance		% Kehadiran % Attendance
			Fisik Physical Attendance	Telekonferensi / Video konferensi / Sarana Media Elektronik Lainnya Teleconference/Video Conference/Other Non-Physical Attendance through Electronic Means	
1	Prof.Dr.Hj. Huzaemah T. Yanggo	Ketua Chief	6	-	100
2	Drs. H.M. Ichwan Sam ¹	Anggota Member	-	-	-
3	Dr. Umar Alhaddad, M.Ag ²	Anggota Member	3	-	100

Keterangan / Notes:

¹ Di tahun 2018, dikarenakan kondisi kesehatan yang kurang baik dari Bapak Drs H. M Ichwan Sam, maka beliau tidak dapat menghadiri Rapat Dewan Pengawas Syariah.
In 2018, due to the health conditions of Drs H. M Ichwan Sam, he was unable to attend the Sharia Supervisory Board Meeting

² Dr. Umar Alhaddad, M.Ag. diangkat sebagai anggota DPS sejak tanggal 1 Juli 2018
Dr. Umar Alhaddad, M.Ag. was appointed as a member of the DPS since 1 July 2018

e. Laporan Hasil Pengawasan Dewan Komisaris dan Komisaris Independen

Supervisory Report of the Board of Commissioners and Independent Commissioners

1. Laporan kegiatan Dewan Komisaris (termasuk hasil pengawasan atas realisasi rencana bisnis)

Report on the activities of the Board of Commissioners (including the results of supervising of the realization of the business plan)

Ringkasan Hasil Pengawasan <i>Summary of Supervisory Result</i>	Rekomendasi <i>Recommendations</i>
<p>Kinerja Bisnis 2018 Ekonomi global 2018 terus menunjukkan hasil yang tidak memuaskan. Namun, kondisi pasar ekonomi Indonesia tetap baik (walaupun risiko eksternal cukup tinggi). Indonesia mencatat inflasi 3,13% yoy (2017: 3,61% yoy).</p> <p>2018 adalah tahun yang penuh tantangan bagi PT Great Eastern Life Indonesia ("Perusahaan"). Sepanjang 2018, Perusahaan telah menerapkan strategi dengan berfokus pada penguatan saluran distribusi, meningkatkan pengawasan pada kegiatan penjualan, membangun kemampuan digital dan efisiensi operasional. Kami juga terus menjalankan fungsi pengawasan. Semua ini bertujuan untuk mencapai pertumbuhan yang lebih baik dan menciptakan sinergi yang lebih kuat dengan semua pemegang saham.</p> <p>Perusahaan telah mencatatkan pengembangan bisnis yang cukup baik pada tahun 2018 dibandingkan dengan 2017, dengan pengecualian dari pendapatan investasi dan laba komprehensif:</p> <ol style="list-style-type: none"> Total pendapatan premi bruto meningkat sebesar 41% (empat puluh satu persen); Pendapatan investasi turun 62% (enam puluh dua persen); 	<p>Rekomendasi untuk Kinerja Bisnis 2019</p> <ol style="list-style-type: none"> Menerapkan perbaikan berkelanjutan untuk pengembangan saluran Bancassurance. Menerapkan rencana tindakan utama untuk memperkuat hubungan dengan OCBC NISP melalui peningkatan aktivitas penjualan di semua segmen. Terus memperbarui produk dan sistem layanan yang dimiliki oleh Perusahaan sehingga tidak ada yang tertinggal dibandingkan dengan perusahaan asuransi jiwa lainnya. Memastikan pengembangan inisiatif digital dapat dilakukan sesuai dengan rencana bisnis. Membangun ekosistem digital dan mulai menjual produk melalui penjualan langsung, telemarketing atau saluran digital. Memastikan efisiensi biaya manajemen dan biaya distribusi. Mengevaluasi kebijakan dan strategi dalam menyusun investasi portofolio. Mengevaluasi strategi biaya manajemen dan biaya distribusi untuk meminimalkan kerugian pada akhir tahun. Terus memperkuat kapasitas tim distribusi dengan memberikan pelatihan kepada Financial Advisor, mengawasi kegiatan manajemen penjualan untuk meningkatkan produktivitas dan memperkuat pengetahuan produk untuk menghadapi tantangan industri asuransi jiwa di masa depan

Ringkasan Hasil Pengawasan <i>Summary of Supervisory Result</i>	Rekomendasi <i>Recommendations</i>
<p>Kinerja Bisnis 2018 3) Total aset meningkat 24% (dua puluh empat persen); 4) Total laba/(rugi) setelah pajak meningkat 120% (seratus dua puluh persen); 5) Modal berbasis risiko mencapai 1737% (seribu tujuh ratus tiga puluh tujuh persen).</p> <p>Kinerja di atas telah melampaui rencana bisnis 2018 perusahaan. Kinerja pengembalian investasi yang kurang baik disebabkan oleh kondisi pasar pada semester kedua di tahun 2018. Perang dagang antara Amerika Serikat dan Cina telah menyebabkan pasar mengalami penurunan yang signifikan dan mengganggu nilai tukar rupiah Indonesia.</p> <p>Tata Kelola Perusahaan/Good Corporate Governance ("GCG") dan Penilaian atas Kinerja Komite di bawah Dewan Komisaris Pada tahun 2018 Perusahaan telah menerapkan 5 (lima) prinsip GCG sesuai dengan Peraturan Otoritas Jasa Keuangan / Otoritas Jasa Keuangan ("OJK") No.73 / POJK.05 / 2016 tentang Tata Kelola Perusahaan yang Baik untuk Perusahaan Asuransi. Perusahaan selalu berusaha untuk meningkatkan kualitas tata kelola perusahaan yang baik dan telah mengubah beberapa aturan dan kebijakan internal termasuk: Kebijakan Hukum, Kepatuhan, Tata Kelola Teknologi Informasi, dan Pedoman Proses Bisnis untuk mematuhi peraturan dan praktik terbaik.</p> <p>Dalam menjalankan fungsi pengawasannya, Dewan Komisaris dibantu oleh 2 (dua) komite. Komite Audit membantu Dewan Komisaris dalam mengawasi kinerja Perusahaan. Komite Pemantau Risiko bertugas membantu Dewan Komisaris untuk memantau pelaksanaan manajemen risiko oleh Direksi dan menilai toleransi risiko yang dapat diterima oleh Perusahaan.</p> <p>Sepanjang tahun 2018, kedua komite telah melaksanakan tugas dan tanggung jawab mereka dengan sangat baik sesuai dengan hukum dan peraturan yang berlaku dan piagam komite masing-masing. Kinerja yang baik juga tercermin dalam hasil penilaian mandiri GCG pada tahun 2018 yang menunjukkan nilai yang baik. Penilaian mandiri GCG dilakukan dengan menjawab 387 (tiga ratus delapan puluh tujuh) pertanyaan sebagaimana ditentukan oleh Peraturan Otoritas Jasa Keuangan / "OJK" Jasa Keuangan ("OJK") Peraturan No. 73 / POJK.05 / 2016 dengan dokumen pendukung yang dilampirkan.</p> <p>Pengembangan Sumber Daya Manusia Strategi pertumbuhan bisnis juga telah diintegrasikan ke dalam strategi pengembangan sumber daya manusia yang mendukung kelangsungan bisnis. Dewan Komisaris mendukung inisiatif Direksi dalam mengembangkan sumber daya manusia sebagai elemen penting untuk unggul dalam industri asuransi jiwa. Perusahaan telah mengambil inisiatif untuk membangun budaya keterlibatan karyawan pada tahun 2018. Program ini dirancang untuk meningkatkan produktivitas dan rasa memiliki dan untuk membantu karyawan terlibat dengan perusahaan. Program tersebut telah menghasilkan peningkatan produktivitas dari 71% (tujuh puluh satu persen) pada tahun 2017 menjadi 75% (tujuh puluh lima persen) pada tahun 2018.</p> <p>Pengembangan Unit Bisnis Syariah Perusahaan harus mencari peluang untuk mengembangkan kemitraan strategis dengan bank Syariah dan saluran afinitas untuk memperoleh peluang lebih besar untuk memperluas Unit Bisnis Syariah. Saat ini, Unit Syariah Perusahaan sedang mempersiapkan studi langkah-langkah selanjutnya dari rencana spin-off Syariah pada tahun 2020 sesuai dengan peraturan OJK. Hasil studi ini akan dimasukkan dalam rencana bisnis Perusahaan 2020-2022 ke OJK yang akan dilaporkan pada 31 Oktober 2019.</p> <p>Kesimpulan Umum Untuk pencapaian kinerja yang disebutkan di atas, Dewan Komisaris percaya bahwa kebijakan strategis yang telah disiapkan dan diterapkan oleh Direksi adalah langkah yang tepat bagi Perusahaan untuk menyelesaikan tinjauan strategis untuk menentukan posisi pasar dan mempersiapkan perusahaan untuk mencapai pertumbuhan yang menguntungkan. Meskipun indikator kinerja tertentu belum tercapai secara optimal, Dewan Komisaris berpandangan bahwa Direksi dan seluruh stafnya telah melaksanakan tugas dan tanggung jawab dengan baik.</p>	<p>Rekomendasi untuk Tata Kelola Perusahaan dan Kinerja Komite di bawah Dewan Komisaris</p> <ol style="list-style-type: none"> Terus mengembangkan kesadaran risiko dengan melibatkan setiap departemen untuk mengidentifikasi dan mengelola risiko masing-masing, serta penerapan kerangka kerja pengendalian risiko dan perumusan kebijakan risiko dan kepatuhan terhadap peraturan yang ditetapkan oleh divisi Manajemen Risiko. Untuk melaksanakan kontrol internal dengan meningkatkan fungsi audit internal, mendeklasifikasi wewenang, verifikasi, rekonsiliasi, mengevaluasi kinerja dan keamanan aset perusahaan. Pengendalian internal termasuk menindaklanjuti temuan audit dari auditor internal dan auditor eksternal / independen. Setiap aktivitas bisnis yang dilakukan harus berdasarkan pada hukum dan peraturan yang berlaku. Untuk memilih komunikasi yang lebih baik antara manajemen perusahaan terkait dengan temuan audit internal dan eksternal (OJK) untuk menghindari hal yang sama terjadi lagi di masa depan. <p>Rekomendasi untuk Pengembangan Sumber Daya Manusia</p> <ol style="list-style-type: none"> Untuk menindaklanjuti hasil survei keterlibatan karyawan dan memastikan kesadaran akan kode etik oleh semua karyawan dengan menerapkan checks and balances secara struktural dan menerapkan kebijakan dan prosedur. Untuk meningkatkan kompetensi karyawan melalui program pengembangan keterampilan technical dan soft skills. <p>Rekomendasi untuk Pengembangan Unit Syariah</p> <ol style="list-style-type: none"> Untuk mempelajari dan menyiapkan rencana bisnis yang tepat, termasuk meningkatkan kemitraan bisnis dengan bank lain dan menganalisis produk sesuai dengan kebutuhan pelanggan syariah. Untuk mempersiapkan studi komprehensif untuk persiapan spin-off 2020 dan menyerap rencana bisnis Perusahaan kepada OJK (2020 -2022) yang akan dilaporkan pada 31 Oktober 2019. <p>Rekomendasi Umum</p> <ol style="list-style-type: none"> Dewan Komisaris berharap Direksi akan meningkatkan kinerja Perusahaan pada tahun 2019 dengan meningkatkan kinerja bisnis sebesar 30% (tiga puluh persen) setiap tahun selama 3 (tiga) tahun ke depan dan meningkatkan pangsa pasar. Untuk memperluas saluran Bancassurance Perusahaan dengan bermitra dengan mitra bank baru serta mengembangkan saluran Asuransi Kumpulan dan Afinitas. Pada tahun-tahun mendatang, Direksi bersama-sama dengan Dewan Komisaris akan terus meningkatkan kekurangan dalam penerapan GCG sesuai dengan rencana tindak lanjut yang telah disusun.

