

2026 DB Insurance Integrated Report

Global Insurance Financial Group
striving a Happy Society with Customers



About This Report

Overview of the 2026 Integrated Report

The 2026 Integrated Report is DB Insurance’s 11th Integrated Report and 16th Sustainability Report. We disclose our management performance, financial outcomes, and non-financial activities and achievements annually through the Integrated Report.

Reporting Period

The reporting period is from January 1, 2025 to December 31, 2025. However, some significant activities and achievements from the first half of 2026 are also included. For key non-financial results, a three-year performance (2023–2025) is disclosed to identify trends over the years.

Reporting Scope and Boundaries

The primary reporting scope includes DB Insurance headquarters, domestic business divisions, and claims offices, excluding affiliated companies. It also includes introductions and some achievements of overseas branches and liaison offices. Non-financial data cover 100% of sales, and environmental performance indicators are reported based on DB Insurance’s nine owned and leased office buildings.

Reporting Principles and Standards

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021 and is governed by the GRI Financial Services Sector Supplement’s principles. In addition, as a member of the UN Global Compact, the report includes activities and achievements conforming to the 10 principles based on the Communication on Progress (COP) guidelines. Financial performance is prepared in accordance with the Korean International Financial Reporting Standards (K-IFRS). Any changes from previous reports are separately indicated within the report.

Report Assurance

To ensure the reliability and fairness of the report details and data, this report has undergone verification procedures by the third-party agency, Korea Management Registrar Inc. Refer to the “Third-Party Assurance Statement” for the assurance statement.

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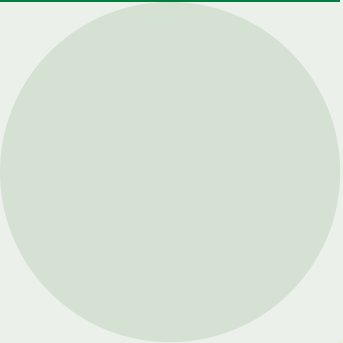
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DB Insurance’s Integrated Sustainability Report has been published as an **interactive PDF** to enhance information accessibility for readers and provide more comprehensive information.

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CEO Message

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Dear valued stakeholders,
We deeply appreciate your unwavering trust and support for DB Insurance.

Last year, even amid an unstable environment, DB Insurance strengthened its market leadership with a spirit of constant self-improvement, and marked a historic turning point toward becoming a “global insurance group” through the acquisition of Fortegra in the United States, further elevating the standing of Korea’s financial industry.

This year, the business environment is expected to be more challenging than ever, with prolonged low growth and declining profitability in the insurance industry. In response to these challenges, DB Insurance has set a strategic direction of “becoming a global insurance company based on superior management efficiency,” and will focus on the following key priorities to enhance value for our stakeholders.

First, we will solidify a stable business structure through profitability-oriented, sound management. We will restructure our profit base across all areas of long-term, car, and general insurance, while proactively responding to financial market volatility to maintain the highest level of financial soundness.

In addition, we will accelerate innovation and overseas business expansion to secure future growth engines. We will maximize operational productivity through AI-based digital transformation and secure differentiated global competitiveness by delivering tangible results from our overseas businesses, including Fortegra.

Lastly, by placing consumer protection and the establishment of transparent governance as our top priorities, we will further strengthen our customer-oriented management system and faithfully fulfill our social responsibilities to become a sustainable company trusted by all stakeholders.

Dear valued stakeholders,
DB Insurance has the strength to overcome countless challenges with the wisdom of “setting sail against the wind,” moving forward even in the face of adversity. We promise that we will never settle for our current achievements, and will continue to pursue management for mutual growth by working and growing together with our stakeholders.

Thank you.

DB Insurance Co., Ltd. President & CEO

Jeong Jong-pyo



June 2026



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DB Insurance Co., Ltd. began as Korea's first public automobile insurance company in 1962, joined the Dongbu Group in 1983, and changed its name to Dongbu Fire & Marine Insurance Co., Ltd. in October 1995. We have grown into a leading comprehensive non-life insurance company in Korea with a management philosophy driven by customer satisfaction and sound financial stability. In November 2017, we rebranded as DB Insurance Co., Ltd. to pursue growth as a global insurance financial group.

For more than 20 years, DB Insurance has upheld profitable management through a focus on profits, systematic loss ratio management, and industry-leading ROE/ROA. We continue to grow alongside society and achieve continuous development, fulfilling our social responsibilities as a desirable corporate citizen.

Company	Headquarters
DB Insurance Co., Ltd.	432 Teheran-ro, Gangnam-gu, Seoul, Republic of Korea
CEO	No. of Employees
Jeong Jong-pyo	4,652 as of Dec. 31, 2025
Date of Establishment	Website
March 2, 1962	www.idbins.com



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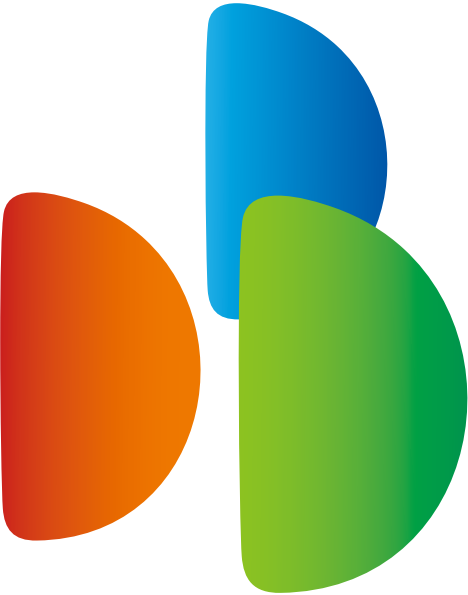
Vision

Guided by the vision of “Global Insurance Financial Group striving a Happy Society with Customers,” DB Insurance leads the way in adapting to the rapidly changing financial environment through systematic and robust management innovation. We pursue innovations in every management aspect—from personnel to channels and systems—securing an advanced service framework and achieving balanced growth in sales, profit, and assets, in an effort to lay a solid groundwork for sustainable growth. Moving forward, we will continue to provide the value customers seek and fulfill our social responsibilities as a sustainable enterprise to transform into a global insurance financial group that competes on the global stage beyond the domestic market.



DB CI (Corporate Identity)

By applying the colors of the existing CI, orange and green, it continues the history and tradition of Dongbu while expressing the will and hope for the future through blue, which signifies the “East” and “youth.” In addition, it conveys the meaning of “life” (green) created by the blend of “sun” (orange) and “water” (blue). The colors are given a gradient effect for three-dimensionality and dynamism.



A graphic representation of the letters “DB”
Creative evolution of the tradition and spirit of “Dongbu” to suit the times

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Company Overview

Total Assets	Net Premiums Written
KRW 59trillion	KRW 18.8trillion
Total Capital	Sales Organization including cross PA
KRW 10trillion	25,123 employees
Pre-tax Profit	No. of Customers
KRW 2 trillion	12.35 million

* As of December 2025

Products	• General Insurance • Long-term Insurance	• Car Insurance
Services	• Emergency Dispatch Service, On-site Dispatch Service (11 services including battery jump-start, emergency towing, etc.) • Automobile care (maintenance of 25 items such as vehicle inspection, interior sanitation, deodorization, etc.) • SOS service (inspection of 12 items) • Additional services (5 items) from partner repair shops • Text message service for the hearing-impaired • Promy AI 365 Health Care Service	• Family Health Care • Mental Plus Health Care • Rainbow Service • Promy Plus Membership • Health Awareness (Disease Prediction) Service • Funeral Service Affiliation • Risk Management Service • Legal Support & Retirement Planning Service
Exclusive Channels	• PA(Prime Agent) An exclusive agent who is allowed to only sell DB Insurance policies	• Agency An agency that is allowed to only sell DB Insurance policies through exclusive contract
Non-exclusive Channels	• Cross Agent A life insurance agent who primarily sells life insurance but is also allowed to handle general insurance policies	• GA(General Agency) An independent insurance agency that is allowed to sell insurance policies from all companies

Business Performance

Highlights



* All three-year figures are presented on a separate basis, applying IFRS 17 and IFRS 9 from 2023 onward.

Credit Rating

A.M.Best Overseas	S&P Global Ratings Overseas	Korea Investors Service Domestic
A+ (Stable)		AAA (Stable)
Financial Soundness	A+ (Stable)	Claims Paying Ability Rating
aa- (Stable)		AA+ (Stable)
Issuer Credit Rating		Corporate Bond (Subordinate)

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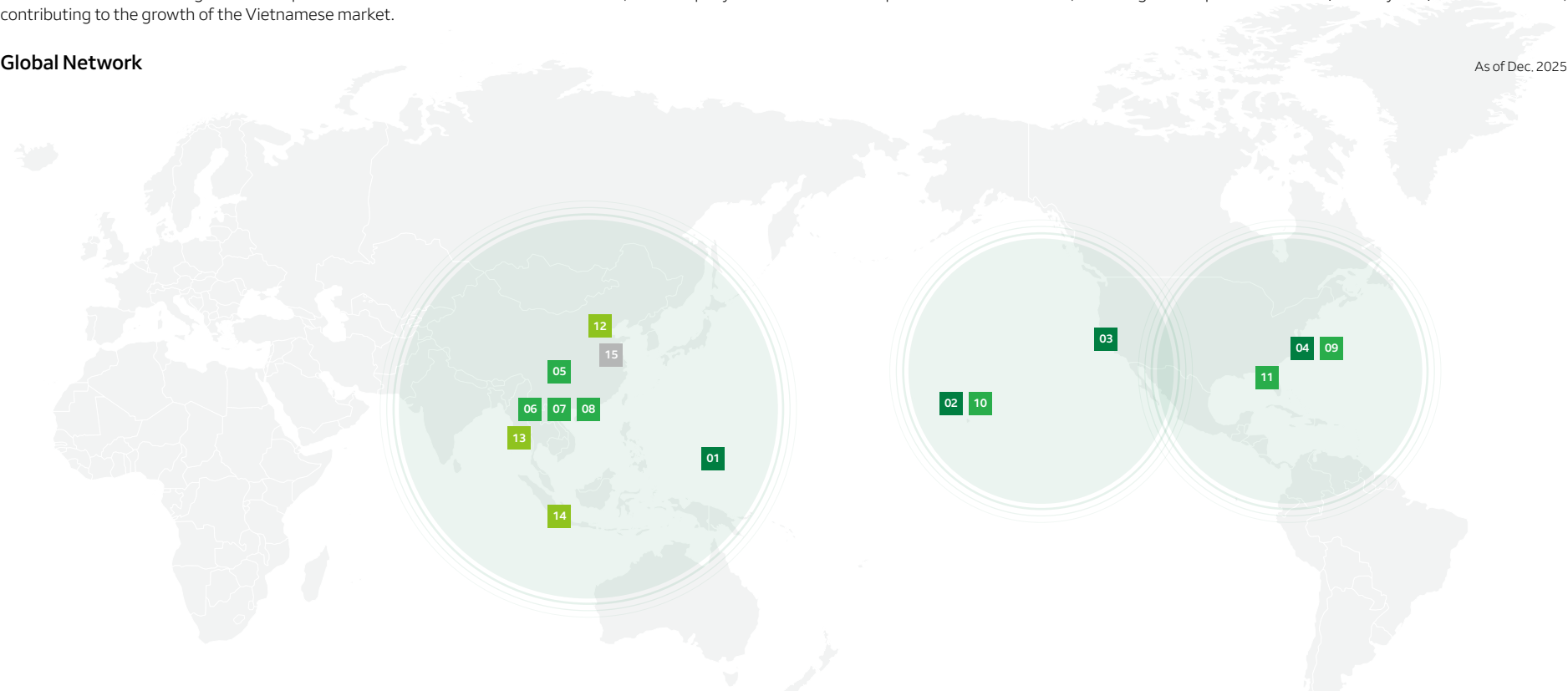
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Global Network

DB Insurance has built a global business foundation centered on the U.S., China, and Vietnam, and is strengthening its overseas business competitiveness through phased expansion around key strategic bases. In the Americas, the company expanded its branch network from Guam to Hawaii, California, and New York, and has continued to expand its business into neighboring regions such as Massachusetts, Arizona, and New Jersey, focusing on high-quality portfolios with proven profitability. As of the end of 2025, it operates four branches and 12 sales regions. In particular, in 2025, DB Insurance decided to acquire Fortegra, a leading U.S. insurer. Through this acquisition, the company plans to expand its presence in advanced insurance markets, including the U.S. and Europe, and strengthen its global business competitiveness by internalizing advanced insurance capabilities, such as underwriting and MGA business operations.

To enter China, the largest market in Asia, DB Insurance established a Beijing office and expanded its business foundation in the Chinese market through an equity investment in Ancheng Property & Casualty Insurance in 2014. Starting with its acquisition of a stake in PTI in Vietnam in 2015, the company has continued to expand its business in Asia, including the acquisition of DBV (formerly VNI) and BSH in 2024, contributing to the growth of the Vietnamese market.

Global Network



Overseas Branches

- 01 Guam
- 02 Hawaii
- 03 California
- 04 New York

Overseas Subsidiaries

- 05 Ancheng Property & Casualty Insurance (Chongqing), China
- 06 PTI (Hanoi), Vietnam
- 07 DBV(formerly VNI) (Hanoi), Vietnam
- 08 BSH (Hanoi), Vietnam

Overseas Offices

- 12 Beijing
- 13 Yangon
- 14 Jakarta

Joint Venture Brokerage

- 15 Nuoya Insurance Brokerage (Qingdao), China

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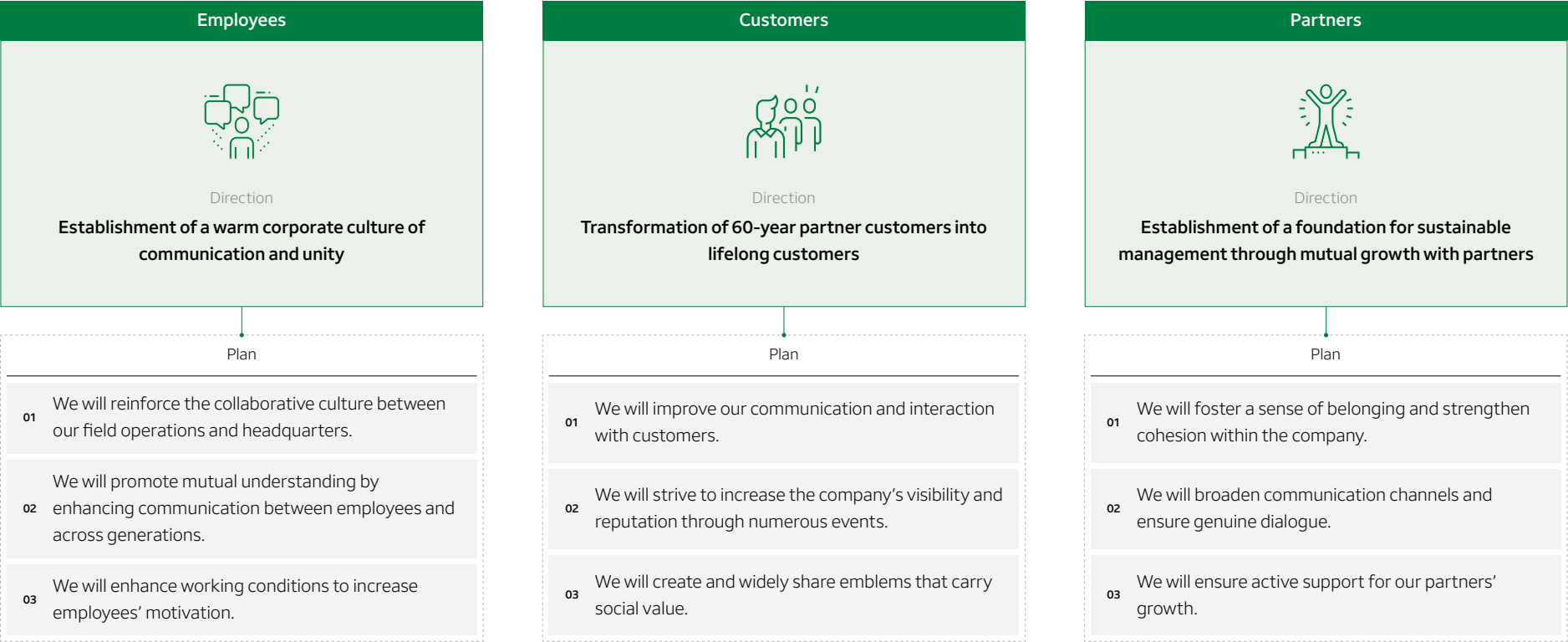
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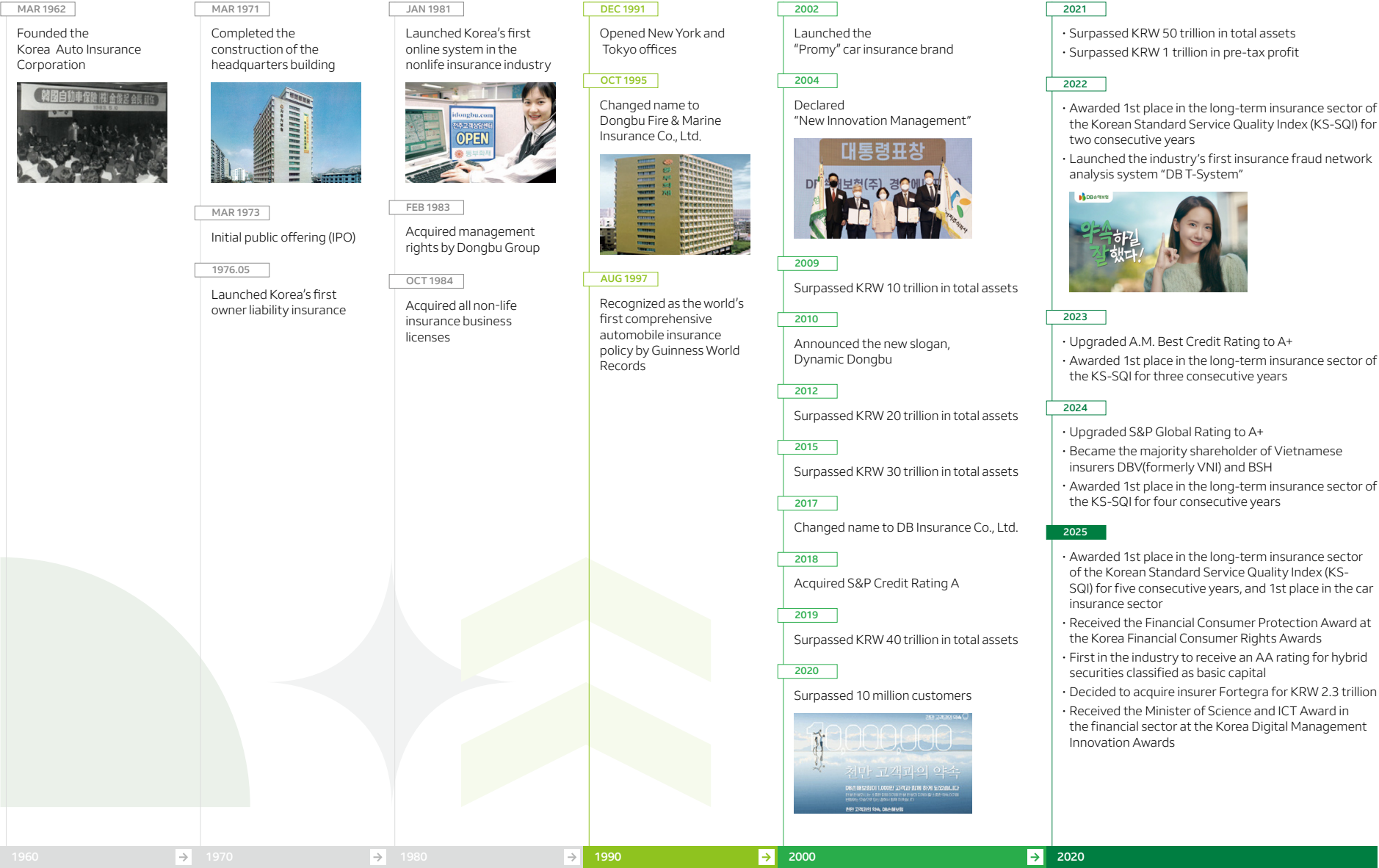
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Our Future Growth Direction



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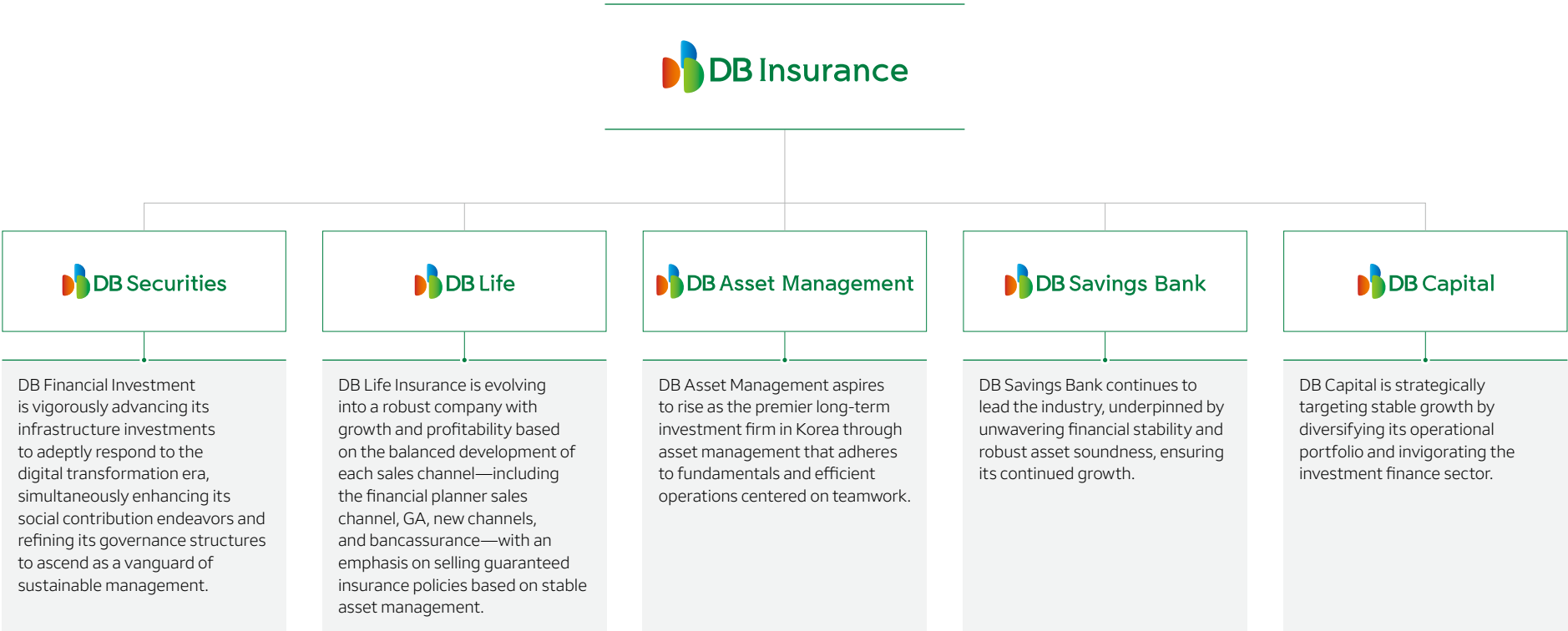
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DB Financial Network

The DB Financial Network, as a comprehensive financial conglomerate, is committed to enhancing corporate value through responsible management of each affiliate, thereby pursuing continuous growth and development. Leveraging an advanced corporate governance system, we safeguard the interests of key stakeholders—including customers, investors, shareholders, partners, and employees—while strategically responding to the rapid changes in the management environment and market dynamics. The DB Financial Network is categorized into financial and non-financial affiliates from a governance perspective. The financial affiliates, oriented towards DB Insurance, are structured in a vertical hierarchy, devoid of cross-shareholding or circular shareholding links.

DB Insurance, as the leading entity of the DB Financial Network, operates dedicated departments for risk management and internal control under the Chief Risk Officer (CRO) and Chief Compliance Officer (CCO). To manage and control risks efficiently, we established the Financial Conglomerate Risk Management and Internal Control Standards and operate the Financial Conglomerate Risk Management/Internal Control Council, thereby enhancing the management system for the financial conglomerate.



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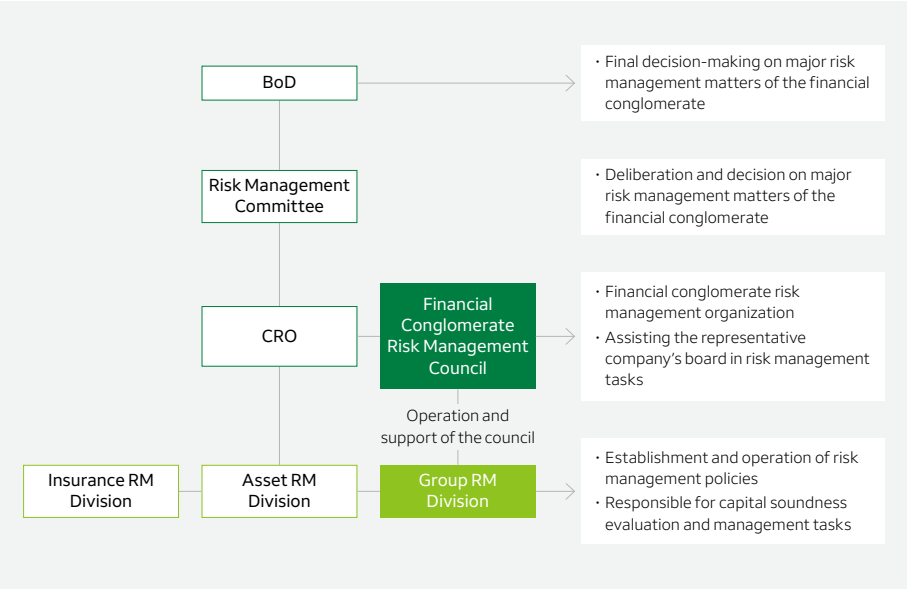
DB Financial Conglomerate

In accordance with the Act on the Supervision of Financial Conglomerates, a group consisting of 19 affiliated financial companies, including DB Insurance, has been designated as a financial conglomerate since July 2021. We have been selected as the leading financial company through consultation among the affiliates, responsible for establishing risk management and internal control policies for the financial conglomerate.

