

2023年度社会责任报告

华泰保险集团股份有限公司





为客户提供全方位服务

Provide customers with all-around services

华泰财险加强数字化建设，为客户提供便捷服务

Huatai P&C Insurance has enhanced its digital capabilities to provide customers with convenient services

华泰财险积极发展线上化业务，促进业务流程简便高效。2023年，“华泰财险”小程序累计注册总人数 271.7 万人，通过小程序为客户提供保单服务 131.36 万次，理赔服务 10.4 万次，极大地提升了客户服务便捷度。

面向个人客户，华泰财险不断加强数字化建设，为客户提供便捷的自助理赔功能，包括自助报案、自助报案注销、使用客户小程序上传材料、“车主无忧”小程序自助下单、免纸理赔材料等。2023年累计为车险客户提供自助服务 92076 次，累计自助完成金额超过 4 亿元；个险自助报案 23.4 万次，自助提交材料 27.2 万次，免纸质材料 29.5 万次，免纸质件结案总量占比 97.65%，节省客户邮寄费用约 44.2 万元，自助案件累计赔付金额达 2.4 亿元。

面向团体客户，2023 年华泰财险通过微信理赔、创新中台系统对接等在线理赔模式，为客户提供服务的案件数量超过 1.2 万件，占年度赔案总量的 18%，同比增长 139%。其中创新理赔中台是团体客户独家在线互联平台，通过集成的数字化平台与 B 端 /C 端客户线上联通，全流程智能化处理赔案。通过创新理赔中台对接的理赔案件，平均理赔周期（从报案到结案，以满帮为例）仅 9 天，大幅提升了理赔效率。

Huatai P&C Insurance has been vigorously developing online business operations to streamline its processes and improve efficiency. By 2023, the "Huatai P&C Insurance" mini-program had amassed a total of 2.717 million registered users, facilitating 1,313,600 policy services and 104,000 claims services, and significantly augmenting the ease and accessibility of customer services.

For individual customers, Huatai P&C Insurance diligently pushes ahead its digital transformation by introducing user-friendly self-service features such as self-reporting of claims, self-cancellation of claims, uploading documents through dedicated customer mini-program, one-click policy purchase via the "Carefree Car Owner" mini-program, and paperless claims. In 2023, a total of 92,076 self-service transactions were completed for auto insurance customers, with a cumulative transaction amount exceeding RMB 400 million. Additionally, there were 234,000 self-reported claims, 272,000 instances of self-submitted materials, and 295,000 cases involving

paperless submissions, with 97.65% of cases processed without paper documentation, saving clients approximately RMB 442,000 in mailing costs. The cumulative payout from self-service cases reached RMB 240 million.

For corporate clients, Huatai P&C Insurance employed innovative online claim settlement models such as WeChat-based claims handling and integration with mid-office system in the year 2023. This resulted in more than 12,000 cases served digitally, accounting for 18% of the annual claims volume—a substantial increase of 139% compared to the previous year. The pioneering Claims Mid-Office Platform, exclusive to corporate customers, connects to B2B or B2C clients seamlessly through an integrated digital platform, enabling end-to-end intelligent claims processing. Claims managed through this platform boast an average cycle of just nine days (from reporting to settlement, as exemplified by Full Truck Alliance), representing a quantum leap in claims efficiency.

“车主无忧”小程序

累计注册总人数

271.7 万人

为客户提供保单服务

131.36 万次

为客户提供理赔服务

10.4 万次

华泰人寿打造智能化服务平台，持续提升服务体验

Huatai Life Insurance has built an intelligent service platform to elevate its service experience

华泰人寿始终践行“以客户为中心”的服务理念，把满足人民日益增长的美好生活需要作为客户服务的出发点和落脚点，不断创新服务理念、提升服务效率、丰富服务举措，倾力打造“简捷、品质、温暖”的客户服务。截至2023年年末，华泰人寿累计有效保单120万件，累计有效客户110万人，为23.85万客户提供理赔服务，累计赔付金额为22.91亿元。

客户服务坚持专业化、标准化、自助化和智能化的“四化”建设，“空中柜面”“智能客服”“智能核保”及“智能双录3.0”开发推动，通过应用人工智能、机器学习、大数据、云计算等新技术手段，结合业务特点，不断探索实践，全面推进数字化进程。

“空中柜面”融入智能创新科技，客户可远程视频连线客服坐席，轻松办理“柜面”业务，实现了非接触式在线服务模式。“智能客服”通过搭建智能平台通用知识库实现智能质检、在线文本机器人优先服务，有效提升作业效率，提高服务品质。“智能核保”通过客户医疗资料的智能解读、存储及评点，有效提升核保服务能力及风控能力，为公司业务发展提供有效保障。“智能双录3.0”将双录流程嵌入移动展业流程中，上线后将实现一部手机即可完成投保和双录操作，并同步从流程、功能、服务、风控等方面优化升级，缩短录制时长，简化操作流程，提升用户体验。

Upholding the principle of "customer-centric" service, Huatai Life Insurance has rooted its endeavors in meeting the ever-growing needs of the populace for a better quality of life. By continuously innovating service concepts, enhancing service efficiency, and diversifying service measures, the Company stays committed to crafting a service experience characterized by simplicity, quality, and warmth. As of the end of 2023, Huatai Life Insurance had 1.2 million effective policies, serving 1.1 million effective clients. In 2023, the Company provided claims services to 238,500 customers, with a cumulative payout amount reaching RMB 2.291 billion.

The Company's customer service adheres to the four-pillar strategy of professionalism, standardization, self-service, and intelligence. It has vigorously propelled the development and implementation of "Virtual Counter" "Smart Customer Service" "Intelligent Underwriting", and "Smart Dual-Recording 3.0". Leveraging cutting-edge technologies such as artificial intelligence, machine learning, big data, and cloud computing tailored to business characteristics, Huatai Life Insurance has ceaselessly explored and implemented comprehensive digitalization.

The "Virtual Counter" integrates intelligent innovations, allowing customers to remotely connect with customer service representatives via video calls, thus enabling contactless online transactions for traditional counter services. The "Smart Customer Service" deploys an intelligent knowledge base to enable smart quality checks, prioritize online text chatbot services, and significantly improve operational efficiency and service standards. The "Intelligent Underwriting" module streamlines underwriting capacity and risk control through the intelligent interpretation, storage, and evaluation of clients' medical records. This advancement ensures robust underwriting support and a strong foundation for business growth. Lastly, the "Smart Dual-Recording 3.0" embeds dual-recording procedures into mobile sales operations, empowering agents to complete both the application and dual-recording processes on a single smartphone. This upgrade will shorten the recording duration, streamline workflows, and enhance the overall user experience through improvements across processes, functions, services, and risk control.