LAPORAN TATA KELOLA PERUSAHAAN

GOOD CORPORATE GOVERNANCE REPORT

Ringkasan Hasil Pengawasan Summary of Supervisory Result	Rekomendasi Recommendations					
<p>Year 2018 Business Performance <i>The 2018 global economy continued to show unsatisfactory results. However, the market condition of the Indonesian economy remained positive (despite the high external risks to deal with). Indonesia's inflation was recorded at 3.13% yoy (2017: 3.61% yoy).</i></p> <p>2018 is a challenging year for PT Great Eastern Life Indonesia ("Company"). Throughout 2018, Company has implemented a strategy that focused on strengthening distribution channels, increasing supervision in sales activities, building digital capabilities, and better operational efficiency. We also continued to carry out the supervisory function. All the initiatives aim to achieve better growth and create stronger synergies with all shareholders.</p> <p>Compared to year 2017, the Company recorded a good business development in 2018, noting that both investment income and comprehensive income were subject to exception:</p> <ul style="list-style-type: none"> 1) Total gross premium income increased by 41% (forty one percent); 2) Investment income was down to 62% (sixty two percent); 3) Total assets increased by 24% (twenty four percent); 4) Total profit/(loss) after tax increased 120% (one hundred and twenty percent); 5) Risk-based capital reached 1737% (one thousand seven hundred thirty seven percent). <p>The above performance exceeded the Company's year 2018 business plan. Meanwhile, the poor investment returns was due to the ongoing market conditions in the second half of 2018. Also the trade war between the United States and China has caused the market to experience a significant declining trend and disrupted the Indonesian rupiah exchange rate.</p> <p>Good Corporate Governance ("GCG") and Performance Assessment of the Committees under the Board of Commissioners <i>In 2018, the Company implemented 5 (five) GCG principles in accordance with the Financial Services Authority ("Otoritas Jasa Keuangan/OJK") Regulation No.73/POJK.05/2016 concerning Good Corporate Governance for Insurance Companies. The Company always strives to improve the quality of good corporate governance implementation throughout the organisation, and thus has made several changes to internal rules and policies including: Legal, Compliance, Information Technology Governance, and Business Process Guidelines that comply with the prevailing regulations and GCG best practices.</i></p> <p>In carrying out its supervisory functions, the Board of Commissioners is assisted by 2 (two) committees. The Audit Committee assists the Board of Commissioners in overseeing the Company's performance. The Risk Monitoring Committee holds the responsibility to assist the Board of Commissioners to monitor the implementation of risk management by the Board of Directors and assessing the risk tolerance acceptable to the Company.</p> <p>Throughout 2018, the two abovementioned committees carried out their duties and responsibilities very well according to the prevailing laws and regulations as well as each owned charter of the respective committees. Positive performance was also reflected in the independent GCG assessment conducted in 2018, which resulted in good assessment value. The independent GCG assessment was carried out by answering 387 (three hundred eighty seven) questions set out by the Financial Services Authority (OJK) Regulation No.73/POJK.05/2016 (as reference: supporting documents attached).</p> <p>Human Resource Development <i>A business growth strategy has also been integrated into the human resource development strategy as a way to support business continuity. Thus, the Board of Commissioners supports the initiative of the Board of Directors in developing the human resources as an important element to excel in the life insurance industry. In 2018, the Company has taken serious steps to build a culture with high employee engagement level. The program is designed to increase productivity and stronger sense of belonging, while helping employees to engage more with the Company. The result showed that employees' productivity increased from 71% (seventy one percent) in 2017 to 75% (seventy five percent) in 2018.</i></p> <p>Development of the Sharia Business Unit <i>The Company must actively seek for opportunities to develop strategic partnerships with several Islamic banks and their affinity channels in order for the Company to capture greater opportunities to expand the Sharia Business Unit. At present, the Company's Sharia Unit is preparing a feasibility study on the Company's next strategic plan on the Sharia unit spin-off initiative in 2020, as part of our compliance to the OJK regulations. The results of this study will be included in the Company's business plan for 2020-2022, which the report we will submit to OJK on 31 October 2019.</i></p> <p>General Conclusion <i>For the abovementioned accomplishments, the Board of Commissioners believes that all strategic policies being prepared and implemented by the Board of Directors are the right steps for the Company to complete its strategic review to determine a strong position in the market, while preparing the Company to achieve profitable growth going forward. Although certain performance indicators have not been optimally achieved, the Board of Commissioners believes that the Board of Directors and all its members have carried out their duties and responsibilities in the right manner.</i></p>	<p>Recommendations on 2019 Business Performance <i>1) Implement continuous improvements particularly in developing the Bancassurance channel. Also, to implement a key action plan to strengthen relationship with OCBC NISP Bank by increasing sales activities in all segments. 2) To continuously updating the products and service systems owned by the Company so that no one is left behind compared to other life insurance companies. 3) To ensure that the development of digital initiatives can be carried out in accordance with the business plan. 4) To build a digital ecosystem and start to sell products through direct sales, telemarketing or digital channels. 5) To ensure efficiency in management costs and distribution costs. 6) To evaluate policies and strategies in preparing portfolio investments. 7) To evaluate management cost strategies and distribution costs to minimize losses recorded at the end of the year. 8) To continue strengthen the capacity of the distribution team by providing training to Financial Advisors, overseeing sales management activities to increase productivity, and strengthen product knowledge to better handle future challenges faced by the life insurance industry.</i></p> <p>Recommendations for Corporate Governance and Performance of Committees under the Board of Commissioners <i>1) To continue developing risk awareness by involving each department to identify and manage their respective risks, as well as the application of the risk control framework and risk policy formulation and compliance with regulations set by the Risk Management division. 2) To carry out internal controls by improving the internal audit function, delegating authority, verification, reconciliation, evaluating the performance and security of the Company's assets. The referred internal control role includes to follow up the audit findings submitted by internal auditors and external/independent auditors. 3) Every business activity conducted must be based on the prevailing laws and regulations. 4) To have better communication between the Company's management related to findings reported by internal and external audits (OJK) to avoid the same thing from reoccurring in the future.</i></p> <p>Recommendations for Human Resource Development <i>1) To take follow-up actions on the results of the employee engagement survey and ensure employees' higher awareness of the Company's code of ethics through proper implementation of structural checks and balances, and by also implementing policies and procedures strictly. 2) To improve employees' competency through technical and soft-skills development programs.</i></p> <p>Recommendations to Launch a Separate Sharia Unit <i>1) To study and prepare the right business plan, including to improve strategic business partnerships with other banks and also to analyze sharia-specific products according to the needs of sharia customers. 2) To prepare a comprehensive study as part of our preparation for the 2020 spin-off initiative, and to submit the Company's business plan to OJK (2020 -2022), which the report is due on 31 October 2019.</i></p> <p>General Recommendations <i>1) The Board of Commissioners is targeting the Board of Directors to improve the overall Company's performance in 2019 by increasing business performance by 30% (thirty percent), each year consecutively, for the next 3 (three) years while also increasing the market share. 2) To expand the Company's Bancassurance channel by partnering with new bank partners and to develop Collective Insurance and Affinity Insurance channels. 3) Moving forward, the Board of Directors and the Board of Commissioners will collaboratively continue to improve shortcomings in the implementation of GCG according to the already developed follow-up plans.</i></p>	<p>2. Laporan Kegiatan Komisaris Independen <i>Activity Report from Independent Commissioners</i></p> <table border="1"> <thead> <tr> <th data-bbox="1814 397 2448 397">Ringkasan Hasil Pengawasan Summary of Supervisory Result</th> <th data-bbox="2448 397 3102 397">Rekomendasi Recommendations</th> </tr> </thead> <tbody> <tr> <td data-bbox="1814 397 2448 1873"> <p>a. Penanganan Pengaduan Konsumen di tahun 2018 <i>Pengaduan Konsumen telah ditangani sesuai dengan Pedoman Penanganan Pengaduan dan Prosedur Penanganan Pengaduan Great Eastern Life, di mana prinsip-prinsip aksesibilitas, independensi, keadilan, efisiensi dan efektivitas telah diterapkan. Great Eastern Life melakukan upaya terbaik dalam menyelesaikan keluhan yang diajukan oleh konsumen dalam waktu 20 (dua puluh) hari kerja dan jika terdapat kondisi tertentu yang menyebabkan jangka waktu penanganan keluhan diperpanjang maka penanganan dilakukan sesuai dengan peraturan dan pedoman yang berlaku.</i></p> <p>b. Perselisihan yang sedang dalam proses atau belum diselesaikan <i>Great Eastern Life tidak memiliki perselisihan, baik melalui litigasi maupun melalui badan mediasi dan arbitrase yang terjadi selama tahun 2018.</i></p> <p>c. Pemasaran Yang Sehat <i>Great Eastern Life telah menyusun indikator pemasaran yang sehat dan melakukan pemantauan secara berkala. Selama periode 2018, Great Eastern Life telah menerapkan praktik pemasaran yang sehat hal ini mengacu kepada indikator dan secara keseluruhan menunjukkan hasil positif, indikator tersebut antara lain menunjukkan bahwa Great Eastern Life telah memberikan training yang memadai kepada seluruh staff dan tenaga pemasaran dalam menjalankan kegiatan pemasaran dan melayani pelanggan, seluruh tenaga pemasar telah memiliki sertifikasi dalam menjalankan kegiatan pemasaran, seluruh keluhan pelanggan diselesaikan dalam jangka waktu yang ditentukan regulasi, dan tidak ada perselisihan dengan pelanggan yang diselesaikan dengan jalur hukum/pengadilan.</i></p> <p>d. Welcome Call <i>Berdasarkan hasil penelitian internal terhadap welcome call, diperoleh informasi bahwa tren negative response di tahun 2018 menurun apabila dibandingkan dengan tahun 2017.</i></p> <p>a. Consumer Complaint Handling in 2018 <i>Our Consumer Complaints mechanism has been managed and implemented accordingly with the Great Eastern Life Complaint Handling Procedure, on the basis of the principles of accessibility, independence, fairness, efficiency and effectiveness. At Great Eastern Life, we put our best effort in resolving the customer's complaint within 20 (twenty) working days. Should we find any certain conditions that may cause us to extend the handling process, then we ensure that the complaints handling is carried out in accordance with the prevailing regulations and guidelines.</i></p> <p>b. Ongoing and Unresolved Disputes <i>In 2018, Great Eastern Life did not deal with any disputes, either through litigation nor mediation and arbitration bodies.</i></p> <p>c. Fair Dealing <i>Great Eastern Life has prepared performance indicators (Fair Dealing Indicators) and performs periodic monitoring. In 2018, Fair Dealing Indicator shown positive result. The result demonstrated that Great Eastern Life Indonesia has provided sufficient training for all staffs and agents to conduct marketing activities and provide services to customers. All agents have proper certifications and all customers' complaints were resolved within the stipulated period as indicated in the prevailing laws and guidelines. No complaint is resolved through court or other legal process.</i></p> <p>d. Welcome Call <i>Based on internal research conducted on the welcome call, the result showed negative trend responses in 2018 has decreased, compared to year 2017.</i></p> </td><td data-bbox="2448 397 3102 1873"></td> </tr> </tbody> </table>	Ringkasan Hasil Pengawasan Summary of Supervisory Result	Rekomendasi Recommendations	<p>a. 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f. Komite-komite committees

1. Komite di bawah Direksi / Committee under the Board of Directors

No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
1	Komite Investasi Investment Committee	1. Clement Lien Cheong Kiat	Ketua Head	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	6 (enam) kali Rapat 6 (six) Meetings
		2. Fauzi Arfan	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		3. Yungki Aldrin	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		4. Rachman Untung Budiman	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		5. Nurdin Kosasih	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		6. Dian Rahardja	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		7. Lita Fitriana	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	

No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
2	Komite Pengembangan Produk Product Development Committee	8. Rachman Untung Budiman	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	12 (dua belas) kali Rapat 12 (twelve) Meetings
		9. Reinhard Siahaan	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		10. Dian Rahardja	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		11. Mara Umar	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		12. Nugraha Natio Parasian	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		13. Cahyadi Pakeh	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		14. Nurdin Kosasih	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		15. Eric Surya Tanudjaja	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		16. Lita Fitriana	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		1. Clement Lien Cheong Kiat	Ketua Head	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		2. Fauzi Arfan	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		3. Nina	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		4. Yungki Aldrin	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		5. Chang Yeong Kiat	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		6. Jayson Wong Soon Keat	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		7. Hana	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	
		5. Nugraha Natio Parasian	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (Ex officio) Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (Ex officio)	Management Committee Structure and Terms of Reference version 3.0	

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No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
3	Komite Pengarah Teknologi Informasi <i>Information Technology Steering Committee</i>	6. Reinhard Siahaan	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (<i>Ex officio</i>) <i>Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (<i>Ex officio</i>)</i>	Management Committee Structure and Terms of Reference version 3.0	12 (dua belas) kali Rapat 12 (twelve) Meetings
		7. Eric Surya Tanudjaja	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (<i>Ex officio</i>) <i>Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (<i>Ex officio</i>)</i>	Management Committee Structure and Terms of Reference version 3.0	
		8. Dian Rahardja	Anggota Member	Masa kerja tidak diatur karena melekat pada jabatan (<i>Ex officio</i>) <i>Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (<i>Ex officio</i>)</i>	Management Committee Structure and Terms of Reference version 3.0	
		9. Lita Fitriana	Sekretaris Secretary	Masa kerja tidak diatur karena melekat pada jabatan (<i>Ex officio</i>) <i>Service period is not literally regulated as the job descriptions inherent in the holding of a certain position by virtue (<i>Ex officio</i>)</i>	Management Committee Structure and Terms of Reference version 3.0	

2. Komite di bawah Dewan Komisaris *Committee under the Board of Commissioners*

No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
1	Komite Audit <i>Audit Committee</i>	1. Lilies Handayani	Ketua Head	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	12 (dua belas) kali Rapat 12 (twelve) Meetings
		2. Wasinthon P. Sihombing	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	
		3. Yan Walter Lumban Gaol	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>The decision of the Board of Commissioners through the Board of Commissioners Meeting dated 12 April 2018</i>	
		4. Tan Tiong Kheng	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	

No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
2	Komite Pemantau Risiko <i>Risk Management Committee</i>	1. Wasinthon P. Sihombing	Ketua Head	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	12 (dua belas) kali Rapat 12 (twelve) Meetings
		2. Yan Walter Lumban Gaol	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	

No	Nama Komite Name of Committee	Nama Anggota Members	Jabatan* Title	Masa Kerja Period of Service	SK Pengangkatan Letter of Appointment	Jumlah Rapat dalam Setahun Total Meetings in a Year
2	Komite Pemantau Risiko <i>Risk Management Committee</i>	3. Lilies Handayani	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	12 (dua belas) kali Rapat 12 (twelve) Meetings
		4. Raymond Ong Eng Siew	Anggota Member	17 April 2019	Keputusan Dewan Komisaris melalui Rapat Dewan Komisaris tertanggal 12 April 2018 <i>Decision made by the Board of Commissioners through Board of Commissioners Meetings on 12 April 2018</i>	

g. Penerapan Fungsi Auditor External *Implementation of External Auditor Function*

