

HUATAI



华泰保险集团股份有限公司 2024年度社会责任报告



PROVIDING CUSTOMERS WITH ALL-AROUND SERVICES

为客户提供全方位服务

华泰财险2024年度理赔报告 2024 Annual Claims Report - Huatai P&C Insurance

2024年理赔总览

2024年服务客户数 Number of Customers Served in 2024: 33.016 million people	3301.60万人
理赔总件数 Total Number of Claims: 807,000 Cases	80.70万件
总赔款 Total Claim Payouts: RMB 3.047 billion	30.47亿元
客户满意度 Customer Satisfaction: 98.11%	98.11%
最大赔款 Top Claim Payout: RMB 140 million	1.40亿元

个人客户 Individual Customers

2024年个人客户车险累计理赔金额22.09亿元，累计理赔件数40万件；健康险累计立案件数145448件，累计理赔金额1.48亿元；意外险累计立案件数76136件，累计理赔金额1.83亿元；家财险累计理赔件数40137件，累计理赔金额1.25亿元；旅行险理赔件数73091件，累计理赔金额7143.89万元。

2024 Cumulative Claim Payout for Auto Insurance RMB 2.209 billion, Cumulative Number of Claims 400,000 cases, 2024 Cumulative Number of Filed Cases for Health Insurance 145,448 cases,Cumulative Claim Payout RMB 148 million, 2024 Cumulative Number of Filed Cases for Accident Insurance 76,136 cases,Cumulative Claim Payout RMB 183 million, 2024 Cumulative Number of Claims for Home Insurance 40,137 cases,Cumulative Claim Payout RMB 125 million, 2024 Number of Claims for Travel Insurance 73,091 cases,Cumulative Claim Payout RMB 71.4389 million.

■ 企业客户

细分市场理赔能力

2024年，华泰财险专业团队在生命科学、金融险、网络安全科技、清洁能源理赔等领域总理赔案件数1364件，支付赔款1.5亿元。

助力中小微企业

中小微企业险立案数量合计1604件，支付赔款2000万元，出险原因主要为：意外事故、暴雨、操作不当等。

服务高科技企业

助力推动科技企业快速发展，积极推动科技保险相关工作，2024年服务科技企业客户数量超6516家。

理赔服务全球化

2024年,华泰财险持续与安达集团保持密切合作，借助安达遍布全球54个国家和地区的专业服务网络，以及华泰财险跨国业务理赔团队积累多年的全球客户服务经验，累计处理3101件跨国理赔案件。

■ 客户服务

客户热线

全年提供客户热线服务次数188.94万次，全年服务热线接通率99.10%。

消费者保护服务

积极践行新时代“枫桥经验”，做好矛盾化前置，为客户提供纠纷调解服务800余次。开展金融数教育宣传活动近1200场次，触达人数269万人次，切实提高消费者的风险防范意识。

客户满意度

2024年客户满意度达到98.11%，较去年提高1个百分点。

■ Corporate Clients

Claim Settlement Capability in Segmented Markets

In 2024, Huatai P&C Insurance's professional teams specialize in, among others, life sciences, financial insurance, cybersecurity technology, and clean energy claims. Total Number of Claims 1,364 cases, Claim Payouts RMB 150 million.

Supporting Small, Medium and Micro Enterprises

Total Number of Filed Cases for Small, Medium and Micro Enterprise Insurance 1,604 cases. Claim Payouts RMB 20 million. The main reasons for claims are: Accidents, heavy rain, improper operation, etc.

Serving High-Tech Enterprises

Huatai Insurance facilitated the rapid development of technology enterprises and actively promoted technology insurance-related work, serving over 6,516 technology enterprise clients in 2024.

Globalization of Claim Services

In 2024, Huatai P&C Insurance continued its close cooperation with Chubb Group, leveraging Chubb's professional service network across 54 countries and regions worldwide, as well as the many years of global customer service experience accumulated by Huatai P&C Insurance's multinational business claims team, and handled a total of 3,101 multinational claim cases.

■ Customer Service

Customer Hotline

Number of customer hotline services provided throughout the year 1.8894 million calls. Annual service hotline connection rate 99.10%.

Consumer Protection Services

Properly manage consumer protection according to the latest industry "service experience" and provide customers with high-quality insurance services over 800 times. Conducted nearly 1,200 financial education and publicity events, reaching 2.69 million people, and effectively raising consumers' awareness of risk prevention.

Customer Satisfaction

Customer satisfaction reached 98.11% in 2024. Up 1 percentage point from last year.

华泰人寿2024年度理赔报告

2024 Annual Claims Report — Huatai Life Insurance

2024年数据总览

2024年服务人次
Number of people served in 2024 34,400 people **3.44** 万人

累计服务人次（2005年至2024年年底）
Cumulative number of people served（From 2005 to the end of 2024） 272,900 people **27.29** 万人

2024年赔付金额
2024 Payout Amount RMB 346 million **3.46** 亿元

累计赔付金额（2005年至2024年年底）
Cumulative claim payouts（From 2005 to the end of 2024） RMB 2.637 billion **26.37** 亿元

意外身故理赔最高赔付
Highest claim payout for accidental death RMB 4.34 million **434** 万元

疾病身故理赔最高赔付
Highest claim payout for death due to illness RMB 1.61 million **161** 万元

重大疾病理赔最高赔付
Highest claim payout for critical illness RMB 1.58 million **158** 万元

医疗险理赔最高赔付
Highest claim payout for medical insurance RMB 250,000 **25** 万元

理赔获赔率
Claim Payout Ratio 96.43% **96.43**%

最快理赔时效
Fastest claim processing time 27 seconds **27** 秒

■ 理赔服务 Claim Services

华泰e赔 轻松理赔

Huatai e-Claim: Easy Claim Settlement

2024年，简易案件中有90%的客户通过华泰e赔小程序自助完成线上理赔申请，享受轻松便捷的服务。

In 2024, 90% of customers with simple cases completed online claim applications through the Huatai e-Claim mini-program, enjoying easy and convenient service.