Operation of the Board of Directors and Risk Management Committee of the Representative Financial Company

The Board of Directors and Risk Management Committee of DB Insurance, the representative financial company, regularly receive reports on the financial status, governance structure, capital adequacy, risk concentration, and internal transactions among its affiliated financial companies. In addition, to prevent simultaneous failures within the financial conglomerate, they deliberate and resolve major group-wide policy issues related to risk management and internal control. This includes the management of contagion risk, as well as the management of individual risks by business sector—such as insurance, financial investment, and credit business.

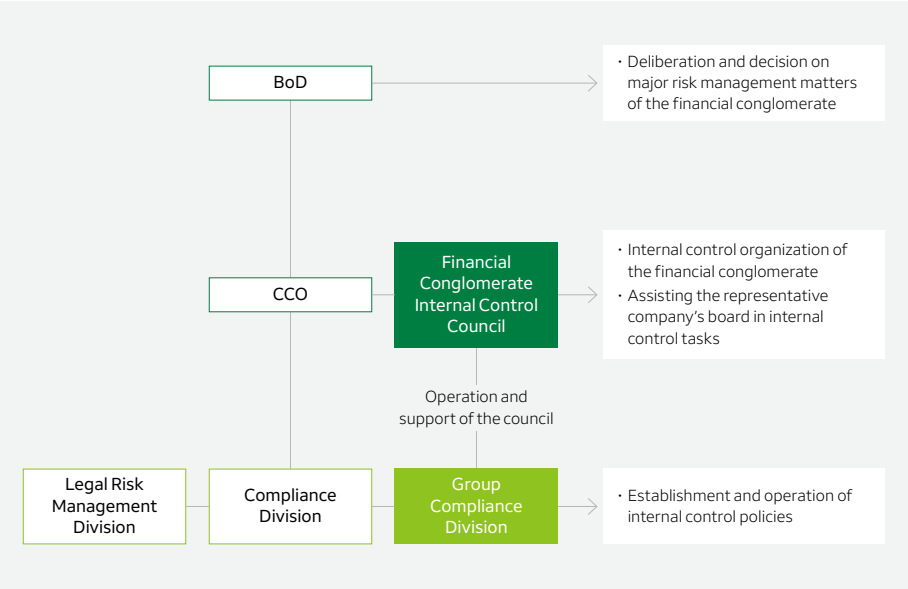
Financial Conglomerate Risk Management System



Operation of the Financial Conglomerate Risk Management/ Internal Control Council

The Financial Conglomerate Risk Management Council and the Internal Control Council are responsible for the appointment of CROs and CCOs for prominent financial affiliates, encompassing DB Insurance, DB Life Insurance, DB Securities, DB Asset Management, DB Savings Bank, and DB Capital. Prior to their deliberation and resolution by the Risk Management/Internal Control Council, the Board of Directors and the Risk Management Council conduct preliminary reviews of significant risk issues at the conglomerate level and critical management matters within the financial group.

Financial Conglomerate Internal Control System



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DB Securities has established three core sustainability agendas: ① Building a sustainable financial ecosystem; ② Creating social value for stakeholders; and ③ Establishing a transparent corporate governance system. We have identified specific initiatives under each agenda and are continuously pursuing them. In addition, by supporting venture capital through IPO underwriting of promising startups and providing new technology and venture investment products, we are strengthening our role as a key player in the capital market and continuing to grow together with businesses.

2025 Management Performance

The strengthening of protectionist trade policies under the second Trump administration and the reorganization of global supply chains gave rise to unprecedented uncertainty, with mounting inflationary pressure and greater export volatility. The Korean economy also faced challenging conditions, including sluggish domestic demand and slowing growth. Even so, DB Securities maintained a solid foundation for growth through rigorous risk management and agile market responses. The IB Division continued to deliver performance by strengthening PIB-linked sales, while the S&T Division maintained solid profitability through growth in PI investments and expansion of institutional sales, despite a decline in bond management performance due to rising market interest rates in the second half of the year. The SF Division delivered improved performance compared with the previous year by focusing on arranging redevelopment and reconstruction projects and securing high-quality deals centered on public guarantees. In the WM Division, performance improved evenly across entrusted and non-entrusted assets, supported by favorable stock market conditions. As a result, DB Securities recorded annual pre-tax profit of KRW 67.9 billion on a separate basis in 2025. In the support divisions, DB Securities accelerated the transition to AI-driven work by expanding generative AI-based business support services across the company. It also verified AI code assistants and promoted the development of a collaborative groupware system, while shifting the adoption of cloud-based IT infrastructure from the preparation stage to the implementation stage. In addition, the company is strengthening internal controls by advancing its accountability structure. In 2026, despite slowing economic and employment conditions, capital inflows into the capital market are expected to expand in line with the new government’s policy to promote productive finance. However, market concentration among large firms and competition in new businesses such as digital assets are expected to intensify further, while external uncertainties arising from geopolitical risks are likely to persist. Even in this challenging environment, DB Securities plans to generate stable and sustainable business performance by continuously implementing its value-up programs and accelerating company-wide PIB-linked business models.

Total Assets	Total Capital	Liabilities	Operating Revenue	Net Profit
KRW 10.8 trillion	KRW 1 trillion	KRW 9.8 trillion	KRW 1.7 trillion	KRW 53.5 billion

Investments in New Technology and Venture Customers

As of 2025 Unit: Cases, KRW 100 million

Category	Fund	No. of Accounts	Evaluation Amount
KOSDAQ Venture	Brain KOSDAQ Venture Securities(Securities Mixed), etc.	944	4,832
KONEX	VN Trinity KONEX High-yield Specialty (Bond Mixed Type), etc.	26	2,194
ESG	Korea Investment e-Short-Term Bond ESG Securities	463	1,711
Industry 4.0	Mirae Asset Global Industry 4.0 Convertible Bond H(Bond), etc.	799	154
Total		1,943	10,915

Employee Status

Unit: Persons

Category		2023	2024	2025
Total employees	Male	795	797	787
	Female	530	521	520
	Total	265	276	267
New hires & resignations	New hires (male/female)	39(26/13)	68(47/21)	67(61/6)
	Resignations (male/female)	65(54/11)	66(52/14)	81(66/15)
Executives & staff	Executives	27	31	31
	Employees	786	766	756
Employment type	Regular	629	664	705
	Non-regular	166	133	82
By age	Below 20 (male/female)	11(1/10)	14(0/14)	14(0/14)
	20s–30s (male/female)	101(33/68)	108(35/71)	93(38/55)
	30s–40s (male/female)	203(117/86)	178(103/75)	156(96/60)
	40s–50s (male/female)	357(254/83)	332(238/94)	322(210/112)
	Over 50 (male/female)	143(126/17)	165(145/20)	202(176/26)

2025 Sustainability Management Strategy Initiatives

Category	Initiatives	
Environment	• Achieved compliance rating from the Environmental Information Disclosure System • Established safety and health plans and operated environmental safety teams	
Social	• Operated the Industrial Safety and Health Committee(once per quarter) • Conducted two energy-saving campaign activities	
	• Extended the validity period of Family-friendly Company certification (hosted by the Ministry of Gender Equality and Family, Dec. 1, 2025) • Operated linked employment obligation reduction program (via BearBetter) • Made equity investment in a standard workplace for persons with disabilities (Bravo Beaver) • Participated in a support program for youth preparing for independence using the payroll spare change fund (hosted by the Korea Financial Investment Association) • Supported participation of employees and their families in the Financial Investment Industry Marathon	
Governance	• Held an employee family invitation event • Participated in the 15th annual “Kimchi of Love” fair • Conducted educational programs on ethical management; safety and health; prevention of sexual harassment and workplace bullying; disability awareness; and family-friendly policies • Operated the union-management council “Hanmaeum Council” (once per quarter) • Operated DYB (Young Board composed of junior staff and assistant managers) – Held workshops for change of company culture	
Governance	• Announced corporate value enhancement plans and carried out IR activities	
	• Operated a monthly Compliance Quiz to strengthen compliance awareness among employees and share internal control issues	

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DB Life Insurance emphasizes a consumer/field-oriented approach in all its activities. The company remains entirely dedicated to becoming the “DB Life Insurance trusted by consumers” by gaining customer trust through integrity and ethical management, allowing consumers to confidently place their assets with the company.

2025 Management Performance

The year 2025 was characterized by high inflation, escalated interest rates, and soaring exchange rates, posing significant economic challenges. Despite these daunting conditions, DB Life Insurance realized balanced and commendable outcomes in terms of growth, profitability, and financial stability. The company attained consolidated total assets of KRW 12.1 trillion, garnered insurance premium revenues of KRW 2.1 trillion from guaranteed insurance policies, and achieved a pre-tax profit of KRW 258.6 billion (as of 2025), thus marking a 26th consecutive year of profitability since 1999.

Total Assets	Total Capital	Liabilities	Operating Revenue	Net Profit
KRW 12.1 trillion	KRW 1.2 trillion	KRW 10.9 trillion	KRW 1.9 trillion	KRW 184.0 billion

* based on IFRS17/9 standards

2025 Key Management Activities

Enhancing Profitability-Oriented Sales	Strengthening Capital Soundness Management	Preparing for Future Growth and Strengthening Consumer Protection
Expanding Sales of Protection-Type Insurance, Including Health Insurance	Reducing CSM and Earnings Volatility	Advancing a Digital-Based Intelligent Work Environment
Strengthening Product and Sales Support Competitiveness	Strengthening Product and Sales Support Competitiveness	Advancing the Consumer Protection Management System

2025 Sustainability Management Strategy Initiatives

Category	Initiatives
Environment	- Continued investment in green bonds and other eco-friendly sectors - Launched eco-friendly campaigns for resource saving, nature conservation, and more - Published environmental protection content on social media
Social	- Employee volunteer activities, including voice donation, blood donation, and With Santa sharing activities “Sumsum Oksu,” a free nail care shop at Wonju Station, to create jobs for persons with severe disabilities - Operated a consumer panel system and implemented consumer-centric management practices, including financial education - Continuously developed products for the elderly and those with pre-existing conditions
Governance	- Operated the BoD and its committees in accordance with the Act on Corporate Governance of Financial Companies - Disclosed ESG information (created an ESG page on the website, published an ESG-themed annual report, etc.) - Operated an ESG working council



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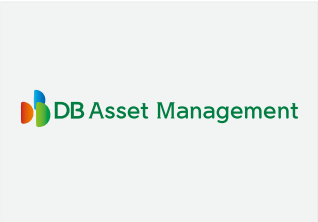
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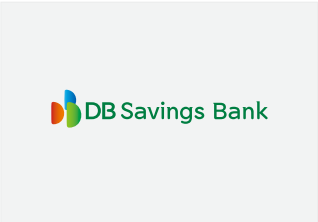
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DB Asset Management pursues customers’ investment goals based on a clear investment philosophy and systematic processes. It adheres to principles for long-term growth and stability. Also, it establishes objective investment strategies through data-driven research and teamwork harnessing collective intelligence. Going forward, the company will strengthen preemptive risk management and strive to become Korea’s leading long-term investment firm.

Total Assets	Total Capital	Liabilities	Operating Revenue	Net Profit
KRW 0.07 trillion	KRW 0.06 trillion	KRW 0.01 trillion	KRW 35.0 billion	KRW 2.0 billion



DB Savings Bank aims to maintain stable growth and uphold its reputation as a financially sound savings bank. Our core strategy focuses on securing differentiated business capabilities and achieving balanced growth in both size and profitability. We are working to improve our management system and risk response capabilities to maintain stable growth in new environments. We will continue our efforts for transformation and innovation to contribute to our shareholders, customers, and society.

Total Assets	Total Capital	Liabilities	Operating Revenue	Net Profit
KRW 3.13 trillion	KRW 0.35 trillion	KRW 2.78 trillion	KRW 183.0 billion	KRW 24.0 billion



DB Capital strives to become a sound and excellent company based on stable asset growth. In particular, the company continues to achieve steady growth in corporate finance, its core business area, and is doing its utmost to strengthen its competitiveness and expertise even amid an uncertain environment. Moving forward, DB Capital will continue its efforts to achieve sustainable growth and create social value at the same time. Through these efforts, the company will evolve into an enterprise that creates positive impacts on the environment and society.

Total Assets	Total Capital	Liabilities	Operating Revenue	Net Profit
KRW 0.75 trillion	KRW 0.21 trillion	KRW 0.54 trillion	KRW 47.0 billion	KRW 8.5 billion

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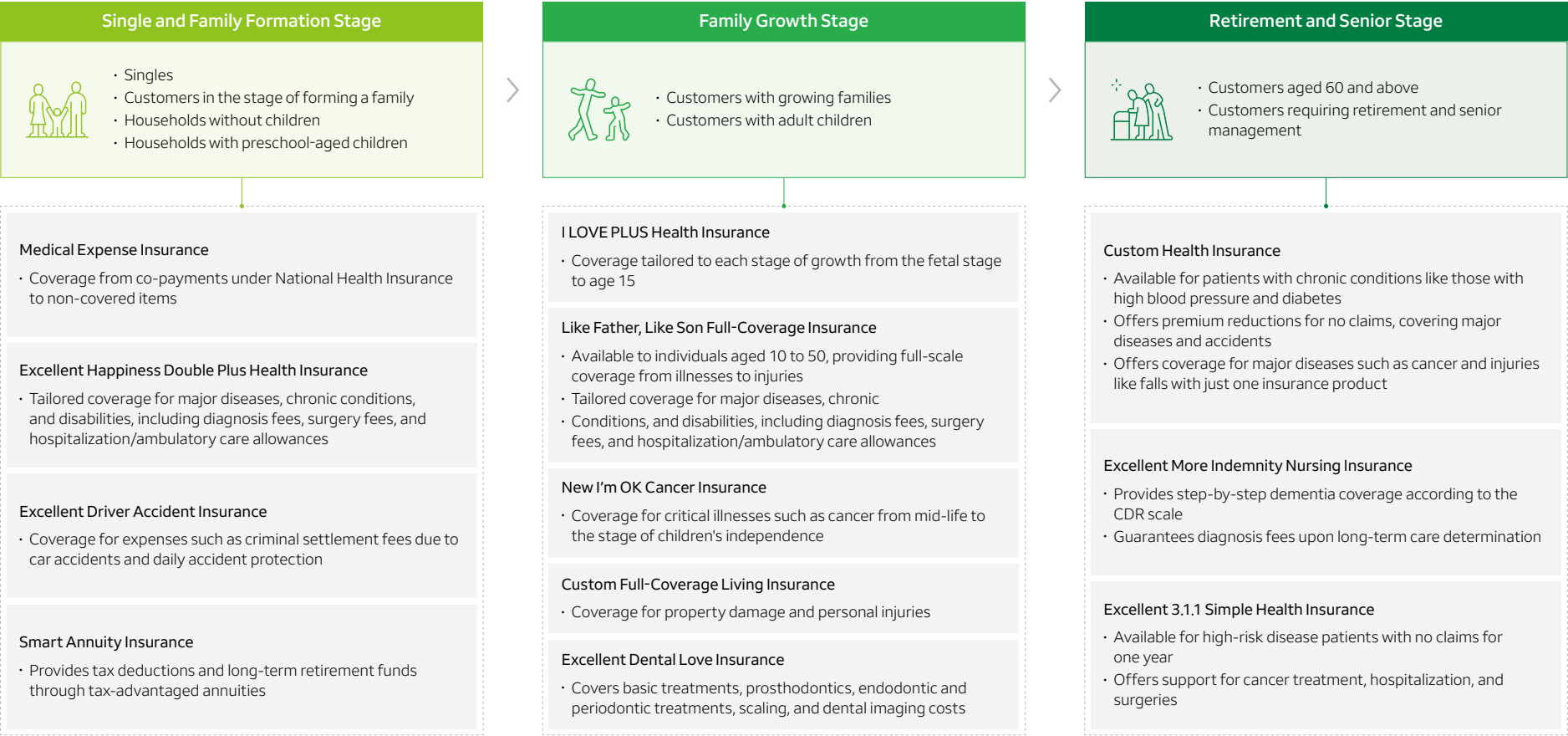
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Diverse Product Portfolio Based on Customer Life Cycle

DB Insurance devises an array of products with unique coverage tailored to the distinct stages of a customer’s life cycle, ensuring adequate coverage for each stage. With a varied product portfolio, we proactively mitigate potential risks associated with each life stage to help our customers lead stable and prosperous lives.



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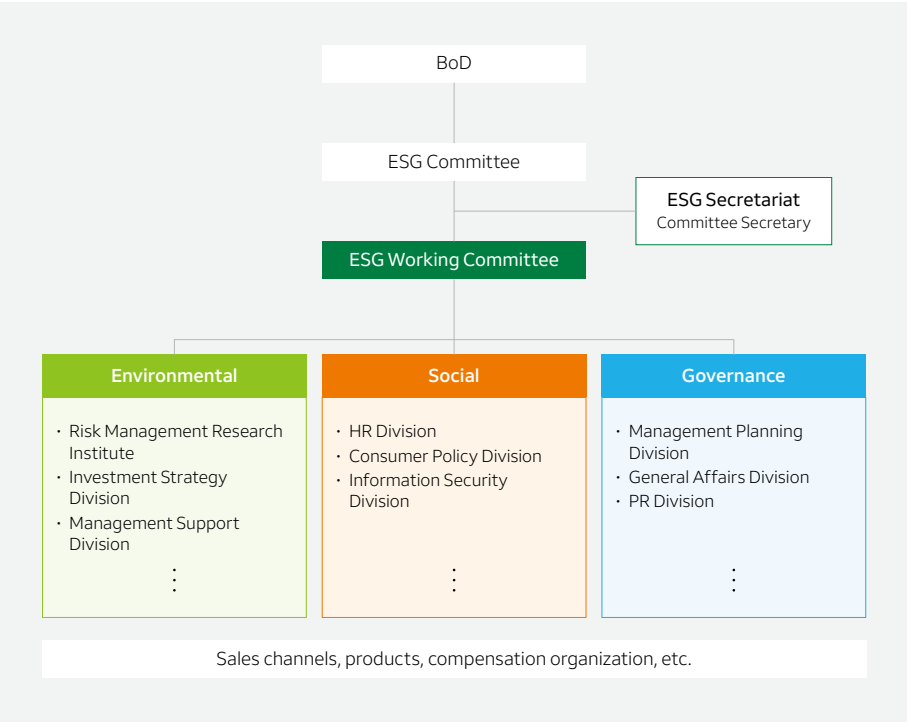
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Board’s ESG Management Initiatives

To promote sustainable management, DB Insurance established the ESG Committee under the BoD in March 2021. This committee decides on issues related to the environment, society, and governance for sustainable management, and reports its activities and major decisions to the board. The ESG Committee, comprising the CEO and two directors, is chaired by an outside director. In addition, the ESG Secretariat, under the ESG Committee, acts as the coordinator, while the ESG Working Committee, composed of key department heads, assists in the smooth operation of the committee’s duties. The ESG Working Committee is split into three subcommittees: environmental, social, and governance. Each subcommittee identifies key issues and carries out detailed improvement tasks by analyzing internal and external conditions and understanding stakeholder concerns in the ESG domains. The identified issues and improvement tasks are reflected through submission and reporting to the ESG Committee.

ESG Management Operating System



ESG Committee Activities

In 2025, the ESG Committee held three meetings, during which they appointed the chairperson, reported on the publication of the 2025 Integrated Report, and deliberated and resolved major issues such as selection of material issues related to sustainability and ESG management performance for the first half and full year of 2025. They also deeply discussed the company’s climate response plans (climate change scenario analysis, carbon emission estimation, net-zero strategy, etc.) in line with the global trend of reinforcing climate change response.



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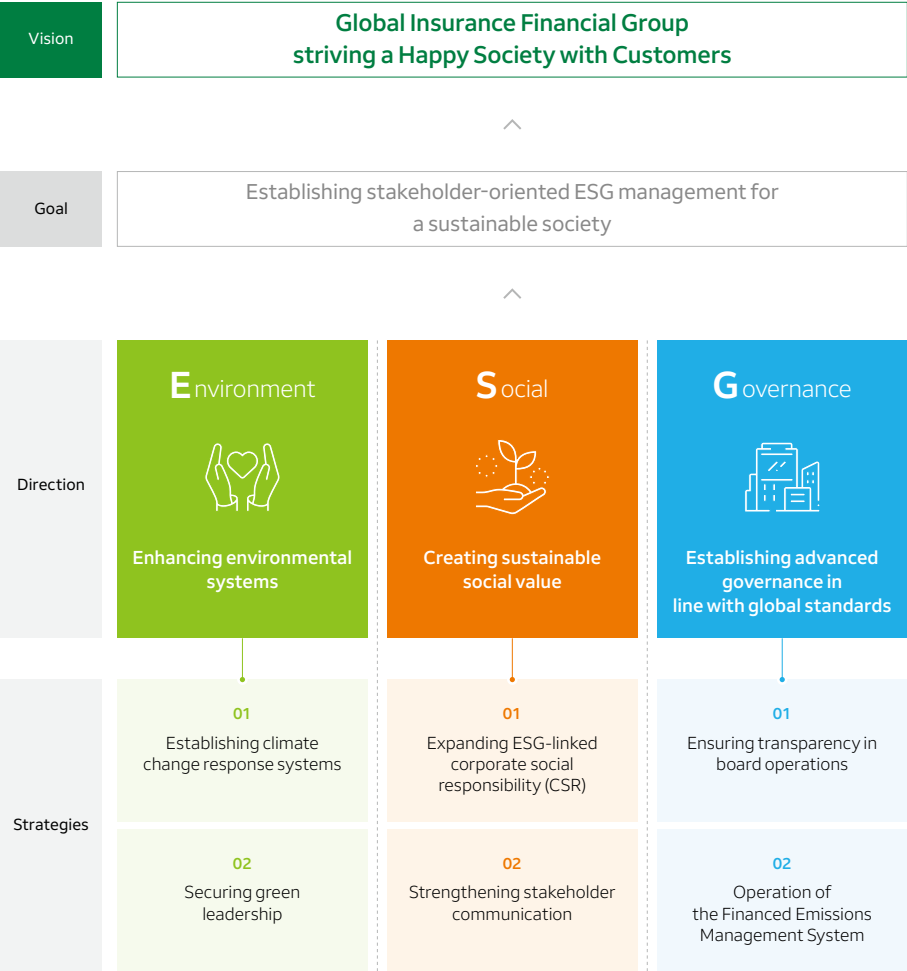
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ESG Strategy

With the vision of “Global Insurance Financial Group striving a Happy Society with Customers,” DB Insurance has set up a mid-to-long-term roadmap to implement an ESG management system centered on sustainability.

Our ESG management strategy involves enhancing the overall environmental management framework (E), creating sustainable social value for stakeholders (S), and establishing a governance system that adheres to global standards (G), with specific strategies being pursued accordingly.



Mid- to Long-Term Roadmap for ESG Management



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2026 Integrated Report Highlight

ECONOMY

Acquisition of U.S. Fortegra Group

- Leap toward becoming a global insurance group
- Securing a business platform for global growth and enhancing shareholder value
- Securing future growth engines through overseas business expansion

ENVIRONMENT

Climate Action

- Set mid- to long-term goals for achieving net zero by 2050 (40% reduction by 2030 compared to the 2018 level)
- Expanded asset classes for financed emissions calculations (corporate loans, unlisted equities, commercial real estate, and car loans)

28% Increased

Expanded Balance of Assets Subject to Financed Emissions Calculation

SOCIAL

Protection of Financial Consumers

- Developed products tailored to customers' life cycles
- Enhanced digital-oriented customer accessibility and convenience
- Embedded a consumer-oriented corporate culture and expanded CS capabilities
- Brand communication

100% achieved

2025 Complete Sales Rate

Information Security

- Maintained Information Security Management System (ISMS) certification
- Strengthened information security training for employees handling personal data

0 case

Customer Data Breach Cases

GOVERNANCE

Risk Management

- Developed systems reflecting the new solvency regime, the Korean Insurance Capital Standard (K-ICS), and conducted risk assessments
- Set K-ICS ratio targets and established mid- to long-term capital management plans

218.2%

Korean Insurance Capital Standard (K-ICS) Ratio

Compliance and Ethical Management

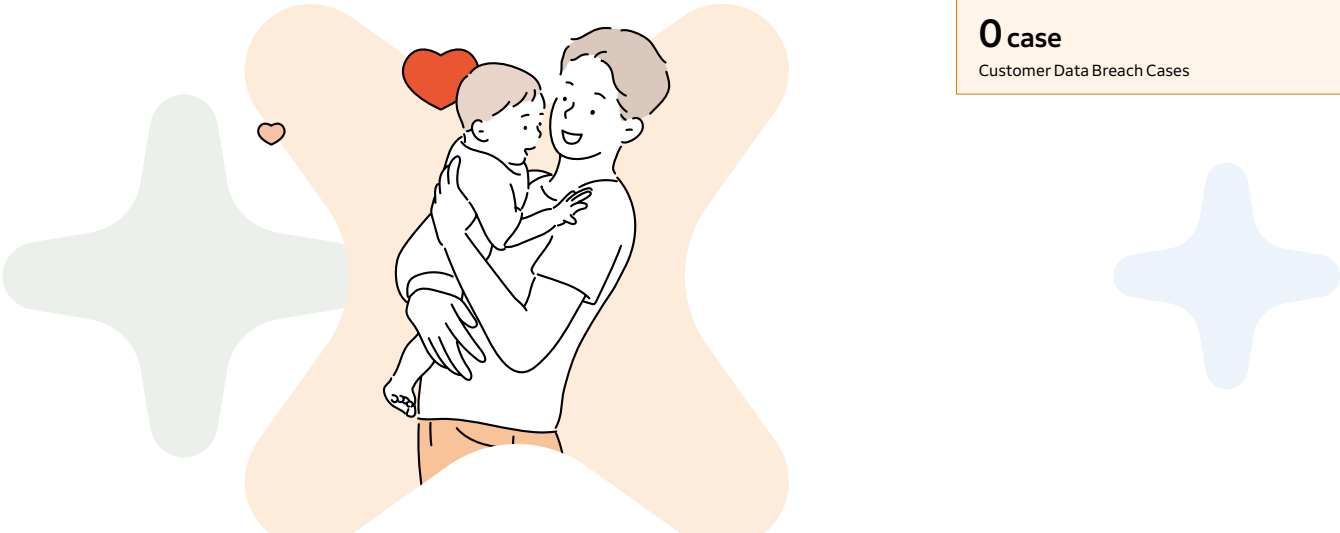
- Acquired certification for compliance management systems (ISO 37301) in 2021, becoming the first in the non-life insurance industry
- Operated anti-money laundering systems and practiced voluntary compliance with fair trade

97.3 points

2025 Compliance Index

Activities of Independent Directors

- Monitored ESG material issues through meetings of independent directors
- Conducted five training and education sessions to strengthen the independence and expertise of independent directors



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External Evaluations and Awards

		
KS-SQI Long-term insurance category	Financial Consumer Protection in Korea	One company, one school financial education
Ranked No. 1 for Five Consecutive Years	Selected as a Leading Company	Selected as a Leading Company
Hosted by Korea Standards Association	Hosted by Korea Management Association	Hosted by Financial Supervisory Service

Membership and Support Initiatives

Membership Associations and Organizations

National Quality Award Winners Council	Korea Business Council for Sustainable Development
Financial Security Institute	General Insurance Association of Korea
Korea Listed Companies Association	Korea Enterprises Federation
Korean Fire Protection Association	Korean Insurance Academic Society
The Federation of Korean Industries	Korean Insurance Law Association
Financial Information Security Association	Korea Chamber of Commerce and Industry

Payment of Major Association Fees

Unit: KRW million

order	Organization	Amount
1	General Insurance Association of Korea	5,336
2	Korea Insurance Development Institute	3,389
3	Korea Automobile Insurance Repair Research & Training Center	2,856
4	Korea Insurance Research Institute	1,198
5	Korea Credit Information Services	1,225
Total		14,003

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DB Insurance defines customers, employees, partners, shareholders/investors, and local communities as its key stakeholders. It operates various communication channels tailored to each stakeholder group to incorporate their valuable input into its sustainability management. To strengthen communication, the company actively engages in mutual exchange, listens attentively, and sincerely incorporates ideas and feedback.