No	Uraian Description	Tahun 2015 Year 2015	Tahun 2016 Year 2015	Tahun 2017 Year 2015	Tahun 2018 Year 2015
1	Nama Kantor Akuntan Publik <i>Name of Public Accountant Office</i>	Purwantono, Sungkoro, Surja	Purwantono, Sungkoro, Surja	Purwantono, Sungkoro, Surja	Purwantono, Sungkoro, Surja
2	Nama Akuntan Publik <i>Name of Public Accountant</i>	Daniel Setiadi Handaja	Daniel Setiadi Handaja	Yasir	Hermawan Setiadi
3	Periode Audit <i>Audit Period</i>	1 Januari - 31 Desember 2015 <i>1 January - 31 December 2015</i>	1 Januari - 31 Desember 2016 <i>1 January - 31 December 2015</i>	1 Januari - 31 Desember 2017 <i>1 January - 31 December 2017</i>	1 Januari - 31 Desember 2018 <i>1 January - 31 December 2018</i>
4	Nomor RUPS <i>GMS Reference Number</i>	Akta No. 1 tanggal 15 April 2015 <i>Deed No.1 dated 15 April 2015</i>	Akta No. 5 tanggal 26 April 2016 <i>Deed No.5 dated 26 April 2016</i>	Akta No. 1 tanggal 10 Mei 2017 <i>Deed No.1 dated 10 May 2017</i>	Akta No. 2 tanggal 23 April 2018 <i>Deed No.2 dated 23 April 2018</i>

h. Penerapan Kebijakan Remunerasi dan Fasilitas lain bagi Direksi, Dewan Komisaris dan Dewan Pengawas Syariah

Application of Remuneration Policy and other Facilities for Directors, Board of Commissioners and Sharia Supervisory Board
Jumlah anggota Direksi, Dewan Komisaris dan Dewan Pengawas Syariah yang menerima Paket Remunerasi dalam 1 (satu) tahun yang dikelompokkan sesuai tingkat penghasilan sebagai berikut:
Total number of members of the Board of Directors, Board of Commissioners and Sharia Supervisory Board who receive the Remuneration Package in 1 (one) year are grouped according to each income level as follows:

Jumlah remunerasi per orang dalam 1 tahun*) <i>Total remuneration per person for 1 year *)</i>	Jumlah Direksi <i>Number of Board of Directors Members</i>	Jumlah Dewan Komisaris <i>Number of Board of Commissioners Members</i>	Jumlah Dewan Pengawas Syariah <i>Number of Sharia Supervisory Board Members</i>
Di atas Rp 2 Miliar <i>Above Rp 2 Billion</i>	4	-	-
Di atas Rp 1 Miliar s.d Rp 2 Miliar <i>Above Rp 1 Billion up to Rp 2 Billion</i>	-	-	-
Di atas Rp 500 juta s.d Rp 1 Miliar <i>Above Rp 500 Million up to Rp 1 Billion</i>	-	2	-
Rp 500 juta ke bawah <i>Under Rp 500 Million</i>	-	-	2

Keterangan / Notes:

*) yang diterima secara tunai
received in cash



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i. Alih Daya Pengelolaan Investasi

Outsourced Investment Management

No	Jenis Investasi <i>Type of Investment</i>	Nama Perusahaan Alih Daya <i>Name of Outsourced Company</i>	Nilai Investasi <i>Value of Investment</i>	No. Perjanjian <i>Contract Number</i>	% dari total Portofolio Investasi <i>% of Total Investment Portfolio</i>
1	NIL	NIL	NIL	NIL	NIL

j. Fungsi Perusahaan yang dialihdayakan kepada pihak lain (outsourcing)

Function of the Outsourcing Company

No	Fungsi yang dialihdayakan <i>Outsourcing Function</i>	Nama Pihak Lain <i>Name of Other Party</i>	Izin Usaha <i>Business Permit</i>	Jangka Waktu Kontrak <i>Period of Contract</i>
1	Penyediaan jasa pencitraan dokumen (document Imaging) untuk semua dokumen yang diproses oleh departemen-departemen Customer Service, Claim, Distribution Admin Support dan Group Insurance Operation serta tambahan dan pendataan (data entry) untuk administrasi New Business. Provision of document imaging services for all documents processed by the departments of Customer Service, Claims, Distribution Admin Support and Group Insurance Operation as well as other additions and data entry for New Business administration.	PT Reycom Document Solusi (RDS)	SIUP nomor : 119/24.1PB.7/31.73-1.824.27/e/2016	Perjanjian: 2 September 2015 - 01 September 2017 Agreement: 2 September 2015 - 01 September 2017 Addendum : 4 September 2017 - 4 September 2019 Addendum: 4 September 2017 - 4 September 2019 Addendum II no. 27/ADD.PKS/OPS-GI/2018 : efektif sejak 10 Desember 2018 - 4 September 2019 Addendum II No.27/ADD.PKS/OPS-GI/2018 : effective as of 10 December 2018 - 4 September 2019
2	Penjaminan rawat inap, pemantauan rawat inap, ajudikasi penyedia klaim dan call center 24 jam. Hospitalisation guarantee, hospitalisation monitoring, provider claims adjudication, and 24 jam call center.	PT Administrasi Medika (AdMedika)	1100/24.1PM.1/31.71-1.824.27/E/2016	01 Agustus 2018 - 30 Juli 2020 1 August 2018 - 30 July 2020
3	Penyimpanan data backup (cartridges tape & CD/DVD) yang disimpan di lokasi pihak lain Backup data storage (tape & CD/DVD cartridges) stored at the other party's location.	PT. Multifiling Mitra Indonesia	503.09/3-005/DPMPTSP/PB-04/I/2017	20 Oktober 2017- 19 Oktober 2020 20 October 2017 - 19 October 2020
4	Email hosting untuk GELI Financial Advisors (FA) ke pihak ketiga Email hosting for GELI's Financial Advisors (FA) to third party	PT. NetToCyber Indonesia (VELO Network	134/T/PERHUBUNGAN/2004	01 Januari - 31 Desember 2018 1 January - 31 December 2018
5	Penyediaan Jasa Informasi Teknologi (IT) dengan ruang lingkup: a. Manajemen Pengadaan dan Alih Daya IT b. Layanan Pendukung Operasi Produksi IT c. Pengembangan sistem Informasi dan Layanan Pemeliharaan d. Layanan Manajemen Keamanan IT e. Jasa Konsultasi IT (Aplikasi dan Teknis) Provision of Information Technology Services (IT) with the following scope of works: a. Procurement Management and IT Outsourcing b. IT Production Operations Supporting Services c. Development of Information and Maintenance Service System d. IT Security Management Service e. IT Consulting Services (Application and Technical)	Great Eastern Life Assurance Company Ltd	190800011G	08 Maret 2018 - Hingga diakhiri 8 March 2018 – until terminated

No	Fungsi yang dialihdayakan <i>Outsourcing Function</i>	Nama Pihak Lain <i>Name of Other Party</i>	Izin Usaha <i>Business Permit</i>	Jangka Waktu Kontrak <i>Period of Contract</i>
6	a. Penyediaan fasilitas dan layanan Pusat Data (Data Center) di Tampines Centre 1 untuk Penanggulangan Bencana (Disaster Recovery). b. Penyediaan fasilitas Pusat Data (Data Center) di Cyberjaya. c. Penyediaan fasilitas Jaringan. d. Penyediaan Layanan Infrastruktur Teknis (Technical Infrastructure.) a. Provision of Data Centre Facilities and Services (Data Centres) located in Tampines Center 1 for Disaster Recovery. b. Provision of Data Centre Facility in Cyberjaya. c. Provision of Network Facilities. d. Provision of Technical Infrastructure Services.	Great Eastern Life Assurance Company Ltd	190800011G	08 Maret 2018 - Hingga diakhiri 8 March 2018 – until terminated
7	Penyediaan Fasilitas Rencana Keberlanjutan Bisnis (Business Continuity Plan) untuk mendukung bisnis Perusahaan dalam hal Kantor Pusat Perusahaan di Menara Karya tidak dapat berfungsi (sewa tempat bekerja untuk 20 (dua puluh) orang pekerja dengan layanan jaringan). Offering a Business Continuity Plan to support the Company's business in the event that Company's Head Office in Menara Karya cannot functioning (renting out a work space with a capacity for 20 (twenty) people, and is equipped with sufficient network services).	PT Indosat Tbk	235/1/IU/II/PMA/TELEKOMUNIKASI/2011	27 April 2018 - 26 April 2019 27 April 2018 - 26 April 2019
8	Pusat Data dan Pusat Data Penanggulangan Bencana untuk data produksi. Data Centre and Centre of Natural Disaster Response Data for Production Data.	PT Dimension Data Indonesia	459/1/IU-PB/PMA/2017	1 September 2017 - 31 Agustus 2020 1 September 2017 - 31 August 2020
9	Penyediaan fasilitas Pusat Data Penanggulangan Bencana untuk data produksi. Provision of Natural Disaster Response Data Centre facilities for Production Data.	PT Sigma Cipta Caraka (Telkom Sigma)	503/000102-BP2T/30-08/PB/X/2015	5 September 2017 - 31 Agustus 2020 5 September 2017 - 31 August 2020
10	Satuan Pengaman (Satpam) Security Unit	PT Fajar Merah Indo Service	No. SIUP : 13875-04/PM/1.824.271	02 Mei 2018 - 01 Mei 2019 2 May 2018 - 1 May 2019
11	Office Boy dan Supir Office Assistant and Driver	PT Sinergi Vista Selaras	No. SIUP : 082/24.1.01/31.74.05/1.824.271/2015	01 Oktober 2017 - 30 September 2019 1 October 2017 - 30 September 2019
12	Telemarketing Telemarketing	PT. Valdo Internasional	532/24.1PB.7/31.71-1.824.27/e/2017	08 November 2018 - 08 November 2019 8 November 2018 - 8 November 2019
13	Penyimpanan hardcopy dokumen yang disimpan di lokasi pihak lain. Storage of hardcopy documents stored at the party's location.	PT. Multifiling Mitra Indonesia	No. SIUP : 503.09/3-005/DPMPTSP/PB-04/I/2017	9 September 2016 sampai diakhiri oleh salah satu pihak 9 September 2016 until terminated by one of the contracting parties
14	Penjaminan rawat inap, pemantauan rawat inap, ajudikasi penyedia klaim dan call center 24 jam. Hospitalisation guarantee, hospitalisation monitoring, provider claims adjudication, and 24 jam call center.	PT. Fullerton Health Indonesia	2827/1/IP-PB/PMA/2017	4 September 2018 - 3 September 2020 8 March 2018 – until terminated



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k. Pengungkapan hal-hal penting lainnya

Disclosure of Other Significant Matters

No	Uraian <i>Description</i>	Ceklis*) <i>Checklist</i> *)		Jika Ya, Jelaskan <i>If Yes, Please Explain</i>
		Ya <i>Yes</i>	Tidak <i>No</i>	
1	Pengunduran diri atau pemberhentian auditor eksternal <i>Resignation or termination of external auditor</i>	✓		
2	Transaksi material dengan Pihak Terkait <i>Material transactions with Related Parties</i>	✓		
3	Klaim material yang diajukan oleh dan/atau terhadap Perusahaan Perasuransian <i>Material claims submitted by and / or against Insurance Company</i>	✓		
4	Benturan Kepentingan yang sedang berlangsung dan/atau yang mungkin akan terjadi <i>Ongoing conflict of interests and/or ones that are potential from occurring</i>	✓		
5	Informasi material lain mengenai Perusahaan Perasuransian <i>Other material information related to Insurance Company</i>	✓		
6	Perusahaan memiliki fungsi kepatuhan <i>The Company owns compliance function</i>	✓		Perusahaan memiliki unit kerja kepatuhan yang bertanggung jawab kepada Direktur Kepatuhan dan Human Capital. <i>The Company has a compliance unit responsible to Director of Compliance and Human Capital.</i>
7	Perusahaan memiliki fungsi auditor internal <i>The Company owns internal auditor function</i>	✓		Perusahaan memiliki unit kerja auditor internal yang bertanggung jawab kepada Presiden Direktur dan memiliki garis pelaporan kepada Dewan Komisaris (melalui Komite Audit). <i>The Company has an internal auditor unit responsible to President Director, who indirectly, should also report to Board of Commissioners (through the Audit Committee).</i>
8	Perusahaan memiliki fungsi manajemen risiko <i>The Company owns risk management function</i>	✓		Perusahaan memiliki unit kerja manajemen risiko yang bertanggung jawab kepada Presiden Direktur dan memiliki garis pelaporan kepada Dewan Komisaris (melalui Komite Manajemen Risiko). <i>The Company has a risk management unit responsible to President Director, who indirectly, should also report to the Board of Commissioners (through Risk Management Committee).</i>
9	Perusahaan memiliki fungsi/satuan kerja pengelolaan investasi <i>The company has an investment management function / unit</i>	✓		Perusahaan memiliki unit kerja manajemen investasi yang memiliki kewajiban untuk menyiapkan laporan investasi bulanan ke Komite Investasi, Direksi, Presiden Komisaris dan/atau Dewan Komisaris, dan juga informasi lain yang diminta oleh Presiden Komisaris dari waktu ke waktu. Perusahaan juga telah memiliki kebijakan dan strategi investasi secara tertulis yang telah dievaluasi 1 (satu) kali dalam setahun. Di tahun 2018, evaluasi telah dilakukan yang berlaku efektif pada tanggal 31 Oktober 2018 dan telah dilaporkan kepada OJK pada tanggal 26 Oktober 2018. <i>The Company has an investment management unit who is obliged to prepare and compose a monthly investment report the Investment Committee, Board of Directors, President Commissioner and/or Board of Commissioners, including other information requested by President Commissioner, eventually at anytime.</i> <i>The Company also has a written investment policy and strategy that has been evaluated 1 (one) time during the year. In 2018, the evaluation came into effect until 31 October 2018, which has also been reported to the Financial Services Authority on 26 October 2018.</i>
10	Perusahaan memiliki unit kerja khusus dan/atau menunjuk pejabat PJK yang bertanggung jawab atas penerapan program APU dan PPT <i>The Company owns special work unit and/or to appoint a dedicated Finance Officer who is responsible for Anti Money Laundering and Prevention of Terrorism Funding program implementation</i>	✓		Perusahaan memiliki unit kerja khusus APU dan PPT sebagai penanggung jawab penerapan program APU dan PPT. <i>The Company owns a dedicated work unit, who is specifically in charge of the Anti Money Laundering and Prevention of Terrorism Funding program implementation.</i>