心系客户 主动服务

Customer-Focused and Proactive Service

2024年，面对各类灾害，华泰人寿发布理赔应急措施20余次，开通理赔绿色通道，简化管理资料，主动寻找和服务客户，充分发挥保险保障的作用。

In 2024, in response to various disasters, Huatai Life Insurance activated claim emergency measures more than 20 times, opened express channels for claim settlement, simplified claim materials, proactively sought out and served customers, and fully utilized the role of insurance protection.

■ 年度典型理赔案例 Claim Cases of the Year

- | | |
|-------------------------------------|---|
| ① 客户 Y 先生意外身故获赔 434 万元 | ① Mr. Y Accidental Death Paid RMB 4.34 million |
| ② 客户 B 先生疾病身故，肺癌获赔 161 万元 | ② Mr. B Death due to illness, lung cancer Paid RMB 1.61 million |
| ③ 客户 H 先生甲状腺癌获赔 158 万元 | ③ Mr. H Thyroid Cancer Paid RMB 1.58 million |
| ④ 客户 O 女士乳腺癌获赔 134 万元 | ④ Ms. O Breast Cancer Paid RMB 1.34 million |
| ⑤ 客户 S 先生良性脑肿瘤获赔 110 万元 | ⑤ Mr. S Benign brain tumor Paid RMB 1.10 million |
| ⑥ 客户 Q 女士白血病获赔 106 万元 | ⑥ Ms. Q Leukemia Paid RMB 1.06 million |
| ⑦ 客户 S 女士意外身故获赔 106 万元 | ⑦ Ms. S Accidental Death Paid RMB 1.06 million |
| ⑧ 客户 W 女士疾病身故，食管癌获赔 104 万元 | ⑧ Ms. W Death due to illness, esophageal cancer Paid RMB 1.04 million |
| ⑨ 客户 F 女士疾病身故，子宫内膜癌获赔 103 万元 | ⑨ Ms. F Death due to illness, endometrial cancer Paid RMB 1.03 million |
| ⑩ 客户 H 先生猝死获赔 101 万元 | ⑩ Mr. H Sudden death Paid RMB 1.01 million |

CREATING OPPORTUNITIES FOR SELF-ACCOMPLISHMENT OF EMPLOYEES

为员工创造成就自我的机会

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，通过科学有效的绩效管理体系和激励机制持续激发员工的积极性与创造性。

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 scientific and effective performance management systems and 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”以及“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、可持续的职业生涯发展平台。

与此同时，公司制定了以“匠人精神”为内核的能力素质模型以及人才标准，为人才选拔与培养提供了明确的方向和依据，并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.

At the same time, the Company has formulated a competency model and talent standards centered on "craftsmanship", providing clear direction and basis for talent selection and cultivation, and providing 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, to stimulate the enthusiasm and initiative 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



组织“森呼吸 趣撒野”主题团建活动(集团本部)

"Forest Breathing - Wilderness Adventure" themed team-building activity (Group Headquarters)

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。

与此同时，公司重磅打造了以“匠心引领，品质传承”为理念的企业文化体系以及配套的视觉和行为识别系统，积极引导每一位员工始终秉持追求卓越的精神致力于实现自我价值，持续增强员工对公司的认同感和归属感，雇主品牌的内部协同效应显著提升。

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.

At the same time, the Company has created a corporate culture system based on the concept of "Craftsmanship Leads, Quality Endures" and a supporting visual and behavioral identity system. This initiative actively guides every employee to always adhere to the spirit of pursuing excellence and dedicating to achieving self-worth. It continuously enhances employees' sense of identity with and belonging to the Company, significantly improving the internal synergistic effects of the employer brand.

灵活的数字化学习平台

Agile digital learning platform

2024年，华泰保险智能学习平台——“华泰e学堂”学习数据再创新高：累计登录人数27,046人，登录覆盖率100%，已学人数19,717人，学习覆盖率72.9%，运行的学习项目共达2,892个，共有课程6,034门、知识文档2,541份。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 2024, Huatai Insurance Group's intelligent learning platform — "Huatai e-School" learning data reached a new high: a total of 27,046 logins 27,046, with a login rate of 100%. The number of learners reached 19,717, with a learning coverage rate of 72.9%. There were 2,892 learning projects in operation, with a total of 6,034 courses and 2,541 knowledge documents. 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.

持续两节送温暖，及时帮扶困难员工

Warm assistance to employees in need

2024年年底两节送温暖活动中，集团工会帮扶困难员工28名，下拨帮扶资金11.10万元。

During the heart-warming actions carried out for the two major festivals in late 2024, the Group's labor union allocated totally RMB 111,000 to help 28 employees in need.

结合公司实际，开展福利慰问彰显关怀

Employee support activities

按照年度工会计划，有序开展法定节日、防暑降温、婚丧嫁娶、生病住院和退休离岗等多种慰问，彰显工会关怀。

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, gifts for weddings, condolences for funerals, hospital visits for ill employees, and retirement farewell ceremonies, so as to show the care of the Group.