累计有效保单

120 万件

累计有效客户

110 万人

累计赔付金额

22.91 亿元

华泰财险各环节提升老年人、残障人士服务体验

Huatai P&C Insurance has comprehensively enhanced the service experience for elderly and disabled individuals

2023 年，华泰财险修订消费者权益保护管理相关制度，在制度中新增消费者八大权益以及消费者权益保护工作机制，进一步明确公司的消费者权益保护工作要求。

华泰财险从各环节入手提供贴心服务，全面提升老年人、残障人士金融服务体验。针对线下服务场景，华泰财险各营业网点设置了爱心座椅、轮椅、放大镜等适老化、无障碍设施，并配备相关宣传手册，帮助老年人学习使用智能手机，防范诈骗风险。

针对线上服务场景，华泰财险在官方小程序中，特别设置“关怀版”按钮，将页面字体放大，方便老年人、残障人士查看。为减少手工操作，OCR 功能、“一键续保”功能、在线客服界面语音输入功能均已上线。

2023 年，华泰财险电话客服系统全面升级为智能 IVR，客户直接说出所需办理的业务，无须按键，即可转入相应的自助服务或者人工坐席，减少老年人及残障人士手工操作；同时，在原有流程基础上，增设了老年人专属按键，若老年人错过前期的语音交互，也可通过按键直接转入人工服务。老年人在电话客服热线中要求人工服务至接通人工服务的平均时长大幅缩短，从 2022 年的 17.56 秒缩短至 2023 年的 6.88 秒。2023 年，公司将老年人识别功能扩充至在线客服界面，直接转至人工坐席，不再推送自助服务，新增语音输入功能，进线时可直接输入语音信息。

In 2023, Huatai P&C Insurance revised its consumer rights protection management policies, incorporating eight core consumer rights and a dedicated consumer rights protection mechanism, thereby solidifying its commitment to safeguarding consumer rights.

The Company meticulously caters to the unique needs of seniors and individuals with disabilities at every touchpoint. At its physical outlets, the Company provides age-friendly amenities such as comfortable seating, wheelchairs, and magnifying glasses to create accessible environments, in addition to dispensing educational brochures aimed at assisting seniors in using smartphone and protecting themselves against fraud.

In the realm of online services, Huatai P&C Insurance has introduced a "Caring Version" feature within its official mini-program, enlarging font sizes to facilitate readability for elderly and disabled users. To minimize manual interactions, the Company has also rolled out OCR functionality, a one-touch renewal option, and a voice input function within its online customer service interface.

In 2023, the Company undertook a full-scale upgrade of its telephone customer service system to an intelligent Interactive Voice Response (IVR) system. Customers can simply vocalize their service requirements without the need for keypad navigation, thus promptly routed

to the appropriate self-service options or directly to the operators. This enhancement is particularly beneficial for elderly and disabled users. Furthermore, the Company has added a dedicated key for seniors that miss earlier stages of voice interaction, ensuring immediate access to human assistance. Notably, the average time taken for elderly callers to reach a human representative has been reduced dramatically, plummeting from 17.56 seconds in 2022 to just 6.88 seconds in 2023. In 2023, the elderly recognition feature was extended to the online customer service interface, automatically redirecting the elderly to operator service and eliminating self-service prompts. A new voice input function allows users to input information vocally upon contacting the hotline.





华泰人寿将每月 15 日定为消费者权益保护日

Huatai Life Insurance has designated the 15th of every month as “Consumer Rights Protection Day”

华泰人寿高度关注消费者权益保护宣传教育工作，在分支机构设立独立的、公益性金融知识宣传教育区，并配备充足的教育宣传资源，公司官网、微信公众号定期发布金融保险知识、合规风险及侵害消费者权益案例等信息；积极开展“防范非法集资宣传月”“3·15 教育宣传周”“金融消费者权益保护教育宣传月”等集中教育宣传活动，通过线上、线下多元化渠道开展保险消费者教育，宣传保险消费理念，普及保险知识。

华泰人寿自 2023 年 7 月 15 日起，将每月 15 日定为消费者权益保护日，以“月月 315 消保 360”为口号，通过高管带头、全员参与的形式，每月推出具有华泰特色的消保教育宣传活动，将消费者权益保护贯穿公司全流程，构建金融教育宣传的长效机制。

Attaching great importance to the education and advocacy of consumer rights protection, Huatai Life Insurance has established independent and dedicated financial literacy education zones at its branches, all equipped with abundant educational resources. Its official website and WeChat official account regularly disseminate financial and insurance knowledge, and case studies related to compliance risks and consumer rights violations. The Company vigorously takes part in concentrated educational campaigns such as "Anti-Illegal Fundraising Awareness Month", "3·15 Education Week", and "Financial Consumer Rights Protection Education Month", leveraging both online and offline channels

to educate insurance consumers and promote sound insurance consumption practices.

Since July 15, 2023, Huatai Life Insurance has embraced a monthly initiative branded as "315 Every Month, 360-Degree Consumer Rights Protection", engaging executives and employees alike to roll out distinctive consumer rights protection education and awareness campaigns on the 15th day of each month. These efforts embed consumer rights protection throughout the Company's entire workflow, establishing a long-term mechanism for financial education and outreach.



为员工创造成就自我的机会

Create opportunities for the self- accomplishment of employees

人才，是企业的立足之本，也是现代企业持续发展的重要内在驱动力。为每一位员工提供广阔的职业发展空间以及具有竞争力的薪酬福利计划，是华泰保险集团人力资源管理理念和管理体系中不可或缺的重要部分。

Human resources are not only the cornerstone of an enterprise, but also an important internal driving force for the sustainable development of modern enterprises. Providing every employee with immense career development opportunities and competitive salary and benefits is an indispensable part of Huatai Insurance Group's human resources management philosophy and system.

具有竞争力的薪酬体系

Competitive pay package

为了吸引、激励与公司同发展、共进步的优秀人才，公司始终向市场看齐，提供具有市场竞争力的薪酬方案，不断激励员工取得高水平的工作绩效，通过有效的激励机制持续激发员工的积极性和创造性。

In order to attract and motivate outstanding employees who aspire to grow and make strides with the Company, Huatai Insurance Group is, in close alignment with the salary trends in the market, committed to offering competitive pay packages, motivating employees to scale new heights in work, and stimulating employee enthusiasm and creativity through effective incentive mechanisms.