*) pilih salah satu jawaban dengan membubuhkan tanda “✓”
choose one of the answers by putting the “✓” symbol

**) Pihak Terkait adalah perseorangan atau perusahaan/badan yang mempunyai hubungan pengendalian dengan Perusahaan, baik secara langsung maupun tidak langsung, melalui hubungan kepemilikan, kepengurusan dan/atau keuangan.
Related Parties are individuals or companies/entities that have controlling relations with the Company, either directly or indirectly, through ownership, management and/or financial relations



2. RENCANA TINDAK ACTION PLAN

No	Tindakan Korektif <i>Corrective Action</i>	Target Penyelesaian <i>Settlement Target</i>	Kendala Penyelesaian <i>Constraints</i>	Keterangan <i>Remarks</i>
1	NIL	NIL	NIL	NIL

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3. PENERAPAN STRATEGI ANTI FRAUD IMPLEMENTATION OF ANTI FRAUD STRATEGY

PT GREAT EASTERN LIFE INDONESIA LAPORAN PENGENDALIAN FRAUD DAN PENERAPAN STRATEGI ANTI FRAUD TAHUN 2018
PT GREAT EASTERN LIFE INDONESIA FRAUD CONTROL REPORT AND IMPLEMENTATION OF ANTI FRAUD STRATEGY

a. Inventarisasi Kejadian Fraud dan Tindak Lanjut

Inventory of Fraud Event and Follow Up

Jenis Fraud a)	Tanggal terjadinya Fraud Fraud event	Divisi/ Bagian Terjadinya Fraud Division/ Fraud Occurrence	Pihak yang terlibat Involved Parties b)	Jabatan Position	Kerugian dalam rupiah Losses in IDR c)	Tindakan Perusahaan Corporate Action d)	Kelemahan/ Penyebab Terjadinya Fraud Weakness/ Cause of Fraud Occurrence e)	Tindak Lanjut/ Perbaikan Follow up/ Correction f)	Kronologis kejadian Fraud Chronology of Fraud Event
-	-	-	-	-	-	-	-	-	-

b. Perkembangan Pelaksanaan Penerapan Strategi Anti Fraud g)

1) Pencegahan:

Dalam rangka mengurangi kemungkinan risiko terjadinya Fraud, PT Great Eastern Life Indonesia (Perusahaan) melakukan langkah-langkah pencegahan yang berupa:

i. Anti Fraud Awareness

Perusahaan telah menyusun Fraud Risk Management Policy dan Fraud Reporting Procedure sebagai pedoman dalam penerapan strategi anti fraud. Policy dan Procedure ini kemudian disosialisasikan kepada seluruh karyawan.

Perusahaan juga membuat deklarasi tahunan untuk ditandatangani oleh setiap karyawan dimana didalamnya termasuk pernyataan bahwa karyawan telah menerima, membaca, mengerti dan menjalankan Kebijakan Anti Penipuan.

Perusahaan juga mengadakan beberapa program employee awareness selama tahun 2018, seperti: penyelenggaraan pelatihan/training untuk karyawan-karyawan baru mengenai pemahaman terhadap jenis Fraud, tata cara pelaporan, dan tindak lanjut terhadap Fraud; pelatihan melalui email secara tahunan untuk seluruh karyawan terkait dengan Fraud; dan quiz terkait fraud untuk seluruh karyawan melalui email secara tahunan.

ii. Identifikasi Kerawanan

Di tahun 2018, Divisi Manajemen Risiko melakukan assessment dengan melalui proses identifikasi, analisis, dan menilai beberapa aktivitas di perusahaan yang berpotensi merugikan perusahaan.

Hasil assessment ini didokumentasikan dan diinformasikan kepada unit bisnis yang melakukan

aktivitas tersebut kemudian disampaikan ke Management melalui rapat direksi.

Divisi Manajemen Risiko melakukan pengkinian informasi terutama untuk aktivitas yang dinilai berisiko tinggi terjadinya Fraud.

iii. Know Your Employee

Perusahaan memiliki prosedur rekrutmen yang efektif dimana perusahaan dapat memperoleh gambaran mengenai rekam jejak calon karyawan (pre employee screening) secara lengkap dan akurat antara lain dengan melakukan verifikasi identitas dan pendidikan yang diperoleh dari calon karyawan dan juga memastikan calon karyawan tidak memiliki catatan kejahatan.

Proses seleksi dilengkapi dengan kualifikasi yang tepat dan mempertimbangkan risiko, serta ditetapkan secara obyektif dan transparan. Proses ini juga menjangkau pelaksanaan promosi maupun mutasi, termasuk penempatan pada posisi yang memiliki risiko tinggi terjadinya Fraud.

Perusahaan juga melakukan pengamatan dan pemantauan prilaku dan gaya hidup karyawan yang merupakan tanggung jawab bersama. Pelaksanaan ini membutuhkan sikap kepedulian, keterlibatan dan peran aktif seluruh karyawan untuk membantu Kepala Divisi dan/atau Manajemen Perusahaan dalam upaya pencegahan dan pengendalian terhadap potensi terjadinya Fraud.

2) Deteksi:

Dalam rangka mengidentifikasi dan menemukan kejadian Fraud yang merupakan langkah deteksi dalam penerapan strategi anti fraud, PT Great Eastern Life Indonesia memiliki kebijakan dan mekanisme whistleblowing yang

dirumuskan secara jelas, mudah dimengerti dan dapat diimplementasikan secara efektif yang berisi perlindungan kepada whistleblower serta menjamin kerahasiaan identitas pelapor dan laporan Fraud yang disampaikan.

PT Great Eastern Life Indonesia mempunyai Fraud Risk Management Policy sebagai acuan dalam penerapan strategi anti fraud. Policy ini merupakan ketentuan internal terkait pengaduan Fraud dengan mengacu pada aturan dari Otoritas Jasa Keuangan (OJK).

PT Great Eastern Life Indonesia juga mempunyai Fraud Reporting Procedure yang mengatur sistem pelaporan Fraud yang memuat tata cara pelaporan, sarana, pihak yang bertanggung jawab untuk menangani pelaporan dan mekanisme tindak lanjut terhadap kejadian Fraud yang dilaporkan.

Kebijakan dan mekanisme audit juga dilakukan pada unit bisnis yang dinilai berisiko tinggi atau rawan terhadap terjadinya Fraud.

3) Investigasi, Pelaporan dan Sanksi:

Dalam melaksanakan kegiatan investigasi, PT Great Eastern Life Indonesia memiliki standar investigasi yang mengatur penentuan pihak yang berwenang dalam melaksanakan investigasi dengan memperhatikan independensi dan kompetensi yang dibutuhkan juga mengatur mekanisme pelaksanaan investigasi dalam rangka menindaklanjuti hasil deteksi dengan tetap menjaga kerahasiaan informasi yang diperoleh.

PT Great Eastern Life Indonesia juga memiliki mekanisme pelaporan kejadian Fraud kepada internal perusahaan

b. Development of the Implementation of Anti Fraud Strategy

1) Prevention:

In order to reduce the risk of Fraud, PT Great Eastern Life Indonesia (Company) has implemented the following preventive actions:

i. Anti Fraud Awareness

Company has prepared a Fraud Risk Management Policy and Fraud Reporting Procedure as guideline in implementing anti-fraud strategy. Socialization of policy and procedures has been conducted to all employees.

Company also prepares annual declarations to be signed by each employee, includes the statement that the employee has received, read, understood and implemented the Anti Fraud Policy.

maupun kepada Otoritas Jasa Keuangan (OJK) yang diatur didalam Fraud Risk Management Policy dan Fraud Reporting Procedures.

Kebijakan sanksi untuk memberikan efek jera bagi pelaku Fraud pada perusahaan diterapkan secara transparan dan konsisten yang meliputi mekanisme pengenaan sanksi dan pihak yang berwenang mengenakan sanksi.

4) Pemantauan, Evaluasi, dan Tindak Lanjut:
Di tahun 2018, tidak ada kejadian Fraud yang terjadi di PT Great Eastern Life Indonesia. Namun dalam hal pemantauan, PT Great Eastern Life Indonesia memiliki mekanisme pemantauan terhadap tindak lanjut kejadian Fraud dengan memperhatikan ketentuan internal perusahaan dan ketentuan dari OJK.

PT Great Eastern Life Indonesia juga memelihara data kejadian Fraud (Fraud profiling) guna mendukung pelaksanaan evaluasi yang mencakup data dan informasi mengenai jenis Fraud, tanggal terjadinya Fraud, divisi/ bagian terjadinya Fraud, pihak yang terlibat, jabatan, kerugian dalam rupiah, tindakan perusahaan atau unit syariah, kelemahan/penyebab terjadinya Fraud, tindak lanjut/perbaikan dan kronologis kejadian Fraud.

Dari data kejadian Fraud (Fraud profiling) yang ada kemudian dilakukan analisa untuk melihat tren atas Fraud yang terjadi. Mekanisme ini dilakukan sebagai langkah PT Great Eastern Life Indonesia untuk menghindari kejadian Fraud terulang kembali, yang meliputi langkah untuk memperbaiki kelemahan dan memperkuat sistem pengendalian internal perusahaan.

The Company also conducted several employee awareness programs throughout 2018, such as training for new employee regarding understanding of Fraud type, reporting procedure, and follow up on Fraud; annual online training and quizzes on Fraud related matters to all employees.

ii. Vulnerability Identification

In 2018, Risk Management Division has conducted assessments by identifying, analyzing and assessing some activities that are potentially harmful to Company.

The result of this assessment has been documented and communicated to each respecting business units who conducted related activities. This assessment result will be delivered to the Top Management through Board of Directors meeting.

Risk Management Division has updated all information that particularly related to each function considered to be of high risk to fraud.

iii. Know Your Employee

Company has an effective recruitment procedure to obtain a complete and accurate profiling of prospective employees (pre employee screening), among others, by verifying identity and educational background of prospective employees, while ensuring that the nominated candidate do not have any criminal record.

The selection process is also complemented objectively and transparently by appropriate qualifications and risk consideration. This selection process is also conducted for promotion and mutation, including placement for high risk position that would be prone to Fraud.

Company also conducts observation and monitoring of employees behaviour and lifestyle. This implementation requires awareness, involvement and active role from all employees to assist the Head of Division and/or Management to prevent and control the potential of fraud.

2) Detection:

In order to identify and detect fraud incident as part of Company anti-fraud strategy implementation, Company has a clearly defined, easy to understand and effective implementation of whistleblowing policies and mechanisms that contain protection to the whistleblower and ensure the confidentiality of the identity of the complainant and Fraud report submitted.

PT Great Eastern Life Indonesia has established a Fraud Risk Management Policy as guideline in implementing anti-fraud strategy. This policy is an internal stipulation related to the fraud complaints with reference from Financial Services Authority (OJK) regulations. Great Eastern Life Indonesia also has a Fraud Reporting Procedure that regulates the Fraud reporting system containing reporting procedures, facilities, responsible parties for handling reporting and follow up mechanism on the incidence of fraud events.

Disusun Oleh/Arranged by,



Dian Anggriani Rahardja
Kepala Divisi Manajemen Risiko
Head of the Risk Management Division

Policies and audits mechanism are also conducted at the business unit that are considered high risk or vulnerable to Fraud.

3) Investigation, Reporting and Sanctions:

PT Great Eastern Life Indonesia has established an investigation standards which regulate the authorized parties to conduct investigations according to independence and competency needed, and organize the implementation mechanisms of investigation in order to follow up the results of detection while maintaining the confidentiality of information.

PT Great Eastern Life Indonesia has a mechanism of reporting the Fraud event to internal and the Otoritas Jasa Keuangan (OJK) which is regulated under the Fraud Risk Management Policy and Fraud Reporting Procedures.