举办丰富的业余活动

Diverse Recreational Activities

三八妇女节举办沙画香薰蜡烛DIY活动（集团本部）

Sand painting and aromatherapy candle DIY workshop held on International Women's Day (Group Headquarters)



六一儿童节举办马赛克灯DIY活动（集团本部）

Mosaic lamp DIY activity on Children's Day (Group Headquarters)



组织云健身活动（集团本部）

Virtual fitness programs (Group Headquarters)



三八节沙画蜡烛手工制作活动（财险）

Sand painting and candle crafting workshop on Women's Day (Huatai P&C Insurance)

“华丽唱响 泰声悠扬Vocal Battle Kara Taidol” 首届全国歌咏大赛（财险）

“Vocal Battle Kara Taidol” inaugural national singing competition (Huatai P&C Insurance)



CONTRIBUTING TO SOCIAL HARMONY AND STABILITY

为社会增添和谐安宁的力量

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, financial integration 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 public good, charity, education, culture, environmental protection, etc., thereby contributing to China's drive of building a harmonious society.

积极响应国家倡议，做好金融“五篇大文章”

Actively Supporting National Initiatives and Excelling in the "Five Major Areas" of the Financial Sector

2024年，华泰财险为超过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287个，累计提供保险保障超过1.18万亿元；公司持续积极响应国家“一带一路”倡议，大力支持“一带一路”项目承保和技术服务，承保海外项目309个，涉及94个国家和地区；公司积极推动科技保险相关工作，2024年服务的科技企业客户数量超过6500家。

2024年，华泰资产认真落实习近平总书记在中央金融工作会议提出的“做好科技金融、绿色金融、普惠金融、养老金融、数字金融五篇大文章”的重要战略部署，积极引导长期资金参与事关国计民生项目、支持实体经济绿色发展。2024年，华泰资产设立多支保险债权投资计划，投向绿色交通、能源环保改造、水环境治理、新能源汽车等新兴且绿色行业，合计登记规模约531亿元。

In 2024, Huatai P&C provided risk protection for over 600 large-scale projects, including 287 projects with insured amounts exceeding RMB 10 billion, and delivered total insurance coverage of over RMB 11.8 trillion. The company continued to actively support the Belt and Road Initiative, underwriting 309 overseas projects across 94 countries and regions while providing technical services to promote global cooperation. Additionally, Huatai P&C advanced its support for Tech Insurance, serving over 6,500 technology enterprises in 2024.

In 2024, Huatai Asset Management diligently implemented the strategic directive to "excel in the five major areas of technology-driven finance, green finance, inclusive finance, elderly care finance, and digital finance" as proposed at the Central Financial Work Conference. The Company actively guided long-term investment into projects vital to national economy and public welfare, supporting sustainable development in the real economy. During 2024, Huatai Asset Management established several insurance debt investment plans targeting emerging green sectors including sustainable transportation, energy conservation upgrades, water management systems, and new energy vehicles, with a total registered investment of approximately RMB 53.1 billion.

面对重大灾害，快速启动理赔应急预案

Rapid Claims Response to Major Disasters

面对2024年极端气候事件的频繁挑战，华泰财险以坚定的责任感和专业能力，提供7x24小时不间断理赔服务，迅速响应客户需求，并开通绿色通道，为客户的企业的稳定生产提供了坚实可靠的保险保障。截至2024年年末，华泰财险已针对包括摩羯台风、

贝碧嘉台风等在内的极端天气事件，设立了9个巨灾编码，高效处理了超过440件赔案，累计准备金及赔款金额接近7400万元。例如，2024年9月6日，年度第11号台风“摩羯”以超强台风级别在海南文昌沿海登陆，给被保险人国投（海南）新能源有限公司位于文昌市文城镇的220KV跃欣光伏电站造成了严重损害。为了减轻被保险人的资金压力，助其尽快恢复生产，华泰财险在出险当月即支付了450万元的预付赔款。

华泰人寿积极履行社会责任，迅速响应重大突发事件，提供高效理赔服务。在重大紧急突发事件面前，华泰人寿始终秉持“客户至上”的服务理念，积极履行保险公司社会责任，迅速启动理赔应急预案，确保在第一时间为受灾客户提供高效、便捷的理赔服务。针对2024年发生的多起重大事故，包括河南平顶山“1·12”煤矿安全事故、江西新余“1·24”店铺火灾事故、江苏南京“2·23”小区火灾事故等，华泰人寿迅速响应，推出了一系列应急理赔服务举措，全力保障客户权益。应急理赔服务举措包括开通绿色通道服务、主动排查出险客户、多渠道报案服务、上门理赔服务、无保单理赔服务、简化管理理赔申请资料、取消定点医院限制等。

Facing the frequent challenges posed by extreme weather events in 2024, Huatai P&C Insurance demonstrated unwavering responsibility and professional expertise by providing round-the-clock claims services, swiftly responding to customer needs through dedicated fast-track channels, and ensuring reliable insurance protection for business continuity. By the end of 2024, Huatai P&C Insurance had established nine catastrophe codes for extreme weather events including Typhoons Yagi and Bebinca, efficiently processing over 440 claims with total reserves and settlements approaching RMB 74 million. For example: On September 6, 2024, Typhoon Yagi, the year's 11th typhoon, made landfall on Wenchang's coast in Hainan as a super typhoon, severely damaging the 220KV Yuexin Photovoltaic Power Station owned by SDIC (Hainan) New Energy Co., Ltd. in Wencheng Town. To alleviate the financial burden on the policyholder and facilitate rapid resumption of operations, Huatai P&C Insurance disbursed an advance payment of RMB 4.5 million in the same month as the incident.