全方位的福利保障计划

All-inclusive benefits plan

公司为员工打造了可持续、全覆盖的福利保障体系，以“健康保障计划”“生活保障计划”“补充养老计划”三大计划为核心，通过丰富多彩的福利项目组合最大限度地满足员工的多元化需求。

The Company has built for its employees a sustainable and full-coverage benefits system encompassing three major plans, namely "Health Insurance Plan" "Life Assurance Plan" and "Supplementary Pension Plan", and strives to look after the diverse needs of its employees through a rich mix of benefits.

完善的人才发展体系与多元化职业发展路径

Full-grown talent development system and diversified career paths

为了积极引导员工的职业生涯规划与发展，实现组织发展和个人发展的协调统一，公司建立了科学、规范的“管理 + 专业”职业发展双通道体系：以专业内纵向发展成为专家型人才为主要方式，尊重并鼓励专业人才的成长与发展，让每一位高水平专业化、创新化人才都能够被发现、被重用；以跨专业横向发展成为复合型人才为补充，通过纵、横双向的发展模式，形成多元化、可持续发展的职业生涯发展平台。公司为员工提供灵活丰富的培训和学习项目，打造公司战略及业务需要的专业骨干和管理人才。

在此基础上，结合员工的个人发展意愿和组织发展需要，公司还持续推动岗位“AB角”模式、晋升、轮岗交流等多项重要的人才发展举措，深入发掘员工的能力潜质，持续提升员工的专业素质能力和领导能力。

In order to guide the career development of employees and to ensure good coordination between and the absolute unity of organizational development and personal growth, the Company has established a scientific and standardized "management + professional" dual-channel career development system. Specifically, the Company cultivates employees into experts through in-profession vertical development, and gives full respect to and encourages the growth and development of professionals, so that every top-notch professional or innovator could be discovered and promoted. In the meantime, the Company also pushes for the cultivation of versatile employees through cross-profession horizontal development. This vertical and horizontal combined approach has made the Company a diversified and sustainable platform for career development. The Company provides employees with flexible and rich training and learning programs to cultivate core professionals and management talents in line with its strategic and operational needs.

On this basis and taking into account both the personal desires of employees and its own development needs, the Company has vigorously instituted a broad array of human resources development measures such as the "Two-Role" model, job promotion, and job rotation, in a bid to tap into the capabilities and potential of employees, and to continuously enhance the professional skills and leadership competencies of employees.

持续提升的雇主品牌影响力

An employer brand with ever-growing influence

凭借领先的人力资源管理理念以及在薪酬竞争力、员工福利保障、职业发展规划等领域取得的良好成效，公司的雇主品牌形象持续升级，在高等院校群体和社会中形成的雇主品牌影响力也不断提升。

On the strength of its trailblazing human resource management philosophy and achievements in the spheres of salary competitiveness, benefits for employees, and career development opportunities, Huatai Insurance Group has risen to prominence as a well-known employer favored by college graduates and other job seekers.



灵活的数字化学习平台

Agile digital learning platform

2023 年，公司“智能学习平台”e 学堂学习数据再创新高：累计登录人数 17387 人，登录率达 79%，运行的学习项目共达到 3842 个，自建课程 5090 门。平台功能和体验不断提升，学习资源日益丰富。公司充分利用数字化方式推动各种学习活动，及时有力支持业务开展和实施。

In 2023, the Company's "Intelligent Learning Platform" achieved a new record in learning figures: a total of 17,387 logins, a login rate of 79%, 3,842 active learning projects, and 5,090 self-developed courses. The platform's features and user experience continue to improve, while its learning resources are also getting increasingly abundant. The Company harnesses digital means to promote various learning activities and to provide timely and robust support for business development and implementation.

学习项目

3842 ↑

自建课程

5090 门

多种方式帮扶困难员工

Warm assistance to employees in need

在 2023 年年底两节送温暖活动中，工会共帮扶困难员工 43 名，下拨帮扶资金 13.1 万元。

针对 2023 年夏季出现的极端天气，工会开展暴雨、洪涝、地震受灾致困员工的全面摸排及帮扶救助活动，帮扶受灾员工。

参与北京市总工会职工互助保障计划，为员工投保重大疾病保险、为女员工投保特殊疾病保险；为员工投保家庭财产保险，给员工增添多重保险保障。

During the heart-warming actions carried out in late 2023, the labor union appropriated totally RMB 131,000 to help 43 employees in need.

In response to the extreme weather events taking place during the summer of 2023, the labor union conducted a comprehensive investigation and initiated relief and support activities for employees affected by torrential rains, floods, and earthquakes, providing aid to employees who suffered from the consequences of such natural disasters.

The Company has actively enrolled its workforce in the Employee Mutual Assistance Program of Beijing Municipal Federation of Trade Unions, securing major illness insurance coverage for all staff members and additional special disease insurance coverage for female employees. Moreover, the Company maintains household property insurance for its employees to augment their protection with a multi-layered insurance safety net.

结合公司实际开展福利慰问

Employee support activities

按照年度计划，工会有序开展法定节日、防暑降温、洗衣补贴、婚丧嫁娶、生病住院和退休离岗等多种形式的慰问活动。

In accordance with the annual plan, the labor union has systematically carried out various forms of support activities, including statutory holiday greetings, heatstroke prevention measures, laundry subsidies, gifts for weddings, condolences for funerals, hospital visits for ill employees, and retirement farewell ceremonies.

2023 年妇女节，华泰保险集团举办珍珠开蚌寻宝 DIY 活动。

On International Women's Day in 2023, Huatai Insurance Group hosted a pearl oyster opening and DIY event.



华泰保险集团启用上海职工之家健身房，组织在沪员工趣味运动会。

The Shanghai Staff Home's gymnasium was inaugurated and used to stage a series of engaging and entertaining sports events for Shanghai-based employees.



2023 年 4 月，华泰保险集团组织“拥抱春天 播种绿色”植树春游活动。

In April 2023, Huatai Insurance Group arranged a tree-planting outing themed "Embracing Spring, Sowing Green".



举办丰富的业余活动
A rich variety of extracurricular activities



华泰资产公司与华泰保兴基金公司组建的足球联合战队不定期开展训练、比赛活动。

Huatai Asset Management, together with Huatai Baoxing Fund Management, assembled a joint football team that held regular training sessions and matches.