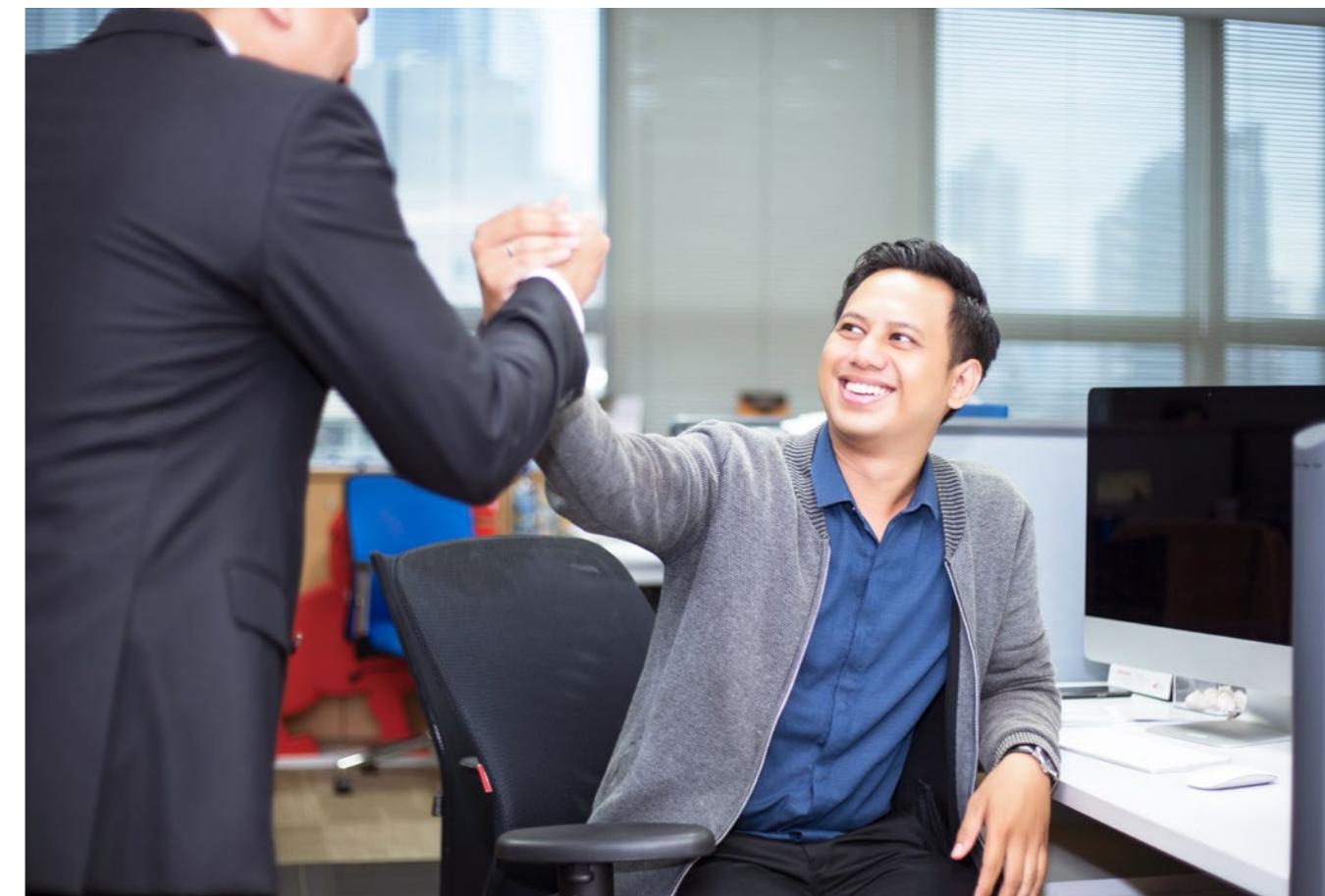
Sanctions for a deterrent effect for Fraud perpetrators applied transparently and consistently covering the mechanism of sanctions and authorities imposing sanctions.

4) Monitoring, Evaluation and Follow-Up:

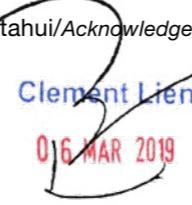
In 2018, no fraud case was reported by PT Great Eastern Life Indonesia. However in terms of monitoring, PT Great Eastern Life Indonesia has designed a mechanism for monitoring the follow-up of Fraud cases by taking into account the Company's internal provisions as well as Financial Services Authority (OJK) regulations.

PT Great Eastern Life Indonesia also maintains data of Fraud event (Fraud Profiling) to support the implementation of the evaluation includes data and information on type of Fraud, date of Fraud, division / part of Fraud occurrence, party involved, position, loss in rupiah, unit of sharia, weakness / cause of Fraud, follow up / correction and chronology of Fraud event.

From the data of Fraud event (Fraud Profiling), then it is analysed to see the trend of Fraud happened. This mechanism is performed as an action of PT Great Eastern Life Indonesia to avoid recurring Fraud event, which includes mitigation to improve and strengthen the internal control system of company.



Mengetahui/Acknowledged by,


Clement Lien

06 MAR 2019

Clement Lien Cheong Kiat
Presiden Direktur
President Director



LAPORAN PENGADUAN NASABAH CUSTOMER COMPLAINT REPORT



PUBLIKASI PENANGANAN PENGADUAN

COMPLAINTS HANDLING PUBLICATION

Periode : 1 Januari - 31 Desember 2018

Period : 1 January - 31 December 2018

No	Jenis Transaksi Keuangan <i>Financial Transaction Type</i>	Selesai *) <i>Completed*)</i>		Dalam Proses**) <i>On Progress**)</i>		Tidak Selesai***) <i>Not Completed***)</i>		Jumlah Pengaduan <i>Number of Complaints</i>
		Jumlah <i>Total</i>	Presentase <i>Percentage</i>	Jumlah <i>Total</i>	Presentase <i>Percentage</i>	Jumlah <i>Total</i>	Presentase <i>Percentage</i>	
1	Penutupan Polis <i>Closure of Policy</i>	5	10.20%					5
2	Pemulihan Polis <i>Policy Recovery</i>	6	12.24%					6
3	Pelanggaran oleh Agen <i>Violation by Agent</i>	23	46.94%	1	2.04%			24
4	Ketidaksesuaian Polis <i>Policy Incompatibility</i>	1	2.04%					1
5	Keberatan atas Nilai Investasi <i>Objections to Investment Value</i>	2	4.08%					2
6	Cuti Premi <i>Leave Holiday</i>	2	4.08%					2
7	Proses Transaksi <i>Transaction Process</i>	1	2.04%					1
8	Permintaan Pengembalian Premi <i>Premium Refund Request</i>	5	10.20%					5
9	Kuitansi Premi <i>Premium Receipt</i>	2	4.08%					2
10	Pencairan Sebagian <i>Partial Withdrawal</i>	1	2.04%					1
TOTAL		48	97.96%	1	2.04%			49



PROFILE DEWAN DIREKSI BOARD OF DIRECTORS PROFILE



Dari kiri Ke kanan : Yungki Aldrin, Clement Lien Cheong Kiat, Nina, Fauzi Arfan

From left to right : Yungki Aldrin, Lien Cheong Kiat Clement, Nina, Fauzi Arfan



PROFILE DEWAN DIREKSI BOARD OF DIRECTORS PROFILE



CLEMENT LIEN CHEONG KIAT

Presiden Direktur dan CEO
President Director and Chief Executive Officer

Clement Lien Cheong Kiat memiliki gelar BBA (Honours) dari National University of Singapore pada tahun 1992. Pencapaian penghargaan yang diperoleh antara lain ASEAN Young Manager of The Year Award, Personal Lines Manager Awards, Diploma Fellow Life Management Institute (FLMI) dan ACS dari FLMI, serta Sertifikasi dalam bidang asuransi umum dari Singapore Insurance Institute.

Clement memiliki pengalaman lebih dari 25 tahun di industri perasuransian, dengan berbagai posisi strategis yang membawahi strategi perusahaan, transformasi, start-up, penjualan, distribusi, pelatihan dan pengembangan. Awal mula Clement bergabung dengan industri perasuransian pada tahun 1990 dan berkarir selama 15 tahun di perusahaan asuransi American International Assurance Co.Ltd (AIA) di Singapura, Hong Kong, Suzhou dan Fozhan China, dengan jabatan terakhir sebagai Vice President. Selanjutnya, Clement bekerja untuk ICBC-AXA Life (sebelumnya dikenal dengan AXA-Minmetals) selama delapan tahun dengan berbagai posisi strategis, terakhir menjabat sebagai Direktur, Chief Distribution Officer. Selain berkarir di dunia perindustrian, Clement juga memiliki perusahaan konsultan manajemen, Approach Pattern Co. Pte. Ltd., yang berlokasi di Singapura. Dalam perjalanan karirnya, Clement pernah dipercaya sebagai Direksi untuk American International School (Guangzhou) dan National Fire Prevention Council Singapura.

Clement diangkat sebagai Presiden Direktur dan Chief Executive Officer (CEO) Great Eastern Life Indonesia pada tanggal 18 Maret 2015 melalui Akta Nomor 231 tanggal 18 Maret 2015.

Clement Lien Cheong Kiat holds Bachelor of Business Administration (Honours) from The National University of Singapore in 1992. He has been rewarded several accolades, among others, are ASEAN Young Manager of The Year Award, Personal Lines Manager Awards, Diploma Fellow Life Management Institute (FLMI) and ACS from FLMI, and Certification in general insurance from Singapore Insurance Institute.

Clement has over 25 years of experiences in insurance industry, with various strategic roles including corporate strategy, transformation, start-up, sales, distribution, training and development. Clement first joined insurance industry in 1990 and started his 15 years of career in American International Assurance Co. LTD (AIA) in Singapore, Hong Kong, Suzhou and Fozhan China, with his last position as Vice President. After AIA, Clement worked for ICBC-AXA Life (formerly known as AXA-MINMETALS) for 8 (eight) years with various strategic positions, with his last role was Director, Chief Distribution Officer. Besides his career in the industrial world, Clement also runs his own management consulting firm, Approach Pattern Co. PTE. Ltd., based in Singapore. During his career journey, Clement was once Director of the American International School (Guangzhou) and the National Fire Prevention Council Singapore.

Clement was appointed as President Director and Chief Executive Officer (CEO) of Great Eastern Life Indonesia on 18 March 2015 as ratified by Deed Number 231 dated 18 March 2015.



FAUZI ARFAN

Direktur Keuangan, Aktuaria dan Operasional
Director of Finance, Actuarial and Operations

Fauzi Arfan memiliki pengalaman lebih dari 25 tahun di industri perasuransian, sejak tahun 1994 dan telah membangun karirnya di berbagai perusahaan asuransi ternama di Indonesia seperti PT. Asuransi AIA Indonesia, PT. Sun Life Financial Indonesia, AJB Bumiputera 1912 sebagai Direktur Operasional, dan PT. Asuransi Jiwa Tugu Mandiri sebagai Direktur Pemasaran dan Teknik, dan kemudian bergabung dengan Great Eastern Life Indonesia. Fauzi bergabung dengan Great Eastern Life Indonesia melalui Akta No. 1 tanggal 3 Juli 2015 sebagai Direktur Keuangan dan terhitung pada tanggal 2 Juli 2018 Fauzi ditunjuk sebagai Direktur Teknik dan Keuangan Great Eastern Life Indonesia yang bertanggung jawab atas seluruh fungsi Keuangan, Aktuarial dan Operasional.

Latar belakang pendidikan Fauzi adalah sarjana dari fakultas Matematika Universitas Padjajaran Bandung dan merupakan anggota dari Persatuan Aktuaris Indonesia (FSAI) sejak tahun 2000. Sejak tahun 2003, Fauzi terdaftar sebagai Ahli Asuransi Indonesia Jiwa (AAIJ). Aktif dalam Persatuan Aktuaris Indonesia hingga pada bulan Januari 2018 Fauzi dipercaya untuk menjabat sebagai Ketua Persatuan Aktuaris Indonesia (PAI).

Fauzi Arfan has over 25 years of experiences in insurance industry since 1994. Ever since then, he moved up his career ladder in various insurance companies in Indonesia such as PT. Asuransi AIA Indonesia, PT. Sun Life Financial Indonesia, AJB Bumiputera 1912 as Director of Operations, and PT Asuransi Jiwa Tugu Mandiri as Director of Marketing and Engineering, and later joined Great Eastern Life Indonesia. Fauzi has joined Great Eastern Life Indonesia through Deed Number 1 dated 3 July 2015 as Director of Finance, then on 2 July 2018 Fauzi was appointed as Director of Engineering and Finance of Great Eastern Life Indonesia who was responsible for all Finance, Operations and Actuarial functions.

Fauzi was graduated from Faculty of Mathematics, University of Padjajaran, Bandung and also a member of Indonesia's Society of Actuaries since 2000. In 2003, Fauzi has been officially registered as Indonesia's Life Insurance Expert. Fauzi has been active in the Society of Actuaries, and in January 2018, Fauzi was assigned as the Chairman of Indonesia's Society of Actuaries.



PROFILE DEWAN DIREKSI BOARD OF DIRECTORS PROFILE



YUNGKI ALDRIN

Direktur Sumber Daya Manusia dan Kepatuhan
Director of Human Resources and Compliance

Yungki Aldrin mendapatkan gelar Sarjana Psikologi dari Universitas Indonesia dan telah berpengalaman lebih dari 23 tahun di bidang sumber daya manusia. Pada awal karirnya di bidang perasuransian, Yungki bekerja di PT Asuransi Winterthur Life Indonesia dengan posisi supervisor di tahun 1996. Selanjutnya, Yungki terus meningkatkan karirnya di beberapa perusahaan, yakni Badan Penyehatan Perbankan Nasional sebagai Kepala Tim Sumber Daya Manusia pada tahun 2000 – 2004, sebagai Manajer Sumber Daya Manusia di PT AXA Services Indonesia pada tahun 2004 - 2006 dan sebagai Quality Assurance and Learning Resource Center Manager di PT Holcim Indonesia tahun 2006 – 2008.

