



Singlife

2025 ANNUAL REPORT

Five years ago, we set out with a bold belief: that insurance in the Philippines could be better—simpler, smarter, and built for the digital age.

Singlife Philippines' fifth anniversary in 2025 marks that milestone: five years of challenging conventions, embracing technology, and building a digital-first life insurer from the ground up. What excites me most, however, isn't where we've been; it's where we're headed.

Insurance penetration in the Philippines remains low, at only ~1.8%. Millions of Filipinos still face protection gaps, leaving families exposed to life's uncertainties. For us, this is both a challenge and an opportunity. It reminds us why our mission matters:



*Financial protection must be **simple, accessible, and relevant** for every Filipino, not just a few.*

I am proud to share that, over the past year, Singlife Philippines delivered meaningful growth.

New business grew over 20%; net customer growth also increased by over 20% with even more lives now being protected by Singlife.

Health insurance continued to lead uptake, reflecting growing awareness around rising healthcare costs.

At the same time, higher-value protection and investment-linked solutions gained traction, as more Filipinos turn to digital channels not just for convenience, but for securing their long-term financial goals.

Innovation and collaboration drove our progress in 2025. We formed strategic partnerships with Maya, HelloMoney by AUB, Share Treats, 2GO, and RUNRIO, bringing financial protection closer to where people live, work, and transact.

Our improved digital platform, the Singlife Plan & Protect App, made it easier for customers to achieve financial independence. Our continued longstanding partnership with GCash further strengthened our reach and impact.

We introduced new products, enhanced transfer capabilities, and expanded payment options through our payment gateway, allowing customers to make credit and debit card payments via their Singlife Account and use QR Ph, the national QR payment system.

With this, the app evolved from a mere tool into a financial companion for Filipinos navigating life's uncertainties.

Product innovation remained at the heart of our approach. This year, we launched three new products.

Each new product is designed around real-life needs, reinforcing our commitment to making insurance meaningful and empowering.



Protect from
**Income Loss
(Accidents)**

Offering practical support for everyday challenges



Protect from
Funeral Costs

Offering lump-sum payout to cover the cost of funeral expenses or unforeseen expenses that arise after such events



Singlife
NextGen

Providing flexible, long-term protection and investment options.



While five years is a milestone worth celebrating, it is also a reminder of how much more work remains.

The Philippines still has one of the lowest insurance penetration rates in the region. Millions of families remain underserved.

Lester Cruz

Chief Executive Officer,
Singlife Philippines

This is why our vision for the next five years is bold: to scale our reach, deepen our impact, and continue redefining what insurance can be: simple, transparent, and empowering for every Filipino.

The first five years built the foundation. The journey from here is where we truly make our mark.

Together with our partners, our people, and our customers, we are not just growing a business; we are shaping a future where financial security is within reach for all.

Singlife Philippines is just getting started.

In 2025, Singlife Philippines marked its fifth year of operations, a milestone that speaks not only to longevity, but to momentum. **In just half a decade, the company has evolved from a bold entrant challenging convention into a disciplined and growing institution helping reshape financial protection in the Philippines.**

What began as an ambition to simplify insurance through technology has matured into a business defined by execution, resilience, and purpose. The results in 2025 reflect this evolution. Singlife Philippines strengthened its capital position, expanded its customer reach, and advanced its digital and product capabilities with clarity and focus.

Key milestones during the year included ~20% growth in net new customers as well as strong double-digit growth in sales while also expanding our product and distribution capabilities.

These achievements demonstrate a company that is not only growing but doing so with discipline and signal a steady stride forward to our ambition to be a leading insurer in the country. Importantly, this progress has been underpinned by strong governance and prudent risk management.

Innovation without discipline is unsustainable; growth without trust is fragile. The Board remains steadfast in ensuring that ambition is matched by accountability, and that expansion is supported by financial strength and sound risk discipline.

As part of the Singlife & Sumitomo Life Group, Singlife Philippines benefits from a robust financial foundation, global expertise, and a philosophy grounded in enduring value creation for its Policyholders. This enhances the company's ability to invest with confidence in technology, in people, and in the future of financial inclusion aligned to the ambitions of Singlife & Sumitomo Life in the region.