Huatai Life Insurance actively fulfills its social responsibilities by responding rapidly to major emergencies and delivering efficient claims services. During critical emergencies, Huatai Life Insurance consistently upholds its "customer first" service philosophy, fulfilling its insurance industry social responsibilities by immediately activating emergency claims protocols to ensure efficient and accessible claims services for affected customers. In response to several major incidents in 2024, including the January 12 coal mine accident in Pingdingshan (Henan), the January 24 shop fire in Xinyu (Jiangxi), and the February 23 residential fire in Nanjing (Jiangsu), Huatai Life Insurance responded swiftly by implementing comprehensive emergency claims measures to fully protect customer interests. Emergency claims measures included: expedited processing channels, proactive identification of affected policyholders, multiple claim reporting options, on-site claims services, policy-free claims processing, simplified documentation requirements, and removal of designated hospital restrictions.

积极开展各项社会公益项目 Active Engagement in Social Welfare Initiatives

2024年，华泰保险“小小铅笔”爱心公益计划第11季活动走进河北石家庄、江西宜春，向河北省石家庄市建设北大街小学捐建价值20万元的梦想中心教室一间，向江西省宜春市宜丰县车上中心小学捐赠电脑、桌椅、书架、空调、教学一体机等爱心物资，建立了华泰爱心电脑室、阅览室，援助总价值13万余元。截至2024年年底，“小小铅笔”爱心公益计划累计奔赴全国23个省份自治区，捐赠57所学校。同时，公司在环保等领域也积极开展公益资助，连续第八年资助阿拉善SEE生态协会，以公益善行诠释公司责任和价值。



In 2024, the 11th season of Huatai Insurance's "Small Pencils" charity initiative reached Shijiazhuang (Hebei) and Yichun (Jiangxi), donating a Dream Center classroom worth RMB 200,000 to Jianshe North Street Primary School in Shijiazhuang, and establishing a Huatai Computer Room and Reading Room equipped with computers, furniture, air conditioners, and teaching equipment worth over RMB 130,000 at Cheshang Central Primary School in Yifeng County, Yichun. As of the end of December 2024, the "Small Pencils" charity program has reached out to 57 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 eight consecutive years, well demonstrating its corporate responsibility and values through concrete philanthropic actions.

华泰财险“小家大爱”家庭公益日：汇聚员工与家属爱心，助力社会公益

Huatai P&C's "Small Families with Great Love" Family Day: Uniting Employees and Families to Support Social Good

“小家大爱”是华泰财险的员工家庭公益日品牌，创新性地融合公益与家庭活动，鼓励员工及家属共同传递社会关爱。

2024年，第三届“小家大爱”活动吸引了全国34家分公司及北京、上海总部2000余名员工和家属参与，筹集善款及物资19万元，支持乡村儿童教育、认知症社区关怀、独居老人关爱及防台抗汛等公益事业。

"Small Families with Great Love" is Huatai P&C's signature employee Family Day brand, innovatively blending philanthropy with family engagement to inspire employees and their families to spread care to society.

In 2024, the third annual "Small Families with Great Love" event saw over 2,000 employees and family members from 34 branches nationwide, as well as Beijing and Shanghai headquarters, come together. The initiative raised RMB 190,000 in donations and materials, supporting causes such as rural children's education, dementia community care, support for solitary elderly individuals, and disaster relief for typhoon and flood prevention.



华泰财险协助解决东方村生活用水问题

Huatai P&C Insurance Resolves Water Supply Issues in Dongfang Village

2024年7月，华泰财险与广东省河源市紫金县柏埔镇政府携手落成了一项民生工程，为柏埔镇东方村供水管道修复提供资金援助，帮助全村千户村民解决生活用水问题。11月29日，柏埔镇政府为华泰财险及分公司授牌“助力乡村振兴爱心企业”。

In July 2024, Huatai P&C Insurance collaborated with the Bopu Town government in Zijin County, Heyuan City, Guangdong Province to complete a community infrastructure project, providing financial assistance to repair water supply pipelines in Dongfang Village, resolving domestic water supply for thousands of households. On November 29, the Bopu Town government recognized Huatai P&C Insurance and its branch as a "Caring Enterprise Supporting Rural Revitalization".

华泰人寿赞助第九届“华泰人寿杯”大学生保险·金融广告设计大赛

Huatai Life Insurance Sponsors Ninth "Huatai Life Cup" University Student Insurance and Finance Advertising Design Competition

2024年，华泰人寿联合对外经济贸易大学举办第九届“华泰人寿杯”大学生保险·金融广告设计大赛，为金融保险行业发展贡献青年智慧和创新活力，来自全国40多所院校的大学生参与本届大赛，选送101个保险广告作品，最后于5月27日决出优秀作品20个。

In 2024, Huatai Life Insurance partnered with the University of International Business and Economics to host the ninth "Huatai Life Cup" University Student Insurance and Finance Advertising Design Competition, contributing youthful wisdom and innovative vitality to the development of the financial and insurance sector. Students from over 40 institutions nationwide submitted 101 advertising entries, with 20 outstanding works selected in the final round on May 27.