Yungki kemudian bergabung di Great Eastern Life Indonesia pada tahun 2008 sebagai Kepala Divisi Sumber Daya Manusia dan pada tahun 2017 melalui Akta No.3 tanggal 29 Mei 2017 Yungki ditunjuk sebagai Direktur Sumber Daya Manusia. Melalui keputusan Sirkuler Direksi tanggal 24 Mei 2018 Yungki Aldrin dipercaya dan ditunjuk untuk menjabat sebagai Direktur Sumber Daya Manusia dan Kepatuhan Great Eastern Life Indonesia.

Yungki Aldrin holds Bachelor of Psychology from University of Indonesia. He has over 23 years of experience in human resources. At the beginning of his career in insurance industry, Yungki worked at PT Asuransi Winterthur Life Indonesia as Supervisor in 1996. Furthermore, Yungki has improved his career at various companies, including the Indonesian Bank Restructuring Board as Head of Human Resources Team in 2000-2004, as Human Resources Manager at PT AXA Services Indonesia in 2004-2006, then as Quality Assurance and Learning Resource Center Manager at PT Holcim Indonesia in 2006 – 2008.

Yungki joined Great Eastern Life Indonesia in 2008 as Head of Human Resources Division. Then in 2017, based on Deed Number 3 dated 29 May 2017, Yungki was appointed as Director of Human Resources. Based on decision of the Board of Directors made on 24 May 2018, Yungki Aldrin was formally appointed as Director of Human Resources and Compliance at Great Eastern Life Indonesia.



NINA

Direktur Bancassurance
Director of Bancassurance

Nina merupakan Sarjana Ekonomi dan juga memiliki gelar Master of Management dari Universitas Gajah Mada. Berpengalaman kerja lebih dari 27 tahun bekerja di berbagai negara di Asia seperti di Indonesia, Singapura dan di Hongkong-China. Nina memulai karirnya PT. Sekawan Mulia, Bank Bali, Ring Shine Textile Limited – Singapura, kemudian bergabung di American International Assurance (AIA) Indonesia sebagai Agency Development Manager, PT. Sun Life Financial Indonesia sebagai Business Development Manager dan kemudian sebagai Project Manager di Sunlife Financials-Hongkong. Pada tahun 2008 – 2015, Nina ditunjuk sebagai Regional Manager di AXA Asia Life Hongkong dan kemudian dipercaya menjabat sebagai Chief Agency Officer di AXA Financial Indonesia selama 2 tahun sebelum kemudian bergabung di Great Eastern Life Indonesia.

Pada tanggal 2 Maret 2018, Nina bergabung dengan Great Eastern Life Indonesia dan melalui akta No.3 tanggal 30 Mei 2018 diangkat sebagai Direktur yang bertanggung jawab atas pengembangan strategi bisnis untuk kegiatan bancassurance sales, center for excellence serta marketing dan distribution support.

Nina holds Bachelor of Economics degree and also Master of Management from Gajah Mada University. She has over 27 years of experience in various countries in Asia, including Indonesia, Singapore and Hong Kong-China. Nina started her career at PT. Sekawan Mulia, Bank Bali, Ring Shine Textile Limited-Singapore, American International Assurance (AIA) as Agency Development Manager, PT Sun Life Financial Indonesia as Business Development Manager, then at Sunlife Financials-Hongkong as Project Manager. From 2008-2015, Nina was appointed as Regional Manager at AXA Asia Life Hong Kong, and then was assigned as Chief Agency Officer at AXA Financial Indonesia for 2 (two) years prior before joining Great Eastern Life Indonesia.

On 2 March 2018, Nina joined Great Eastern Life Indonesia and based on Deed Number 3 dated 30 May 2018, she was appointed as Director responsible for development of business strategy for bancassurance sales, centre for excellence, and marketing and distribution support.



PROFIL DEWAN KOMISARIS BOARD OF COMMISSIONERS PROFILE



Dari kiri Ke kanan : Tan Tiong Kheng, Wasinthon Pandapotan Sihombing, Khor Hock Seng, Lilies Handayani
From left to right : Tan Tiong Kheng, Wasinthon Pandapotan Sihombing, Khor Hock Seng, Lilies Handayani



KHOR HOCK SENG

President Komisaris
President Commissioner

Khor Hock Seng menyandang gelar Bachelor of Arts dari Macquarie University di Sydney, Australia serta memiliki Certificate in Actuarial Techniques dari Institute of Actuaries di London.

Khor Hock Seng memiliki pengalaman selama lebih dari 30 tahun di dunia asuransi. Khor Hock Seng memulai karirnya pada tahun 1982 di Malaysian American Assurance Co. Ltd dan memegang beberapa jabatan mulai dari Actuarial Assistant dan Assistant Manager of Actuarial and Group Insurance. Selanjutnya, Hock Seng mengembangkan karirnya di British American Life and General Insurance Bhd sampai dengan tahun 1988 dan pada tahun 1988 – 1997 bergabung dengan Hong Leong Assurance Bhd dengan posisi terakhir sebagai Senior Manager of Institutional and Direct Business Division. Kemudian, Khor Hock Seng pindah ke Manulife Insurance (M) Bhd dengan posisi terakhir sebagai President, CEO and Managing Director pada 1997 – 2005. Pada tahun 2006 - 2013, Khor Hock Seng bergabung di American International Assurance (AIA) Bhd and American International Assurance Co. Ltd dengan posisi terakhir sebagai CEO and Managing Director. Selanjutnya, sampai dengan tahun 2015, Khor Hock Seng bergabung dengan Aviva Asia Pte Ltd and Aviva Group sebagai CEO and Group Executive..

Melalui RUPS Tahunan Ke-20 Great Eastern Life Indonesia tertanggal 12 April 2016, Khor Hock Seng diangkat sebagai Presiden Komisaris Great Eastern Life Indonesia berdasarkan akta No.5 tanggal 26 April 2016. Selain sebagai Presiden Komisaris Great Eastern Life Indonesia, Khor Hock Seng saat ini juga menjabat sebagai Group CEO di Great Eastern Holdings Limited.

Khor Hock Seng holds Bachelor of Arts degree from Macquarie University in Sydney, Australia and obtained his Certificate in Actuarial Techniques from the Institute for Actuaries in London.

Khor Hock Seng has over than 30 years experience in insurance. He began his career in 1982 at Malaysian American Assurance Co. Ltd. and holds several strategic positions, Actuarial Assistant and Assistant Manager of Actuarial and Group Insurance. Furthermore, Khor Hock Seng developed his career at British American Life and General Insurance Bhd until 1988 and in 1988 - 1997 joined Hong Leong Assurance Bhd with his last position as Senior Manager of Institutional and Direct Business Division. Then, Khor Hock Seng moved to Manulife Insurance (M) Bhd with his last position as President, CEO and Managing Director in 1997 - 2005. In 2006 - 2013, Khor Hock Seng joined American International Assurance (AIA) Bhd and American International Assurance Co. Ltd with the last position as CEO and Managing Director. Furthermore, until 2015, Khor Hock Seng joined Aviva Asia Pte Ltd and Aviva Group as CEO and Group Executive..

Through the 20th Annual Shareholders Meeting of Great Eastern Life Indonesia dated 12 April 2016, Khor Hock Seng was appointed as President Commissioner of Great Eastern Life Indonesia based on deed No.5 dated 26 April 2016. Aside from being the President Commissioner of Great Eastern Life Indonesia, Khor Hock Seng is also currently serving as CEO Group at Great Eastern Holdings Limited.



PROFIL DEWAN KOMISARIS

BOARD OF COMMISSIONERS PROFILE



TAN TIONG KHENG

Komisaris
Commissioner

Tan Tiong Kheng memiliki pengalaman selama lebih dari 20 tahun di dunia asuransi sejak tahun 1995. Sebelum bergabung di Great Eastern Life Assurance Company Limited, Tan Tiong Kheng memulai karirnya di American International Assurance Co Ltd selama 12 tahun. Pada tahun 2018, Tan Tiong Kheng bergabung di Great Eastern Life Assurance company Limited sebagai Head of Customer Acquisition, dan later as Chief Distribution Officer, Managing Director Regional Agency, and Financial Advisors and Bancassurance. Selanjutnya menjalani karirnya sebagai Chief Distribution Officer, Managing Director Regional Agency and Financial Advisors dan Bancassurance. Sepanjang karirnya, Tan Tiong Kheng memegang beberapa peranan strategis dalam bidang Marketing, Sales dan Agency Training. Tan Tiong Kheng ditunjuk menjadi Komisaris Great Eastern Life Indonesia terhitung pada tanggal 1 Juli 2018 melalui akta No. 1 tanggal 13 Juli 2018.

Pada tahun 1997, Tan Tiong Kheng meraih Penghargaan Fellow Life Management Institute, yaitu program 10 tahun pengembangan profesi pada bidang pendidikan bisnis, spesifik pada industri asuransi dan jasa keuangan. Selain itu, sejak tahun 2002, Tan Tiong Kheng aktif sebagai anggota Marketing Institute of Singapore.

Tan Tiong Kheng has over than 20 years experience in insurance since 1995. Before joining Great Eastern Life Assurance Company Limited, Tan Tiong Kheng began his career at American International Assurance Co Ltd for 12 years. In 2018, Tan Tiong Kheng joined Great Eastern Life Assurance Company Limited as Head of Customer Acquisition, and later as Chief Distribution Officer, Managing Director Regional Agency, and Financial Advisors and Bancassurance. During his career, Tan Tiong Kheng has taken several strategic roles in Marketing as well as Sales and Agency Training. Tan Tiong Kheng was appointed as Commissioner of Great Eastern Life Indonesia on 1 July 2018 according to Deed Number 1 dated 13 July 2018.

In 1997, Tan Tiong Kheng received Fellow Life Management Institute Award, a 10-year professional development in business education, specifically in insurance industry and financial services. In addition, since 2002, Tan Tiong Kheng has been active as a member of Marketing Institute of Singapore.



WASINTHON PANDAPOTAN SIOMBING

Komisaris Independen
Independent Commissioner

Dengan lebih dari 30 tahun pengalaman di industri keuangan dan asuransi, Wasinthon diangkat sebagai Komisaris Independen Great Eastern Life efektif per tanggal 1 juni 2015 melalui akta No. 1 tanggal 1 Juni 2015, tidak lama setelah penunjukannya sebagai Komisaris Utama PT Asuransi Bumiputra Muda 1967 di bulan Desember 2014. Latar belakang pendidikan Wasinthon adalah Sarjana Ekonomi Universitas Indonesia dan Magister Management lulusan Universitas Krisnadwipayana di bidang Sumber Daya Manusia.

Wasinthon memulai karirnya di Direktorat Lembaga Keuangan, Departemen Keuangan tahun 1982 di bagian perizinan usaha perusahaan asuransi jiwa. Pada 1990, Wasinthon diangkat sebagai Kepala Seleksi yang bertugas mengkaji dan menyusun konsep peraturan bagi perusahaan asuransi jiwa dan dana pensiun, kemudian pada 1993, Wasinthon menjabat sebagai Kepala Sub Direktorat Dana Pensiun Pemberi Kerja yang bertugas memproses finalisasi pengesahan dana pensiun pemberi kerja, pada bagian Direktorat Dana Pensiun, Departemen Keuangan. Pada 1998, Wasinthon dipindahugaskan sebagai Kepala Sub-Direktorat Analisa Keuangan yang bertugas merencanakan dan menyelesaikan laporan keuangan dana pensiun. Selanjutnya, pada tahun 2002, Wasinthon diberi kepercayaan untuk melakukan perencanaan dan analisa laporan keuangan usaha perasuransian. Kemudian, Wasinthon menjabat sebagai Kepala Bagian Pemeriksaan Perasuransian, Biro Perasuransian, Departemen Keuangan pada 2006 sampai dengan 2007, sebelum akhirnya Wasinthon menjadi Komisaris Independen pada PT. ACE Jaya Proteksi.

With more than 30 years of experience in the financial and insurance industry, Wasinthon was appointed as Independent Commissioner of Great Eastern Life as at 1 June 2015 through Deed Number 1 date 1 June 2015, soon after he was being appointed as President Commissioner at PT Bumiputra Muda 1967 in December 2014. Wasinthon holds Bachelor of Economics degree from University of Indonesia and Master of Management degree from University of Krisnadwipayana majoring in Human Resources.

Wasinthon began his career in the Directorate of Financial Institutions, Ministry of Finance in 1982, which handle business licensing for life insurance companies. In 1990, Wasinthon was appointed as Head of Selection, who was in charge of reviewing and drafting regulatory concept for the life insurance companies and pension funds; and then in 1993, Wasinthon served as Head of the Sub-Directorate of Pension Fund for Employers, who was responsible for processing the finalisation of ratification of employer pension funds, at the Directorate for Pension Funds, Ministry of Finance. In 1998, Wasinthon was transferred as Head of Sub Directorate for Financial Analysis responsible for planning and finalising the pension funds' financial statements. Then, in 2002, Wasinthon was assigned to carry out planning and analysis of the insurance company's financial report. Later, Wasinthon served as Head of Insurance Investigation, Insurance Bureau, Ministry of Finance from year 2006 to 2007, before finally became an Independent Commissioner at PT. ACE Jaya Protection.