Customers	Employees	Partners	Shareholders	Local Communities
Communication Channels • Consumer Evaluation Panel • Customer VOC	Communication Channels • Dream Big Plaza • Suggestion system • Employee participation channel	Communication Channels • On-site PA communication channels • Sales Family TV	Communication Channels • Investor relations activities • Annual General Meeting and board meetings	Communication Channels • CSR activities • Sports sponsorship • Public interest activities
Communication Status • External customer satisfaction surveys (KCSI, KS-SQI, NCSI)	Communication Status • Employee satisfaction survey (ESI) • Monthly management performance briefings (PromyTV)	Communication Status • DB Round Table (DBRT) and seminars • Meetings with DB Partners • Partnership conferences with maintenance partners • Medical advisory network (specialists)	Communication Status • Management disclosures (electronic disclosure system and website) • Business briefings • NDR (Non-Deal Roadshow)	Communication Status • Volunteer activities (employee and planner participation in social contributions) • Financial education for vulnerable groups, support for rare and incurable diseases • Disaster insurance support for low-income groups • CCTV installation projects for the socially disadvantaged

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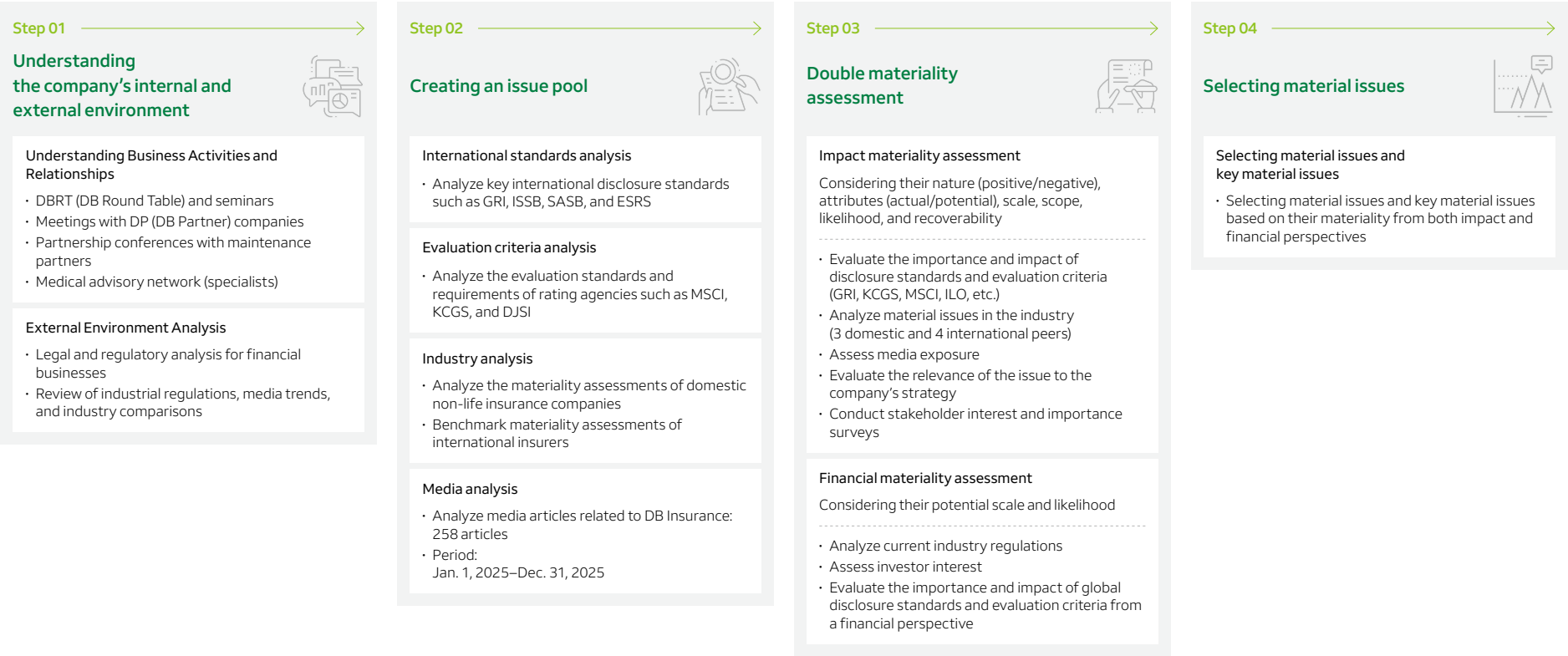
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Double Materiality Assessment

DB Insurance conducts a double materiality assessment presented by the European Sustainability Reporting Standards (ESRS) each year to identify ESG issues and reflect them in management activities. The double materiality assessment consists of impact materiality, which evaluates the impact of corporate activities on society, the economy, the environment, and other external areas, and financial materiality, which assesses the financial impact of external factors on the company. By comprehensively considering both impact and financial materiality, the company identifies the key ESG issues it currently faces and reflects the assessment results in mid- to long-term management activities and strategies, thereby improving business performance while also enhancing environmental and social value. Based on the requirements for the double materiality assessment process recommended by the Global Reporting Initiative (GRI) and ESRS, DB Insurance identifies material issues by reflecting external disclosure materials such as media articles and sustainability reports, board meeting minutes, and the interests and requirements of internal and external stakeholders.

Double Materiality Assessment Process



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Double Materiality Assessment

Double Materiality Assessment Results

DB Insurance formed an issue pool of 36 ESG issues relevant to the company and selected 13 material issues, including climate action and risk management. From the perspective of impact materiality, “Climate Action,” “Compliance and Ethical Management,” and “Information Security” were ranked among the top issues, while from the perspective of financial materiality, “Climate Action,” “Risk Management,” and “Information Security” were ranked among the top issues. Among the 13 material issues, DB Insurance selected four issues with high assessment scores based on comprehensive consideration of both impact materiality and financial materiality — “Climate Action,” “Risk Management,” “Information Security,” and “Compliance and Ethical Management” — as core material issues. The core material issues are key tasks closely linked to DB Insurance’s sustainability management strategy and are separately disclosed in greater detail under the 4 Pillar framework in the “ESG Focus Area” section of this report.

					Significance of Impact		High Medium Low	
Issue	ESG Area	Key Stakeholders	Social and Environmental Impact		Financial Impact		Changes from the Previous Year	Report Page
			Impact Materiality		Financial Materiality			
			Nature of Impact¹)	Magnitude of Impact	Nature of Impact²)	Magnitude of Impact		
Climate Action	Environment (E)	• Government • Local community members	Negative/Actual		Risk		Maintained	26-38
Risk Management	Governance (G) and Economy	• Employees • Customers • Partners	Negative/Actual		Opportunity		Maintained	39-44
Information Security³)	Social (S)	• Employees • Customers • Partners	Positive/Potential		Risk		Maintained	45-49
Compliance and Ethical Management	Governance (G) and Economy	• Government	Negative/Actual		Risk		Maintained	50-54
Inclusive Finance	Social (S)	• Customers	Positive/Potential		Opportunity		New	77
Sustainable Finance	Governance (G) and Economy	• Customers • Shareholders and investors	Positive/Potential		Opportunity		Maintained	72-75
Customer-Oriented Management	Social (S)	• Customers	Positive/Potential		Opportunity		Maintained	81-91
Protection of Financial Consumers	Social (S)	• Customers	Positive/Potential		Opportunity		Maintained	92-93
Digital Innovation and Technology	Governance (G) and Economy	• Customers • Shareholders and investors	Positive/Potential		Opportunity		Maintained	64-70
Corporate Governance⁴)	Governance (G) and Economy	• Employees • Shareholders and investors	Positive/Potential		Opportunity		Maintained	119-125
Reinforcing Business Performance and Competitive Edge	Governance (G) and Economy	• Employees • Shareholders and investors	Positive/Potential		Opportunity		Maintained	56-60
Overseas Business Expansion	Governance (G) and Economy	• Shareholders and investors	Positive/Potential		Opportunity		New	61-63
Social Contribution	Social (S)	• Local community members	Positive/Potential		Opportunity		New	110-115

1) Positive/negative indicates whether the relevant issue of DB Insurance has a positive or negative impact on society and the environment, while actual/potential indicates whether the impact of the relevant issue on society and the environment has actually occurred or may occur in the future.

2) Opportunity/risk indicates the potential for the relevant issue to have a positive or negative impact on DB Insurance’s financial position.

3) “Information Security” was renamed from “Data Security” in last year’s report.

4) “Corporate Governance” was renamed from “Sound Governance” in last year’s report.

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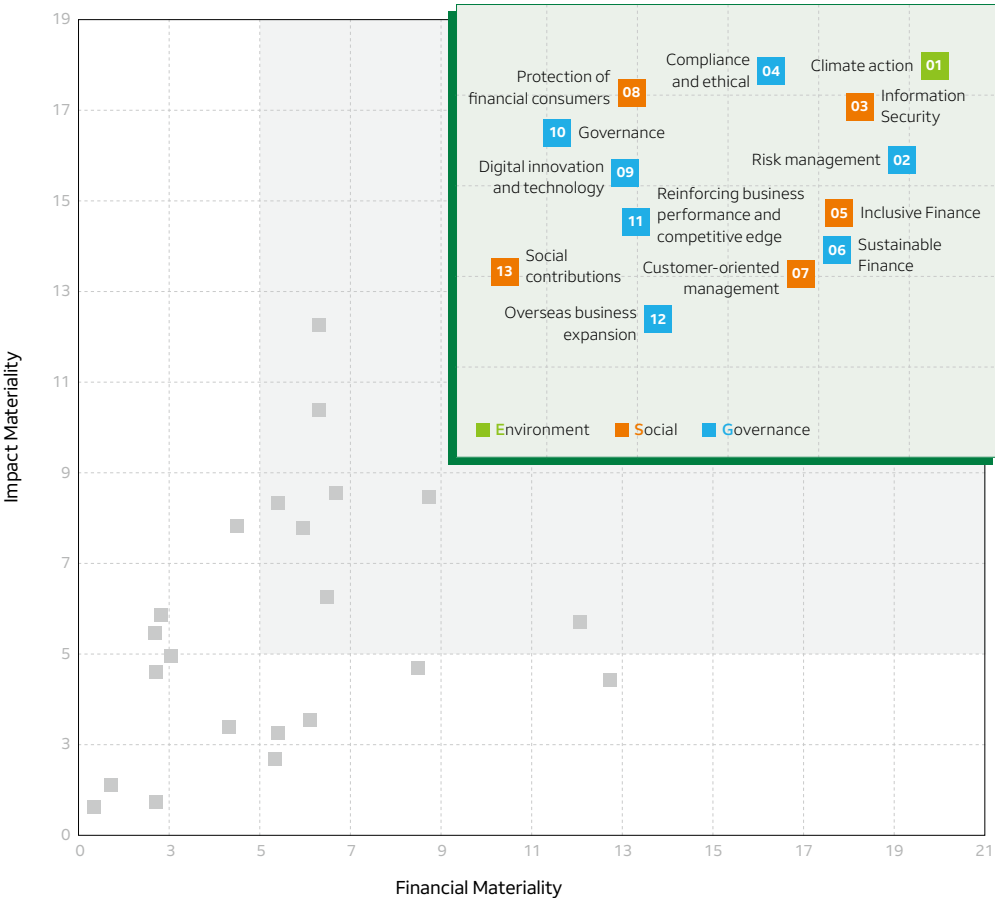
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Double Materiality Assessment

2025 Changes in Material Issues

In the 2025 double materiality assessment process, DB Insurance derived key sustainability management issues in a balanced manner by comprehensively reflecting the results of internal and external environment and impact analyses. In addition, the company reflected the material issues selected in the 2024 materiality assessment again this year and worked to maintain consistency and continuity in implementing activities, such as establishing response strategies and introducing response systems. Compared with 2024, the rankings of “Information Security” and “Compliance and Ethical Management” increased. In addition, as expectations for the social responsibility of finance have recently grown, “Inclusive Finance” was newly selected as a material issue. As DB Insurance’s global business expansion gained momentum in 2025, including the acquisition of U.S. insurer Fortegra, the financial impact and strategic importance of overseas market expansion increased, leading to the identification of “Overseas Business Expansion” as a new material issue. “Climate Action” was selected as the most important material issue again this year, following last year. This can be interpreted as the result of the continued increase in its impact on DB Insurance, amid growing transition and physical risks associated with climate change and stronger stakeholder expectations for carbon neutrality and sustainability management.



2025 Double Materiality Assessment Ranking

Key Material Issues		
Ranking	Issues	Year-on-Year Changes
01	Climate action	-
02	Risk management	-
03	Information Security	▲ 2
04	Compliance and ethical	▲ 3

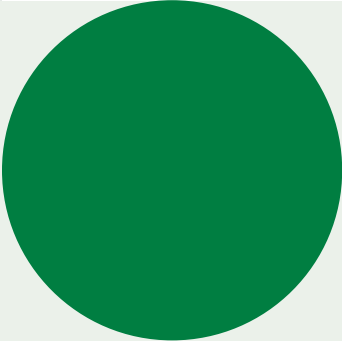
Material Issues

Ranking	Issues	Year-on-Year Changes
05	Inclusive Finance	New
06	Sustainable Finance	▼ 2
07	Customer-oriented management	▲ 2
08	Protection of financial consumers	-
09	Digital innovation and technology	▼ 3
10	Governance	▲ 2
11	Reinforcing business performance and competitive edge	▼ 8
12	Overseas business expansion	New
13	Social contributions	New

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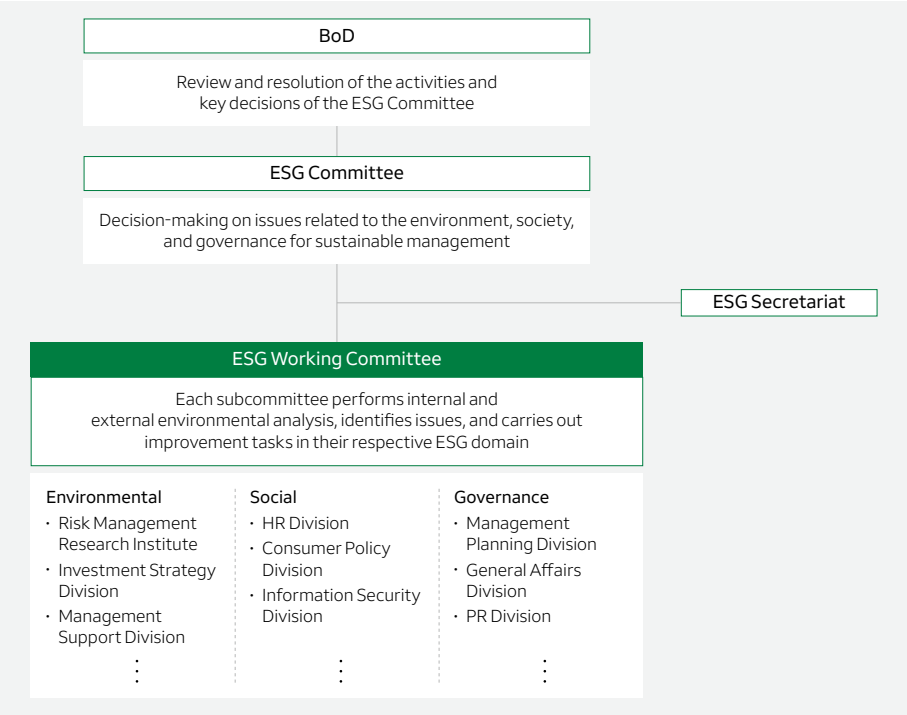
Climate Action Governance Structure

DB Insurance established the ESG Committee within its Board of Directors in March 2021. This committee consists of three directors, including the CEO, and is chaired by an external director to ensure effective and independent oversight of environmental management. The ESG Committee makes key decisions related to sustainability issues and monitors the establishment and implementation of the company's environmental management system.

As an operational body under the ESG Committee, the ESG Working Committee plays a key role in systematically implementing the Company's climate change response initiatives. The ESG Working Committee is divided into three sub-groups: Environment, Social, and Governance. Each group identifies key issues by analyzing internal/external ESG trends and stakeholder concerns to implement targeted improvement initiatives.

Environmental management issues and improvement tasks are regularly reviewed by the Committee at least twice a year, on a semiannual basis, through reporting and resolution processes, and are actively reflected in the development and implementation monitoring of the company-wide ESG management strategy.

Risk Management Organizations



Key Agenda Report and resolutions by ESG Committee

Category	Date	Agenda
The 2nd ESG Committee	2025.09.26	Report ESG Management Performance in the first half of 2025 • Report the outcomes of biodiversity conservation projects carried out in East Asia and the Pacific region through the National Assembly Environmental, Ecological, Meteorological and ICT Forum
The 3rd ESG Committee	2025.12.22	Report ESG Management Performance in the second half of 2025 • Report the results of Scope 3 greenhouse gas emissions and financed emissions calculations, and explored measures to reduce greenhouse gas emissions Resolution on the ESG Management Implementation Plan • Identified the following four key issues to establish the direction for sustainable management implementation and develop detailed strategies - AI expansion and advancement - Overseas business expansion - Enhanced financial accessibility - Biodiversity

Roles of Decision-Making Bodies Related to Climate Change Response: Environmental Management Oversight

The executive supporting the BOD is authorized to submit key environmental issues to board-level subcommittees. Various environmental issues—including the establishment of risk management frameworks and greenhouse gas emission control—are regularly submitted to the ESG Committee. In particular, the ESG Secretariat, our dedicated ESG organization, systematically oversees environmental management, supports the operation of the ESG Committee, manages ESG-related performance, and responds to key ESG issues.

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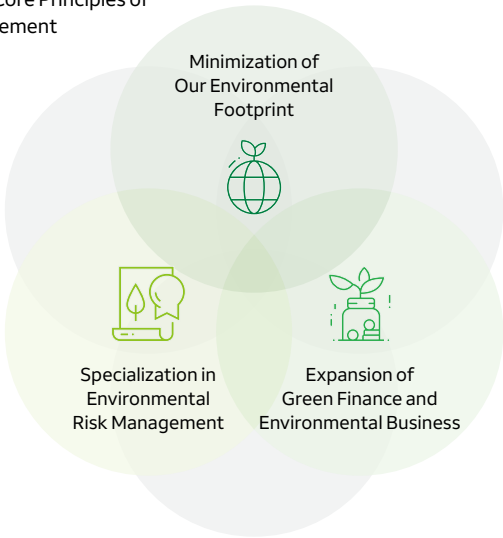
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Environmental Management

DB Insurance's Three Core Principles of Environmental Management



Environmental Management Principles and Strategy

DB Insurance has established three core environmental principles: minimizing carbon footprint, expanding green finance and environmental projects, and professionalizing environmental risk management. Based on these principles, the company is developing and operating its mid- to long-term environmental strategies. To address climate change preemptively, DB Insurance assesses both risks and opportunities that may arise and strengthens its risk management system. We are committed to engaging employees, customers, and local communities to take part in environmental initiatives and climate action.

ISO 14001 Certification

In 2008, DB Insurance first obtained ISO 14001 certification, the international standard for environmental management systems issued by the International Organization for Standardization (ISO). and has maintained the certification through renewal audits as of 2025, demonstrating the company's ability to manage climate change risks. In addition, as part of its environmental management, DB Insurance proactively established an environmental management system to lay the foundation for eco-friendly management, fostered environmental experts such as ISO 14001 Environmental Management System Auditors, and actively carried out climate change risk innovation tasks, including heavy rain risk management.

경영시스템인증서
DB손해보험(주) 위험관리연구소

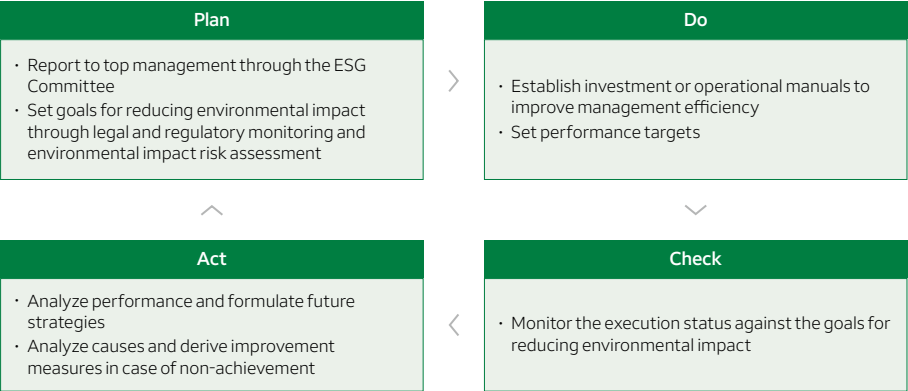
Environmental Management Implementation Plan

DB Insurance established and implemented action plans for environmental management to internalize environmental management.

01	Detailing climate change response and strategy through metrics	02	Improving environment-related governance
03	Expanding the scope of Scope 3 financial emission calculations	04	Establishing categories for green finance and disclosing performance by category
05	Enhancing ESG data management and building an integrated ESG system	06	Promoting biodiversity conservation projects

Environmental Management System

DB Insurance derives ideas for reducing environmental impacts from relevant departments through a system centered on the plan-do-check-action (PDCA)* cycle, implements related activities to achieve the goal, and formulates future strategies based on continuous performance management.



* PDCA: A business methodology designed to continuously enhance management activities by planning goals, executing strategies, evaluating results, and taking improvement actions in cycles.

Environmental Management Evaluation and Compensation

To align DB Insurance's ESG management objectives with the company's vision and strategy and to motivate employee engagement in environmental management—the KPIs of executive (Head of Management Planning Division and Head of Strategy and Innovation Division) are linked to the achievement rate of ESG initiatives* and the company's ESG rating. Executive remuneration and performance-based bonuses are determined according to the degree of attainment of these metrics.

* Achievement rate of ESG initiatives : Carbon emission reduction, climate scenario-based financial impact analysis, etc.

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Strategy

Opportunities and Risk Factors Related to Climate Change

To respond proactively to climate change, DB Insurance analyzes climate-related opportunities and risks, as well as their potential impacts on the company, and establishes appropriate response strategies accordingly. DB Insurance has identified resource efficiency, energy sources, products and services, markets, and resilience as climate-related opportunities, and transition risks (risks arising during the transition to a low-carbon economy) and physical risks (risks related to the physical impacts of climate change) as climate-related risks. For each climate-related opportunity and risk factor, DB Insurance assesses materiality by combining the results of quantitative and qualitative analyses of financial materiality and impact materiality, and presents climate change response strategies by time horizon, categorized as short-term (within one year), mid-term (more than one year and within five years), and long-term (more than five years).

