

Generali Malaysia Wins International General Insurer of the Year - Malaysia for the 4th Consecutive Year

Kuala Lumpur - Generali Malaysia has been named **International General Insurer of the Year – Malaysia** at the Insurance Asia Awards 2026, marking its fourth consecutive year receiving the prestigious accolade. The recognition underscores the Company's continued leadership in driving sustainable growth, operational excellence, customer innovation, and positive social impact.

Over the past year, Generali Malaysia continued to strengthen its market position by enhancing operational efficiency following its successful business integration. Key milestones included the consolidation of its workforce into Menara Generali and the completion of its nationwide branch harmonisation journey, creating a more agile organisation that delivers faster, simpler, and more consistent experiences for customers and distribution partners.



"We are honoured to receive this recognition for the fourth consecutive year. It reflects the dedication of our people and the trust our customers and partners place in us. Beyond providing protection, we remain committed to supporting communities, promoting sustainability, and making a meaningful difference in the lives of Malaysians today and for generations to come," said Fabrice Benard, Chief Executive Officer of Generali Insurance Malaysia Berhad and Country Head of Generali Entities in Malaysia.

Beyond business performance, Generali Malaysia continued to strengthen its role as a responsible corporate citizen by creating lasting social and environmental impact. Through The Human Safety Net (THSN), the

Company expanded access to early childhood education, nutrition and family support, positively impacting hundreds of underserved families across Malaysia. Its community initiatives also extended to environmental conservation, including mangrove restoration and coastal clean-up efforts, while sustainable workplace practices saw Menara Generali achieve LEED Gold and GreenRE Silver certifications, with its Penang branch becoming the first in the network to receive the Penang Green Office Certification.

The Company also continued to drive responsible insurance by improving accessibility through Kempen Subsidi Motor Prihatin, publishing its first Climate-Related Financial Disclosure Report, and partnering with the United Nations Development Programme (UNDP) to strengthen climate resilience for Malaysian SMEs through the enhanced SME Loss Prevention Framework.

Generali Malaysia also continued to elevate customer experience by embedding customer insights into business decision-making through its Customer Experience Council and Cloopers Network, whilst accelerating digital transformation through AI-enabled capabilities across underwriting, claims and customer servicing to improved efficiency and responsiveness.

The recognition reinforces Generali Malaysia's position as a trusted Lifetime Partner, demonstrating that strong financial performance, responsible business practices, and customer-focused innovation can go hand-in-hand to create sustainable success.

For more information, please visit www.generali.com.my.

-End-

ABOUT GENERALI MALAYSIA

Generali Malaysia is one of the largest general insurers and an emerging life insurer in the country, dedicated to delivering best-in-class general and life insurance protection solutions for individuals, families, and businesses. As part of the Generali Group, a global insurance leader with over 190 years of heritage, Generali Malaysia carries forward a deep legacy of protection, service excellence, and innovation.

Today, the company is supported by more than 1,400 employees, over 9,000 agents and partners, and an extensive network of branches nationwide. Guided by its ambition to be a trusted Lifetime Partner, Generali Malaysia is committed to its purpose of empowering lives and dreams. The company continues to drive excellence by leveraging AI, data, and customer-centric solutions, while embedding sustainability at the heart of its business.

ABOUT THE GENERALI GROUP

Generali is one of the largest integrated insurance and asset management groups worldwide, with a total premium income of € 98.1 billion and € 900 billion AUM in 2025. Established in 1831, with over 88,000 employees and 163,000 advisors serving 75 million customers, the Group has a leading position in Europe and a growing presence in Asia and America. At the heart of Generali's strategy is its Lifetime Partner commitment to customers, achieved through innovative and personalised solutions, best-in-class customer experience and its digitalised global distribution capabilities. The Group has fully embedded sustainability into all strategic choices, with the aim to create value for all stakeholders while building a fairer and more resilient society.

Media Relations

Sheena Ho:

E: sheena.ho@generali.com.my

Samantha David:

E: samantha.david@generali.com.my