PROFIL DEWAN KOMISARIS BOARD OF COMMISSIONER PROFILE



LILIES HANDAYANI

Komisaris Independen
Independent Commissioner

Lilies Handayani memiliki gelar Magister Manajemen dari Universitas Gajah Mada. Lilies memulai karirnya di bidang perbankan pada tahun 1978 dengan bekerja di Bank BNI. Memulai karirnya dari Kredit Analis dan berbagai posisi hingga kemudian pada tahun 2004 Lilies menjabat sebagai General Manager, Corporate Secretary and Investor Relation Division di Bank BNI. Selanjutnya dari tahun 2004 sampai dengan tahun 2011, Lilies menjabat sebagai Presiden Direktur PT BNI Life Insurance. Pada tahun 2013 - 2014 Lilies merupakan Presiden Direktur dari PT Asuransi Jiwa Tugu Mandiri. Lilies kemudian bergabung dengan Great Eastern Life Indonesia sebagai Komisaris Independen sejak 1 Januari 2016 berdasarkan akta No.6 tanggal 21 Januari 2016.

Saat ini Lilies masih aktif mengikuti beberapa asosiasi seperti Indonesian Banker Association (IBI) dan Indonesian Chartered Financial Planning Board. Lilies memiliki izin di bidang pasar modal, yakni sebagai Manajer Investasi dan Broker/Dealer, serta pernah menjadi pembicara di Bank DKI dalam Credit Management Training Program mengenai Risk Management and Restructuring Credit.

Lilies Handayani holds Master of Management degree from University Gajah Mada. Lilies began her career in banking in 1978 for Bank BNI. Started her career as Credit Analyst and various positions until later in 2004 when Lilies served as General Manager, Corporate Secretary and Investor Relation at Bank BNI. Furthermore, from 2004 to 2011, Lilies served as President Director of PT BNI Life Insurance. In 2013-2014 Lilies was the President Director of PT Asuransi Jiwa Tugu Mandiri. Lilies then joined Great Eastern Life Indonesia as an Independent Commissioner since 1 January 2016, based on Deed Number 6, dated 21 January 2016.

Currently, Lilies is still active participating in several associations such as the Indonesian Banker Association (IBI) and Indonesian Chartered Financial Planning Board. Lilies has a license in capital market as Head of Investment and Broker/Dealer, and has been a speaker for Bank DKI in the field of Credit Management Training Program focusing on Risk Management and Restructuring Credit.



PROFIL DEWAN PENGAWAS SYARIAH SHARIA SUPERVISORY BOARD PROFILE



Dari kiri Ke kanan : Prof. Dr. Hj. Huzaemah T. Yanggo, Dr. Umar Alhaddad M.Ag
From left to right : Prof. Dr. Hj. Huzaemah T. Yanggo, Dr. Umar Alhaddad M.Ag



PROFILE DEWAN PENGAWAS SYARIAH

SHARIA SUPERVISORY BOARD PROFILE



PROF. DR. HJ. HUZAEMAH T. YANGGO

Ketua

Chairman



DR. UMAR ALHADDAD M.Ag

Anggota

Member

Prof. Dr. Hj. Huzaemah T. Yanggo adalah warga negara Indonesia dan berdomisili di Indonesia. Huzaemah mendapatkan gelar Sarjana Muda dari Fakultas Syariah, Universitas Islam Alkhairaat pada tahun 1975. Selanjutnya, Huzaemah melanjutkan pendidikannya dan mendapatkan gelar Master pada tahun 1981 dan gelar Doktor pada tahun 1984, kedua gelarnya dari Universitas Al-Azhar, Kairo, Mesir.

Huzaemah memulai karirnya di bidang perasuransian pada tahun 2000 dengan jabatan Ketua Dewan Pengawas Syariah di Great Eastern Life Indonesia (dahulu bernama PT Asuransi Jiwa Asih Great Eastern). Pada tanggal Desember 2000 sesuai dengan Surat Dewan Syariah Nasional – Majelis Ulama Indonesia No. U-425/DSN-MUI/IX/00 tertanggal 25 September 2000 dan Keputusan Rapat Dewan Direksi Great Eastern Life Indonesia (dahulu bernama PT Asuransi Jiwa Asih Great Eastern), Huzaemah efektif menjadi Ketua Dewan Pengawas Syariah di Great Eastern Life Indonesia.

Penegasan dan pengangkatan kembali Huzaemah sebagai Ketua Dewan Pengawas Syariah di Great Eastern Life Indonesia telah beberapa kali dilakukan, terakhir kali melalui Akta No. 3 tanggal 23 April 2018 yang dibuat dihadapan Wikan Praharani, S.H., Notaris di Bogor dengan masa jabatan sampai dengan penutupan RUPS yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.

Selama menjabat sebagai Ketua Dewan Pengawas Syariah di Great Eastern Life Indonesia, di tahun 2004 Huzaemah juga merupakan anggota Dewan Pengawas Syariah pada Bank Niaga Syariah dan pada tahun 2008 menjadi Ketua Dewan Pengawas Syariah di Asuransi Syariah Jasa Raharja Putra. Pada saat ini Huzaemah juga menjabat sebagai Ketua Dewan Pengawas Syariah pada PT AXA Mandiri Financial Services dan menjadi Anggota Dewan Pengawas Syariah pada Bank Victoria Syariah.

Prof. Dr. Hj. Huzaemah T. Yanggo is an Indonesian citizen and domiciled in Indonesia. Huzaemah holds Bachelor's degree from the Faculty of Sharia, Universitas Islam Alkhairaat in 1975. Then, Huzaemah continued her studies and obtained a Master's degree in 1981 and a Doctorate degree in 1984, both from Al-Azhar University in Cairo, Egypt.

Huzaemah began her career in insurance industry in 2000 as Chairman of the Sharia Supervisory Board of Great Eastern Life (formerly PT Asuransi Jiwa Asih Great Eastern). On December 2000 in accordance with the Letter of the National Council Islamic Sharia – Indonesia Ulema Council No. U-425/DSN-MUI/IX/00 dated 25 September 2000 and by the decision of the Board of Directors of Great Eastern Life Indonesia (formerly known as PT Asuransi Jiwa Asih Great Eastern), Huzaemah was formally appointed as Chairman of the Sharia Supervisory Board at Great Eastern Life Indonesia.

Affirmation and reappointment of Huzaemah as Chairman of the Sharia Supervisory Board at Great Eastern Life Indonesia has been carried out several times, most recent was through Deed Number 3, 23 April 2018, preceded by Wikan Praharani, S.H., a notary in Bogor with term of office until the closure of General Meeting of Shareholders, which will be held no later than 17 April 2019.

During her tenure as Chairman of Sharia Supervisory Board of Great Eastern Life Indonesia, in 2004, Huzaemah was also a member of the Sharia Supervisory Board of Bank Niaga Syariah and in 2008 became Chairman of the Sharia Supervisory Board of Asuransi Syariah Jasa Raharja Putra. At the moment, Huzaemah also serves as Chairman of Sharia Supervisory Board at PT AXA Mandiri Financial Services and a member of Sharia Supervisory Board at Bank Syariah Victoria.

Dr. Umar Alhaddad, M.Ag adalah Warga Negara Indonesia dan berdomisili di Indonesia, menyandang gelar Doktor dari UIN Syarif Hidayatullah Jakarta pada program studi Pengkajian Islam dan Islamic Studies.

Umar Alhaddad bergabung dengan Great Eastern Life Indonesia efektif pada tanggal 1 Juli 2018 dan menjabat sebagai Anggota Dewan Pengawas Syariah berdasarkan rekomendasi Dewan Syariah Nasional – Majelis Ulama Indonesia melalui Surat No. U-111/DSN-MUI/II/2018 tertanggal 6 Februari 2018.

Pengangkatan Umar sebagai Anggota Dewan Pengawas Syariah Great Eastern Life Indonesia dilakukan melalui Keputusan Sirkuler Pemegang Saham sebagai Pengganti Rapat Umum Pemegang Saham Luar Biasa Great Eastern Life Indonesia yang telah dituangkan dalam Akta No. 1 tanggal 13 Juli 2018 yang dibuat dihadapan Wikan Praharani, S.H., Notaris di Bogor, dengan masa jabatan sampai dengan penutupan RUPS yang akan diselenggarakan selambat-lambatnya tanggal 17 April 2019.

Saat ini Umar merangkap sebagai Dosen Hukum dan Syariah di Universitas Islam Negeri dan Konsultan pada PT. Merak Multimedia serta sebagai Direktur Quran Learning Center. Pada tahun 2017, Umar menjalani pelatihan yang membantunya untuk fokus pada bidang Syariah, yaitu pada Pendidikan dan Pelatihan Dewan Pengawas Lembaga Keuangan Syariah dan mengikuti Konferensi Internasional Majelis Umat Islam. Umar juga fasih lisan dan tulisan dalam Bahasa Arab.

Dr. Umar Alhaddad, M.Ag is an Indonesian citizen and domiciled in Indonesia. He holds Doctorate degree from UIN Syarif Hidayatullah Jakarta majoring in the Study of Islamic Studies and Islamic Studies.

Umar Alhaddad joined Great Eastern Life Indonesia on 1 July 2018 and served as a member of the Sharia Supervisory Board, based on the recommendations of the National Sharia Council - Indonesian Ulema Council by the Letter No.U-111/DSN-MUI/II/2018 dated 6 February 2018.

The appointment of Umar as member of Great Eastern Life Indonesia Sharia Supervisory Board is carried out through Decision of Circular Shareholders as Substitutes of the Extraordinary General Meeting of Shareholders of Great Eastern Life Indonesia, stated in the Deed Number 1, dated 13 July 2018, which was made in front of Wikan Praharani, S.H., a notary in Bogor, with a term of office until the closure of General Meeting of Shareholders, which will be held no later than 17 April 2019.

Currently, Umar also serves as a lecturer in Law and Sharia major in Islamic State University and consultant at PT Merak Multimedia as well as Director of Quran Learning Center. In 2017, he attended training to support him focus on Sharia sector, namely Education and Training Sharia Financial Institution Supervisory and following the International Conference of the Islamic Assembly. Umar is also fluent in oral and written Arabic.



PENGHARGAAN ACCOLADES/AWARDS

The Best Unit Link 2018



Pada 22 Februari 2018, Great Eastern Life Indonesia memenangkan penghargaan dari majalah Investor dan InfoVesta sebagai **The Best Unit Link 2018** untuk GreatLink Equity Fund.

On 22 February 2018, Great Eastern Life Indonesia received an award from Investor Magazine and InfoVesta as **The Best Unit Link 2018** for GreatLink Equity Fund.

Indonesia Corporate Social Responsibility Award 2018



Pada 23 Februari 2018, Great Eastern Life Indonesia memenangkan penghargaan dengan peringkat **GOLD (Excellent)** Untuk **Indonesia Corporate Social Responsibility Award 2018** yang diselenggarakan oleh Economic Review.

On 23 February 2018, Great Eastern Life Indonesia was rewarded **GOLD (Excellent)** rating for **Indonesia Corporate Social Responsibility Award 2018**, organised by the Economic Review.

Indonesia Corporate Secretary & Corp. Communication Award 2018 and Indonesia Information Technology Award 2018



Pada 13 April 2018, Great Eastern Life Indonesia memenangkan dua penghargaan dengan peringkat **GOLD (Excellent)** untuk **Indonesia Sales & Marketing Award 2018** and **Indonesia Legal Award 2018** yang diselenggarakan oleh Economic Review.

On 13 April 2018, Great Eastern Life Indonesia received two awards, both were **GOLD Ratings (Excellent)** in **Indonesia Sales & Marketing Awards 2018** and **Indonesia Legal Award 2018**, organised by Economic Review.

Pada 2 Maret 2018, Great Eastern Life Indonesia memenangkan dua penghargaan dengan peringkat **PLATINUM (Very Excellent)** untuk **Indonesia Corporate Secretary & Corp. Communication Award 2018** and **Indonesia Information Technology Award 2018** yang diselenggarakan oleh Economic Review.

On 2 March 2018, Great Eastern Life Indonesia won **PLATINUM (Very Excellent)** rating for **Indonesia Corporate Secretary & Corp. Communication Award 2018** and **Indonesia Information Technology Award 2018**, organised by Economic Review.

Indonesia Sales & Marketing Award 2018 and Indonesia Legal Award 2018



Pada 30 Mei 2018, Great Eastern Life Indonesia memenangkan penghargaan dengan peringkat **GOLD (Excellent)** dalam **Indonesian Human Capital Award 2018** yang diselenggarakan oleh Economic Review dan IPMI Business School.

On 30 May 2018, Great Eastern Life Indonesia was rewarded **GOLD Rating (Excellent)** in **Indonesian Human Capital Award 2018** organised by the Economic Review and IPMI Business School.

Indonesia Enterprise Risk Management Award 2018



Great Eastern Life Indonesia menerima penghargaan dengan peringkat **GOLD (Excellent)** dalam **Indonesia Enterprise Risk Management Award 2018** yang diselenggarakan oleh Economic Review dan IPMI Business School.

Great Eastern Life Indonesia was rewarded **GOLD Rating (Excellent)** in **Indonesia Enterprise Risk Management Award 2018**, organised by the Economic Review and IPMI Business School.

Indonesia Insurance Consumer Choice Award 2018



Pada 27 September 2018, Great Eastern Life Indonesia menerima penghargaan sebagai Top 5 Perusahaan dengan Kinerja Keuangan Terbaik untuk perusahaan dengan aset Rp 1 - 5 Triliun dari **Indonesia Insurance Consumer Choice Award 2018** yang diselenggarakan oleh Warta Ekonomi.