Opportunities Related to Climate Change

Category		Time of Occurrence	Possibility of Occurrence	Potential Impacts	Counter strategies
Resource efficiency	Reducing operational costs through improved efficiency across business activities	Short-term/ Medium-term/ Long-term	Medium	- Reducing operational costs through improved energy efficiency and cost savings - Cost savings from benefits in workforce management and planning (e.g. improved health and safety, increased employee satisfaction)	- Implementing resource circulation activities such as recycled waste management - Enhancing employee welfare through flexible working hours, Family Day, etc.
Energy sources	Technologies for using low carbon energy	Short-term/ Medium-term/ Long-term	Medium, High	- Reducing operational costs through decreased GHG emissions - Reducing exposure to future fossil fuel price increases - Reducing the impact of GHG emissions and carbon price changes	Launching GHG reduction activities by establishing a carbon neutrality promotion system
Products and services	Low-carbon product and service development	Short-term/ Medium-term/ Long-term	Medium, High	- Enhancing brand value by forming a positive reputation through climate change-related products and investments - Securing the competitive edge of insurance products by incorporating eco-friendly consumer preferences	Developing climate change-related insurance products and eco-friendly vehicle insurance products
Market	New market opportunities	Short-term/ Medium-term/ Long-term	Medium	Expanding the diversification of financial assets (e.g. green bonds, infrastructure)	Declaring coal divestment and socially responsible investment
Resilience	Developing adaptive capabilities to combat climate change	Short-term/ Medium-term/ Long-term	Medium	- Increasing market value through restoration plans (e.g. infrastructure, land, and buildings) - Increasing sales through products and services related to securing resilience	Refining underwriting based on climate risk

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Opportunities and Risk Factors Related to Climate Change

Climate-related risks

Category			Time of Occurrence	Possibility of Occurrence	Potential Impacts	Counter strategies
Physical risks	Acute risk	Risks associated with natural disasters such as typhoons, floods, and earthquakes	Short-term/ Medium-term	Medium, High	• Deterioration of insurance profitability due to increased health-related costs and mortality rates • Increased operational and capital costs due to facility damage and premature disposal of existing assets	• Establishing a response system for natural disasters
	Chronic risk	Risks associated with persistent high temperatures leading to rising sea level or chronic heat waves	Medium-term/ Long-term	High	• Reduced insurance demand due to increased premiums for high-risk asset classes and decreased insurance availability	• Developing customer-tailored products that reflect climate change
Transition risks	Policy and legal risks	Risks associated with strengthened emissions trading schemes and mandatory carbon-related disclosures	Medium-term/ Long-term	Medium	• Decline in asset management returns due to increased operating costs from rising carbon credit prices • Increased operating costs (e.g. higher compliance costs) • Increased costs due to fines and legal judgments	• Managing and monitoring climate risks to minimize litigation possibilities • Declaring coal divestment • Strengthening the application of global disclosure standards within the climate change response framework
	Technology risks	Risks associated with the development of eco-friendly insurance products	Long-term	Medium	• Reduced competitiveness of insurance products and services in case of failure to develop and secure eco-friendly products • Costs incurred in adopting and distributing new practices and processes	• Monitoring trends in green technologies and research, and reflecting the monitoring results in product development
	Reputational risks	Risks associated with changes in customer or community perceptions, criticism of specific industries, and increased stakeholder attention	Short-term/ Medium-term/ Long-term	Medium, High	• Revenue decline due to customer attrition and reduced demand for products and services • Increased risk of stock price decline due to brand dilution • Withdrawal of investments by institutional investors	• Expanding external eco-friendly communication activities • Disclosing climate change response status through sustainability reports and the company's website
	Market risks	Risks associated with changes in consumer insurance needs, fluctuations in demand and supply of insurance products and services, and market uncertainties	Short-term/ Medium-term/ Long-term	Medium, High	• Decreased demand for insurance products and services due to changes in consumer preferences • Sudden and unexpected changes in energy costs • Decline in asset values, such as real estate, due to revaluation of assets (e.g. fossil fuel reserves, land value, securities valuation)	• Securing customer and investor trust through strengthened environmental management

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Implementing Environmental Management Strategies

Energy Management

DB Insurance carries out environmental management efforts by setting and managing item-specific energy consumption goals to minimize GHG emissions per unit area. GHG emissions are measured for nine domestic buildings owned by the company and leased offices nationwide, and sales branches and overseas offices are not included in the calculation. The emissions are estimated by applying the coefficients presented in the 2006 IPCC Guidelines for National Greenhouse Gas Inventories by the Intergovernmental Panel on Climate Change (IPCC).

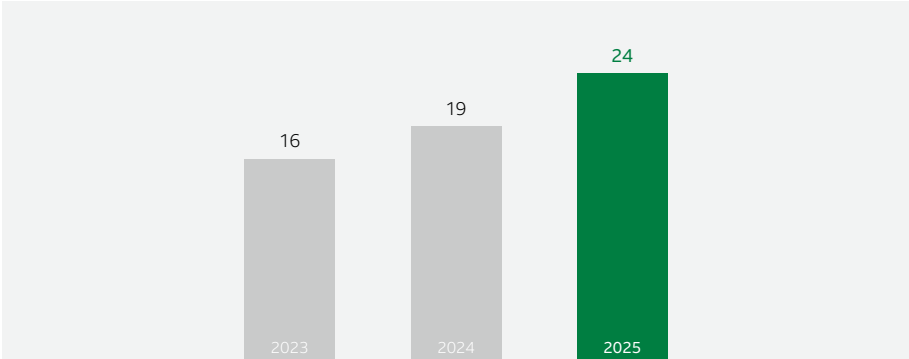
The main energy source for DB Insurance is electricity, while liquefied natural gas (LNG), diesel, and gasoline are used for heating and emergency generators. Energy consumption is estimated by applying the Appendix 12 of the Emissions Trading System. As of December 31, 2025, self-generation through the installation of renewable energy generators has not been implemented, but plans are in place for major buildings owned by the company according to market maturity and the trend of price reductions in power generators.

Operation of Eco-Friendly Vehicles

DB Insurance has converted 24 out of 54 operational vehicles to eco-friendly vehicles as part of our initiative to minimize GHG emissions. The 24 eco-friendly vehicles consist of three electric vehicles and 21 hybrid vehicles. As of the end of December in 2025, the ratio of eco-friendly vehicles is 44.4%. Furthermore, we are considering replacing vehicles whose contracts are set to expire soon with eco-friendly vehicles.

Operational Eco-friendly Vehicles

Unit: vehicle



Environmental Management Training Performance

DB Insurance actively utilizes online education to enhance employees' expertise in sustainable environmental management. In 2025, diverse environmental training programs were implemented compared to the previous year, leading to enthusiastic employee participation.

Category	Content
Training Targets	DB Insurance employees
Training Format	Voluntary online course completion
Training Content	"ESG Management: The Beginning of Change That Transforms Companies," "Dr. Moon Sung-hoo's ESG Implementation Strategies," "Management Notes for High Performers: ESG Management Strategy," "Microsoft's ESG Report: What Do You Think?," and "What Is the Difference Between ESG 1.0 and ESG 2.0?," among others
Training hours	Total cumulative time: 8,558 minutes (PC + mobile)
Participants	Total cumulative number: 446 employees

Waste Management

DB Insurance strictly segregates and manages landfill waste and recyclable waste. Given that most of the waste generated in company-owned buildings consists of obsolete office supplies, our waste reduction activities are focused on recycling office supplies. Moreover, by using recyclable construction materials (partitions made up of steel, gypsum boards, and panels), we are committed to creating an eco-friendly working environment that does not generate waste.

Waste Management Metrics¹⁾

Category	Unit	2023	2024	2025
Volume of Waste Disposal	Ton	2,230	2,307	2,564
Landfill	Ton	1,078	1,098	1,360
Recycle	Ton	1,152	1,209	1,204
Transformation Rates ²⁾	%	51.7	52.4	47.0

1) Waste Management Metrics are based on separate criteria

2) Transformation Rates : Waste Recycle / Volume of Waste Disposal

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Risk Management

Risk Management and Response Process

DB Insurance reflects the analysis of climate-related opportunities and risks in its short- and long-term strategies and reports to the Board of Directors and the ESG Committee. In addition, we continuously monitor opportunities and risks associated with environmental regulations, reputational impacts of eco-friendly activities, and changes in consumer behavior toward products in its business activities, including product development and investment decision-making.

Climate Change Scenario Analysis Summary

DB Insurance conducts climate risk scenario analysis to remain ready for potential crises induced by climate change. Climate risk, as a disaster caused by natural calamities resulting from rising global temperatures, requires long-term consideration. Given its complex effects across various pathways, including the economy, society, and markets, it is necessary to analyze the propagation and impact of climate risk based on future scenario assumptions.

Accordingly, we set different variables for climate change scenario analysis from the perspectives of physical and transition risks, derived the propagation pathways and impacts of risks according to the scenarios, and analyzed the financial impacts.

Climate Change Scenario Analysis (Transition Risk)

Transition risk refers to potential financial losses that may occur during a rapid shift to a low-carbon economy. These risks arise during the adjustment process toward a sustainable economy due to changes in government policies, rapid technological development, and shifts in customers' and investors' preferences.

Method for Calculating Transition Risk



Considering the characteristics of climate risks and benchmarking various methodologies such as the European Central Bank's (ECB) climate change stress test, DB Insurance conducted scenario analysis reflecting the characteristics of the company's portfolio. Scenario analysis for transition risks was conducted based on four scenarios deemed to have the most clearly distinguishable and meaningful characteristics among the seven scenarios provided in the NGFS Climate Scenarios Technical Documentation Version 5: (1) Net Zero 2050, (2) Below 2.0°C, (3) Delayed Transition, and (4) Current Policies.

Based on the asset class classification of the Partnership for Carbon Accounting Financials (PCAF), listed equities, corporate bonds/corporate loans and unlisted equities/commercial real estate/car loans/government bonds were selected as the asset classes subject to transition risk calculation. For these asset classes, DB Insurance reflected scenario-specific GDP growth rates, carbon prices, and carbon emissions developed by the NGFS. In addition, after classifying investee companies into industries vulnerable to transition risk and stable industries, DB Insurance applied changes in default rates by industry under each scenario provided in the Bank of Korea's Top-down Climate Change Stress Test Results for Banks and Insurers to estimate changes in expected losses for DB Insurance and its investee companies through 2100 resulting from the transition to a low-carbon economy.

Stress Test Scenarios

Net Zero 2050 1.5°C	Achieve carbon neutrality by 2050 • Limit global temperature rise to below 1.5°C compared to pre-industrial levels by the year 2100 through reinforced climate policies • Low physical risk impact, but transition risks increase gradually
Below 2.0°C	80% carbon emission reduction (590 million tons) by 2050 • Limit temperature rise to below 2.0°C by 2100 through implementing climate policies • Unlike the Net Zero scenario, carbon pricing is limited, resulting in relatively lower transition risk
Delayed Transition	Introduction of strong climate policies after 2030 • Following current policies until 2030, then shifting to aggressive policies to achieve carbon neutrality • Transition risks sharply increase due to sudden policy and carbon price changes
Current Policies	Global average temperature rises by 3°C by 2100 • Insufficient policies to prevent climate change • Severe physical risks due to high emissions, but little to no transition risk



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Climate Change Scenario Analysis (Transition Risk)

Transition Risk Calculation Results¹⁾

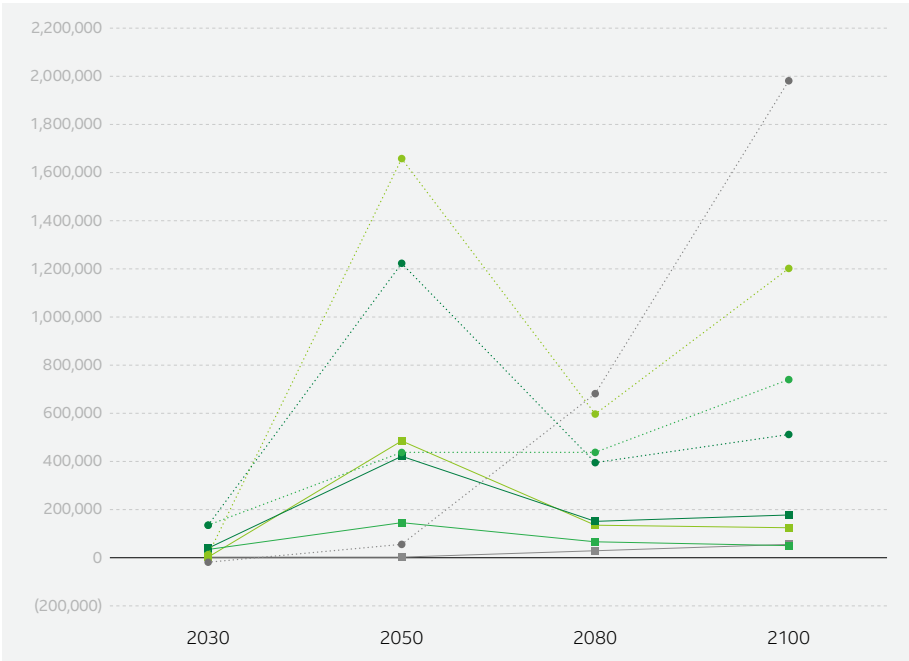
For each scenario, DB Insurance measured the extent to which potential losses from listed equities, corporate bonds/corporate loans, unlisted equities, commercial real estate, car loans, and government bonds would increase or decrease under a transition to a low-carbon economy, compared with the application of the baseline scenario²⁾. As investments in transition risk stable industries account for an overwhelmingly high proportion of 88% of DB Insurance's asset portfolio, the expected loss changes for transition risk stable industries were estimated to be higher than those for transition risk vulnerable industries, regardless of the scenario. In addition, excluding the Current Policies scenario, the other scenarios show a tendency for the increase in expected losses to surge in 2050 and decline sharply in 2080. This suggests that losses may temporarily increase between 2030 and 2050 as full-scale decarbonization policies are implemented, driven by a sharp rise in carbon prices and rapid changes in the industrial structure, and that by 2080, the increase in expected losses will decrease compared with 2050 as adaptation to a low-carbon economy is completed to some extent. However, under the Net Zero 2050 and Below 2.0°C scenarios, climate policies are introduced gradually, leading to a stable transition to a low-carbon economy by 2100 and a relatively limited increase in expected losses. In contrast, under the Delayed Transition scenario, the increase in expected losses in 2100 is expected to rise compared with 2080 due to the aftereffects of a delayed transition caused by the sudden introduction of climate policies.

1) The 2025 assets subject to transition risk calculation added corporate loans and unlisted equities, commercial real estate, and car loans to the 2024 calculation scope.

2) The baseline scenario refers to a growth pathway that reflects historical population growth trends without climate risk shocks.

Annual Changes in Expected Losses by Scenario*

Unit: KRW million



- Net Zero 2050 - Transition risks vulnerability
- 2.0°C below - Transition risks vulnerability
- Delayed Transition - Transition risks vulnerability
- Current Policies - Transition risks vulnerability
- Net Zero 2050 - Transition risks stability
- 2.0°C below - Transition risks stability
- Delayed Transition - Transition risks stability
- Current Policies - Transition risks stability

* Transition risks were based on separate criteria.

Net Zero 2050(1.5°C) Scenario

Unit: KRW million

Industry Classification	2030	2050	2080	2100
Transition risks vulnerable industries ¹⁾	37,169	421,837	152,215	177,585
Transition risks stable industries ²⁾	135,864	1,218,391	394,443	508,393
All	173,033	1,640,228	546,659	685,978

Below 2.0°C Scenario

Unit: KRW million

Industry Classification	2030	2050	2080	2100
Transition risks vulnerable industries ¹⁾	30,679	142,776	66,668	50,738
Transition risks stable industries ²⁾	131,481	438,270	438,270	740,676
All	162,160	581,046	504,938	791,415

Delayed Transition Scenario

Unit: KRW million

Industry Classification	2030	2050	2080	2100
Transition risks vulnerable industries ¹⁾	1,180	485,555	136,286	123,896
Transition risks stable industries ²⁾	13,148	1,656,661	596,047	1,200,860
All	14,328	2,142,216	732,333	1,324,756

Current Policies Scenario³⁾

Unit: KRW million

Industry Classification	2030	2050	2080	2100
Transition risks vulnerable industries ¹⁾	(1,180)	3,540	28,909	53,098
Transition risks stable industries ²⁾	(17,531)	52,592	679,319	1,980,981
All	(18,711)	56,132	708,228	2,034,079

1) Transition risk vulnerable industries refer to the oil refining, chemicals, cement, steel, automobile, and power generation industries.

2) Transition risk stable industries refer to all industries other than transition risk vulnerable industries.

3) Negative (-) values indicate that the expected loss amount decreases compared with the amount estimated under the baseline scenario.

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Climate Change Scenario(Physical Risks)

Extreme weather events caused by climate change may directly damage the assets held by DB Insurance. Physical risks arise when the company's economic activities or economic value are directly threatened by mid- to long-term climate changes, such as rising temperatures, increased precipitation, and sea level rise, as well as extreme weather events, such as heat waves, heavy rainfall, and typhoons. For example, extreme weather events may lead to a decline in the collateral value or asset value of the company's collateral.

Physical Risk Calculation Method

To calculate DB Insurance's physical risks, the company estimated the nature and scale of the potential impact of climate risks on its real estate-secured loans. Scenario analysis for physical risks was conducted for three RCP1)-SSP2) scenarios provided in the IPCC Sixth Assessment Report: (1) SSP1-RCP2.6, (2) SSP2-RCP4.5, and (3) SSP3-RCP8.5. As damage to real estate collateral from natural disasters varies by region, DB Insurance estimated regional physical damage rates caused by physical risks, including typhoons, heavy rainfall, heavy snow, wind speed, and strong winds, based on domestic climate change damage cost data. To reflect Korea's climate environment and socioeconomic characteristics, the company applied the Korean model of the Policy Analysis of Greenhouse Effect (PAGE), a representative analytical model for assessing the impacts of climate change, and estimated the expected physical damage to real estate collateral from climate risks through 2100.

- 1) RCP (Representative Concentration Pathway) scenario: Predicts changes in average temperature and the occurrence of natural disasters according to the concentration of GHGs in the atmosphere
- 2) SSP (Shared Socioeconomic Pathway) scenario: Predicts GHG emissions trends according to social and economic changes

RCPs & SSPs			As of 2100, Unit : ppm
Scenario	Description	CO ₂ concentrations	
SSP1-RCP2.6 (Low-carbon emission scenario)	• Sustainability – Taking the Green Road (Low challenges to mitigation and adaptation) • The use of fossil fuels is minimized through the development of renewable energy technologies to achieve eco-friendly and sustainable economic growth	432	
SSP2-RCP4.5 (Low-carbon emission scenario)	• Middle of the Road (Medium challenges to mitigation and adaptation) • Moderate levels of climate change mitigation policies and socioeconomic development	567	
SSP5-RCP8.5 (High-carbon emission scenario)	• Fossil-fueled Development – Taking the Highway (High challenges to mitigation, low challenges to adaptation) • Large use of fossil fuels and indiscreet urban development due to a focus on the rapid development in the industrial technology	1,089	

* Announced in the IPCC Sixth Assessment Report(AR6**) (2023)

* Scenarios considering how future socioeconomic structures will change based on national climate change prediction models, GHG reduction levels, and climate change adaptation measures

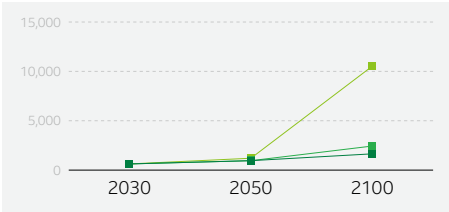
* A scenario that considers four representative radiative forcing concentrations as of 2100, which correspond to the RCP concept presented in the IPCC Fifth Assessment Report, together with five levels of future socioeconomic change, which correspond to the SSP concept reflecting future mitigation and adaptation efforts for climate change

* In consideration of demographics, economic development, welfare, ecosystem elements, resources, institutions, technological development, social factors, and policies

Physical Risk Calculation Results¹⁾

Annual Changes in Expected Physical Losses by Scenario²⁾

Unit: KRW million



Category	2030	2050	2100
■ SSP1-RCP2.6	784	1,059	1,725
■ SSP2-RCP4.5	804	1,078	2,588
■ SSP3-RCP8.5	882	1,392	10,235

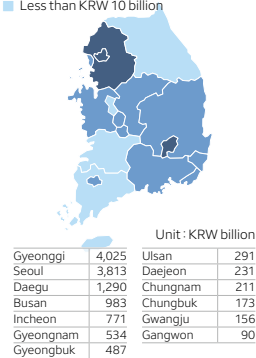
- 1) In the 2025 physical risk calculation process, the method for calculating regional weights was changed from the previous year.
- 2) Physical risks were calculated on a separate basis.

Physical risks caused by climate change tend to expand over time. However, under SSP1-RCP2.6, a low-carbon emissions scenario, expected physical damage in 2100 is projected to increase by KRW 0.67 billion compared with 2050, while under SSP3-RCP8.5, a high-carbon emissions scenario, expected physical damage in 2100 is projected to be KRW 8.84 billion higher than in 2050. Therefore, from a mid- to long-term perspective, continued efforts to mitigate climate change are considered necessary to prevent an exponential increase in physical risks.

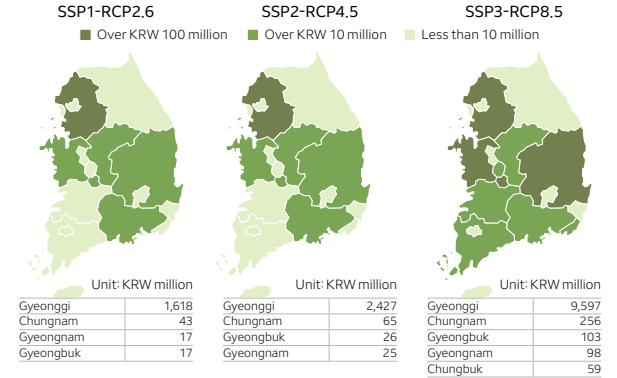
Collateral Scale & Expected Physical Losses Under Scenario by Region

Collateral Scale

- Over KRW 100 billion
- Over KRW 10 billion
- Less than KRW 10 billion



Expected Physical Losses in 2100*



* Unlike in the previous year's report, the unit of measurement for expected physical loss by region has been changed to KRW million.

The region with the highest estimated damage from physical risks is Gyeonggi, where expected physical damage in 2100 under the SSP3-RCP8.5 scenario is projected at KRW 9.60 billion. This is attributable to the relatively high exposure of collateral located in Gyeonggi due to the characteristics of DB Insurance's real estate-secured loans, as well as the high physical damage rate calculated for Gyeonggi based on domestic climate change damage cost data for 2025.

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Establishing Mid- to Long-Term Response Strategies Based on Climate Change Scenario Analysis Results

Based on the results of climate change scenario analysis, transition risks are expected to increase due to tighter regulations and market changes, particularly in industries vulnerable to transition risk, while physical risks are also expected to intensify as the frequency and severity of natural disasters increase. Accordingly, DB Insurance has established mid- to long-term response strategies to strengthen its resilience to climate change.

First, to respond to transition risks, the company will continue to maintain its investment exposure to industries vulnerable to transition risk at the current low level within its asset portfolio. In addition, DB Insurance plans to proactively establish management measures for asset classes where transition risks are concentrated, while expanding financial support for industries with high potential for transition to a low-carbon economy to shift toward a sustainable asset portfolio.

In responding to physical risks, DB Insurance will strengthen the acquisition of climate data to comprehensively analyze the impacts of acute hazards such as floods and typhoons, chronic hazards caused by long-term climate change, and supply chain damage. In addition, the company aims to enhance its weather forecasting and climate data analysis capabilities to calculate the financial impacts of physical risks on DB Insurance more precisely and further establish a systematic and quantitative risk response framework.

At the same time, DB Insurance is continuously refining its internal management system to embed response capabilities for overall climate risks across the organization, and will strengthen its climate change response capabilities by providing climate risk-related training for employees.

DB Insurance will continue its efforts to strengthen resilience to climate risks and lay the foundation for sustainable growth.



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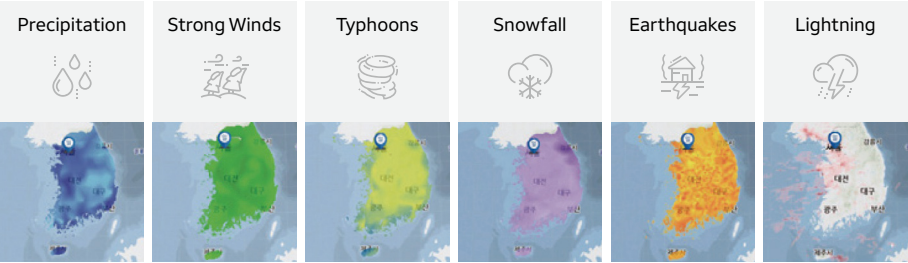
Climate Change Risk Analysis System Based on Big Data

DB Insurance created a general insurance–natural disaster risk (6 types) analysis system in 2020 by integrating big data disclosed by the Korea Meteorological Administration with geographic information system (GIS) mapping technology. Our risk analysis system, updated periodically with the latest climate change data, is used extensively in managing insurance contracts and providing customer consultations. We are concentrating efforts on delivering natural disaster prevention advice to field teams and policyholders in high-risk areas, in response to the growing intensity of extreme weather events like severe rainfall and super typhoons to reduce community damage and ensure public safety. In addition, we periodically incorporate public data on flood traces from the Korea Land and Geospatial Informatix Corporation into our GIS system to create a location-based flood map, which is used extensively for underwriting and flood risk management.

Seasonal Activities for Preventing Natural Disasters

Risk consulting services for customers	• Provision of the latest weather data from relevant meteorological stations based on the latitude and longitude GIS information of the business site • Leveraging drones to analyze vulnerabilities in industrial sites and identify and suggest improvement opportunities (e.g. civil engineering sites for slope/retaining walls) • Consulting services aimed at improving risk factors at sites where natural disasters have occurred
Risk consulting services for employees	• Diversification of the natural disaster risk assessment criteria for insurance contract risk management • Flood risk: Evaluation of the ratio of basement area to total floor area, proximity to the sea/ivers, flood history, and drainage facility management status • Earthquake risk: Assessment of the possibility of ground failure during heavy rain/thaw periods and the potential for subsidence • Wind risk: Assessment of the vulnerability of structures to strong winds • 5-grade classification of natural disaster risk (excellent, good, average, poor, very poor) and leveraging it in underwriting based on internal empirical statistics reflecting various factors

Six Major Climate Change Risks

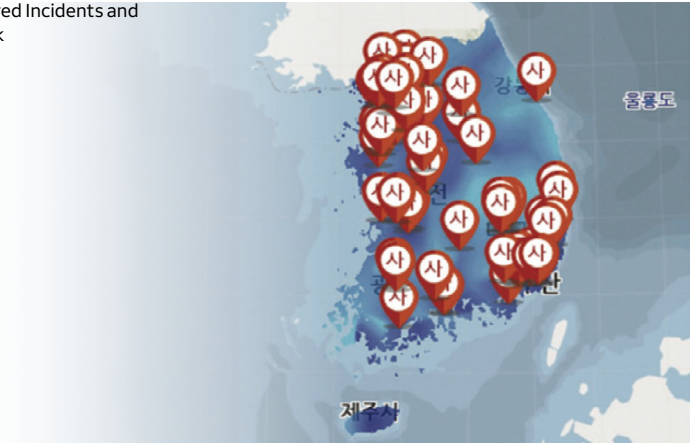


Examples of Applying Natural Disaster Risk Grade Guidelines

Category	Max. Observed Value	Description	Grade
Precipitation	86	Maximum hourly precipitation in the area (mm/hr)	B
Strong Winds	29	Maximum instantaneous wind speed during non-typhoon season in the area (m/s)	S
Typhoons	27	Maximum instantaneous wind speed during typhoon season in the area (m/s)	S
Snowfall	24	Maximum snow depth in the area (cm)	S
Earthquakes	2.8	Maximum earthquake magnitude near the area	A
Lightning	116	Number of lightning strikes observed within a 3 km radius	A

* Wind and water disaster risk levels: S (Very Low), A (Low), B (Moderate), C (High), D (Very High)

Correlation between Insured Incidents and Summer Precipitation Risk



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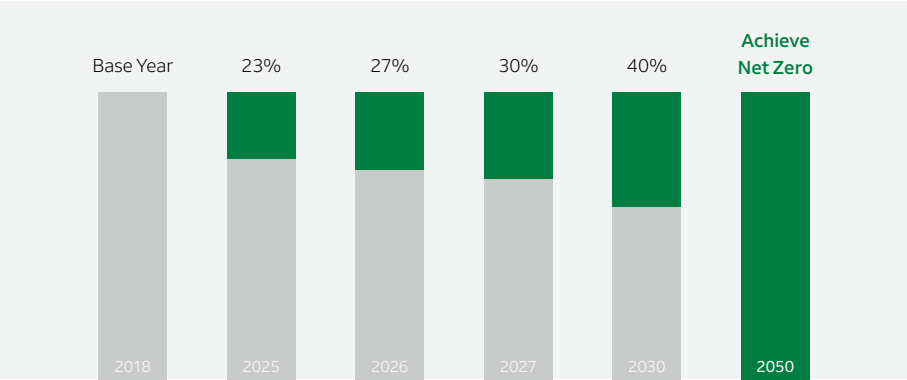
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Targets & Metrics

Carbon Emissions Reduction Goal

DB Insurance has established targets to reduce greenhouse gas emissions by 40% by 2030 from the base year of 2018 (mid-term reduction) and achieve net zero by 2050 (long-term reduction), in accordance with Korea’s national GHG reduction targets. To achieve these targets, the company monitors its GHG emissions every year and plans to review the appropriateness of its mid- to long-term targets every three years, taking into account technological and social conditions, and reset its target GHG emissions accordingly. To achieve its GHG emissions reduction targets, DB Insurance operates GHG emissions reduction strategies under two pillars: environmental risk mitigation and climate adaptation, and implements detailed strategies by GHG emission type.