The opportunity before us remains significant. Millions of Filipinos continue to face protection gaps. Expectations around accessibility and digital experience continue to rise. Against this backdrop, Singlife Philippines is well-positioned to scale its impact responsibly and sustainably.

Five years ago, the company set out to prove that insurance could be simpler, more transparent, and more empowering. Today, it stands as evidence that transformation, when anchored in purpose and discipline, is not only possible, but sustainable.

On behalf of the Board, I extend my sincere appreciation to management, employees, partners, regulators, and customers. Their trust and commitment have built a company ready not just for its next chapter, but for long-term relevance and leadership.

The first five years built the foundation. The next five will define the legacy.



Richard Vargo
Chairman of the Board,
Singlife Philippines



Singlife Philippines is the country's leading digital life insurer, providing accessible protection solutions through its mobile app and a growing ecosystem of trusted partners. With a mission to deliver frictionless insurance for all, Singlife enables Filipinos to secure affordable coverage in minutes—anytime, anywhere.

ABOUT SINGLIFE

Who We Are

As a digital start-up operating within the traditional insurance industry, Singlife Philippines delivers a modern approach to financial planning. By leveraging technology, we provide data-driven insights, intuitive guidance, and seamless fulfillment—empowering customers to save, plan, and protect their financial future directly from their mobile devices.

Our suite of solutions is designed to ensure funds are available when most needed—whether for emergencies, loss of income, high medical expenses, or to fund future goals like education, retirement, or any meaningful life milestone.

Licensed by the Philippine Insurance Commission in February 2020, we entered the market in May of the same year through a strategic

partnership with GCash, the country's leading e-wallet. In 2023, we launched the Singlife Plan & Protect App, a direct-to-customer platform that offers a fully digital and integrated experience, supporting Filipinos in managing their finances with greater control and confidence.

ABOUT SINGLIFE

Our History

2019
Founding Year

2020
Received Insurance
License from IC

February - Received
Insurance License from IC

May - Signed Distribution
Agreement with GCash

August - Sale of Dengue &
Covid Product on GCash

2021
January - Launch of
Cash for Income Loss
December - Launch of
Cash for Medical Costs

2022
February - Revamped Cash
for Income Loss (Accidents
Only)
July - Launch of 3-in-1
Protection Plan
September - Launch of Cash
for Goals (Education)

2023
March - Launch of Ready, Set, Grow
May - Launch of Cash for Goals
February - Launch of Singlife Plan &
Protect App
October - Launch of 100-in-1
Medical Plan
December - Launch of new
partnership with Globe Telecom

2024
February - Launch of Cash
for Funeral Costs
March - Partnership with
UNO Digital Bank
December - Launch of
Income Multiplier

2025
January - Launch of Singlife on
the Maya app
May - Launch of Protect from
Funeral Costs
July - Launch of Protect from
Income Loss (Accidents)
October - Launch of
Singlife NextGen; partnership
with Asia United Bank via
HelloMoney app

ABOUT SINGLIFE

Our *Investors*



Singapore Life Holdings Pte. Ltd. is the parent company of Singlife Philippines, widely recognized for its deep expertise in combining insurance and technology.