华泰人寿向金融街街道捐赠运动物资

Huatai Life Insurance Donates Sports Equipment to Financial Street Community

2024年8月，华泰人寿向北京市西城区金融街街道社区捐赠智能跑步机、动感单车、台阶机、健身车、椭圆机、乒乓球台等运动物资，总价值约10万元。

In August 2024, Huatai Life Insurance donated sports equipment including smart treadmills, exercise bikes, step machines, fitness cycles, elliptical trainers, and ping-pong tables to the Financial Street community in Xicheng District, Beijing, with a total value of approximately RMB 100,000.

华泰资产助力兴和县定点帮扶工作

Huatai Asset Management Supports Targeted Assistance in Xinghe County

2024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——兴和县饮水工程项目以及为大同天乡指定老年人群购买保险和捐赠物资。

In 2024, Huatai Asset Management continued its targeted assistance in Xinghe County, Inner Mongolia Autonomous Region, supporting the local drinking water project and providing insurance coverage and material donations for elderly residents in Datongyao Township.

华泰保兴基金创新打造特色公益项目

Huatai Baoxing Fund Management Creates Featured Public Welfare Project

华泰保兴基金与陆家嘴金融城发展基金会携手打造的特色公益项目——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，将公益投资与资产管理相结合，在该基金存续期间，持续将基金管理费收入的50%捐赠予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。

自2023年5月成立以来至2024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管理费收入233.36万元，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。未来，公司将继续发挥投资管理优势，努力将社会责任的履行融入经营管理和业务发展的各个环节，为绿色金融服务持续赋能。

Huatai Baoxing Fund Management, in partnership with the Lujiazui Financial City Development Foundation, established the innovative Huatai Baoxing Yangtze River Delta Financial Bond One-Year Regular Open-ended Bond Investment Fund, integrating charitable investment with asset management. Throughout the fund's duration, 50% of management fee revenue was donated to the Lujiazui Financial City Development Foundation to support long-term public welfare initiatives in the Lujiazui Financial District.

From its establishment in May 2023 through the end of 2024, Huatai Baoxing Fund Management had cumulatively donated RMB 2.3336 million, providing robust backing for various philanthropic activities and promoting healthy growth in the sector. Looking ahead, the Company will continue leveraging its investment management expertise to integrate social responsibility throughout its operations and business development, continuously strengthening its commitment to green financial services.

各地分支机构开展形式多样的公益活动 Branch Offices Conduct Diverse Charitable Activities

2月和5月，华泰人寿重庆分公司先后两次前往重庆南岸区启明星智障儿童康复托养中心看望特殊儿童，共计为该机构的老师和孩子们捐赠价值4000余元的生活及文体用品。

In February and May, Huatai Life Insurance's Chongqing Branch made two visits to the Qimingxing Rehabilitation Center for Children with Intellectual Disabilities in Nan'an District, donating over RMB 4,000 worth of daily necessities and recreational supplies for the teachers and children at the center.

5月，华泰人寿天津分公司冠名“爱星筑梦·守望星田”心智障碍青年水稻种植基地，携手爱星筑梦公益机构开展了多次农耕活动，让“残健共融”从理念变为实践。

In May, Huatai Life Insurance's Tianjin Branch sponsored the "Building Dream for and Guarding Children of the Stars" rice cultivation project for young adults with intellectual disabilities, collaborating with the Love-Star Dream-Building organization on multiple farming activities, transforming the concept of "an inclusive society for all" from theory into practice.

9月，华泰人寿陕西分公司携手陕西省保险行业协会，在西安市启智学校举办“情系教育助成长”爱心助学公益活动，为学校捐赠了价值4000多元的爱心物资。

In September, Huatai Life Insurance's Shaanxi Branch, in conjunction with the Shaanxi Insurance Industry Association, hosted a "Nurturing Education and Growth" public welfare event at Xi'an Qizhi School, donating supplies valued at over RMB 4,000.

11月，华泰人寿辽宁分公司锦州中支与锦州市银河艺校、锦州市美术家协会、锦州市民办教育协会、锦州瓷娃娃爱心协会联合举办了“童心绘梦 典藏未来”少儿爱心公益书画大赛画展，并为瓷娃娃患者送上慰问金。

In November, Huatai Life Insurance's Liaoning Branch (Jinzhou Office), together with Jinzhou Galaxy Art School, Jinzhou Artists Association, Jinzhou Private Education Association, and Jinzhou Osteogenesis Imperfecta Care Association, jointly organized the "Innocent Dreams, Future Treasures" youth public welfare art exhibition and competition, also providing financial assistance to patients with osteogenesis imperfecta.



HUATAI INSURANCE GROUP COMPANY 2024 GREEN FINANCE DEVELOPMENT REPORT

华泰保险集团股份有限公司 2024年度绿色金融发展情况报告

绿色金融发展战略

华泰保险集团完整、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。

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，华泰保险集团公司制定了《华泰保险集团股份有限公司绿色金融管理制度（试行）》。

主要政策如下：

- 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

2024年绿色金融发展情况

■ 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。2024年，华泰财险绿色保险原保费收入5.34亿元，同比增长9.05%，保单共计39.29万张，保险金额9523亿元。其中，环境、社会、治理（ESG）风险保险业务原保费收入3108万元，保单数量8.9万张；绿色产业保险业务原保费收入3.47亿元，保单数量3.3万张；绿色生活保险业务原保费收入1.85亿元，保单数量28.6万张（注：上述分类数据有交叉重合）。