华泰财险举办三八妇女节化妆讲座活动。

Huatai P&C Insurance organized a makeup tutorial session to celebrate International Women's Day.



2023 年六一儿童节，华泰保险集团举办“做小小考古家”文物探索活动。

On Children's Day in 2023, Huatai Insurance Group hosted a cultural relic exploration event titled "Be a Little Archaeologist."



为社会增添和谐安宁的力量

Contribute to social harmony and stability

作为一家具有高度社会责任意识的全国性保险集团，华泰保险一直以来非常重视履行企业社会责任，秉承“让人们的生活品质不被风险所改变”的企业使命，通过保险的风险保障、资金融通、社会管理三大功能，积极服务于国家经济发展。同时，华泰保险积极推进企业在公益、慈善、教育、文化、环保等方面的履责实践，为打造和谐社会努力奉献自己的力量。

As a national insurance conglomerate with a strong sense of social responsibility, Huatai Insurance Group attaches great importance to fulfilling corporate social responsibility and stays true to its mission of "protecting people's well-being and quality of life from all risks". Through the three mainstays of risk protection, financing and social management, Huatai Insurance Group vigorously serves China's economic development, and forges ahead with the fulfilment of corporate responsibility in spheres such as philanthropy, charity, education, culture, environmental protection, etc., thereby contributing to China's drive of building a harmonious society.

响应国家倡议，持续服务实体经济

Heeding the national call by sustainably serving the real economy

华泰财险积极响应中央经济工作会议精神，以高质量发展科技保险、绿色保险等为方向和路径，持续服务实体经济。为推动科技企业快速发展，解决科技企业在创新、生产和经营各相关环节的风险保障需求，华泰财险积极推动科技保险相关工作。2023年服务科技企业客户4000多个。

2023年，华泰财险在服务重点大型项目方面，为超过600个大型项目提供风险保障服务。其中，承保保额超过100亿元的项目193个，累计提供保险保障超过1万亿元。

华泰财险积极响应国家“一带一路”倡议，大力支持“一带一路”项目承保和技术服务。2023年，华泰财险承保海外项目122个，涉及49个国家和地区。

In line with the guiding principles of the Central Economic Work Conference, Huatai P&C Insurance orients its efforts towards high-quality development in technology insurance and green insurance, thereby consistently bolstering support for the real economy. With an aim to propel rapid growth among technology companies, Huatai P&C Insurance is vigorously advancing its initiatives in technology insurance, effectively addressing the comprehensive risk management needs that span across innovation, production, and operational phases for technology companies. In 2023, the Company served over 4,000 technology companies.

In 2023, Huatai P&C Insurance provided risk protection services for more than 600 large-sized projects, including 193 projects with an insured amount of more than RMB 10 billion, with cumulative insurance coverage topping RMB 1 trillion.

In answer to the "Belt and Road" initiative, the Company continues to provide underwriting and technical services for projects along the "Belt and Road". During 2023, Huatai P&C Insurance underwrote 122 overseas projects spanning 49 countries and regions.

面对重大灾害，快速启动理赔应急预案

Swiftly activating emergency claims service plans during catastrophes

2023 年重大灾害频发，华泰财险共设立“杜苏芮台风”等 9 个巨灾编码，涉及赔案 154 件，准备金 / 赔款合计 7500 余万元。大灾面前，华泰财险积极履行社会责任，围绕灾害事件及时成立应急小组，理赔人员及公估常驻现场处理案件。华泰财险还制订极端天气、重大灾害紧急理赔服务预案，提前进行灾害预警，减免理赔手续，开通“绿色通道”。2023 年，车险处理巨灾案件 1284 件，理赔金额 2300 余万元；个险处理巨灾案件 342 件，理赔金额 77 万余元。

华泰人寿积极履行保险公司社会责任，针对重大紧急突发事件，如德州平原 5.5 级地震、甘肃临夏州积石山县 6.2 级地震、江苏宿迁及盐城局地龙卷风事故等，华泰人寿迅速启动理赔应急预案，并提出 6 项理赔服务应急举措：

- 24 小时全方位受理客户报案；
- 主动排查客户出险信息；
- 快速理赔服务；
- 实行上门受理资料或指定专人对接理赔服务；
- 取消医保费用限制；
- 取消定点医院限制。

Amid the frequent major disasters in 2023, Huatai P&C Insurance established nine catastrophe codes including "Typhoon Doksuri", handling 154 cases with reserves/claims payments amounting to over RMB 75 million. Demonstrating its social responsibility, Huatai P&C Insurance promptly assembled emergency teams, stationed claims personnel and public adjusters at disaster sites, and devised extreme weather and major disaster emergency claims service plans that include early warning mechanisms, streamlined claims procedures, and expedited "green channels". In 2023, Huatai P&C Insurance handled 1,284 auto insurance catastrophe cases with claim payouts exceeding RMB 23 million, and 342 personal insurance catastrophe cases with a total payout of RMB 770,000.

Huatai Life Insurance diligently fulfills its social responsibilities, particularly during critical emergencies. For instances like the 5.5 magnitude earthquake in Dezhou Plain (Shandong Province), the 6.2 magnitude earthquake in Jishishan County, Linxia (Gansu Province), and the localized tornado incidents in Suqian and Yancheng (Jiangsu Province), Huatai Life Insurance immediately activated its emergency claims service plans and implemented six key measures:

- 24/7 acceptance of customer reports;
- Proactive investigation of customer incidents;
- Expedited claims services;
- On-site acceptance of documentation or dedicated liaison for claim services;
- Removal of medical insurance expense restrictions;
- Removal of designated hospital restrictions.





积极开展各项社会公益项目

Proactively engaging in a diverse range of charitable activities

2023 年，华泰保险“小小铅笔”爱心公益计划第十季活动走进陕西西安、吉林长春，向陕西西安启智学校捐赠价值 14 万余元的校服及爱心物资，向吉林省长春市农安县前岗乡于家村小学捐赠总价值近 20 万元的活动广场硬化设施、电教设备、厨房设备等。截至 2023 年年底，“小小铅笔”爱心公益计划累计奔赴全国 23 个省、自治区，捐赠 55 所学校。同时，公司在环保等领域也积极开展公益资助，连续第七年资助阿拉善 SEE 生态协会，以公益善行诠释公司责任和价值。

In 2023, the "Small Pencils" charity program of Huatai Insurance Group entered its tenth season, donating school uniforms and other love-filled materials valued at over RMB 140,000 to Xi'an Qizhi School in Shaanxi Province, and nearly RMB 200,000 worth of activity square hardening facilities, audio-visual teaching equipment, and kitchen appliances to Yujiacun Village Elementary School in Qiangang Town, Nong'an County, Changchun City, Jilin Province. As of the end of December 2023, the "Small Pencils" charity program has reached out to 55 schools in 23 provinces and autonomous regions across China. Additionally, the Group has, in a relentless drive to support environmental protection initiatives, sponsored the SEE Conservation for seven consecutive years, well demonstrating its corporate responsibility and values through concrete philanthropic actions.