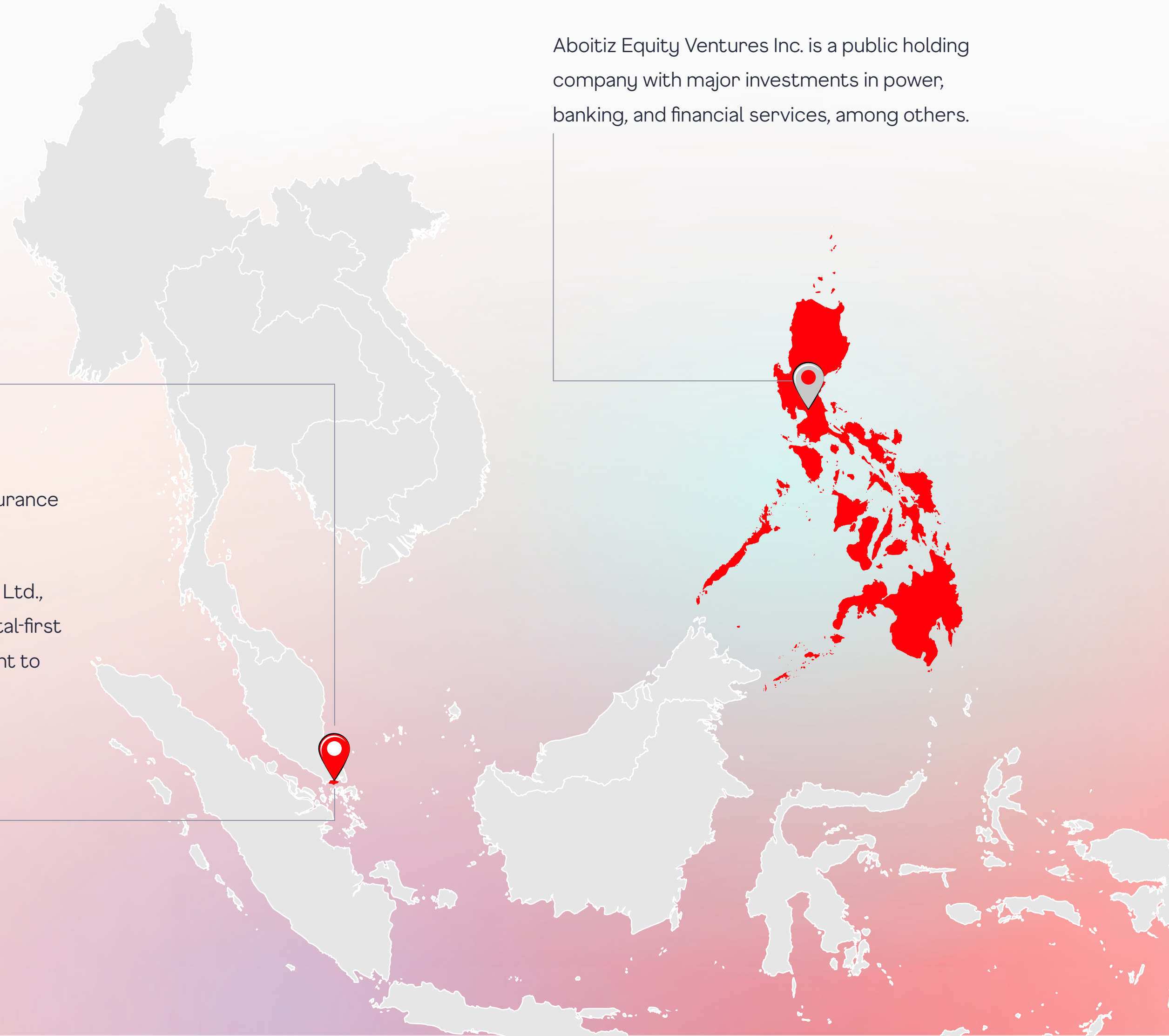
Singlife Philippines is now fully owned by Singapore Life Holdings Pte. Ltd., strengthening group alignment and accelerating execution of its digital-first strategy—while underscoring Singlife Holdings long-term commitment to the Philippine market.



Di-Firm is a private holding company made up of top executives across industries including finance, telecommunications, and IT.



Aboitiz Equity Ventures Inc. is a public holding company with major investments in power, banking, and financial services, among others.



Our *Platforms*

Singlife Philippines understands that *customers look for insurance solutions that fit their needs, their budget, and are always on hand.* For that reason, the company has invested heavily in technology to make insurance simple, digital, and accessible to millions.



Purchase life insurance and investment products **in as fast as 5 minutes**



All you need **is your mobile device**



Experience digital end-to-end journey, from purchase to claims



Feel the convenience of integration with platforms customers already use



Singlife Insurance Microsite (SIM)

Singlife partners with existing digital networks like GCash, UNO Digital Bank, AUB, and Maya so that its customer base gets access to a full suite of protection products, manage their policies, and even file claims without having to leave the platform.