GHG Emissions Reduction Target Roadmap*



* The GHG emissions reduction targets have been revised from the previous year.

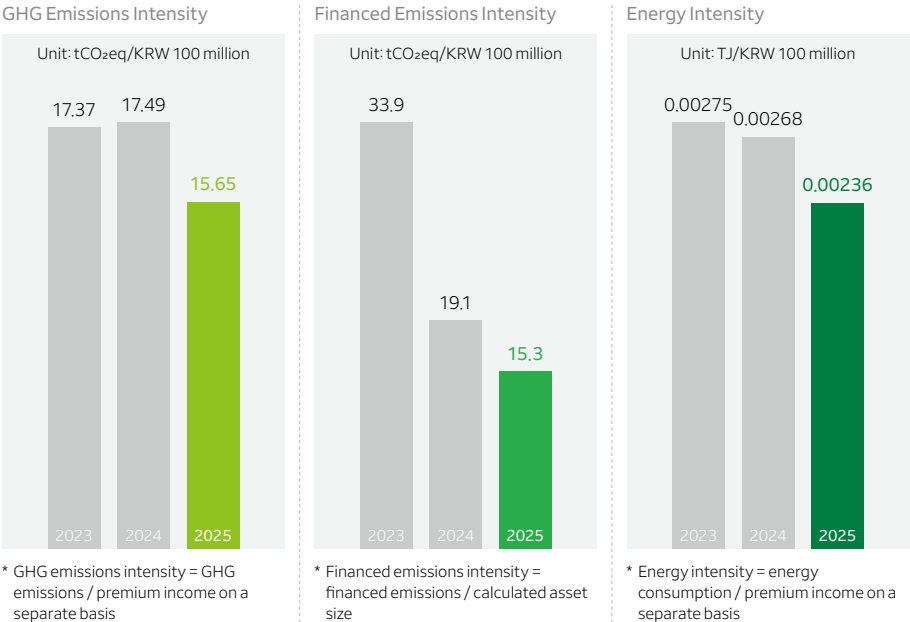
GHG Emissions Reduction Strategies

	Environmental Risk Mitigation	Climate Change Response
Mid-term 2030	- Engage in GHG reduction activities, such as expanding eco-friendly vehicles and managing recyclable waste - Reduce the intensity of financed emissions by lowering the proportion of investments in asset classes with high GHG emissions - Expand eco-friendly investments by increasing investments in renewable energy, SOC projects, and ESG bonds	- Develop eco-friendly products and services, such as environmental liability insurance and Ever Green endorsement - Respond to environment-related regulatory risks - Expand support for groups vulnerable to climate change, e.g., fire recovery cost support, flood barrier installation, and safety education
Long-term 2050	- Plan to implement group-wide carbon reduction activities by building a non-financial data management system - Build collaborative networks with global institutions	Engage in climate action with stakeholders e.g., Raise awareness of climate action through collaboration with environmental organizations, such as hosting environmental concerts in cooperation with the Environmental Foundation

Detailed GHG Emissions Reduction Strategies by Emission Type

GHG Emission Type	Detailed Emissions Reduction Strategies
Direct GHG Emissions (Scope 1) City Gas, Diesel, and Gasoline	The primary sources of direct GHG emissions are absorption chillers, emergency generators, heating and cooling boilers, and corporate vehicles using gasoline. The company manages GHG emissions through activities such as transitioning to eco-friendly vehicles and limiting heating and cooling temperatures.
Indirect GHG Emissions (Scope 2) Electricity	The company reduces indirect GHG emissions from electricity use by replacing lighting systems, which are a major source of electricity load, with LED lights, and promotes employee participation-based energy-saving campaigns, such as turning off lights during nonbusiness hours.
Other Indirect GHG Emissions (Scope 3) Business Travel Distance	The company manages other indirect GHG emissions data by establishing and operating a management system for employees’ intercity business travel.

Three-Year Performance of Key Climate Change-Related Intensity Metrics



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Key Climate Change-Related Metrics

In accordance with the Guidelines for Greenhouse Gas and Energy Target Management Scheme, DB Insurance measured its 2025 environmental performance management indicators for nine business sites, including financial centers, and leased offices.

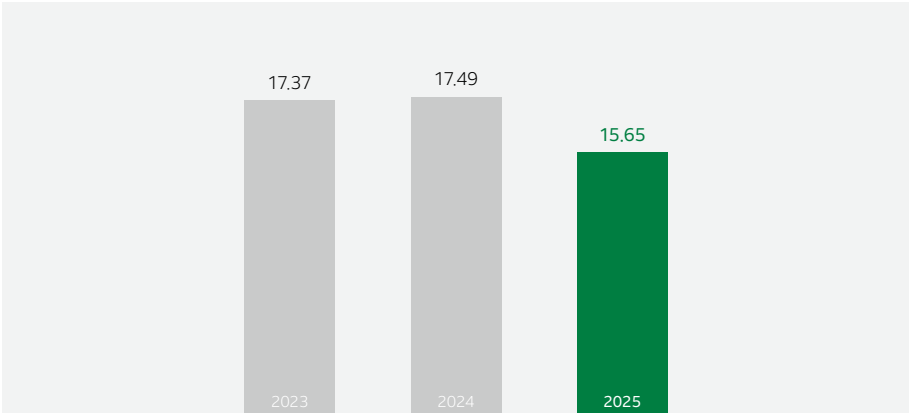
Environmental Performance Management Indicators¹⁾

Category	GHG Emissions				Energy consumption ²⁾		Water Consumption (m³)	Domestic Travel Distance (km)
	Scope 1 [City gas, LPG, etc.] (tCO ₂ eq)	Scope 2 [Electricity, Medium temperature water] (tCO ₂ eq)	Scope 3		Fuel [City gas, Diesel, Gasoline] (TJ)	Electricity (TJ)		
			Indirect Emissions from Business Trips [Category 6] (tCO ₂ eq)	Financed Emissions ³⁾ [Category 15] (tCO ₂ eq)				
2023	2,606	24,031	176	3,573,330	51.94	518.94	327,894	1,723,083
2024	2,366	25,120	45	3,699,795	46.51	524.91	350,715	1,637,837
2025	2,537	25,253	64	3,785,634	48.72	527.70	468,316	2,298,152
2025 Targets ⁴⁾	2,342	24,869	45	3,662,797	46.04	519.66	347,208	1,621,459
YoY Change Rate for 2025	7.2%	0.5%	42.2%	2.3%	4.8%	0.5%	33.5%	40.3%

- 1) Environmental performance management indicators are calculated on a separate basis.
- 2) As the company does not use renewable energy, it does not distinguish between renewable and non-renewable energy.
- 3) Based on the methodology presented by the Partnership for Carbon Accounting Financials (PCAF), financed emissions were calculated for five asset classes in the company's asset portfolio as of the end of 2025: listed equities and corporate bonds, corporate loans and unlisted equities, commercial real estate, car loans, and government bonds. The most recent data available were reflected.
- 4) The 2025 target was revised to a 1% reduction from the previous year, taking into account the mid- to long-term GHG emissions reduction target.

GHG Emissions Intensity*

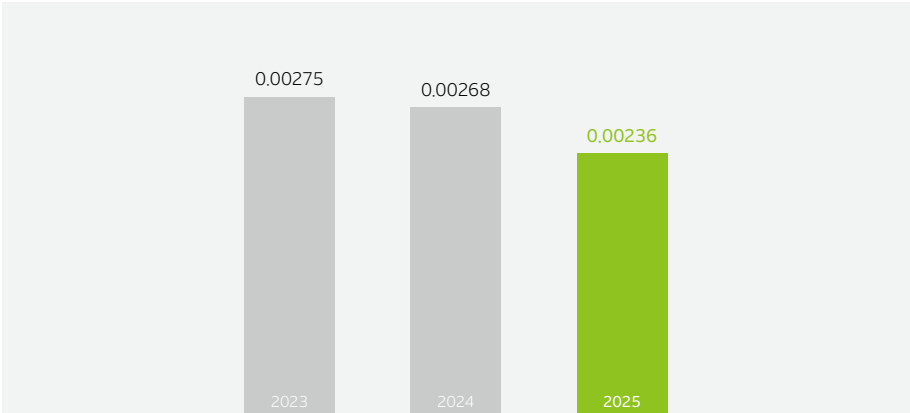
Unit: tCO₂eq/KRW million



* GHG Emissions Intensity = GHG emissions/premium income based on separate criteria

Energy Intensity*

Unit: TJ/KRW million



* Energy Intensity = energy consumption/premium income based on separate criteria

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Status of Financed Emissions

DB Insurance discloses Scope 3, Category 15 (Investments), which is considered the most significant category of GHG emissions, as financed emissions. In accordance with the standards of the Partnership for Carbon Accounting Financials (PCAF), the company classified its asset portfolio into various asset classes and selected listed equities and corporate bonds, corporate loans and unlisted equities, commercial real estate, car loans, and government bonds as the asset classes subject to financed emissions calculation in 2025.

The 2025 scope of financed emissions calculation added corporate loans and unlisted equities, commercial real estate, and car loans to the 2024 calculation scope. Accordingly, the asset size subject to financed emissions calculation in 2025 increased by 28% year-on-year to KRW 24.77 trillion, while financed emissions increased by 2% year-on-year to 3,785,634 tCO₂eq. Financed emissions increase as the scope of asset classes subject to calculation expands. Therefore, rather than reducing the absolute amount of financed emissions, DB Insurance believes that focusing on reducing the carbon intensity of financed emissions is a practical approach for financial companies to manage Scope 3 GHG emissions. In addition, DB Insurance will continue to gradually expand the scope of assets subject to financed emissions calculation in accordance with PCAF standards to systematically manage financed emissions. Among the assets subject to financed emissions calculation in 2025, investments in the coal-fired power generation industry amounted to KRW 1.42 trillion, accounting for 5.74% of the total calculated asset size. As part of its efforts to achieve carbon neutrality, the Asset Management Division manages and analyzes the carbon intensity of financed emissions by industry sector in accordance with the PCAF methodology, and plans to gradually reduce the proportion of investments in fossil fuel-based businesses, such as coal-fired power generation, within its asset portfolio.

In this way, DB Insurance is establishing mid- to long-term transition strategies to achieve carbon neutrality going forward, including expanding the scope of financed emissions calculation and managing the carbon intensity of financed emissions by industry sector.

Financed Emissions by PCAF Asset Class¹⁾²⁾Unit: KRW 100 million, tCO₂eq, tCO₂eq/KRW 100 million

Category ⁵⁾	Calculated Asset Size	Financed Emissions		Carbon Intensity ³⁾	
		2024	2025	2024	2025
Listed Equities and Corporate Bonds	100,791	2,465,604	2,323,844	21.7	23.0
Corporate Loans and Unlisted Equities ⁴⁾	64,702	-	384,191	-	5.9
Commercial Real Estate ⁴⁾	10,479	-	16,364	-	1.6
Government Bonds	71,765	1,234,191	1,061,234	15.5	14.8
Total	247,738	3,699,795	3,785,634	19.1	15.3

1) As of the end of December 2025. Some assets for which data such as asset amounts and sales were difficult to obtain, including CLOs, were excluded from the calculation.

2) Assets subject to financed emissions calculation are based on separate criteria.

3) Carbon intensity = financed emissions / calculated asset size

4) Corporate loans and unlisted equities, commercial real estate, and car loans were added to the scope of financed emissions calculation in 2025.

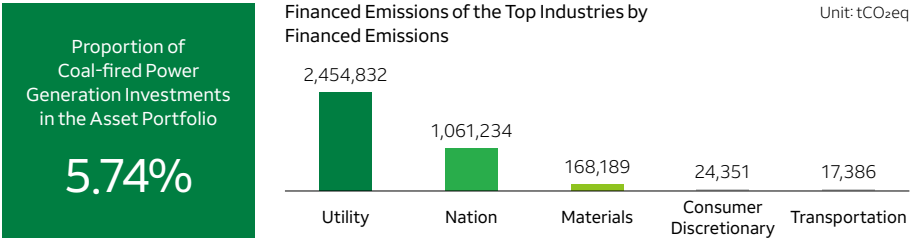
5) Although car loans were newly added to the calculation scope, financed emissions and emissions intensity were calculated as zero because the company did not hold any car loans as of the end of December 2025.

Carbon Intensity by Industry

Unit: tCO₂eq, tCO₂eq/ KRW 100 million

Category	Financed Emissions	Proportion*	Carbon Intensity
Utility	2,454,832	64.85%	99.8
Nation	1,061,234	28.03%	14.7
Materials	168,189	4.44%	19.7
Consumer Discretionary	24,351	0.64%	3.5
Transportation	17,386	0.46%	2.8
Real Estate	16,372	0.43%	0.5
Consumer Staples	10,588	0.28%	4.8
Wholesale & Retail	8,959	0.24%	3.6
ICT	7,997	0.21%	2.0
Water/Waste	7,724	0.20%	38.6
Finance	6,216	0.16%	0.1
General	1,354	0.04%	0.2
Construction	434	0.01%	0.1

* Proportion = Financed Emissions by Industry / Total Financed Emissions



DB Insurance’s financed emissions from the utilities industry* accounted for a high proportion of 64.85%, followed by financed emissions from government bond investments at 28.03%. Although exposure to the utilities industry is not high, it accounts for a significant share of total calculated financed emissions. Exposure to the utilities and materials industries is not high, yet they account for the majority of financed emissions. This indicates that financed emissions are not simply proportional to exposure, but vary significantly depending on industry characteristics. Accordingly, DB Insurance will manage its asset portfolio to achieve financed emissions reduction by comprehensively considering exposure to target industries and carbon intensity.

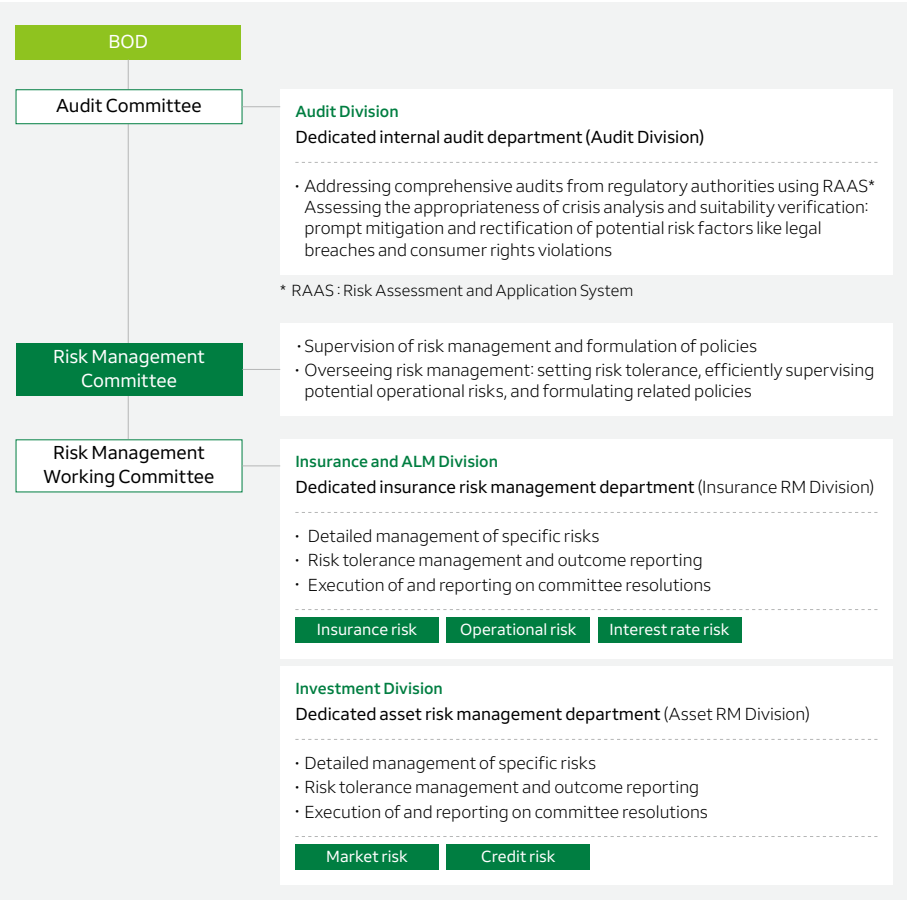
* The utilities industry refers to sectors such as power generation and electricity trading.

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Risk Management Organization

Pursuant to the Act on the Corporate Governance of Financial Companies, the Risk Management Committee, operating under the BoD, conducts overall supervision of risk management practices. Furthermore, the Risk Management Working Committee is established to bolster responsiveness to the rapidly changing financial market, with dedicated units for insurance and asset risk within the committee to elevate operational expertise. In addition, the operation of a dedicated internal audit division demonstrates our efforts to enhance financial soundness and the safety of the company's financial system.

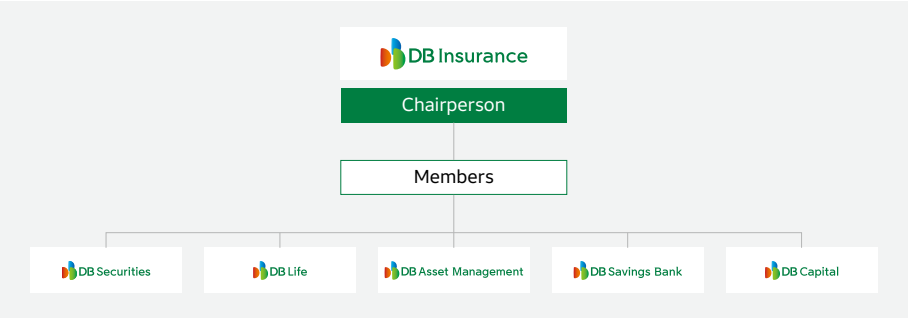
Risk Management Organizations



Enhancement of Risk Management in Financial Conglomerates

With the Act on the Supervision of Financial Conglomerates coming into effect to establish a regulatory framework for the sound management of financial conglomerates, DB Group has been designated as a financial conglomerate since July 2021. As a result, DB Insurance, serving as the leading financial company among financial conglomerates, operates a dedicated risk management division. Furthermore, we formulated the Financial Conglomerate Risk Management Policy and Financial Conglomerate Risk Management Standards to efficiently manage potential risks arising within the group. In addition, we have formed the "Financial Conglomerate Risk Management Council," comprising chief risk officers (CROs) of key finance companies, to review major risk management issues, thereby strengthening the overall risk management framework.

DB Financial Conglomerate Risk Management Council



Risk Management Policies

In accordance with the risk management strategy limits and guidelines set in 2025, DB Insurance strictly monitors and controls overall risk management, and obtains annual approval for its risk management strategies for mid- to long-term business plans from the Risk Management Committee. Furthermore, we allocate risk capital by risk category to ensure the overall risk level remains appropriate compared to available capital, and we strive to minimize risk exposure by identifying risk factors, scale, and suitability in advance.

- 01 Risk appetite, including the total amount of company risk and target K-ICS ratio
- 02 Allocation of individual risk capital using regulatory capital (K-ICS)
- 03 Risk limits, value at risk, exposure, loss, loss cut, and concentration limits and guidelines considering optimal asset portfolio
- 04 ALM strategy, average recovery duration guidelines, expected rate guidelines for managing interest rate risk
- 05 Optimal reinsurance operation strategy including insurance risk retention limits
- 06 Establishment of risk management organization at DB financial conglomerate level to prevent risk transfer and simultaneous insolvency among affiliates

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Strategy

Risk Management Targets and Management Strategies

DB Insurance classifies risks that may arise across its business activities into financial and non-financial risks to systematically identify and categorize them, and recognizes key risk factors in detail, including insurance risk, interest rate risk, and market risk. The company has also established management systems that reflect the characteristics of each risk type and operates sophisticated response strategies across the entire process, from risk measurement, assessment, monitoring, and control. Based on this integrated risk management system, DB Insurance proactively manages potential risks that may arise from its business activities and enhances management stability and sustainability.

Risks Subject to Management (1/2)

Financial Risk

Risk	Description	Detailed Strategies
Insurance Risk	The risk of potential economic losses that may arise from insurance contracts due to various insurance risk factors, managed by classifying them into life and long-term non-life insurance risks and general non-life insurance risks	• Analyze profit and loss by product group and readjust product portfolios based on the analysis results • Review whether to sell new products through profit and loss analysis testing during product development • Manage reinsurance underwriting guidelines and risk retention limits, and review reinsurance strategies
Interest Rate Risk	The risk of a decrease in net asset value, which is the difference between the value of assets and liabilities, due to changes in the term structure of interest rates	• Calculate interest rate risk amounts and monitor compliance with limits • Monitor ALM indicators, such as net asset value volatility, duration gaps, and asset/liability matching ratios, under various interest rate levels each quarter, and provide guidelines • Determine declared interest rates for long-term insurance and retirement pensions and analyze the impact of interest rate changes
Market Risk	The risk of a decrease in asset value due to changes in market variables, such as stocks, real estate, foreign exchange, and asset concentration risk	• Manage exposure limits by risk attribute, loss cut criteria, operating loss limits, VaR limits, and stock diversification • Analyze risks from market changes through stress testing and other methods • Monitor changes in and impacts of sensitivity indicators, such as duration, by product and risk attribute
Credit Risk	The risk of potential economic losses arising from a counterparty's default or deterioration in credit rating	• Manage exposure by risk attribute, single-borrower credit limits by credit rating, and diversification by overseas bond issuer • Set diversification by country, industry portfolio targets, bond credit soundness targets, and credit exposure limits by affiliate group • Monitor credit ratings, credit spreads, default rate fluctuations, and other factors related to credit assets

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Strategy

Risk Management Targets and Management Strategies

Risks Subject to Management (2/2)

Non-financial Risk

Risk	Description	Detailed Strategies
Liquidity Risk	The risk of losses, such as high-interest funding to address funding shortfalls or unfavorable sale of securities holdings, due to funding and management period mismatches or unexpected outflows of funds	• Monitor short- and long-term funding plans and the composition of assets and liabilities by maturity and amount • Manage the level of short-term liquid assets held in preparation for liquidity risk
Management Risk	The risk arising from strategic management aspects, such as delays in overhauling necessary management systems and decision-making failures	• Reflect risk management standards and management status by division when establishing annual business plans and management goals for the company and each division - Analyze the impact of major decision-making, such as establishing management plans and entering new businesses, or errors in strategic management decisions, and submit agenda items to relevant committees for management
Legal Risk	The risk of losses arising from misinterpretation or misapplication of laws, failure to comply with legal regulations, and new legal regulations	• Review the legal validity of products subject to transactions and relevant transactions before execution - Establish outlooks and response measures for litigation and other legal disputes related to transactions - Establish regulations on compliance with laws related to transaction activities and reporting to supervisory authorities
Office Risk	The risk arising from employee negligence or fraud during work, errors in work procedures, and errors in setting standards	• Establish detailed operating guidelines for handling disputes and complaints with customers and follow-up management • Periodically inspect compliance with internal guidelines established to maintain company security and the status of security controls • Periodically inspect whether major documents and transaction evidence are stored and managed in accordance with guidelines • Establish management methods and procedures to prevent employee accidents or fraud that may occur in various work processes, and periodically audit implementation status
IT Risk	The risk arising from software glitches, system errors, and IT equipment failures	• Establish and implement the following detailed management guidelines to manage risks related to IT systems, including system security management and system shutdowns - Security measures to prevent leakage of IT information - Inspection items and procedures to prevent IT failures, such as IT system shutdowns and IT processing errors, in advance - Measures to prepare for the risk of IT data loss caused by IT failures - Emergency response plans by situation for prompt response in the event of IT failures
Reputation Risk	The risk that would negatively affect DB Insurance's credibility due to management failures, violations of relevant regulations, and social controversies	• Identify factors that affect DB Insurance's credibility and manage activities such as employee training, PR, and advertising - Establish a crisis management system to strengthen media-related crisis management and enhance periodic collection of information distributed by media outlets
Group Risk	The risk that could jeopardize the overall financial status of the financial group due to concentrated financial transactions among affiliates, inappropriate transactions, or crises at specific affiliates	• Establish financial group risk management policies - Allocate risk appetite and risk capital limits at the group level - Set key risk management indicators for each affiliate • Measure, monitor, and manage the impact of internal transactions and risk concentration on financial soundness • Establish a group-level crisis response system
Climate Risk	The risk arising from physical damage caused by extreme weather events and from the rapid transition of the national economy to a low-carbon society in response to climate change	• Establish a natural disaster risk assessment system that integrates big data from the Korea Meteorological Administration with GIS information • Evaluate disaster risks caused by climate change by region

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Implementation of K-ICS

As of January 2023, following the introduction of the International Financial Reporting Standards (IFRS17), the Korean regulatory authority has enhanced the previous RBC regime by adopting a new one (K-ICS), which is based on the market valuation of insurance liabilities. In response, DB Insurance developed a risk management system within the IFRS 17 platform, including both the standard and internal models of K-ICS, with a focus on detailed elements of available and required capital. Furthermore, to achieve duration and cash flow matching, interest-bearing assets have been increased, the insurance liability portfolio adjusted, and capital acquisition measures reviewed whenever necessary.