华泰资产助力兴和县定点帮扶工作

Huatai Asset Management bolstering support in Xinghe County

2023 年，华泰资产继续积极协助开展内蒙古自治区兴和县定点帮扶工作——兴和县爱老助老项目，贴息支持兴和县甜玉米规模化种植项目。

Throughout 2023, Huatai Asset Management continued its active role in targeted assistance initiatives in Xinghe County of Inner Mongolia Autonomous Region, focusing on elderly care and support projects. The Company provided interest subsidies to support large-scale sweet corn cultivation in Xinghe County.

华泰财险助力察右中旗定点帮扶工作

Huatai P&C Insurance supporting targeted assistance in Chahar Right Middle Banner

华泰财险积极响应中国保险行业协会号召，把消费帮扶工作抓紧抓实抓好，体现保险行业帮扶特色，打造保险行业帮扶品牌，购买行业协会推荐的“察右中旗乌素图镇的红萝卜”合计 618 箱。

华泰财险积极配合监管机构加强定点帮扶察右中旗的工作，为进一步巩固拓展脱贫攻坚成果，响应全国中小财产保险公司联席会号召，向察哈尔右翼中旗乡村振兴服务中心捐赠 5 万元，用于察右中旗马文化产业园建设和运营。

Huatai P&C Insurance has proactively heeded the call of Insurance Association of China by steadfastly implementing and strengthening its consumer assistance efforts, thereby showcasing the industry's unique approach to support and fostering an insurance-assistance brand. On the Association's recommendation, the Company purchased a total of 618 boxes of "red carrots sourced from Wusutu Town in Chahar Right Middle Banner".

In close collaboration with regulatory authorities, Huatai P&C Insurance diligently supports targeted assistance initiatives in Chahar Right Middle Banner. As part of its commitment to consolidating and expanding the fruits of poverty alleviation efforts, Huatai P&C Insurance heeded the appeal from the National Joint Conference of Small and Medium-sized Property and Casualty Insurance Companies, contributing RMB 50,000 to the Rural Revitalization Service Center of Chahar Right Middle Banner, earmarked for the construction and operation of the Horse Culture Industrial Park of Chahar Right Middle Banner.



华泰财险向察哈尔右翼中旗乡村振兴服务中心捐赠 5 万元，用于察右中旗马文化产业园建设和运营。以上分别为建设前和建设后图片资料。

Huatai P&C Insurance contributing RMB 50,000 to the Rural Revitalization Service Center of Chahar Right Middle Banner, earmarked for the construction and operation of the Horse Culture Industrial Park of Chahar Right Middle Banner. The above are respectively the pre-construction and post-construction photo.

华泰保兴基金创新打造特色公益项目

Huatai Baoxing Fund Management innovating its philanthropic endeavors

2023 年，华泰保兴基金与陆家嘴金融城发展基金会携手合作，创新打造了公益投资与资产管理相结合的特色项目——华泰保兴长三角金融债一年定期开放债券型证券投资基金。在该基金存续期间，华泰保兴基金持续将基金管理费收入的 50% 捐赠给陆家嘴金融城发展基金会，用于支持陆家嘴金融城公益事业的长期建设。截至 2023 年年末，华泰保兴基金已累计向陆家嘴金融城发展基金会捐赠 91.33 万元，为其开展各类公益活动提供了有力支持，助力公益事业良性发展。

In 2023, Huatai Baoxing Fund Management collaborated with the Lujiazui Financial City Foundation to pioneer a distinctive philanthropic project integrating philanthropy with investment and asset management—the Huatai Baoxing Yangtze River Delta Financial Bond One-Year Regular Open-ended Bond Fund. Throughout the Fund's term, Huatai Baoxing Fund Management committed to donating 50% of its management fees to the Foundation, in a bid to support the long-term development of public welfare initiatives within Lujiazui Financial City. By the end of December 2023, Huatai Baoxing Fund Management had cumulatively donated RMB 913,300, providing robust backing for various philanthropic activities and promoting healthy growth in the sector.

各地分支机构开展形式多样的公益活动 Philanthropic Activities Carried Out by Local Branches

华泰人寿天津分公司首期公益天蜂行 & 爱星筑梦公益行走进河北保定易县狼牙山镇陈家会小学，公司员工出资捐赠运动和学习用品。

Huatai Life Insurance Tianjin Branch launched its inaugural "Charitable Bee Journey & Love-Star Dream-Building" initiative at Chenjiahui Primary School in Langyashan Town, Yixian County, Baoding City, Hebei Province, where employees donated sports and educational supplies.



华泰人寿天津分公司联合北方信托、爱星筑梦公益机构，共同为孤独症青年家长提供“保险金信托及其他信托咨询服务”。

Huatai Life Insurance Tianjin Branch, in partnership with Northern International Trust and Love-Star Dream-Building philanthropic organization, offered "Insurance Trust and Other Trust Advisory Services" to parents of young adults with autism spectrum disorder.



华泰人寿四川分公司为甘肃临夏州积石山县 6.2 级地震组织全省爱心捐款活动。

Huatai Life Insurance Sichuan Branch organized a province-wide charity donation event in response to the 6.2 magnitude earthquake in Jishishan County, Linxia Prefecture, Gansu Province.



华泰人寿重庆分公司前往重庆启明星智障儿童康复托养中心青少年部，看望患有孤独症的少年们，为他们送去爱心礼物。

Huatai Life Insurance Chongqing Branch paid a visit to the Youth Department of Chongqing Daystar Rehabilitation and Nursing Center for Mentally Retarded Children, bringing heartfelt gifts to children with autism.

华泰人寿江苏分公司无锡公益小分队参加灵山慈善基金会“为爱行走·救在身边”大型徒步公益活动，学习救命神器 AED 和儿童心肺复苏 (CPR) 的规范操作。

A volunteer team from Huatai Life Insurance Jiangsu Branch participated in Lingshan Charity Foundation's "Walking for Love - Rescue is Around" large-scale walking event, learning standardized operations for life-saving devices like AEDs and child CPR.