■ 绿色投资

在保险资金运用方面，为顺应绿色金融发展趋势，华泰保险集团公司资金运用业务持续加强绿色投资。截至2024年年末，全集团投资绿色股票、绿色债券及非标项目总规模约为19.75亿元，其中股票（结合Wind ESG评级AA级及以上并考虑发行人主营业务收入主要来源于绿色业务）0.76亿元，股权产品（底层产品涉及新能源汽车电池项目）0.77亿元，债券（Wind绿色债券）2.72亿元，债权计划（底层资产为绿色业务）15.49亿元。重点项目包括“华泰-中国华电债权投资计划（二期）”“中再-节能环保绿色债权投资计划（一期）”“22苏高新GN001”等。



在资产管理产品发行方面，华泰资产积极响应国家战略部署，持续加大对绿色产业、低碳经济和循环经济的支持力度，推动业务的绿色转型。2024年，绿色相关债权计划注册规模达到531.23亿元。重点项目方面，包括“华泰-佛山地铁绿色基础设施债权投资计划(1号)”“华泰-宁波轨道交通绿色基础设施债权投资计划(1号、2号)”“华泰-水资源治理利用基础设施债权投资计划(1号、2号)”“华泰-新青水处理项目基础设施绿色债权投资计划”“华泰-凉水河综合治理利用基础设施绿色债权投资计划”以及“华泰-杭州湾新能源汽车绿色基础设施债权投资计划”等。

■ 绿色运营

华泰保险集团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。华泰保险集团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。同时积极开展各类绿色宣传活动和节能倡议，向员工传递环保节能理念。

倡导绿色办公。华泰保险集团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。优先采购可重复使用的环保办公用品，并定期维护办公设备提高运行效率。

推广绿色出行。华泰保险集团总部上海地区班车使用绿色新能源纯电汽车，支持节能减排，实现绿色出行。同时，积极倡导员工因公出差过程中多使用高铁以及公共交通工具，减低碳排放。积极举办“乐行有约”健步走等活动，提升员工和公众对绿色出行的认知和兴趣。

优化绿色业务流程。华泰财险持续推动车险低风险案件远程线上处理，优化电子索赔材料、增加电子签名功能，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。2024年车险远程定损率为60.94%，同比提升1.33个百分点，接下来将继续完善相关工具和流程，努力提高客户接受程度。2024年，公司推进客户服务流程的自动化升级，通过打造智能化服务功能，将传统依赖人工处理的业务环节逐步转型为由智能系统自动完成，不仅提升服务质效，还减少了资源消耗。2024年客户服务自动化率为80.19%，同比提升3.38个百分点。

华泰人寿智能理赔系统实现部分医疗案件全程自动处理，伴随功能优化提升，进一步提升客户对“慧享华泰”APP理赔模块功能的使用意愿，进而提升理赔电子化率。2024年理赔电子化（理赔件数）率达到54.15%，同比提升8.95个百分点。2024年，空中柜面2.0项目升级，进一步拓展业务受理范围，可满足客户对线上保全受理的需求。同时，开展保单服务重构项目，“慧享华泰”APP可受理保全项目增加，同步提升了客户服务体验。2024年保全变更电子化率为76.84%，同比提升0.25个百分点。

华泰保险集团公司将全面贯彻新发展理念，持续完善绿色金融管理体系，推动绿色保险和绿色投资业务发展，提高自身环境、社会和治理表现，努力达成绿色金融目标，为经济社会发展全面绿色转型做出积极贡献。

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.

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 Company 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 as follows:

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.

GREEN FINANCE DEVELOPMENTS IN 2024

■ Green Insurance

Huatai P&C Insurance actively develops its green insurance business, offering risk protection products and services across environmental conservation, social governance, green industry operations, and sustainable lifestyle consumption. In 2024, Huatai P&C Insurance's green insurance primary premi-

ums totalled RMB 534 million, representing a year-on-year increase of 9.05%. A total of 392,900 policies were issued, with insured amounts totalling RMB 952.3 billion. Among these, ESG risk insurance generated RMB 31.08 million in primary premiums, with 89,000 policies issued; green industry insurance contributed RMB 347 million from 33,000 policies; and green lifestyle insurance garnered RMB 185 million from 286,000 policies (Note: The data for the above categories includes overlaps).

■ Green Investments

In terms of insurance fund investment, Huatai Insurance Group's investment operations continuously strengthen green investments in response to the evolving green finance landscape. By the end of 2024, the Group's total investment scale in green stocks, green bonds, and non-standard programs was approximately RMB 1.975 billion, including RMB 76 million in stocks (combining Wind ESG ratings of AA or above and considering issuers whose main business income is primarily derived from green businesses), RMB 77 million in equity products (with underlying assets related to new energy vehicle battery projects), RMB 272 million in bonds (Wind green bonds), and RMB 1.549 billion in debt schemes (where the underlying assets were green businesses). Key projects included "Huatai - China Huadian Debt Investment Plan (Phase II)", "China Re - Energy Conservation & Environmental Protection Green Debt Investment Plan (Phase I)", "Huatai - China Huadian Debt Investment Plan (Phase II)", "22 SND GN001", etc..