Key Aspects of K-ICS

- 01 Increased volatility of available and required capital due to market valuation of assets and liabilities
- 02 Enhanced confidence for required capital measurement (99% ▶ 99.5%)
- 03 Increased and more detailed targets for risk measurement
- 04 ALM strategy, expected interest rate guidelines for managing interest rate risk
- 05 Modification of risk measurement methods (focusing on shock scenario approaches)

Business Continuity Management

As climate change increases the unpredictability of natural disasters, the risk of business disruption is growing as well. To ensure business continuity in the event of such disruptions, DB Insurance has been implementing its Business Continuity Plan (BCP) project and managing the risk of business disruption since 2013. Specifically, this includes regular simulation drills to enhance capability in emergency response.



Establishment of Risk Management Systems

In 2023, following the adoption of the accounting standards (IFRS 17) which mandates the market valuation of insurance liabilities, the risk-based capital (RBC) regime transitioned from risk-based capital to K-ICS2). Accordingly, DB Insurance developed an integrated system reflecting the new regime transition, and the system is maintained steadily through quantitative impact evaluations. For financial soundness, risk thresholds are determined according to the target K-ICS ratio, taking into account market and regulatory shifts, mid- to long-term business plans, and K-ICS forecasts. Periodic crisis analyses are conducted to evaluate capital reserves against scenarios in change of risk factors involving exchange rate, stock price, and interest rates to assess capital sufficiency, followed by the formulation of countermeasures. DB Insurance will continue to enhance its support for effective risk control activities—such as the calculation of individual risk exposures, stress testing, and the development of risk-based business plans—based on its Enterprise Risk Management (ERM) framework.

Risk Management Process



Management of Financial Soundness and Limit Setting

At DB Insurance, we evaluate the stability of risk-based capital using the K-ICS framework set by regulatory bodies to manage capital adequacy in a stable manner. Based on K-ICS standards, capital is allocated to various risks, with risk limits set and approved by the Risk Management Committee, and reported regularly to the committee and top management. Continuous monitoring allows us to manage related issues strictly, with DB Insurance achieving a K-ICS ratio of 218% as of December 2025.

Sensitivity Analysis of Risk Factors

DB Insurance conducts asset sensitivity analysis to identify the factors most affecting K-ICS ratio fluctuations and address how various market risks impact our capital value and profits in advance. We also analyze crisis scenarios and integrated risk scenarios by risk factor according to the changes in the stock prices, exchange rates, interest rates, credit spreads, loss ratios, and lapse rates, based on the crisis analysis standards provided by financial authorities and the company's own scenarios. As a result of these efforts, there has been no instance where the K-ICS ratio fell below 100% during any crisis until now.

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Establishment of a Company-Wide Disaster Response System

At DB Insurance, we conduct regular emergency drills concerning disaster recovery and IT system failures to bolster our emergency response capabilities. We also have a next-generation disaster recovery system in place to ensure business continuity of customer services during emergencies. Moreover, our efforts to widen the range of disaster response operations and branches, along with sustained IT system oversight, are elevating our overall response strategy.

Emergency Drills

Program	Description	Training cycle
Business continuity planning (BCP) drill	• Evaluation and implementation of improvements for initial response, emergency response, business continuity, and disaster recovery plans	Annually
Public web server cyber drill	• Conducting scanning attacks on public servers such as web and mail servers, then detecting and blocking related attacks	
Malware drill and phishing test	• Distribution of e-mails containing simulated malware to internal employees' e-mail accounts, then detecting, blocking, and removing the malware	
Simulated DDoS attacks	• Conducting scanning attacks on public servers such as web and mail servers, then detecting and blocking related attacks	
Disaster recovery drills	• Verification of the adequacy of recovery system operations and recovery procedures during a disaster, and testing system transitions • Confirmation of the status of the emergency contact system through unannounced drills • Verification of the appropriateness of disaster recovery procedures and organizations, and improvement of team and individual mission familiarity and system recovery skills through drills • The drills are conducted at least twice a year	Semi-annually
Backup and offsite backup drills	• Verification of the adequacy of backup system operations and backup recovery plans • Verification of the recovery time and integrity of backup data • Confirmation of the appropriateness of backup recovery procedures and organizations • Enhancement of team and individual mission familiarity and system recovery skills through drills	
IT incident response drills	• Verification of the appropriateness of incident response for major systems through regular incident response drills • Confirmation of the adequacy of incident response scenarios, detailed recovery procedures, and response organizations • Thorough understanding of the mission through drills and improvement in system recovery skills for similar or identical incidents • Reduced recovery time for anticipated incidents through drills for critical business operations	

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Targets & Metrics

DB Insurance systematically sets capital management zones based on the K-ICS ratio and manages financial soundness and capital efficiency in a balanced manner through response strategies for each zone. Based on this, the company establishes mid- to long-term capital management targets and seeks to ultimately maximize corporate value by improving both stability and profitability.

K-ICS Ratio Targets and Mid- to Long-Term Capital Management Plan

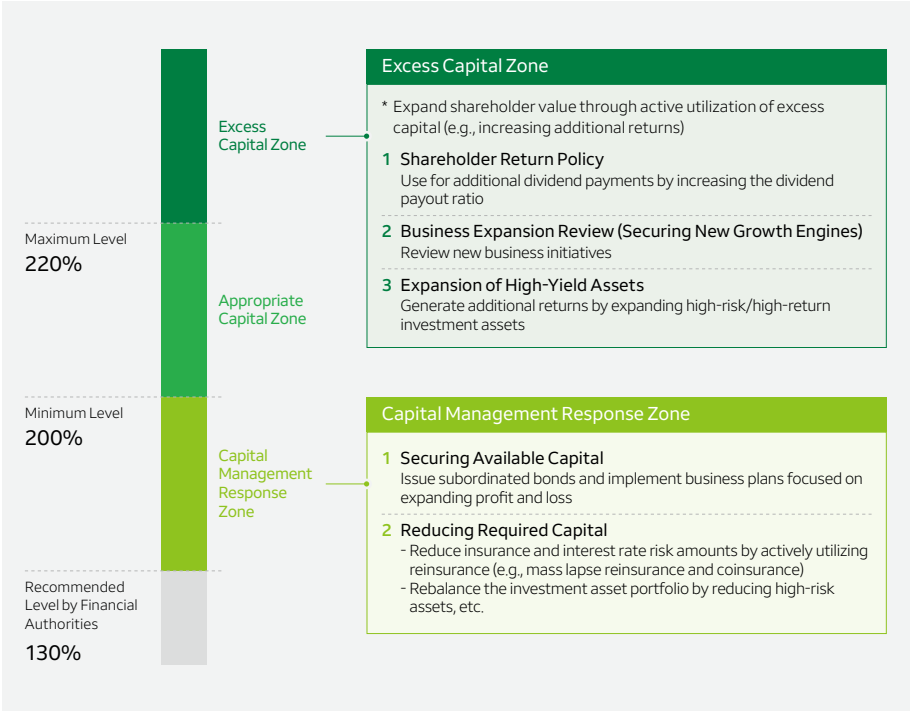
DB Insurance categorizes its capital management zones based on the K-ICS ratio into the “capital management response zone,” “appropriate capital zone,” and “excess capital zone.” The company has set the K-ICS ratio target zone as the management target between 200%, the minimum defense level considering supervisory regulations and crisis preparedness, and 220%, the maximum level for appropriate capital management considering the annual increase in the K-ICS ratio, announced regulatory changes, and the impact of assumption changes. To maintain the ratio within the appropriate capital zone, DB Insurance has established mid- to long-term plans for each capital management zone. When the company is in the capital management response zone, it implements strategies to improve the K-ICS ratio, and when excess capital arises, it implements strategies to actively utilize capital to maximize corporate value.

Solvency Ratio*

Category	Unit	2023	2024	2025
Available Solvency Capital (Available Capital)	KRW million	19,575,205	19,097,308	21,552,235
Required Solvency Capital (Required Capital)	KRW million	8,396,170	9,402,579	9,876,353
Solvency Ratio (Available Capital/Required Capital)	%	233.1	203.1	218.2

* Based on consolidated financial statements

Mid- to Long-Term Plan for Capital Management Zones



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Information Security Management System

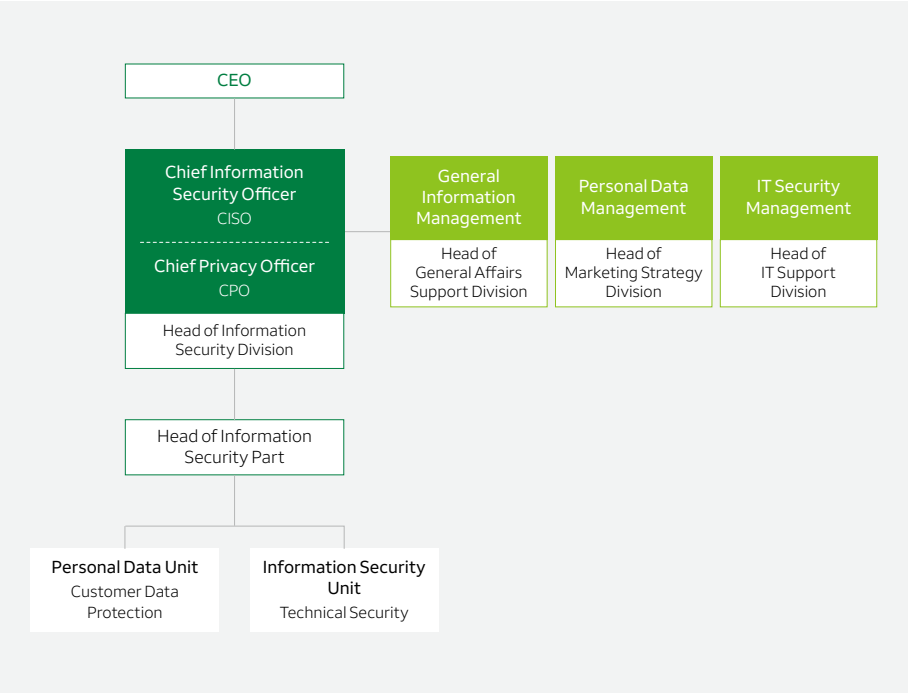
DB Insurance is committed to achieving the “establishment of governance for transition into autonomous security system” and “enhancement of our competitive edge in digital financial security.” In response to the heightened duties of the Chief Privacy Officer (CPO), we created an appropriate organizational framework and allocated necessary resources to guarantee the CPO’s independence. We also regularly verify the appropriateness of customer data protection through activities like auditing personal (credit) data assignees and collection agents, conducting field inspections for the collection of consent agreements, and monitoring excessive access to customer data, with the findings reported to the BoD annually.

Moreover, in line with internal regulations, the CEO appoints qualified individuals with backgrounds in privacy, information security, and information technology as the CISO and CPO. The appointed officers are published in our Privacy Policy. We hold quarterly Information Security Committee meetings involving the Chief Information Security Officer (CISO) and key executives to discuss critical privacy issues and report the outcomes to the CEO.

Major Information Security and Personal Data Protection Councils

CISO Chief Information Security Officer	The highest-ranking officer responsible for establishing, operating, and overseeing the information security framework by supervising the overall protection of electronic financial information across the organization, including internal control, security policies, risk management, incident response, and training
CPO Chief Privacy Officer	The highest-ranking officer responsible for overseeing the organization’s personal data processing operations, including preventing personal data breaches, operating and inspecting the management system, and responding to data subject requests and complaints related to personal data
Information Security Committee	A decision-making body chaired by the CISO (Chief Information Security Officer) that deliberates and resolves matters related to IT security and key information security issues, monitors the progress of related operations, and requests necessary corrective and improvement measures

Personal Data Protection Organizational Structure



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Key Information Security and Personal Data Protection Policies

Based on its personal data protection policies, DB Insurance clearly defines the principles to be followed throughout business processes, including the collection, use, management, and destruction of information, according to the characteristics of each type of information.

Privacy Policy

Establishes standards for the entire process of collecting, using, providing, retaining, and destroying personal data, and clearly defines personal data protection principles based on compliance with relevant laws and regulations

- Operates the policy so that customers can review it at any time through website disclosure and management of revision history
- Clearly defines the purposes of personal data processing across various business operations, including the conclusion and performance of insurance contracts, financial transactions, and recruitment, and collects and uses only the minimum necessary information
- Clearly establishes personal data retention periods and destruction standards, and operates phased access controls and destruction procedures after the end of transactions
- Secures a management system for external service providers by reflecting protection measures and management and supervision standards in contracts when outsourcing personal data processing

Customer Information Handling Policy

Establishes a customer information handling policy at the DB Financial Conglomerate level and clarifies standards for the provision and joint use of customer information among affiliates

- Limits the use of customer information to internal control and risk management purposes, and specifically defines the scope of information, processing methods, retention, and destruction standards
- Secures prior control procedures for information provision by appointing customer information managers and operating an approval process
- Strengthens the level of information protection through customer information encryption, access control, security system implementation, and regular security training
- Strengthens customer protection by operating a system for regular notification of customer information provision details and complaint handling

Customer Credit Information Rights Guide

Posts a guide on customer credit information rights on the website and operates a customer credit information rights protection system to guarantee the rights of data subjects

- Supports the exercise of legal rights, including notification of details on the provision of credit information to third parties, requests for access, correction, and deletion, and withdrawal of consent for marketing use
- Ensures information transparency by fulfilling the obligation to notify the basis for refusal of financial transactions
- Establishes damage relief procedures, including compensation for damages in the event of personal data breaches

Visualization of Personal Data Protection Policies

DB Insurance uses an infographic page for its Privacy Policy to visually explain the collection, use, provision, deletion, and user protection of personal data so that customers can easily understand them.

Privacy Policy Infographic on the Website



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Information Security Risk Identification Process and Mitigation Measures

DB Insurance systematically manages information security risks to safely protect customers’ personal data and minimize potential damage from information breaches. To this end, the company identifies and assesses key risk factors related to information security in accordance with its information security management guidelines, and establishes and implements reasonable and effective mitigation measures for each risk, including conducting countermeasure analyses and preparing risk assessment reports. In addition, DB Insurance maintains the stability and reliability of its information security management system through continuous inspections and improvement activities.

Information Security Risk Mitigation Measures and Performance

Risk	Mitigation Measures	Performance
Internal Control and System Weaknesses	• Conduct self-audits led by the CISO • Conduct website inspections and assessments through external expert organizations, including the Financial Supervisory Service	• Zero cases of violations related to customer data breaches • Achieved the highest grade in the regular information security assessment for five consecutive years (100 points, Grade S)
	• Periodically enact and revise internal regulations related to information security	• Conducted once every half year
External Security Attacks	• Conduct incident response drills for DDoS attacks and other security breaches	• Conducted twice a year • Received a “Normal” result from the Financial Security Institute inspection
	• Inspect matters related to electronic devices and access media in the information technology division	• Conducted once a year • Received a “Normal” result from the Financial Services Commission inspection
Lack of Information Security Awareness	• Conduct differentiated information security training programs by job function • Conduct information security training for outsourced vendors and agents, in addition to employees	• Conducted once a year • All employees completed training in 2025 (7,315 persons)
Insufficient Information Security Governance	• Operate the Information Security Committee with participation by the CISO and key executives	• Conducted four times a year
	• Inspect and obtain certifications for the information security and personal data protection management system	• Obtained ISMS-P • Obtained ISO 27001

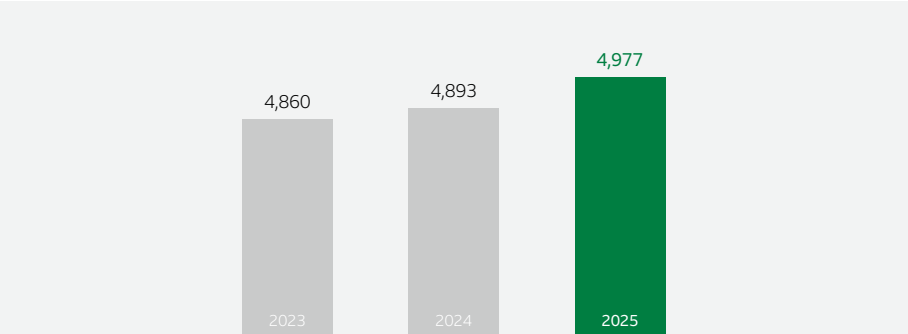
Internalization of Awareness of Information Security

DB Insurance works to raise awareness of information security among employees. To meet this goal, we formulated guidelines for personal data protection, and we provide periodic education designed to improve awareness. We offer tailored education programs for the CISO, senior executives, information security managers, IT managers, and general employees, depending on the positions with high risk involving information security and privacy issues.

Our advanced programs for building the expertise of individuals involved in information security include financial security executive course for the CISO and specialized information security training for information security managers. We offered diverse educational programs in 2025, covering the Personal Information Protection Act, Credit Information Use and Protection Act, Financial Security Act, and related regulations, which all employees successfully completed. In particular, employees dealing with personal data were required to undergo extra sessions on how to handle personal data. We also extended our information security programs to outsourced IT vendors and agents, in addition to our employees. Aside from these educational programs, we also conduct annual drills to address and recover from incidents, including exercises for server hacking, DDoS attacks, and phishing tests. BCP drills are also conducted every year. These drills and simulations ensure that in the event of an emergency, such as a security breach, malfunction, or disaster, our staff can quickly resume their duties.

Employees Who Completed Information Security Programs

Unit: Persons



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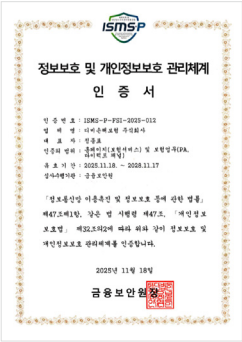
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Bolstering the Monitoring of Customer Privacy and Abnormal Symptoms

DB Insurance encrypts and stores customer data in both structured (database management system) and unstructured (images, recordings, etc.) forms to ensure the safety of customer data. We monitor adherence to legal requirements for security agreements, website publications, and training/inspections. Also, we make sure that quarterly consignee reviews are conducted at each agent to improve any identified vulnerabilities. Furthermore, we strictly manage access permissions for customer data and provide training sessions on personal data handling precautions for sales agents to minimize compliance issues.

Enhancement of the Security Breach Prevention System

DB Insurance has retained ISMS certification since 2014 and acquired ISMS-P certification in 2025. Our extensive information security management system is anchored in these standards. We further streamlined our integrated security monitoring system to address shifts in work patterns brought about by COVID-19. Furthermore, we carry out security audits of outsourced firms via our customer data processing outsourcing management system. There was not a single instance of customer data breach from 2013 to 2025.



Insurance Coverage and Risk Minimization

DB Insurance maintains Personal Information Breach Liability Insurance and Electronic Financial Transaction Liability Insurance, which cover third-party liabilities in the event of liability related to company-wide information security. In addition, to respond to information leakage incidents, including customer data breaches, that may occur amid the continued increase in cyber incidents and a rapidly changing environment, the company maintains comprehensive cyber insurance and works to minimize information security risks.

Information Security Self-Inspections

Based on its real-time integrated security monitoring system, DB Insurance operates a rigorous company-wide information security management system, including internal information security audits of its IT environment and website inspection assessments by external expert organizations at least once every half year.

Responsible Entity	Detailed Inspection Items	Frequency
Inspection Activities for Compliance with Laws and Internal Regulations Related to Personal Credit Information Protection	Personal credit information protection status inspection (regular information security assessment)	Once a year
	Inspection and certification of the information security and personal data protection management system (ISMS-P)	
	Inspection and certification of the information security management system (ISO 27001)	
	Inspection of outsourced personal data processing	
	Information security-related security audit	
	System vulnerability analysis and assessment	
	Incident response drills	
Regular Inspection Activities	Inspection of recruitment channels of outsourced solicitors	Once per quarter
	Internal security review for business projects	Ongoing
	Information security review of customer guidance materials	
Regular Inspection Activities	Monitoring of abnormal signs related to customer information - 19 types in operation as of May 2026, including excessive customer information inquiries, enhanced account management and access control, and abnormal signs of information leakage	Ongoing

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Third-Party Supervisory Agency-Led Security Inspections

DB Insurance actively participates in information security inspection and assessment systems led by relevant supervisory agencies, including the Financial Security Institute and Korea Credit Information Services, and regularly conducts various external verification activities to continuously strengthen the security level of its overall IT infrastructure and information security management system.

Financial Security Institute	Financial Security Institute
Inspection Item Regular information security assessment	Inspection Item Incident response drills
Result • Assessment of the status of personal credit information protection and the adequacy of the information security system	Result • Response to and recovery from public server hacking • Response to and recovery from DDoS attacks • Linkage with emergency response center bypass services • Conducted malicious code email response drills for employees
Highest grade for five consecutive years 100 points, Grade S	Inspection Result Normal
Financial Services Commission	Korea Credit Information Services
Inspection Item Vulnerability analysis and assessment	Inspection Item Inquiry consent inspection
Result • Matters related to the organization, facilities, and internal control of the information technology division • Matters related to electronic devices and access media in the information technology division • Matters related to incident response measures for maintaining electronic financial transactions	Result • Inspected the adequacy of consent forms for underwriting reviews and indemnity insurance contracts
Inspection Result Normal	Inspection Result Normal

Targets & Metrics

Three-Year Mid- to Long-Term Goals for Personal Data Protection

DB Insurance is systematically establishing and implementing a mid- to long-term, three-year information security strategy to effectively protect business activities and customers’ personal data from information security-related risks and operate a stable information security management system. These goals aim to go beyond reactive risk responses and establish an advanced information security system capable of proactively identifying and managing potential risks, while comprehensively responding to new security threats arising from the spread of new technologies, including AI. Through these efforts, DB Insurance ultimately seeks to achieve “ZERO information leakage” and secure sustainable security competitiveness.

2025–2027 Mid- to Long-Term Information Security Goals



Status and Targets for Information Security-Related Leakage Incidents

Through a rigorous information security management system and operations, DB Insurance has had no violations related to customer data breaches to date. DB Insurance has also set targets of zero customer data breaches and maintaining customer complaints at 400 or fewer.

Unit: Cases			
Category	2023	2024	2025
Customer Data Breach Cases	0	0	0
Violations Related to Information Leakage	0	0	0
Customer Complaints Related to Information Leakage*	398	363	419

* This refers to VOC cases received under the personal data leakage category on DB Insurance’s Happy Promise Plaza, and none involved actual leakage.

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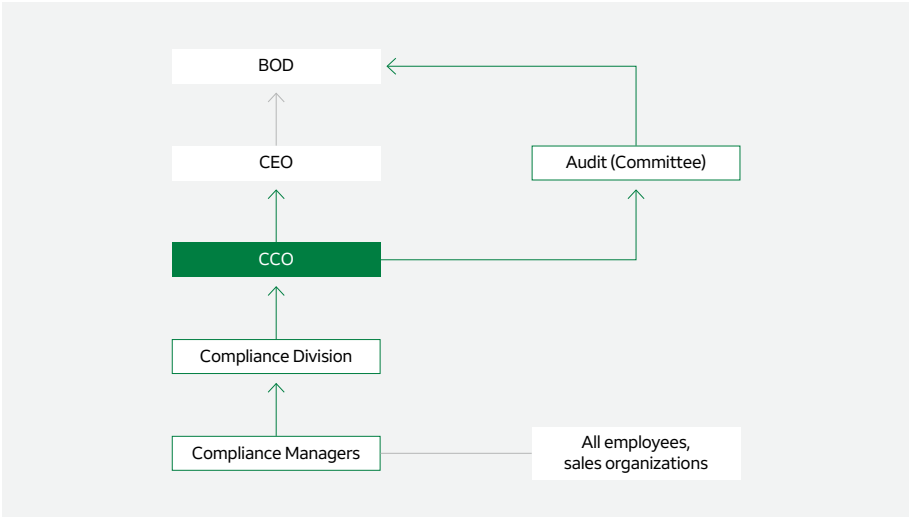
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Decision-Making Body for Compliance and Ethical Management

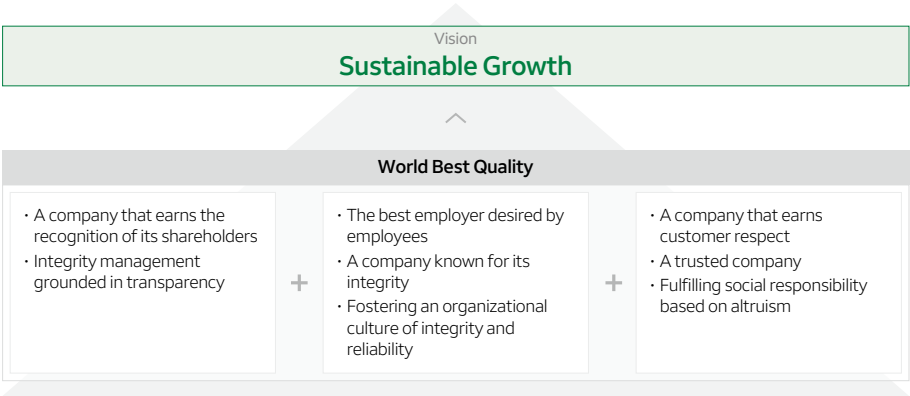
DB Insurance has appointed a CCO to oversee internal control duties for the implementation of compliance and ethical management, and closely investigates any violations of internal control standards. In addition, the company assigns compliance managers to the headquarters and field organizations to ensure efficient company-wide internal control management.

The company also convenes the Internal Control Committee, chaired by the CEO, every half year to discuss key internal control matters, including monitoring financial incidents, inspecting internal control vulnerabilities, and identifying improvement measures.