华泰人寿湖北分公司恩施中支重访“小小铅笔”曾帮扶的咸丰杨洞中小学，为师生们送去了体育用品。

Huatai Life Insurance Hubei Branch's Enshi sub-branch revisited the primary and secondary schools in Yangdong Township, Xianfeng County, which had been previously supported through the "Small Pencils" program, delivering sports equipment to teachers and students.



华泰财险山东分公司举行“爱在身边·与爱同行”员工关爱暨爱心公益公益活动，助力“儿童安全天网工程”。

Huatai P&C Insurance Shandong Branch held the "Love Surrounds Us, Walking Hand-in-Hand with Love" employee care and charity event, contributing to the "Child Safety Sky Net Project".



华泰财险宁波分公司组织开展员工关爱暨爱心公益活动，实地走访部分贫困家庭。

Huatai P&C Insurance Ningbo Branch organized employee care and charity activities, conducting field visits to several impoverished households.



绿色金融发展情况专题报告

（一）绿色金融发展战略

华泰保险完整、准确、全面贯彻新发展理念，积极开展绿色产品和服务创新，推进公司绿色运营，支持绿色投资，防范环境、社会和治理风险，提升自身的环境、社会和治理表现，促进经济社会发展全面绿色转型。

（二）绿色金融政策

为贯彻落实国家关于推动绿色金融发展的决策部署，促进公司积极服务兼具环境和社会效益的各类经济活动，更好助力污染防治攻坚，有序推进碳达峰、碳中和工作，根据《关于构建绿色金融体系的指导意见》（银发〔2016〕228号）、《关于加快建立健全绿色低碳循环发展经济体系的指导意见》（国发〔2021〕4号）、《银行业保险业绿色金融指引》（银保监发〔2022〕15号）等政策方针，结合公司发展实际与行业特性，公司制定了《华泰保险集团股份有限公司绿色金融管理制度（试行）》，主要政策包括：

- 建立全面的绿色金融工作管理体系；
- 建立并完善绿色金融战略管理；
- 持续完善绿色金融业务管理流程；
- 持续强化绿色金融内部管理和能力建设。

（三）2023年绿色金融发展情况

1. 绿色保险

华泰财险积极开展绿色保险业务，在环境资源保护与社会治理、绿色产业运行和绿色生活消费等方面提供风险保障产品和服务。2023年，华泰财险绿色保险原保费收入4.89亿元，超目标1.89亿，保单共计24.81万张，保险金额近9000亿元。其中，环境、社会、治理（ESG）风险保险业务原保费收入4129万元，保单数量3.51万张；绿色产业保险业务原保费收入3.77亿元，保单数量5.72万张；绿色生活保险业务原保费收入9949万元，保单数量19.98万张（注：上述分类有交叉重合）。

2. 绿色投资

资金运用方面，为顺应绿色金融发展趋势，华泰保险集团资金运用业务持续加强绿色投资。截至2023年年末，公司投资绿色股票、绿色债券及非标项目总规模约为18.51亿元，其中股票（主营业务收入主要来源于绿色业务）19.23万元，股权产品（底层产品涉及新能源汽车电池项目）7676.07万元，债券（wind绿色债券）3.61亿元，债权计划（底层资产为绿色业务）14.13亿元。其中重点项目包括“中再-节能环保绿色债权投资计划（一期）”“华泰-中国华电债权投资计划（二期）”“22苏高新GN00123”“中电路桥GN001”“碧兴物联（688671.SH）”等。

资产管理产品业务方面，华泰资产积极践行“支持实体经济绿色发展的同时实现绿色低碳转型发展”的指导思想，积极开展绿色产品的创新及投资，登记了一批规模大、期限长的保险债权投资计划，涉及行业包括地铁、水利工程、垃圾发电、核能发电、绿色建筑等，体现保险资金在 ESG 相关领域投资的特有优势。

公司登记的主要绿色债权投资计划包括“华泰 - 宁波轨道交通基础设施债权投资计划”“华泰 - 固废材料发电基础设施债权投资计划（一至三期）”“华泰 - 苏州轨道交通基础设施债权投资计划（1号）”“华泰 - 招商蛇口基础设施债权投资计划”“华泰 - 佛山地铁绿色基础设施债权投资计划（1号）”“华泰 - 江西金川青美基础设施债权投资计划”等，2023 年合计登记规模 251.63 亿元。其中，“华泰 - 固废材料发电基础设施债权投资计划（一至三期）”为固废材料发电项目，属于国家重点扶持发展行业。

3. 绿色运营

华泰保险积极将绿色发展理念融入公司运营的各个层面，积极推进节能减排，倡导绿色办公，推广绿色出行，优化绿色业务流程，努力降低碳排放。

推进节能减排。华泰财险发起“减少使用一次性塑料制品”的倡议，并推出一系列环保举措。华泰人寿积极开展绿色宣传教育，邮件下发“关于厉行节约、杜绝浪费的倡议书”，倡导全体员工践行勤俭节约。公司持续加强用电管理，优化办公区域的照明和空调系统，降低能源消耗。实施瓶装水使用登记制度，除会议需求和特殊需求外，倡导饮用物业提供的净化水，以减少瓶装水使用量。

倡导绿色办公。公司积极推动办公线上化、无纸化，通过优化办公流程建设、加强办公用纸使用管理等手段，降低资源消耗。积极推广电子文件、电子邮件和网盘云存储等工具，鼓励员工使用电子化方式进行文件传递和存储，减少纸质文件的打印和传递。除存档文件外，均使用电子文件进行演示和交流。

推广绿色出行。公司上海地区班车使用绿色新能源纯电动汽车，支持节能减排，实现绿色出行。同时，公司倡导员工因公出差过程中多使用高铁以及公共交通工具，降低碳排放。

优化绿色业务流程。华泰财险持续推动车险案件远程处理，把原来部分低风险案件现场理赔流程改为线上化理赔操作，降低理赔人员去现场查勘定损造成的燃油、纸张等社会资源浪费，同时提高理赔时效与客户满意度。2023 年，车险远程定损率达到 59.61%，较 2022 年提升 2.94 个百分点。华泰财险通过智能化理赔平台的建设，实现了快速核赔和理赔流程自动化，降低了人工干预。2023 年，个险理赔无纸化率达到 97.80%。

华泰人寿开发完成智能理赔系统，实现部分案件全程自动处理，伴随功能优化提升，进一步拉动客户对“华泰 e 赔”微信小程序及“E 华泰”APP 的使用意愿，进而提升理赔电子化率。2023 年，理赔电子化（理赔件数）率达到 45.20%，较 2022 年提升 5.58 个百分点。同时，华泰人寿在部分试点机构开展了微服务公众号、空中柜面平台的退保、犹豫期撤保业务，同时“慧享华泰”APP 上线部分保全功能。2023 年，保全变更电子化率达到 76.59%，较 2022 年提升 8.07 个百分点。



Special report on the development of green finance

(I) Green Finance Strategy

Huatai Insurance Group has fully, accurately, and comprehensively implemented new development philosophies by proactively innovating green products and services, promoting green operations across the Company, supporting environmentally-friendly investments, safeguarding against environmental, social, and governance (ESG) risks, and enhancing its own ESG performance, thereby contributing to a holistic and transformative shift towards a green economy.