Singlife Plan & Protect App



The Philippines' all-in-one digital insurance solution, giving Filipinos a better way to financial independence, allowing you to buy, manage, and access your policies entirely through the app at your own pace and time.

Singlife Philippines combines cutting-edge technology with a deeply human touch. The Singlife Plan & Protect App delivers everything needed to take control of finances, from growing wealth to ensuring comprehensive life insurance coverage and having money when it matters most.

A better way to financial independence

Growing your financial foundation starts with the Singlife Account, where your money works as hard as you do, earning rewards of up to 15% p.a. net interest* while you plan for you and your loved ones' futures.

New users receive a welcome gift in the form of Singlife Credits to jumpstart your financial protection journey, and you can add funds seamlessly through credit cards, debit cards, and QR Ph with no extra fees.

Protecting what matters most becomes effortless with comprehensive coverage spanning medical, life, investment, and funeral protection—all tailored to you and your family's unique needs and budget.

Choose monthly or annual payments that fit your financial rhythm and let our built-in financial needs analysis tool guide you toward the right coverage for life's precious moments. Plus, every policy comes with a 15-day money-back guarantee, giving you complete peace of mind with your policy.

**Terms and conditions apply.*

A FULL SUITE OF NO-FUSS PROTECTION:

Our *Products*

Life is full of dreams, milestones, and unexpected turns. Singlife understands that financial security is a cornerstone for achieving them all.

That's why we offer a range of innovative insurance and investment solutions, **designed to empower you at every stage of your journey.**



Investment-linked Products



Protect Your Goals

This investment-linked insurance plan helps customers grow their money faster with higher potential returns. It combines the benefits of investment growth with the security of protection. Customers enjoy full flexibility to adjust or withdraw funds at any time, with no lock-in period or penalties.

Protect Your Goals (Education)

Designed to help parents build their child's college fund, this plan starts at just PHP 1,000 per month. It grows savings while also providing protection, ensuring that the child's education remains on track, even in the face of unexpected challenges.

Ready, Set, Grow!

Start small with a one-time payment of just PHP 5,000. This beginner-friendly investment-linked plan combines life insurance protection with potential investment growth and lets customers choose their coverage for their needs and budget.

Income Multiplier

Invest, get insured, and enjoy monthly cash payouts. This investment-linked insurance plan offers early access to investment growth through target monthly payouts equivalent to 5% yearly. With the Singlife Super Boost program, returns could grow up to 15% p.a. net* interest in the Singlife Account.

Medical Products



Protect from Medical Costs

This plan provides up to PHP 5 million coverage for hospital confinement, diagnosis, and surgery related to critical conditions. Starting at just PHP 126 per month, the plan can be extended to family members.

100-in-1 Medical Plan

With coverage for over 100 critical illnesses and additional protection for accident-related disability or death, this plan offers up to PHP 500,000 in medical expenses coverage—all starting at only PHP 70 per month.

3-in-1 Protection Plan

This plan provides coverage for unexpected hospitalization due to accidents, dengue, or COVID-19. It offers up to PHP 250,000 in cash benefits for as low as PHP 79 per month.

Life Insurance Products



Protect from **Income Loss**

This product ensures that loved ones are supported even if life takes an unexpected turn. For as low as PHP 128 per month, this plan provides up to 10 years of monthly cash benefits in the event of disability or death, helping families cover daily expenses.

Protect from **Income Loss (Accidents Only)**

This plan offers coverage for accident-related disability or death, providing up to 7 years of monthly cash benefits. For only PHP 84 per month, it covers a wide range of causes and conditions not typically included in other insurance plans, ensuring broader protection when needed most.