Ethical and Compliance Management Operational Systems



Ethical and Compliance Management Vision



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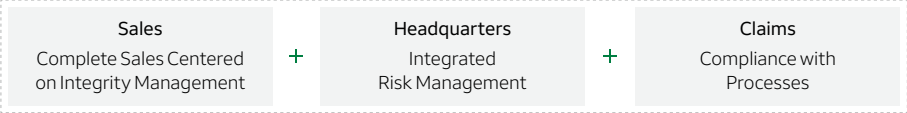
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Promoting a Culture of Ethics and Compliance

DB Insurance emphasizes the ethical awareness that employees must uphold in performing their duties across three areas: sales, headquarters, and claims. To promote this ethical culture, the company produces various related content through internal broadcasts and ethics and compliance communications, and has included “Ethical Management Practices” as a mandatory course in the orientation program for new general and office employees. In addition, DB Insurance conducts annual compliance training for compliance managers across approximately 200 departments to enhance employee awareness and understanding of compliance. DB Insurance is also working to establish an ethics and compliance culture across its subsidiaries by including an “Ethical Management” course in the basic training programs of subsidiaries such as DB Loss Adjusters, DBCAS, DBCSI, DBCNS, and DBMNS, and by requiring subsidiary employees to sign ethics and compliance pledges tailored to the business characteristics of each subsidiary.

Work Ethics



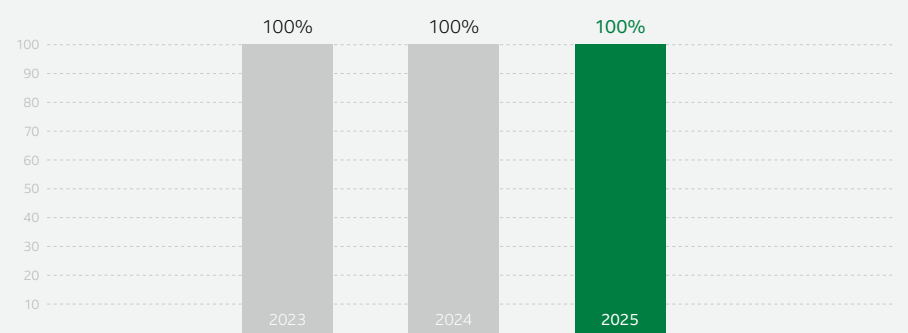
2025 Ethical and Compliance Management Education

Program	Means	Timeframe	Completion time	Target
4 Mandatory Compliance Courses	Video	Apr.~May	10 hours	All employees
Ethical Management Training within New Employee Orientation	Lecture	Feb.	3 hours	New hires
Compliance Employees Broadcasting	In-house broadcasting	Mar., May, Aug., Nov.	quarterly 15 min.	All employees
Compliance Manager Training	Online	Feb.	2 hours	Compliance managers from each department
Dispatched Supervisor Training	Lecture	Mar., Aug.	semi-annually 3 hours	Supervisors dispatched from the headquarters

By announcing amendments to the Ethics Code and Practical Guidelines that reflect the Improper Solicitation and Graft Act, DB Insurance enhanced ethical awareness among all employees.

 [Go to Ethics Code and Practical Guidelines](#)

Participation Rate in Signing the Ethical & Compliance Pledge



Voluntary Compliance with Fair Trade Practices

DB Insurance has promoted fair trade and transparent competition through the “Fair Trade Compliance Regulations” enacted in 2003. Since then, the company has implemented a Fair Trade Compliance Program to conduct training for all employees at least once a year to instill a fair-trade culture. Additionally, on behalf of the compliance officer, the company sends annual notices titled “Request for Cooperation to Establish an Ethical Culture” to all business partners such as hospitals, suppliers, loan agencies, and repair shops, checking on their adherence to the company’s Code of Ethics and fair trade compliance. Since 2021, DB Insurance has increased the number of mailings by 500 from the previous level of around 5,000—sending compliance officer notices to 5,500 business partners nationwide. In 2025, the company continued to send the same number of 5,500 notices. Furthermore, the company made in-person visits to 8 key partners to directly listen to customer feedback, which was then actively addressed in collaboration with relevant departments. Throughout this process, DB Insurance directly gathers feedback from partners on fair trade-related matters and actively engages with relevant departments to ensure their requirements are reflected in practice.

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Compliance Risk Response

Compliance Risk Analysis and Assessment

Each year, DB Insurance identifies potential compliance risks associated with departmental operations and systematically manages them by assessing the severity and frequency of each risk through a structured risk assessment process.

The compliance risks, which numbered around 200 during the initial 2017 assessment, increased to 486 in 2025, and these identified risks are managed according to the post-assessment strategies. The outcomes of the assessments are logged into our compliance risk system within the ethics and compliance framework, and these annual and continuously arising compliance risks are periodically updated and managed.

Compliance Risk Inspections and Ongoing Monitoring

It classifies potential warning indicators by sales, claims, and business expenses based on the analyzed compliance risk and the post-assessment strategies, and conducts monthly monitoring at the department level. If irregularities arise, it implements corrective actions through regular and thematic audits. During 2025, 89 monitoring and inspection activities were performed, yielding 20 suggestions for improvements. We plan to extend the scope of continuous monitoring targets.

In addition, DB Insurance conducts quarterly inspections by dispatched compliance monitors to prevent financial incidents and other business practices that may conflict with ethical and compliance management principles.

Operation of an Anti-Money Laundering System

To prevent criminal activity and ensure sound and transparent financial transactions, employees fulfill their respective roles under the internal control system to carry out effective anti-money laundering (AML) operations. In 2016, a compliance consulting review was conducted to meet the requirements of the Financial Action Task Force (FATF) and supervisory authorities regarding enhanced AML frameworks. In 2018,

DB Insurance established an in-house Risk-based Approach (RBA) system, and began operations such as due diligence on customers, suspicious transaction reporting, and large cash transaction reporting based on risk assessments. As a result, the company reported 2,066 suspicious transactions to the Korea Financial Intelligence Unit (KoFIU) in 2025. DB Insurance plans to continue monitoring and improving its internal control systems to ensure legitimate and stable operations.

Legal Risk Response System

The Legal Risk Management Department, composed of in-house attorneys and legal experts, handles provision of legal education and information, litigation management, and legal advisory services to prevent legal risks in advance. Also, DB Insurance provides business guidelines to support effective responses to the growing internal and external legal risks faced each year.

ISO 37301 Certification

Through continuous efforts to establish a global-level compliance management system, including the ongoing identification, assessment, control, and monitoring of compliance risks, rigorous internal audits, and management performance reviews, DB Insurance became the first company in the insurance industry to obtain ISO 19600 certification, the international standard for compliance management systems, in 2017.

Building on this achievement, in 2021, we became the first company in the non-life insurance industry to obtain ISO 37301 certification, which requires a more advanced level of compliance management system than the previous ISO 19600 standard.



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Risk Management

Fair Trade Risk Identification Process and Mitigation Measures

DB Insurance systematically manages fair trade-related risks to promote fair trade practices and transparent competition based on fair procedures. To prevent unfair trade practices and unfair competition, the company operates the Fair Trade Compliance Program by complying with fair trade-related laws and regulations to identify and assess related risks. It also continuously monitors risk factors related to unfair trade practices and unfair competition and implements mitigation or improvement measures, including operating monitoring systems and establishing sanctions for violations.

Fair Trade Risk Mitigation Measures and Performance

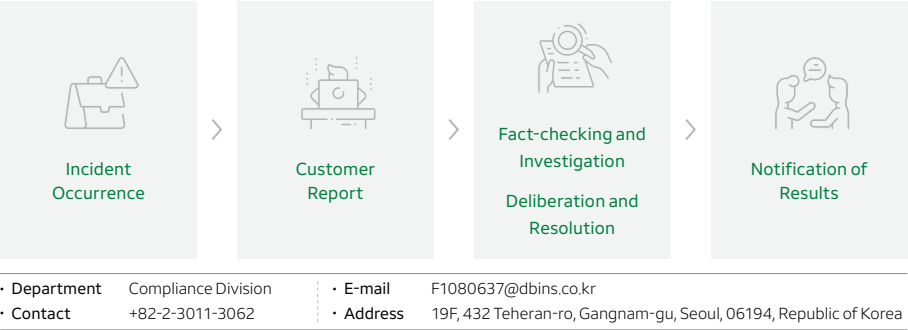
Risk	Mitigation Measures	Performance
Occurrence of Incomplete Sales	• Enhance the AI-based complete sales monitoring process	• Processed approximately 4,000 cases per day on average
	• Monthly review of indicators, including the complete sales rate, by the Consumer Protection Committee	• Achieved an average complete sales rate of 100% in 2025 (for three consecutive years)
	• Improve call quality monitoring for TM contracts (AI introduced)	• Reduced average review waiting time: 30 minutes ▶ 3 minutes
	• Outsource call monitoring to an external specialist agency	• Processed approximately 12,000 cases per day on average
Insufficient Compliance with Fair Trade by Partners	• Sent notices titled "Request for Cooperation to Establish an Ethical Culture" to all 5,500 business partners	• Zero consultations and reports related to partner complaints in 2025
	• Inspected partners' compliance with fair trade practices and adherence to the Code of Ethics Practice Guidelines	
Occurrence of Unfair Trade Practices Involving Partners	• Visited selected business partners in person to listen to VOC	• Visited 8 business partners in 2025
Internalization of Fair Trade Practices	• Operated training programs, including the Complete Sales Practices Course, for sales agents who failed to comply with complete sales requirements	• 332 participants completed the training program
	• Operated the Ethics Reporting Center managed by the compliance officer	• Zero internal whistleblowing cases identified
	• Operated the Gift Reporting and Registration System for reporting money and gifts received during work	• One report received in 2025
	• Conducted training for all employees at least once a year	• 4,515 participants completed training in 2025

Eradication of Unethical Conduct Within the Company

DB Insurance operates various systems to prevent unethical behavior of employees and raise awareness within the company. Employees can freely report unethical conduct via the internal whistleblower system. An Ethics Reporting Center, managed on the website by the compliance officer, allowing anyone to report financial incidents or internal control violations.

Furthermore, any gifts or monetary items received during work are reported to the CCO through our gift reporting system. These items are then put up for auction, with all proceeds directed to social welfare organizations and our internalw Heart Fund. Since 2019, we have diligently fostered a sound and transparent organizational culture by ensuring adherence to the Code of Ethics Practice Guidelines. We particularly focused on monitoring the exchange of congratulatory wreaths and gifts among employees during appointments, promotions, and transfers.

Ethics Reporting Process



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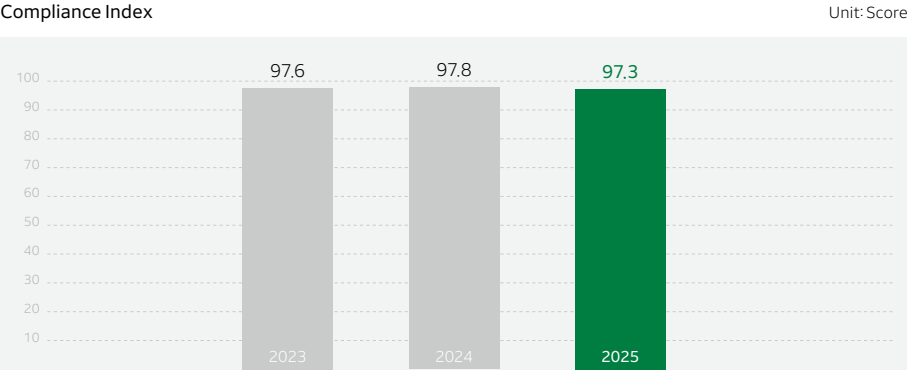
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Targets & Metrics

Compliance Index

DB Insurance evaluates its compliance levels using the Compliance Index evaluation system. The evaluation involves work ethics tests for various divisions such as the headquarters, sales, and claims, in addition to compliance risk assessments and compliance activity reporting. To enhance evaluation accuracy, assessment items are regularly updated and refined to account for changes in both internal and external environments and related issues. In 2025, the Compliance Index scored 97.3.



Eradication of Unethical Conduct

In 2025, 81 ethics reports were received, none involving misconduct by DB employees. All were identified as complaints related to contracts or claims handling. These were forwarded to the relevant departments such as Support, Planning, or Consumer Protection for appropriate action.

Unit: Case

Category		No. of Cases
Customer complaints reported	Service (product) complaints	81
	Employee corruption or misconduct	-
	Partner complaints	-
	Others (personal data, etc.)	-
Action taken	Severe disciplinary action	-

Legal Risk Review

In 2025, a total of 3,559 legal risk reviews were conducted across the headquarters, sales, and claims divisions. DB Insurance will continue its efforts to establish an efficient legal risk management and response system.

Unit: ea

Category	2023	2024	2025
Headquarters inquiries	1,095	1,279	1,133
Sales Division	2,330	2,948	2,317
Claims Division	105	134	109
Total	3,530	4,361	3,559



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Financial Performance

The Korean insurance market continues to face profitability challenges due to global economic downturns and financial market uncertainties, leading to higher loss ratios and increased investment risks. Despite these disadvantages, DB Insurance achieved financial growth. Previous year standalone basis, direct written premiums increased by 14.4% year-on-year to KRW 24,572 billion, and Investment operating profit rose 41.5% year-on-year to KRW 1,052 billion —maintaining stable financial performance even amid a slowing macroeconomic environment marked by low growth and population decline. Going forward, DB Insurance will continue to proactively respond to rapid changes in the external environment and continuously drive management innovation to secure structural profitability across all business sectors, thereby generating overall positive financial outcomes.

Category	Unit	2024	2025	Increase/ Decrease	G/R(%)
Insurance operating profit	KRW million	1,619,094	1,035,950	(583,144)	(36.0)%
Investment operating profit	KRW million	743,569 ¹⁾	1,051,830	308,262	41.5%
Total operating profit	KRW million	2,362,662	2,087,780	(274,882)	(11.6)%
Non-operating/special gains and losses	KRW million	3,152	20,174	17,022	540.0%
Net profit	KRW million	1,772,229	1,534,880	(237,349)	(13.4)%
Margin ²⁾	%	10.3	8.3	(2.0)	

1) A rounding difference of KRW 1 million occurred compared to the previous year’s report.
2) Direct written premiums represent premium income excluding certain separate account items, such as retirement pensions and variable insurance, and were calculated in accordance with the business report standards of the Financial Supervisory Service.

Tax Compliance

DB Insurance faithfully fulfills its tax-related obligations by complying with tax laws and regulations in all jurisdictions, both domestically and abroad. In addition, the company has established global tax-related standards and policies for its domestic and international operations to manage tax risks more effectively. In accordance with International Financial Reporting Standards (IFRS), external auditors conduct quarterly reviews and year-end audits. The results—such as corporate tax expenses, deferred income tax, and effective tax rates—are transparently disclosed through the electronic disclosure system (dart.fss.or.kr).

Corporate Tax Payments

Category	Unit	Direct Premiums Written	Pre-Tax Profit	Amount Paid as Tax	Domestic Tax Reduction Due to Overseas Tax Payment
Domestic	KRW million	23,708,601	2,071,531	159,062	-
Overseas Region	KRW million	862,934	36,423	3,385	4,933
U.S. Branch	KRW million	791,990	25,957	2,649	2,649
Guam	KRW million	70,944	10,466	736	2,284

Economic Performance Distribution

DB Insurance does not stop at achieving growth; it also shares its results with a wide range of interested parties including customers, partners, shareholders, employees, and local communities, faithfully fulfilling its corporate social responsibilities.

Stakeholders	Communication Channels	Unit	2023	2024	2025
Partners	Agency sales commissions	KRW million	769,073	1,009,431	1,215,505
Employees	Salaries and welfare expenses	KRW million	447,875	451,478	559,613
Shareholders	Dividends	KRW million	318,230	408,296	460,890
Customers	Insurance payments	KRW million	9,611,714	9,504,396	10,166,383
Local communities	Social contribution amounts	KRW million	8,605	9,005	9,374

* Insurance payments are based on IFRS17 incurred claims.



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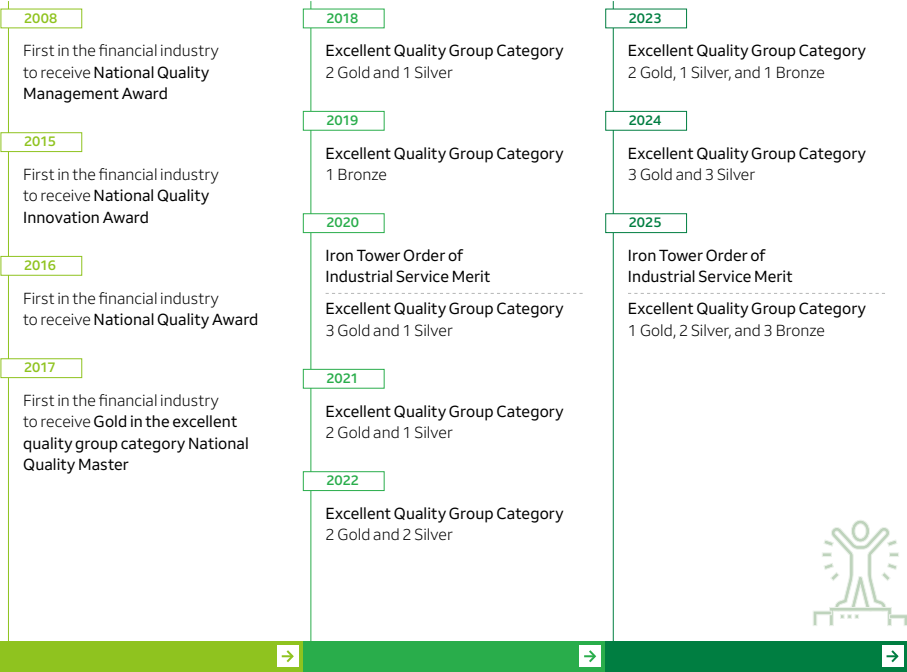
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To discover new growth engines and enhance operational efficiency, DB Insurance is relentlessly pursuing company-wide innovative management. Under the leadership of the CEO, the Innovation Committee is responsible for establishing mid- to long-term innovation plans across the company, including talent development and task management. Dedicated teams are created to achieve these initiatives. Projects selected as part of the innovation program are managed through a systematic integrated management system, with continuous monitoring and feedback to ensure constant improvement and increased effectiveness. In line with the recent trend of AI technologies gaining increasing attention across industries, in 2025, we focused on innovating our business structure across the value chain by leveraging AI, including AI-based business process automation and the deployment of AI agents.

Establishing an Innovative Culture

DB Insurance is committed to embedding innovative management to create a work environment where employees can stay engaged and motivated. As part of this initiative, the company holds an annual Internal Best Practices Presentation Contest, rewarding outstanding projects selected as exemplary cases. In addition, the CEO personally reviews innovation projects, and all executives take the lead in driving them, thereby constantly strengthening the efficacy of innovative management. A notable example of this internalization is the “Department Proposal Activity,” which began in 2016. It evolved into the “On-site Improvement Circle Activity” in 2017, and was later restructured into “One-Team Activity” in 2018 which remains in operation today. The One-Team Activity is a voluntary initiative where employees collaborate across departments and teams to improve workflow. From 2018 to 2025, a total of 1,025 teams participated, with 153 teams active as of 2026.

Year-by-Year National Quality Management Convention



Innovation Achievement

Through systematic and continuous innovation management, DB Insurance has been widely recognized as a top-tier company in the Korean financial services industry with a robust quality management system. In 2015, the company received the National Quality Award. In 2016 and 2017, it became the first insurer to win the “National Quality Masters” title for two consecutive years, solidifying its reputation in the industry. From 2017 to 2025, DB Insurance has won 16 Gold, 10 Silver, and 7 Bronze Awards in the “Excellent Quality Circle” category at the National Quality Management Convention, hosted by the Korean Agency for Technology and Standards and organized by the Korean Standards Association. The company also recognized with the Minister of Trade, Industry and Energy Award for Outstanding Quality Control Circles in the Service Sector, the National Quality Innovation Award, and the Order of Industrial Service Merit, Iron Tower, awarded twice.

2025 Major Innovation Projects

Open Innovation Projects	- Activation of general insurance in the CM channel to expand new customers - Improved workforce efficiency and service satisfaction through expanded automation of loan operations - Strengthened claims competitiveness by improving the pet insurance claims process - Maximized work efficiency and customer convenience by improving contract management processes - Increased sales by resolving non-contact with long-term insurance policyholders - Maximized operational efficiency by automating claim filing for the Subrogation Dispute Review Committee
Customer Products	- Advanced U/W strategies to increase CSM from new contracts - Increased inflow of quality risks by developing exclusive products for eco-friendly existing customers - Strengthened customer experience-centered marketing - Developed new products with new coverage for uncovered areas
Channels	- Established a model for introducing and operating non-exclusive agents - Established a support system for new sales models to ensure continued growth of exclusive channels - Increased CSM from existing contracts by improving the retention rate
Claims	- Operated an integrated MR management system across all lines of insurance - Provided differentiated claims services and reduced claims investigation costs by expanding automation - Improved service quality and efficiency through integrated guidance and claims handling by line of insurance
Asset Management	Established the IDL investment system
Management Support	- Strengthened protection for financially vulnerable groups by establishing the Happy Call mirroring system - Established an operating framework for the accountability structure - Improved IT productivity using generative AI

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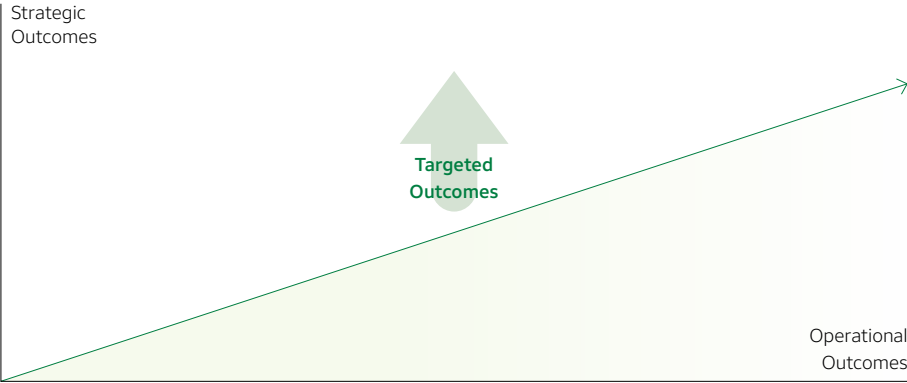
Innovation Achievement

2025 Key Innovation Projects

Control Tower	Innovation Secretariat
Innovation Committee (Chairperson: CEO)	Digital Innovation Division (6 MBB ¹⁾)
• Task selection, task approval, and performance feedback	• Innovation planning, task selection, implementation support, and performance verification (7 FEA ²⁾)

1) MBB(Master Black Belt): Individuals who attained advanced innovation certification
2) FEA: Financial Effect Analyst

Category	Implementation Methods	Innovation Scope	Goal
Top Down	Company-wide innovation projects	Business structure innovation (business model)	Securing competitive edge (Dramatic level up)
	Executive innovation projects (design thinking)		
	Internal/external open innovation projects	Customer-oriented, product process innovation	Quality (Reducing variability)
Bottom Up	DB regulation sandbox	Unit work innovation	Efficiency (Improving work speed)
	Proposals and task forces	Comprehensive work improvement, hidden cost removal	Efficiency (Improving work)



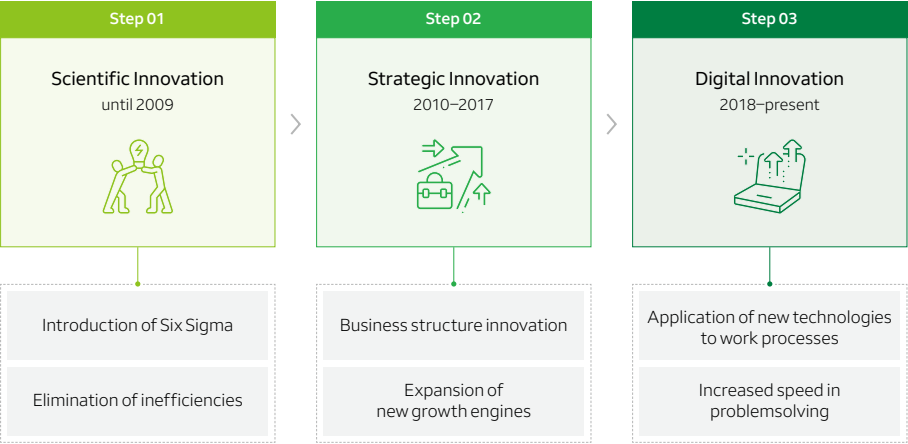
Promoting 2030 Mid- to Long-Term Strategies in Response to Macro Trend Changes

DB Insurance has established its “2030 Mid- to Long-Term” strategy and selected corresponding improvement tasks to respond swiftly to changes in the macro environment, including demographic structure, the industrial landscape, systems, and policies.

In 2025, DB Insurance identified key macro trend changes, including population aging, economic recession, Fourth Industrial Revolution, transformation driven by the integration of AI, and the adoption of IFRS 17. In response, the company launched the “2030 Mid- to Long-Term Task Promotion” TFT and strengthened response and support for key issues by topic.

In 2026, DB Insurance plans to promote customer experience marketing system development, claims automation, and business structure innovation, and will carry out initiatives to review and improve all processes from product development to insurance payments through collaboration at the division and office levels.

Innovation Management Roadmap



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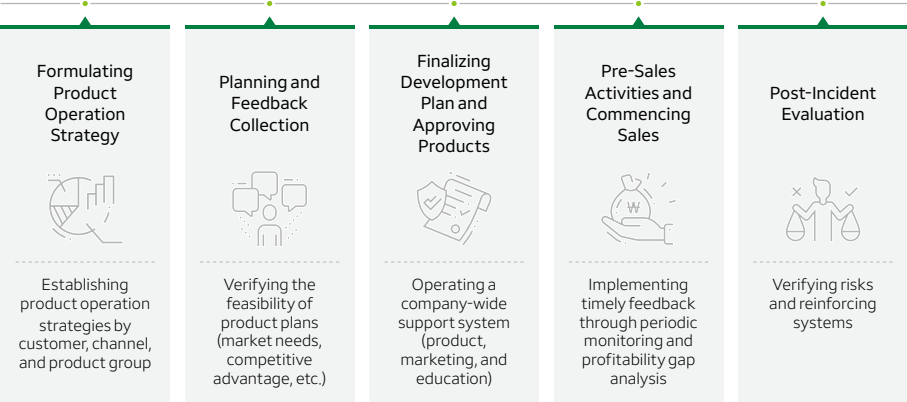
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Product and Service Development

DB Insurance operates a systematic process for developing products and services, enabling agile responses to internal and external changes that may affect them. In particular, the Product Development Review Committee and Strategic Council evaluate the potential social and environmental impacts of newly developed long-term and automobile insurance products. This helps ensure that the values of various stakeholders are fully considered during the product and service development process.