(II) Green Finance Policies

In alignment with China's strategic call for propelling the development of green finance and to facilitate its active engagement in economic activities that generate both environmental and social benefits, effectively support efforts against pollution control and promote orderly progression toward carbon peaking and neutrality, Huatai Insurance Group has, taking into consideration its own development realities and industry characteristics, formulated the *Green Finance Policy of Huatai Insurance Group Co., Ltd. (For Trial Implementation)*. The Policy is grounded in directives such as the *Guiding Opinions on Building a Green Financial System* (PBOC [2016] No. 228), *Guiding Opinions on Accelerating the Establishment and Improvement of a Green, Low-Carbon, and Circular Economic System* (State Council [2021] No. 4), and *the Guidelines for Green Finance in the Banking and Insurance Industries* (CBIRC [2022] No. 15), with key measures including:

- Establishing a comprehensive management system for green finance initiatives;
- Developing and refining a strategic management approach for green finance;
- Continuously improving processes related to green financial business management; and
- Strengthening internal management and capacity building within the realm of green finance.

(III) Green Finance Developments in 2023

1. Green Insurance

Huatai P&C Insurance vigorously advances its green insurance operations, offering risk protection products and services across environmental conservation, social governance, green industries, and sustainable lifestyle consumption. In 2023, Huatai P&C Insurance's green insurance primary premiums totalled RMB 489 million, outperforming the target by RMB 189 million. A total of 248,100 policies were issued, with insured amounts close to RMB 900 billion. Among these, ESG risk insurance generated RMB 41.29 million in primary premiums, with 35,100 policies issued; green industry insurance contributed RMB 377 million from 57,200 policies; and green lifestyle insurance garnered RMB 99.49 million from approximately 199,800 policies (Note: there is some overlap among these categories).

2. Green Investments

In terms of investment, Huatai Insurance Group continuously strengthens its green investments in response to the evolving green finance landscape. By the end of 2023, the Group had invested approximately RMB 1.851 billion in green stocks, bonds, and non-standard programs, including RMB 192,300 in stocks with primary revenue derived from green businesses, RMB 76.7607 million in equity products with underlying assets tied to new energy vehicle battery projects, RMB 361 million in green bonds (according to Wind classification), and RMB 1.413 billion in debt schemes where the underlying assets were green businesses. Notable investments included "China Re - Energy Conservation & Environmental Protection Green Debt Investment Plan (Phase I)" "Huatai - China Huadian Debt Investment Plan (Phase II)" "22 SND GN00123" "PowerChina RoadBridge GN001" "Bescent Technologies (688671.SH)", etc.

In terms of asset management products, Huatai Asset Management adheres to the guiding principle of "supporting the green development of the real economy while achieving green and low-carbon transformation" by vigorously developing and investing

in innovative green products. It has registered a series of large-scale, long-term insurance debt investment plans in sectors such as subway systems, water conservancy projects, waste-to-energy generation, nuclear power generation, and green buildings, showcasing the unique advantages of insurance funds in ESG-related investments.

The green debt investment plans registered by Huatai Asset Management include "Huatai-Ningbo Rail Transit Infrastructure Debt Investment Plan" "Huatai-Solid Waste-to-Energy Infrastructure Debt Investment Plan (Phase I to III)" "Huatai-Suzhou Rail Transit Infrastructure Debt Investment Plan (No.1)" "Huatai-China Merchants Shekou Infrastructure Debt Investment Plan" "Huatai-Foshan Metro Green Infrastructure Debt Investment Plan (No.1)", and "Huatai-Jiangxi Jinchuan Qingmei Infrastructure Debt Investment Plan". Collectively, these initiatives amounted to a registered scale of RMB 25.163 billion in 2023. Notably, "Huatai-Solid Waste-to-Energy Infrastructure Debt Investment Plan (Phase I to III)" focuses mainly on solid waste-to-energy power generation, a sector receiving high-priority support from national policies.

3. Green Operations

Huatai Insurance Group diligently integrates eco-friendly principles into all facets of its corporate operations by actively advancing energy conservation and emission reduction, advocating for green office practices, promoting sustainable transportation, streamlining green business processes, and endeavoring to decrease carbon emissions.

Promotion of Energy Conservation and Emission Reduction: Huatai P&C Insurance has spearheaded an initiative to reduce single-use plastics and implemented a wide range of environmentally-friendly measures. Dedicated to green advocacy and education campaigns, Huatai Life Insurance has circulated an E-mail titled "Proposal on Practicing Frugality and Avoiding Waste", encouraging all staff members to adopt a thrifty lifestyle. The Company consistently reinforces electricity management, optimizing lighting and air conditioning systems in office areas to lower energy consumption. It also implements a registration system for bottled water consumption that encourages employees to opt for purified tap water supplied by the property management company, except during meetings or other special circumstances, thereby reducing bottled water consumption.

Advocacy for Green Office Practices: Huatai vigorously pushes for digitalized and paperless workflows, streamlining office procedures and enhancing the management of paper usage to minimize resource depletion. Electronic documents, E-mails, and cloud storage platforms are widely promoted, and employees are encouraged to transmit and store files electronically, thus diminishing reliance on printed materials. Except for archival records, electronic files are used for presentations and communication purposes.

Promotion of Green Mobility: In Shanghai, Huatai operates new-energy electric shuttle buses in a bid to support energy conservation and enable eco-friendly commuting. Additionally, the Company encourages employees to use high-speed trains and public transportation when traveling for business purposes, thereby decrease carbon emissions.