In terms of asset management product issuance, Huatai Asset Management actively responds to national strategic deployments, continuously increases its support for green industries, the low-carbon economy, and the circular economy, promoting the green transformation of its business. In 2024, the registered scale of green-related debt investment plans reached RMB 53.123 billion. Key projects included "Huatai-Foshan Metro Green Infrastructure Debt Investment Plan (No.1)", "Huatai-Ningbo Rail Transit Green Infrastructure Debt Investment Plan (No.1, No.2)", "Huatai-Water Resources Management and Utilization Infrastructure Debt Investment Plan (No.1, No.2)", "Huatai-Xinqing Water Treatment Project Infrastructure Green Debt Investment Plan", "Huatai-Liangshui River Comprehensive Management and Utilization Infrastructure Green Debt Investment Plan", and "Huatai-Hangzhou Bay New Energy Vehicle Green Infrastructure Debt Investment Plan", among others.

■ Green Operations

Huatai Insurance Group Company 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 Insurance Group 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. Concurrently, various green awareness activities and energy-saving initiatives were actively carried out to impart concepts of environmental protection and energy conservation to employees.

Advocacy for Green Office Practices: Huatai Insurance Group Company 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. Priority is given to purchasing reusable, eco-friendly office supplies, and office equipment is regularly maintained to enhance operational efficiency.

Promotion of Green Mobility: The Shanghai Office of Huatai Insurance Group Company Headquarters operates new-energy electric shuttle buses in a bid to support energy conservation and enable eco-friendly commuting. Additionally, the Office actively encourages employees to use high-speed trains and public transportation when traveling for business purposes, thereby decrease carbon emissions. The Office also actively organized activities such as the "Happy Walk" walking event to enhance the awareness and interest of employees and the public in Green Mobility.

Optimization of Green Business Processes: Huatai P&C

Insurance continues to promote remote online processing for low-risk auto insurance cases, optimizing electronic claim materials and adding electronic signature functionality, thereby reducing the waste of social resources such as fuel and paper caused by claims personnel conducting on-site inspections and damage assessments. In 2024, the rate of remote damage assessment for auto insurance was 60.94%, an increase of 1.33 percentage points year-on-year. Moving forward, relevant tools and processes will continue to be refined to enhance customer acceptance. In 2024, the Company advanced the automation upgrade of its customer service processes. By developing intelligent service functions, business segments traditionally reliant on manual processing were gradually transitioned to automatic completion by intelligent systems, which not only enhanced service quality and efficiency but also reduced resource consumption. In 2024, the customer service automation rate was 80.19%, representing a year-on-year increase of 3.38 percentage points.

Huatai Life Insurance's intelligent claims service system achieved fully automated processing for some medical cases. Coupled with functional optimization and enhancement, this further spurred customers' willingness to use the claims module functions of the "Smart Joy Huatai" APP, thereby increasing the electronic settlement rate. In 2024, the electronic settlement rate (by number of claims) reached 54.15%, a year-on-year increase of 8.95 percentage points. In 2024, the "Virtual Counter" 2.0 project was upgraded, further expanding the scope of business acceptance to meet customer demand for online policy maintenance processing. Concurrently, a policy service restructuring project was undertaken, increasing the number of policy maintenance items processed via the "Smart Joy Huatai" APP, simultaneously enhancing the customer service experience. In 2024, the rate of policy alteration via electronic means was 76.84%, representing a year-on-year increase of 0.25 percentage points.

Huatai Insurance Group Company will fully implement the new development philosophies, continuously improve its green finance management system, promote the development of green insurance and green investment businesses, enhance its own environmental, social, and governance performance, strive to achieve its green finance goals, and make positive contributions to the comprehensive green transformation of economic and social development!

HONORS 公司荣誉

2024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。

- 3月，国际著名信用评级机构惠誉将华泰财险的保险公司财务实力评级自“A”上调至“A+”，展望稳定，这是华泰财险连续第十年获得惠誉评级的正面评价。
- 3月，华泰资产荣获由深圳证券交易所颁发的“2023年度优秀债券投资交易机构（保险类）”奖。
- 4月，华泰资产荣获“2023年度浦东新区金融业突出贡献奖”。
- 6月，第四届中国资产管理业峰会发布“中国资产管理 2023 领军榜”，华泰资产荣获“中国资产管理2023卓越机构——最具综合实力奖”。
- 6月，欧洲权威出版集团“欧洲投资与养老金”（Investment & Pensions Europe-IPE）发布“2024年全球资管500强”重磅榜单，华泰资产管理有限公司位列IPE全球资管500强——全球第197位，较去年跃升11位。
- 7月，华泰保兴基金荣获京东金融基金主播投教大赛“飞跃进步奖”和“视频传播二等奖”。
- 7月，华泰保兴基金运营管理平台荣获陆家嘴金融城“金融科技优秀案例”。
- 9月，中国证券报举办“第四届中国保险业投资金牛奖”颁奖典礼，华泰资产“华泰增强回报资产管理产品”荣获“组合类保险资管产品金牛奖（固收类）”。
- 9月，中国证券报举办“第四届中国保险业投资金牛奖”颁奖典礼，华泰资产管理有限公司荣获“金牛金融科技应用奖”。
- 11月，华泰人寿“家庭风险管理体系项目”获评《中国银行保险报》“2024保险业数字化优秀案例”。