Protect from **Emergency**

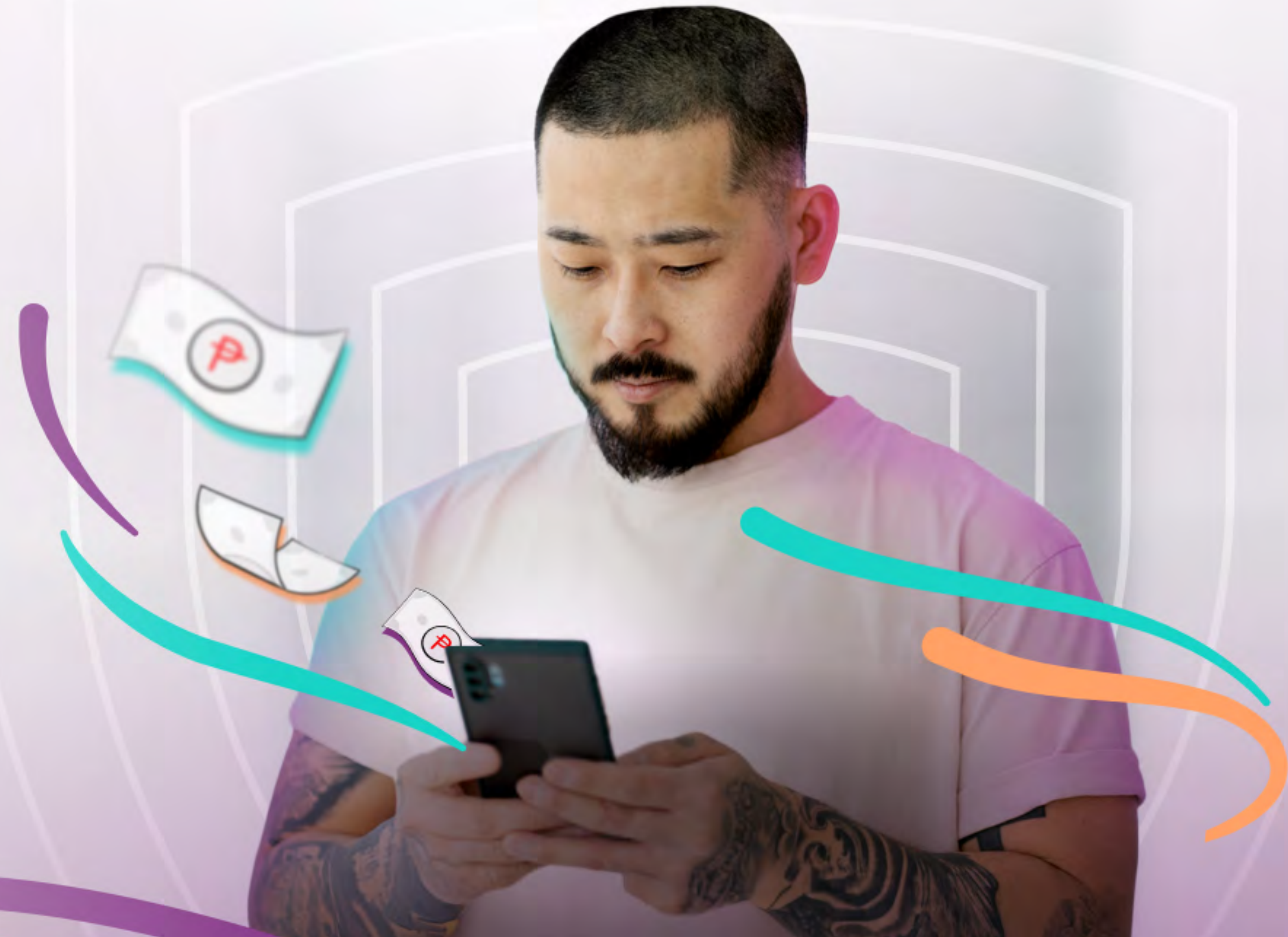
Secure life and disability coverage starting at PHP 50,000 and up to PHP 500,000. For just PHP 73 per month, users can protect themselves from unforeseen circumstances.

Singlife NextGen ^(NEW)

This whole life plan offers up to PHP 6,000,000 in life insurance coverage. Designed for lasting protection of the next generation, it pays a lump-sum cash benefit to your beneficiaries in the event of death, helping preserve your family's legacy and fund children's education and future goals.