Optimization of Green Business Processes: Persistently advancing remote claims processing for auto insurance cases, Huatai P&C Insurance has converted certain low-risk claim procedures from on-site investigation to online operations, thereby minimizing fuel consumption, paper waste, and improving claims handling efficiency and customer satisfaction. In 2023, the rate of remote damage assessment for auto insurance reached 59.61%, up 2.94 percentage points compared to 2022. Through the establishment of an intelligent claims service platform, Huatai P&C Insurance has achieved swift underwriting approval and automated claims processing, thus minimizing manual interventions. In 2023, the paperless processing rate of personal insurance claims reached 97.80%.

Huatai Life Insurance has successfully launched an intelligent claims service system to automate the processing of selected cases, whilst functional enhancements have also bolstered the adoption of "Huatai e-Claim" WeChat mini-program and "E-Huatai" mobile APP, subsequently elevating the proportion of electronic claims settlements. In 2023, the electronic settlement rate (in terms of number of claims) reached 45.20%, an increase of 5.58 percentage points from 2022. Concurrently, Huatai Life Insurance piloted micro-service official account and "Virtual Counter" in selected branches to conduct surrender and cooling-off period cancellations. Furthermore, the "Smart Joy Huatai" APP also launched several policy maintenance features. In 2023, the rate of policy alteration via electronic means reached 76.59%, an increase of 8.07 percentage points from 2022.

公司荣誉

2023 年，华泰保险集团及各子公司在综合实力、业务运营、文化建设和企业社会责任方面受到各方的认可和好评，品牌形象得到进一步提升。

- 2023 年 2 月，华泰资产管理有限公司荣获由深圳证券交易所颁发的 2022 年度优秀债券投资交易机构（保险类）奖。
- 2023 年 4 月，华泰财险连续第九年获得惠誉财务实力评级“A”级。
- 2023 年 7 月，华泰人寿荣登《每日经济新闻》主办的“第八届中国保险行业风云榜”活动中的“年度价值经营榜”。
- 2023 年 7 月，在《证券时报》举办的“2023 中国保险业方舟奖”颁奖典礼上，华泰资产荣获“2023 高质量发展保险资管公司方舟奖”和“2023 金牌年金管理方舟奖”。
- 2023 年 9 月，华泰资产管理有限公司荣获“2022 年度浦东新区金融业突出贡献奖”。
- 2023 年 11 月，华泰人寿荣获新浪新闻保险频道、《保险世界》主办的“新浪中国保险文化品牌节”活动评选的“2023 年度突破性保险公司”称号。
- 2023 年 11 月，在中国证券报举办的“第三届中国保险业投资金牛奖”颁奖典礼上，华泰资产荣获“保险业投资金牛奖”，“华泰增鑫投资产品”荣获“组合类保险资管产品金牛奖（权益类）”。
- 2023 年 12 月，华泰财险获得中国保险行业协会经营结果评价“A”类。
- 2023 年 12 月，华泰财险在 2023 年 7·8 全国保险公众宣传日活动中，被中国保险行业协会评为二类通报表扬单位。
- 2023 年 12 月，华泰财险被评选为“2023 金柿奖·2023 产品创新保险样本企业”。
- 2023 年 12 月，华泰人寿荣获《保险文化》主办的“第十八届中国保险创新大奖”活动评选的“年度保险创新先锋品牌”称号。
- 2023 年 12 月，华泰资产荣获 2023 “上证·金理财”年度保险资产管理品牌奖。
- 2023 年 12 月，华泰保兴基金电商团队荣获 2023 东方财富风云际会“年度新锐电商团队”。
- 2024 年 1 月，华泰财险在 2023 年度“中国保险鼎峰榜”活动中，被评为“风险减量卓越企业”。



Honors

In 2023, well recognized and lauded in aspects such as comprehensive strength, business operation, cultural development and corporate social responsibility, Huatai Insurance Group and its subsidiaries gave a further boost to Huatai's brand image.

- In February 2023, Huatai Asset Management was awarded the "2022 Outstanding Bond Investment and Trading Institution (Insurance Category) Award" by the Shenzhen Stock Exchange.
- In April 2023, Huatai P&C Insurance was rated "A" by Fitch Ratings for the ninth consecutive year.
- In July 2023, Huatai Life Insurance ascended onto the "Annual Value Management List" of the "China's Insurance Industry Ranking 2023" published by *National Business Daily*.
- In July 2023, at the "2023 China Insurance Industry Ark Awards" ceremony hosted by *Securities Times*, Huatai Asset Management was honored with the "2023 Ark Award for Insurance Asset Management Company with High-Quality Development" and the "2023 Ark Award for Gold Medal Annuity Management".
- In September 2023, Huatai Asset Management was honored with the "2022 Pudong New Area Award for Outstanding Contribution to the Financial Industry".
- In November 2023, Huatai Life Insurance was recognized as the "2023 Breakthrough Insurance Company of the Year" at the "Sina Chinese Insurance Cultural Brand Festival" co-hosted by Sina News' Insurance Channel and the *Insurance World*.
- In November 2023, at the "3rd China Insurance Industry Investment Golden Bull Awards" ceremony hosted by China Securities Journal, Huatai Asset Management took home the "Golden Bull Award for Insurance Industry Investment", while its "Huatai Zengxin Investment Product" was bestowed the "Golden Bull Award for Portfolio Insurance Asset Management Products (Equity Category)".
- In December 2023, Huatai P&C Insurance received a Class A rating in the operating results evaluation conducted by the Insurance Association of China.
- In December 2023, Huatai P&C Insurance was commended as a second-tier unit meriting special recognition during the 2023 National July 8 Insurance Publicity Day event hosted by the Insurance Association of China.
- In December 2023, Huatai P&C Insurance was selected as the recipient of the "2023 Golden Persimmon Award – Exemplary Enterprise for Insurance Product Innovation in 2023".
- In December 2023, Huatai Life Insurance was lauded with the title of "Pioneer Brand for Insurance Innovation of the Year" at the "18th China Insurance Innovation Awards" ceremony hosted by *Insurance Culture* magazine.
- In December 2023, Huatai Asset Management was honored with the "2023 SSE - Golden Wealth Management: Annual Insurance Asset Management Brand Award".
- In December 2023, the e-Commerce Team of Huatai Baoxing Fund Management received recognition as the "New Prominent E-commerce Team of the Year" at the 2023 Eastmoney Gathering.
- In January 2024, Huatai P&C Insurance was distinguished as the "Exemplary Enterprise for Excellence in Risk Mitigation" at the 2023 China Insurance Rankings event.



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