- 11月，“华泰人寿悠享未来养老年金保险（分红型）”，荣获《今日保》“年度人气商业养老保险产品”。
- 11月，证券时报举办“2024中国金融机构年度峰会”暨“2024中国保险业资产负债管理年会”，华泰资产“浙江新能源电力基础设施债权投资计划（一期、二期）”荣获“2024保险资金支持实体创新方舟奖”。
- 11月，华泰保兴基金电商团队荣获2024东方财富风云际会“年度潜力电商团队”。
- 12月，中国保险行业协会发布了2023年度保险公司法人机构经营评价结果公告，华泰财险连续第三年被评为最高等级A类。
- 12月，华泰人寿荣获中央财经大学中国精算研究院保险数据文献中心及今日保研究院联合举办的2024年度保险·投资价值评选中“年度最具市场价值公司”。
- 12月，华泰人寿荣获《中国经营报》“2024卓越竞争力寿险公司”。
- 12月，华泰人寿荣获新浪颁发的“2024鼎元奖：年度服务创新保险公司”。
- 12月，“华泰人寿盛世典藏年金保险（分红型）”荣获北青财星榜“2024年度金牌口碑产品”。
- 12月，华泰人寿荣获新华印记《社会责任·经典相册》风采企业荣誉。
- 12月，在第六届保险资产管理产品推介活动中，华泰资产“华泰—浙江新能源电力基础设施债权投资计划（一期）”“华泰—固废材料发电基础设施债权投资计划（一期）”获保险资产管理产品推介荣誉，项目评审部获保险资产管理团队推介荣誉。
- 12月，华泰资产“华泰增利投资产品”荣获2024“上证·金理财”年度固收类保险资管产品奖。



In 2024, 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 March, Fitch, an international credit rating agency, upgraded the insurer financial strength rating of Huatai P&C Insurance from "A" to "A+" with a stable outlook, marking the tenth consecutive year of positive rating from Fitch.
- In March, Huatai Asset Management was awarded the "2023 Outstanding Bond Investment and Trading Institution (Insurance Category) Award" by the Shenzhen Stock Exchange.
- In April, Huatai Asset Management was honored with the "2023 Pudong New Area Award for Outstanding Contribution to the Financial Industry".
- In June, the 4th China Asset Management Industry Summit unveiled the "2023 China Asset Management Leaderboard," where Huatai Asset Management was honored with the "2023 China Asset Manager of Year — Most Comprehensive Strength."
- In June, "Investment & Pensions Europe" (IPE), an authoritative European publishing group, released its "Top 500 Asset Managers 2024" leaderboard, where Huatai Asset Management Co., Ltd. ranked 197th globally, climbing 11 places from the previous year.
- In July, Huatai Baoxing Fund Management won the "Leap Forward Award" and "Second Prize for Video Communication" in JD Finance's Fund Anchor Investment Education Competition.
- In July, Huatai Baoxing Fund Management's operations management platform was recognized as an "Excellent Financial Technology Case Study" by Lujiazui Financial City.
- In September, at the "4th China Insurance Industry Golden Bull Investment Awards" ceremony hosted by China Securities Journal, Huatai Asset Management took home the "Golden Bull Award for Insurance Asset Management Portfolio Products (Fixed Income)" with Huatai Enhanced Return Asset Management Product.
- In September, at the same ceremony, Huatai Asset Management received the "Golden Bull Award for Fintech Application".
- In November, Huatai Life Insurance's "Family Risk Management System Project" was recognized as a "2024 Top Digitalization Cases in the Insurance Sector" by *China Banking and Insurance News*.
- In November, Huatai Life Insurance's "Enjoy the Future Annuity Insurance (Participating)" was awarded the "Annual Popular Commercial Pension Insurance Product" by *Today's Insurance*.
- In November, at the "2024 China Financial Institutions Annual Summit" and "2024 China Insurance Industry Asset-Liability Management Conference" organized by Securities Times, Huatai Asset Management received the "2024 Insurance Funds Supporting Real Economy Innovation Award" with its "Zhejiang New Energy Power Infrastructure Debt Investment Plan (Phases I & II)".
- In November, the e-Commerce Team of Huatai Baoxing Fund Management received recognition as the "Promising E-commerce Team of the Year" at the 2024 Eastmoney Gathering.
- In December, the Insurance Association of China published the results of its 2023 Operational Review of Corporate Insurers, with Huatai P&C Insurance receiving the highest rating of Class A for the third consecutive year.
- In December, Huatai Life Insurance was awarded "Most Valuable Company of the Year" in the 2024 Insurance and Investment Value Awards jointly organized by the Insurance Data and Literature Center of the China Institute of Actuarial Science at Central University of Finance and Economics and Today's Insurance Research Institute.
- In December, Huatai Life Insurance received the "2024 Exceptionally Competitive Life Insurer of the Year" award from China Business Journal.
- In December, Huatai Life Insurance won Sina's "2024 Dingyuan Award: Insurer of the Year for Service Innovation".
- In December, Huatai Life Insurance's "Prosperity Collection Annuity Insurance (Participating)" was recognized as a "2024 Gold Word-of-Mouth Product" by the Beijing Finance Star List.
- In December, Huatai Life Insurance was honored with the "Social Responsibility • Classic Album" featured enterprise title by *Xinhua Imprint*.
- At the 6th Insurance Asset Management Product Promotion Event held in December, Huatai Asset Management's "Huatai-Zhejiang New Energy Power Infrastructure Debt Investment Plan (Phase I)" and "Huatai-Solid Waste Material Power Generation Infrastructure Debt Investment Plan (Phase I)" were bestowed with the Insurance Asset Management Product Promotion Award. The Project Review Department was also granted the Insurance Asset Management Team Promotion Award.
- In December, Huatai Asset Management's "Income-plus Investment Product" won the 2024 "Shanghai Stock Exchange • Golden Wealth Management" Fixed Income Insurance Asset Management Product of the Year.

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