*Terms and conditions apply.

Funeral Product



Protect from Funeral Costs

This plan offers a guaranteed cash benefit of up to PHP 500,000, paid directly to loved ones, allowing them to honor the customer's final wishes with peace of mind during a challenging time.

Corporate *Social* *Responsibility*

In September 2025, Singlife Philippines hosted a **Community Day in partnership with the Taguig Lingap Center (TLC) in Barangay Palingon**, a center which provides safety and support for rescued

children through house parents and social workers until they transition to foster or permanent families.

Held at the Senator Renato “Compañero” Cayetano Memorial Science and Technology High School in Taguig and attended by Taguig City Mayor Leni Cayetano, the Community Day brought together Singlife employees and the leadership team to spend time with the children through storytelling, games, shared meals, and child-led performances. The day concluded with a reflection activity where

the children wrote down their dreams and aspirations.

In addition to the day’s activities, Singlife also donated school supplies and clothing, extending support beyond the event itself.

As part of Singlife’s Strategic Pillar on being Socially Responsible, which guides our active engagement and commitment to giving back, this Community Day translated our purpose into action through meaningful community support.



Senator Renato Cayetano Memorial Science and Technology Highschool, Taguig City (September 2025)

Building Bridges, *expanding access*

At Singlife, we believe **every Filipino deserves a chance to start their journey toward financial independence.**

That's why *we continue to build partnerships that bring smart, simple financial solutions* to those ready to take control of their money.

We started our journey with GCash, and since then have expanded our partnerships including key collaborations with Globe Telecom and UNO Digital Bank, bringing our solutions closer to the customer.

In 2025, we expanded our reach through a strategic partnership with Maya, the #1 Digital Bank App in the Philippines, to bring Singlife's life insurance and investment offerings to the newly launched Maya Insurance feature. Furthermore, we launched with Asia United Bank (AUB), embedding the Singlife Insurance Microsite within the HelloMoney e-wallet.

These integrations allow customers to explore, purchase, and manage insurance seamlessly—making protection as simple as everyday

transactions. Through these collaborations, we bring affordable, accessible insurance to millions of Filipinos, further advancing our mission to make financial security easy and within reach.

Beyond digital integration, we've also built a strong presence on the ground through event partnerships—from wellness-focused runs with RUNRIO Inc. to curated mommy fairs, where we connect with communities face-to-face and distribute Singlife Gift Cards to help more Filipinos start their financial journey.

These efforts support our mission to expand access and empower Filipinos to build a more secure future.



Together, *we empower*

These strategic partnerships are more than just business deals—**they're a reflection of our shared commitment to making financial security accessible and empowering for all Filipinos.**

By combining our expertise with the reach and influence of our partners, we can ensure that every Filipino has the opportunity to build a brighter future.

OUR TOP PRIORITY:

Our Customers



Singlife Philippines is rated **Excellent.**

4.5 stars based on **10,395 reviews.**

Singlife Philippines' excellent TrustScore is concrete proof that this new challenger is on the right path and has marked its spot in the hearts of its customers.

As a newcomer in the longstanding insurance industry, Singlife Philippines has the challenge of proving its reliability to Filipino consumers. To build trust and provide proof of how Singlife delivers on its promises to customers, the company enlisted itself on Trustpilot.

Trustpilot is an online review community that connects businesses and consumers through genuine feedback from customers about their buying and service experiences. Here, reviews given are published instantly without censorship or delays. The platform also provides the Company a way to respond to the reviews given.

Singlife proactively notifies all new customers, and all customers who have claimed against their policies to provide reviews on this platform so that potential new customers are able to see firsthand feedback from actual customers of the company.

Singlife Philippines is proud to have a TrustScore of 4.5/5 Stars – an excellent rating on Trustpilot. This is above the life insurance average TrustScore of 3.8 stars. Topics that drove the excellent rating of Singlife Philippines include ease of customer service support and its fast and easy claims process.

A better way to financial independence



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singlife.com.ph