On 27 September 2018, Great Eastern Life Indonesia was rewarded as **Top 5 Company with Best Financial Performance for company with Asset IDR 1 - 5 Trillion** from **Indonesia Insurance Consumer Choice Award 2018**, organised by Warta Ekonomi.

Indonesia Insurance Award 2018



Pada 19 Oktober 2018, Great Eastern Life Indonesia menerima Peringkat ke-2 sebagai **Best Life Insurance Indonesia** untuk Perusahaan Swasta dengan Kategori Aset Rp 1 - 5 Triliun dari **Indonesia Insurance Award 2018** yang diselenggarakan oleh Economic Review. Penghargaan ini didasarkan pada 8 kategori sebagai penilaian dalam Manajemen Risiko, Tata Kelola Perusahaan yang Baik, Sumber Daya Manusia, Teknologi & Informasi, Sekretaris Perusahaan dan Komunikasi Perusahaan, Keuangan, Pemasaran dan Tanggung Jawab Sosial Perusahaan.

On 19 October 2018, Great Eastern Life Indonesia received 2nd rank as the **Best Life Insurance Indonesia** for Private Company with category Asset IDR 1 - 5 Trillion from the **Indonesia Insurance Award 2018** organised by Economic Review. This Award was nominated based on 8 categories that assessed including Risk Management, Good Corporate Governance, Human Resources, Technology & Information, Corporate Secretary and Corporate Communications, Finance, Marketing, and Corporate Social Responsibility.

Indonesia-Turkey Global Summit Award 2018



Pada 24 November 2018. Presiden Direktur Great Eastern Life Indonesia, Clement Lien Cheong Kiat menerima penghargaan sebagai **Perusahaan Global Terbaik di Asia & Turki** untuk kategori **Private Foreign Companies for Life Insurance**.



Great Eastern Life Indonesia as the **Best Company Category Private Foreign Company (Life Insurance)**



Clement Lien as the Best Global Leaders in Asia & Turkey 2018

Turki untuk kategori Pemimpin Perusahaan dengan Strategi Hubungan Yang Sangat Baik dengan Pelanggan pada **Indonesia-Turkey Global Summit Award 2018**. Pada kesempatan yang sama, Great Eastern Life Indonesia juga menerima penghargaan sebagai Perusahaan Terbaik dalam kategori Perusahaan Asing Swasta untuk Asuransi Jiwa. Acara ini diselenggarakan oleh Economic Review bekerja sama dengan Indonesia-Asia Institute dan DEIK - Foreign Economic Relations Award, Turki.

On 24 November 2018, President Director of Great Eastern Life Indonesia, Clement Lien Cheong Kiat received award as the **Best Global Leaders in Asia & Turkey for Excellent Customer Relationship Strategy in Indonesia-Turkey Summit Global Awards 2018**. At the same occasion, Great Eastern Life Indonesia also received **The Best Company in the category of Private Foreign Companies for Life Insurance**. This event was organised by Economic Review working with Indonesia-Asia Institute and DEIK-Foreign Economic Relations Award, Turkey.

LAPORAN TANGGUNG JAWAB SOSIAL PERUSAHAAN

CORPORATE SOCIAL RESPONSIBILITY (CSR) REPORT



Sejalan dengan komitmen Great Eastern Life Indonesia untuk menjalankan misinya yaitu membuat hidup masyarakat lebih baik dengan menyediakan keamanan finansial, mempromosikan kesehatan yang baik dan hubungan yang lebih bermakna, Great Eastern Life Indonesia melakukan kegiatan Tanggung Jawab Sosial yaitu:

- 1. 8 Januari 2018,** Great Eastern Life Indonesia memulai awal tahun dengan berbagi keceriaan dan sukacita bersama anak-anak penyandang cacat dari Yayasan Pembinaan Anak Cacat (YPAC) Jakarta. Tema yang diusung pada acara ini adalah : "Berbagi Sukacita dalam Menyambut Tahun Baru." Pada acara ini Great Eastern Life Indonesia memberikan makanan sehat dan serta alat-alat tulis dan alat mewarnai serta botol minuman.
- 2. 5 Agustus 2018,** terjadi gempa di Pulau Lombok. Dengan terjadinya musibah bencana alam di daerah tersebut salah satu Financial Advisor (FA) Great Eastern Life Indonesia terkena dampak dari musibah tersebut. Great Eastern Life Indonesia memberikan dana santunan kepada Financial Advisor (FA) tersebut.
- 3. 28 September 2018,** terjadi gempa dan tsunami di kota Palu, Sulawesi Tengah. Salah satu Financial Advisor (FA) Great Eastern Life Indonesia terkena dampak dari gempa dan tsunami tersebut. Oleh karena itu Great Eastern Life Indonesia memberikan dana santunan kepada Financial Advisor (FA) tersebut.
- 4. 23 November 2018,** Great Eastern Life Indonesia bersama dengan Bank OCBC NISP memberikan dukungan peningkatan kualitas hidup untuk masyarakat Karawang dengan memberikan bantuan fasilitas penerangan berupa paket LIMAR (Listrik Mandiri Rakyat) kepada masing-masing kepala keluarga yang terdiri dari komponen

elektronik dan lampu ramah lingkungan kepada lebih dari 100 rumah serta perbaikan sekolah di wilayah Dusun Cilele yang terletak di Desa Wanajaya, Kab. Karawang, Jawa Barat yang sampai saat ini masih belum memiliki fasilitas listrik.

Selain itu Great Eastern Life Indonesia terus mendukung upaya pemerintah dalam meningkatkan literasi keuangan di Indonesia dengan memberikan literasi keuangan kepada perusahaan pemula dan perusahaan non keuangan. Kami percaya bahwa hal ini tidak hanya akan memperkuat kehidupan individu tetapi juga berkontribusi terhadap pertumbuhan ekonomi yang sehat di masyarakat.

Great Eastern Life Indonesia bekerjasama dengan perencana keuangan bersertifikasi CFP® dan CFEI®, dari PT. Mitra Rencana Edukasi (MRE), yaitu perusahaan jasa konsultasi keuangan dan edukasi perencanaan keuangan karyawan untuk perusahaan. Kegiatan Literasi Keuangan ini dilakukan di bulan November 2018.

Untuk kegiatan ini, perusahaan mengunjungi perusahaan pemula dan non keuangan sebagai berikut:

1. Zalora
2. Klik Dokter

Kegiatan ini menghadirkan Mike Rini Sutikno merupakan perwakilan dari PT MRE di mana beliau memberikan seminar pengelolaan keuangan dan pemeriksaan kesehatan keuangan. Sebelum dilakukan pemeriksaan kesehatan keuangan, peserta melakukan pre-test untuk mengetahui kemampuan awal untuk mengelola keuangan dari karyawan perusahaan tersebut. Kegiatan yang dihadiri oleh total 50 orang dari dua perusahaan tersebut memberikan respon baik dan diharapkan program tersebut dilanjutkan di tahun depan.



LAPORAN TANGGUNG JAWAB SOSIAL PERUSAHAAN

CORPORATE SOCIAL RESPONSIBILITY REPORT



In line with the commitment of Great Eastern Life Indonesia in accomplishing its mission, to make a better life by providing financial security, promoting good health and meaningful relationship, Great Eastern Life Indonesia CSR activities being undertaken in 2018 consisted of:

- 1. 8 January 2018**, Great Eastern Life Indonesia started the beginning of the year by sharing fun and joy together with disabled children from Yayasan Pembinaan Anak Cacat (YPAC) Jakarta. The theme for this event is: "Sharing the Joy in Welcoming The New Year." At this event, Great Eastern Life Indonesia provide healthy food as well as stationery, coloring pencils and drink bottle.
- 2. 5 August 2018**, an earthquake occurred in Lombok. With the emergence of disasters in the area, one of Great Eastern Life Indonesia's Financial Advisor (FA) was affected. Great Eastern Life Indonesia provided fund to help the Financial Advisor (FA).
- 3. 28 September 2018**, Earthquake and Tsunami hit Palu, Central Sulawesi. One of the Great Eastern Life Indonesia Financial Advisor (FA) was affected. Therefore, Great Eastern Life Indonesia provided fund to help the Financial Advisor (FA).
- 4. 23 November 2018**, Great Eastern Life Indonesia together with OCBC NISP Bank gave support to improve quality of life for Karawang society by providing support in form of LIMAR (Public self-Electricity) lighting facilities distributed to each family, which consisted of electronic components and environmentally friendly lamps to more than 100 houses. The Company also improved the local schools

in Cilele Village, located in the village of Wanajaya, in Karawang district, West Java, which until today, remained to live without electricity.

In addition, Great Eastern Life Indonesia continued its support for the Government to increase financial literacy in Indonesia by providing financial literacy for start-up and non-financial company. We believe that this will not only enrich the life of the individual but also contribute to a healthy economic growth in community.

Great Eastern Life Indonesia collaborated with Certified Financial Planner CFP® and Certified Financial Education Instructor CFEI®, from PT Mitra Rencana Edukasi (MRE), a financial consulting services company and employee financial planning education for companies. The Financial Literacy activity was carried out in November 2018. For this activity, the Company visited some start-up and non-financial companies, as follows:

1. Zalora
2. Klik Dokter

This activity was led by Mike Rini Sutikno, a representative from PT MRE. Through a seminar-format session, her topics covered financial management and financial check-up. Prior to the financial check-up session, the participants should do a pre-test to find out their capacity to manage the financial aspect. This event was attended by total 50 participants from both companies, which showed positive response, hence we hope to continue the program next year.

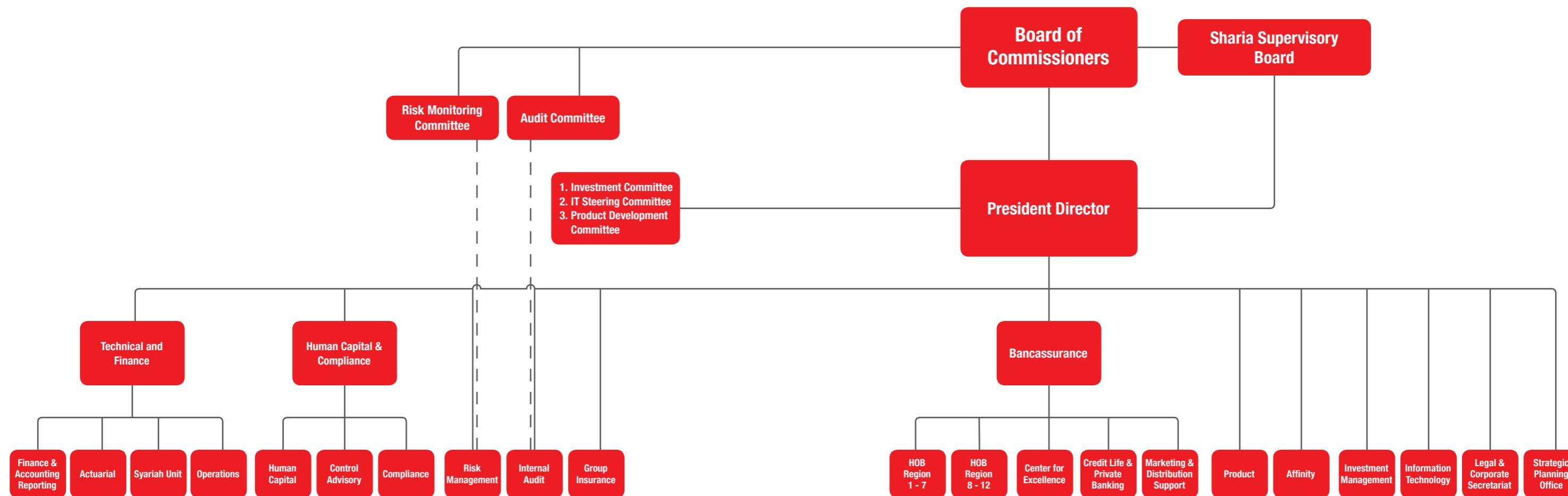


STRUKTUR ORGANISASI

ORGANISATIONAL STRUCTURE

Struktur Organisasi PT Great Eastern Life Indonesia

Organisational Structure PT Great Eastern Life Indonesia



Note :

HOB: Head Of Bancassurance



DATA PERUSAHAAN CORPORATE INFORMATION



GREAT EASTERN LIFE INDONESIA

Kantor Pusat
Menara Karya, Lantai 5
Jl. H.R. Rasuna Said Blok X-5 Kav. 1-2
Jakarta Selatan 12950, Indonesia
Tel: 021 2554 3888
Fax: 021 5794 4717
greateasternlife.com

CUSTOMER CONTACT CENTER

Tel: 021 2554 3800 (Senin – Jumat, 09:00 – 18:00 WIB)
Fax: 021 5794 4719
E-mail: wecare-ID@greateasternlife.com
SMS: 0812 129 3800 Ketik *INFO

MEDIA SOSIAL

- www.greateasternlife.com/id
- Twitter / GreatEastern_ID
- Facebook.com / GreatEasternLifeID

GREAT EASTERN LIFE INDONESIA

Headquarters
Menara Karya, 5th Floor
Jl. H.R. Rasuna Said Blok X-5 Kav. 1-2
Jakarta Selatan 12950, Indonesia
Tel: 021 2554 3888
Fax: 021 5794 4717
greateasternlife.com

CUSTOMER CONTACT CENTRE

Phone : 021 2554 3800 (Monday – Friday,
09:00 – 18:00 Western Indonesian Time/WIB)
Fax : 021 5794 4719
E-mail : wecare-ID@greateasternlife.com
Text : 0812 129 3800 Type *INFO

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