Product Development Process



Strengthening Competitiveness through Exclusive Product Rights*

To meet customer needs and reflect social and environmental trends, DB Insurance is diversifying its product portfolio to deliver more distinctive value to a broader range of customers and strengthen its business competitiveness.

In 2025, DB Insurance obtained exclusive usage rights for a total of 13 products, including “Mental Care,” “Child-Specific Coverage,” “Chronic Disease Management and Overseas Medical Payment Agency Service,” and “Legal Expenses Related to Companion Animals,” increasing the total number of exclusive usage rights held by the company to 52. As a result, DB Insurance surpassed its own record for the highest number of exclusive usage rights held in the industry.

From 2020 to 2024, DB Insurance obtained a total of 39 exclusive usage rights for products such as “Simplified Insurance for Accident-Free Policyholders,” “Long-term Care Reimbursement Insurance,” “Weight-based Critical Illness Coverage,” and “Pet Boarding Cost Coverage,” gaining external recognition for its outstanding product development capabilities.

* Exclusive use right: The General Insurance Association of Korea has instituted a system whereby companies that introduce innovative products with new features undergo a review process. If approved, these companies are granted exclusive rights to market their products for up to one year

DB Insurance, a Leader in Driver’s Insurance, Expands Market Leadership by Securing Industry-First Exclusive Usage Rights for “Legal Fees for Automobile Exchange and Refund Arbitration”

In September 2025, DB Insurance obtained exclusive nine-month usage rights for its industry-first “Legal Fees for Automobile Exchange and Refund Arbitration” coverage. This new coverage covers attorney fees incurred when using the Automobile Exchange and Refund Arbitration System, also known as the Korean Lemon Law, which has been in effect since 2019. Because arbitration decisions under this system have the same effect as final court judgments, it is critical to respond effectively during the hearing process. However, consumers have faced information asymmetry and difficulties in responding, as manufacturers often participate with legal counsel. Through this new coverage, DB Insurance helps consumers exercise their rights more reasonably and has expanded the scope of legal expense coverage, which was previously limited to civil and criminal litigation, to include arbitration proceedings. This is expected to reduce the time and financial burden on consumers and enhance the effectiveness of the public system. DB Insurance has continued to introduce industry-first innovations, including coverage for property damage fines in 2018, traffic accident settlement support payments for accidents under six weeks in 2020, attorney fees at the police investigation stage in 2022, and coverage for non-driving accidents after driving in 2024. The acquisition of these exclusive usage rights once again demonstrates DB Insurance’s differentiated competitiveness in the driver’s insurance market. DB Insurance will continue to listen closely to changing trends and consumer needs, and develop market-leading products that contribute to protecting consumer rights and interests.



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Creating Value through Innovation

DB Insurance has built an asset management system based on Advanced Asset-liability Management(ALM) and has diversified its investment regions and assets to better respond to rapidly changing economic environments—domestic and global. The goal is to effectively match assets to cash flows with insurance liabilities and secure stable long-term funding for claims payouts, while also generating secondary margins.

Strengthening Professional Talent Management

The company identified core competencies across six key job functions and 13 areas essential for mid to long-term asset management, and has worked to refine its human resources system to hire, train, and manage specialized talent accordingly. Using a training system focused on asset management, DB Insurance has trained professional instructors and developed hybrid experts with high understanding in both insurance and investment. The company regularly hosts research seminars to generate and share new investment ideas across different themes. In addition, it has provided personnel with opportunities to study best investment practices and know-hows through training programs at leading global insurers and asset management firms overseas. To further enhance its global investment capabilities, DB Insurance has also established overseas investment hubs as corporate entities and is expanding related workforce.

Expansion of Global Networks

DB Insurance continues to explore networking and partnership opportunities with global insurers and asset managers, by means such as signing an investment business agreement (MOU) with the top insurance company in North America. We are also expanding our co-investments in real estate, infrastructure assets, and foreign corporate bonds. Through this approach, we are not only expanding our channels for premium global investment deal sourcing but also acquiring sophisticated investment expertise.

DB Insurance has incorporated its overseas investment office located in Manhattan, New York, to strengthen its network with local financial institutions and enhance access to global investment opportunities through the collection of high-quality investment information. The New York investment corporation is responsible for post-management of existing overseas assets, due diligence pre- and post-investment in North America, and sourcing high-quality foreign assets and asset managers. Moving forward, DB Insurance will continue to expand its bases overseas to further its global network and improve access to international investment assets.

Strengthening Response to Changes in Mid- to Long-term Investment Environment

DB Insurance is committed to maintaining stable capital and minimizing profit/loss volatility by complying with newly introduced accounting standards (IFRS17, IFRS9) and regulatory frameworks (K-ICS) as of 2023, while refining its practices based on asset-liability management (ALM).

To ensure profit stability, the company continues efforts to increase duration matching ratio between assets and liabilities, and to reduce investments that increase profit volatility, such as equity funds and structured securities. It is also steadily improving yield by purchasing long-term high-interest government bonds and replacing low-yield bonds during favorable market conditions. Additionally, DB Insurance aims to proactively manage its portfolio and seek additional profits through selective domestic and international alternative investments with proven profitability.

Maintaining Competitive Investment Returns

By maintaining over 90% of its portfolio in interest-bearing assets, DB Insurance secures stable interest and dividend income while also generating additional returns through market-driven opportunities beyond stock investments. As a result, in 2025, the company achieved 2,098.8 billion KRW in investment income with a return of 4.05%.



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Overseas Business Expansion

Acquisition of Fortegra

DB Insurance is actively expanding its overseas business portfolio to respond to slowing growth in the domestic insurance market and demographic changes, and to establish a foundation for sustainable growth. As part of this strategy, the company decided in 2025 to acquire Fortegra Group, a U.S.-based insurer.

Fortegra is an insurer with competitiveness in the specialty insurance¹⁾ and MGA (Managing General Agent) markets, based in the U.S., one of the world’s largest insurance markets. With professional underwriting²⁾ capabilities and a stable profit structure, Fortegra has continued to deliver steady growth. In 2024, Fortegra recorded revenue of approximately USD 3.1 billion and net profit of approximately USD 140 million, while maintaining a stable combined ratio of around 90% over a long period.

Through this acquisition, DB Insurance plans to secure access to advanced insurance markets and diversify its business portfolio, thereby enhancing its mid- to long-term profitability and capital efficiency.

Strategic Value

The acquisition of Fortegra was pursued to secure core business capabilities for strengthening competitiveness in the global insurance market. Fortegra has built diversified sales channels based on more than 60 MGA partnerships and maintains a stable operating structure with reduced dependence on specific channels. Another key competitive strength is its ability to build a business portfolio centered on specialty insurance, such as by targeting small law firms and Asian-owned supermarkets and developing pharmaceutical warranty insurance products and credit card-linked insurance products. In addition, Fortegra has systematically internalized its loss ratio control and risk management capabilities by implementing customized reinsurance strategies by risk type and operating a specialized in-house claims organization. This structure serves as a foundation for maintaining stable earnings even amid a rapidly changing external environment.

By leveraging Fortegra’s business capabilities, DB Insurance will secure the expertise and operational know-how required in advanced insurance markets and pursue linkage with its existing businesses.

Risk Management

A proactive and multi-layered management system has been established to minimize potential risks related to the Fortegra acquisition.

Even after the business combination is completed, DB Insurance plans to maintain a local management-led operating structure to ensure business continuity and organizational stability. DB Insurance plans to establish a board participation framework centered on personnel with expertise in overseas business and finance, thereby strengthening its management and oversight of Fortegra’s key decision-making. In addition, based on more than 15 years of business experience in the Americas and the dispatch of professionals in key areas such as underwriting, marketing, and finance, the company will continue to monitor business operations and provide head office-level management.

From a financial perspective, DB Insurance minimized financial risks by financing the entire acquisition price with its own internal funds and completing foreign exchange hedging in advance to prepare for foreign exchange fluctuation risks. Through this multifaceted risk management system, DB Insurance plans to maintain stable business operations and financial soundness even after the acquisition.

Targets

Through the Fortegra acquisition, DB Insurance aims to upgrade its profit structure and improve capital efficiency to drive long-term shareholder value enhancement.

The company intends to strengthen overall profitability by leveraging Fortegra’s stable earnings base. Fortegra maintained a high return on average equity (ROAE) of approximately 26% as of 2024, which is expected to contribute to improved earnings generation after the business combination. DB Insurance also aims to enhance earnings stability through business portfolio diversification. Through this business combination, DB Insurance expects the share of overseas revenue to increase from approximately 4.4% to approximately 23.7%, thereby reducing dependence on specific markets and strengthening its ability to respond to changes in the external environment.

In addition, the company aims to achieve a re-rating of corporate value by transforming into a global insurer. Considering that the average PBR of listed non-life insurers in the U.S. stood at approximately 1.95 times as of 2024, while the average PBR of U.S. specialty insurers was approximately 2.29 times, the Fortegra acquisition is expected to lead to an increase in DB Insurance’s corporate value going forward. Ultimately, DB Insurance will strengthen profitability, growth, and stability in a balanced manner to achieve sustainable shareholder value enhancement and secure competitiveness as a global insurer.

1) Specialty insurance refers to customized insurance designed for special, complex, and niche risks that are difficult to cover in traditional insurance markets.

2) Underwriting refers to the core assessment and pricing process through which an insurer evaluates risks and determines whether to underwrite a policy and set the premium.



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Americas Business

DB Insurance is strengthening its market presence in the Americas by providing insurance products for corporate and individual customers, mainly homeowners, car, and package insurance. In particular, the company has continued to strengthen its global business capabilities, including the establishment of the Americas Business Headquarters in California in 2021 to expand its business areas. Based on this, DB Insurance is enhancing its competitiveness by pursuing strategies built on an integrated operating system and swift decision-making, while developing local professionals, improving operational efficiency, and expanding its sales regions.

Status and Plans for Business in North America

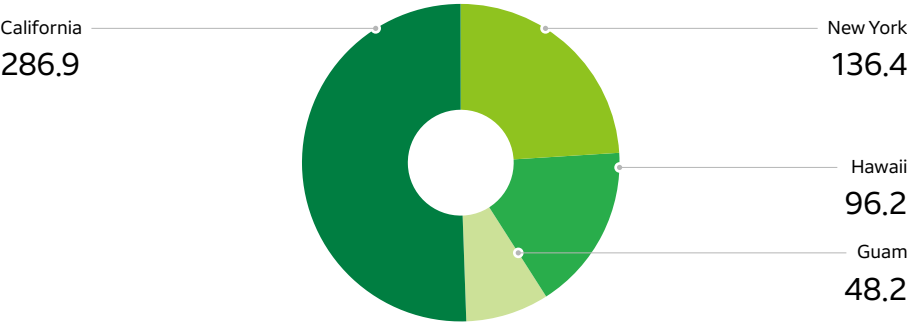
To lay the foundation for sustainable growth in the Americas, DB Insurance received external consulting on its 2025 business status and advice from local experts. In this process, the company strengthened its local business capabilities by systematically establishing improvement strategies for each business area and applying them to its operations. In addition, DB Insurance is preparing for a full-fledged leap toward becoming a global insurer by expanding its business foundation in the North American market through the planned acquisition of a local insurer in 2026.

History of Business Development in America

~2020	• Ventured into Ohio (2018), Indiana (2019), Texas (2020), and Pennsylvania (2020)
2021~2022	• Newly acquired business licenses in five states: Arizona, Georgia, Alaska, New Jersey, and Massachusetts
2023~2024	• Newly acquired business license in Nevada (2023) • Commenced operations in Arizona, Alaska, New Jersey, and Massachusetts (2024)
2025	• Obtained a new business license in the state of Nebraska • Signed an agreement to acquire Fortegra, a U.S.-based insurance company

Branches Performance* within the U.S. (As of size in 2025)

Unit: USD Million



* Branches Performance is Based on size, and the size is assessed by direct premiums written.

Business Status and Plans for Branches

California

The California Branch Office employs a dual channel strategy—a program business model through large Managing General Agents (MGAs) and direct sales through local agents to expand profitability. As part of its effort to continuously discover new business opportunities and strengthen its basis for growth, it entered the California homeowners insurance market in 2020, expanded into the Texas commercial auto insurance market in 2021, and launched operations in the Arizona general insurance market in 2024. In 2025, it realigned its business portfolio to enhance operational efficiency—exiting the Texas market while obtaining an insurance license in Nebraska—thereby strengthening its market responsiveness and laying the groundwork for entry into new markets.

New York

The New York branch vigorously pursues the diversification of both channels and product portfolios to strengthen business stability. The branch successfully laid a stable growth groundwork by offering package products that encompass property and liability insurance, full-scale homeowners insurance for individual customers, and making successful inroads into the commercial car insurance market. Further, it is currently gearing up to launch new ventures in New Jersey and Massachusetts in 2024. To seize opportunities for overseas investments and to manage preemptively existing assets, DB Advisory America, Ltd. was established in 2020 and subsequently registered in 2021 as an investment advisory firm with both the U.S. Securities and Exchange Commission and Korea's Financial Supervisory Service. This strategic move is aimed at enhancing profitability and optimizing the asset management efficiency of both the headquarters and its branches across the Americas.

Hawaii

The Hawaii Branch Office has gained recognition as a leading insurer in the local market by providing prompt customer service and competitively priced insurance products. In addition, by building close cooperative relationships with key distribution channels, the office continues to generate stable profits and enhance service quality to strengthen its market position. In 2024, DB Insurance expanded its growth groundwork by stretching business area into the Alaskan market.

Guam

The Guam Branch Office, established in 1984, has built strong partnerships with local agencies. It offers a wide range of products—from personal insurance such as automobile and homeowners insurance to large-scale commercial property insurance for condos, hotels, and shopping centers and provides rapid customer service. With these efforts, it is recognized the most trusted insurer not only in Guam, but also in nearby islands such as Saipan.

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Asia Business

DB Insurance is disseminating its management expertise and corporate culture to local markets through close collaboration with its subsidiaries in China and Vietnam. Building on this foundation, the Company will continue to secure differentiated competitiveness and establish a solid basis for sustainable growth.

Status and Plans for Business in China

Considering the formidable entry barriers and uncertainties of the Chinese market, DB Insurance opted for market entry through the acquisition of shares or by forming joint ventures with local partners instead of independent ventures. This strategic approach began with the opening of an office in Beijing in 2006, DB Insurance has pursued a phased entry into the Chinese market, acquiring an equity stake in a Qingdao-based insurance brokerage in 2011 and making an equity investment in a local primary insurer in 2013. In particular, we continue to extend our business foundation in China by engaging in joint insurance ventures and taking part in the management of a local primary insurer that holds sales rights across the entire region, thus enhancing our local business capabilities.

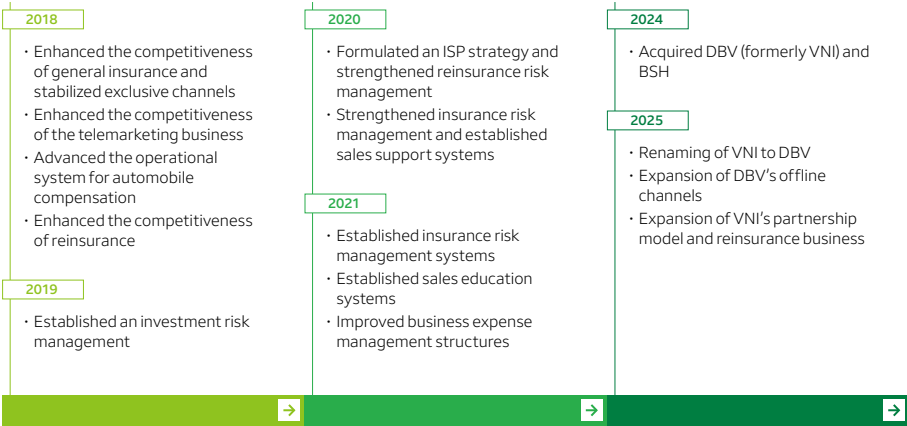
History of Business Development in China



Status and Plans for Business in Vietnam

DB Insurance established its business foundation through the acquisition of PTI in 2015 to lead the Vietnamese market, and has pursued differentiated strategies, including the introduction of Vietnam's first Korean-style bancassurance system. In 2024, the Company expanded its market presence by additionally acquiring DBV (formerly VNI) and BSH, securing a foundation for growth through enhanced product and digital capabilities and channel expansion. In 2025, to upgrade the business structure and strengthen the competitiveness of both subsidiaries, the Company pursued an integration that repositioned DBV as a traditional insurer focused on offline channels and BSH as a specialized insurer centered on online business and reinsurance. Going forward, DB Insurance plans to solidify its position in the Vietnamese market by advancing its portfolio and strengthening channel competitiveness, while expanding its business across the Indochinese Peninsula.

Summary of Business Development in Vietnam



Ceremony for the Renaming of DBV (formerly VNI) and Declaration of Its New Vision



BSH Shareholder Welcoming Ceremony

Digital Innovation

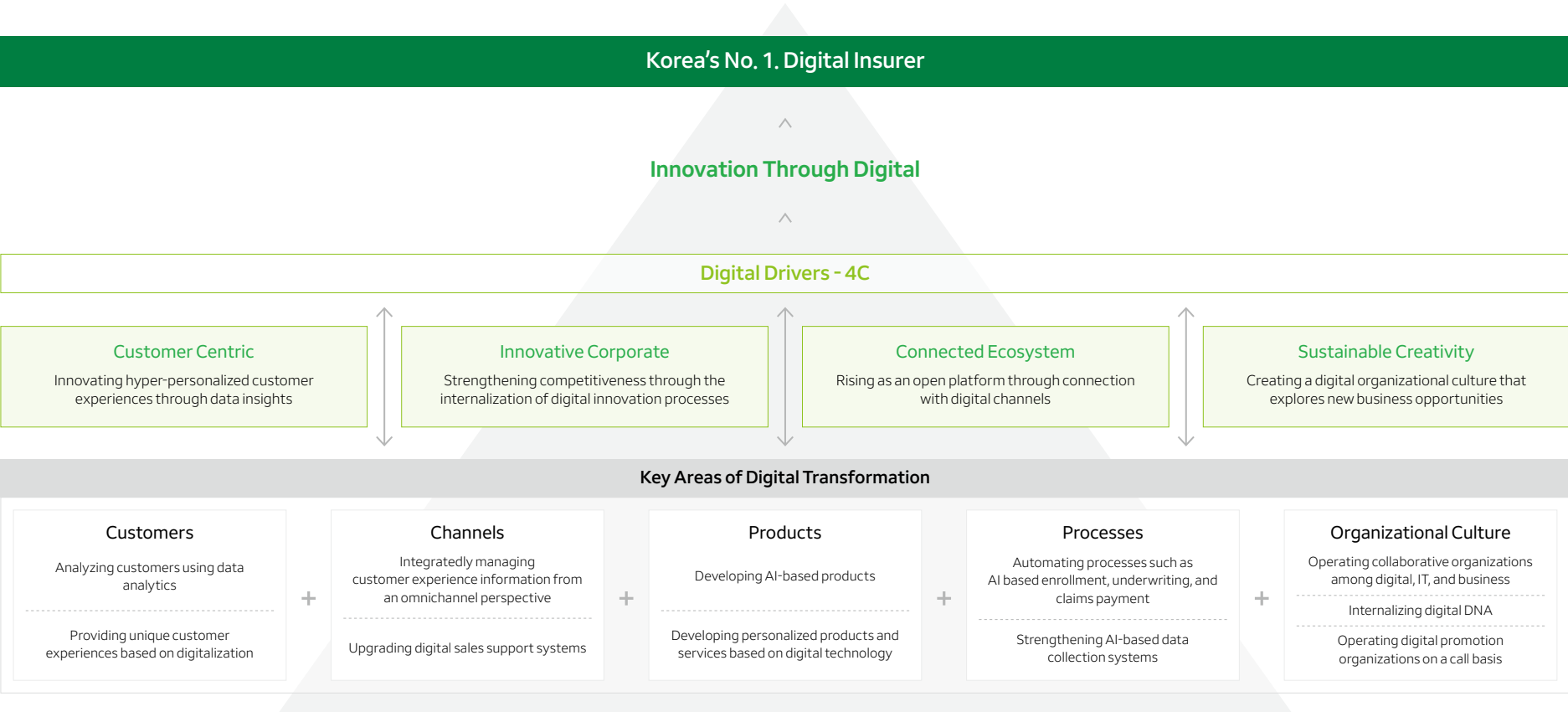
Strategy of Digital Innovation

The digital transformation, anchored by AI and big data is precipitating a profound metamorphosis within the insurance sector, and this is expected to induce consumer centric innovation across the entire spectrum of the value chain. Accordingly, it is imperative to undertake preemptive and strategic measures aimed at invigorating insurtech across a myriad of domains, including but not limited to the development of insurance products and services, the facilitation of insurance sales, and expedited insurance claims.

DB Insurance formulated a vision and a mid-to-long-term roadmap for digital transformation, with the aim of spearheading data-driven financial innovation amongst domestic insurers. In pursuit of this vision, we remain entirely committed to bolstering the competitiveness of the digital-based value chain, with a focus on five fundamental pillars of customers, channels, products, processes, and organizational culture, while exploring new business opportunities.

Digital Transformation Vision

Under the vision of ascending to Korea’s No.1 digital insurer, DB Insurance endeavors to achieve a transformation into “digital insurance,” which is based on the integration of novel digital technologies with new business paradigms. To this end, we formulated the Digital Drivers - 4C (Customer Centric, Innovative Corporate, Connected Ecosystem, and Sustainable Creativity) as the cornerstone of our strategic direction. This framework guides the digital transformation across five key domains such as customer, communication channels, product portfolios, process configuration, and organizational culture. In particular, we continue to harness the latest insurtech innovations to unlock new products and services, thereby enhancing operational efficiencies across all business sectors, as well as solidifying our stature as a preeminent digital insurer in the marketplace.



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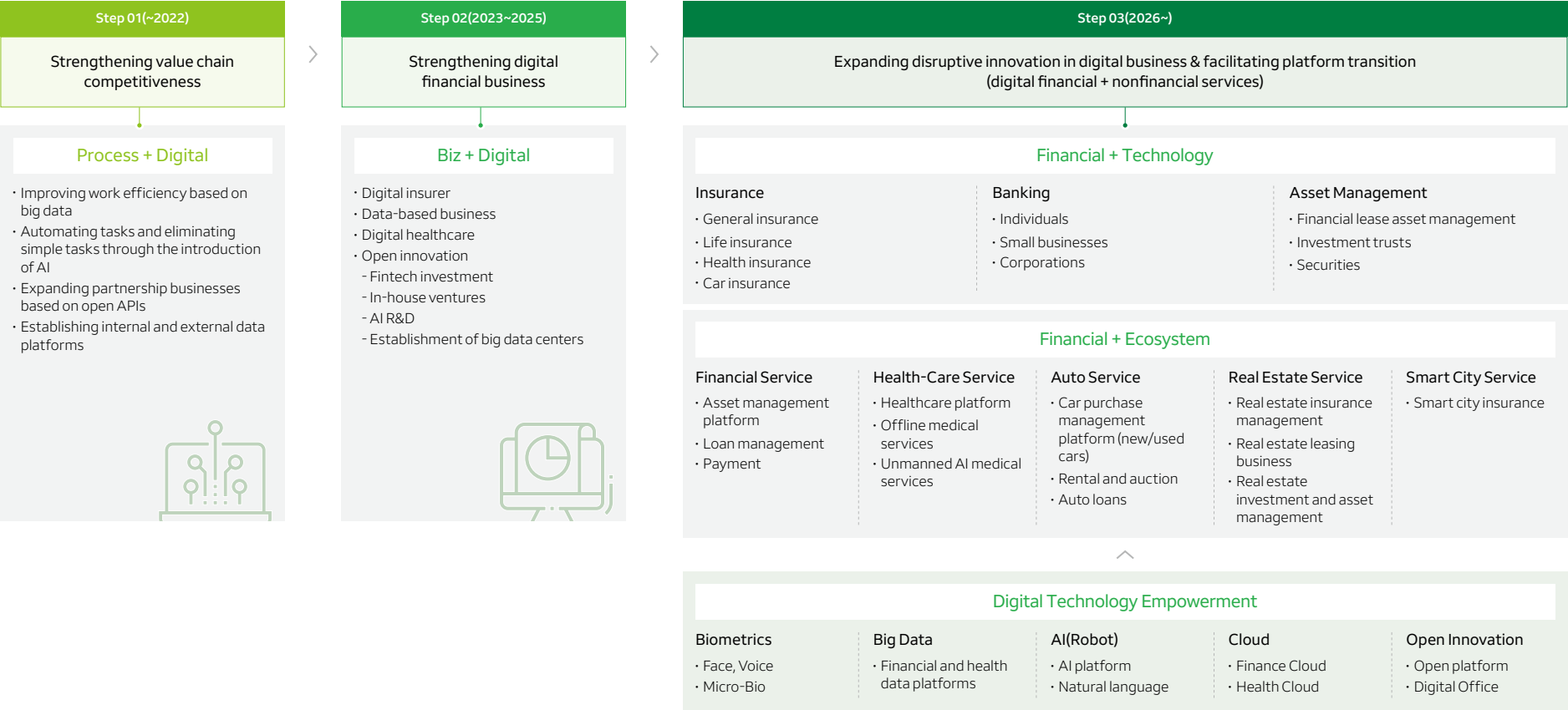
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Digital Innovation

Strategy of Digital Innovation

Mid- to Long-Term Roadmap for Digital Transformation

DB Insurance has established an ‘AI First’ strategy to pursue systematic AI-driven innovation in earnest from 2026 onward. As Phase 1 of this journey, the Company carried out unit-level initiatives in artificial intelligence, big data, and open innovation through 2022, with the goal of ‘strengthening value chain competitiveness based on digital technology.’ For Phase 2, in response to the explosive advancement of generative AI, the Company determined that its digital finance business needed to solidify its foundation and extended the phase’s completion from 2024 to 2025. Under the goal of ‘strengthening the digital finance business,’ Phase 2 focused on identifying and expanding new digital finance businesses that converge business and digital capabilities in areas such as data and healthcare. Starting in 2026, which marks the beginning of Phase 3, the Company plans to implement its ‘AI First’ strategy, providing one-stop financial services based on a digital AI platform and enhancing convenience for insurance consumers.

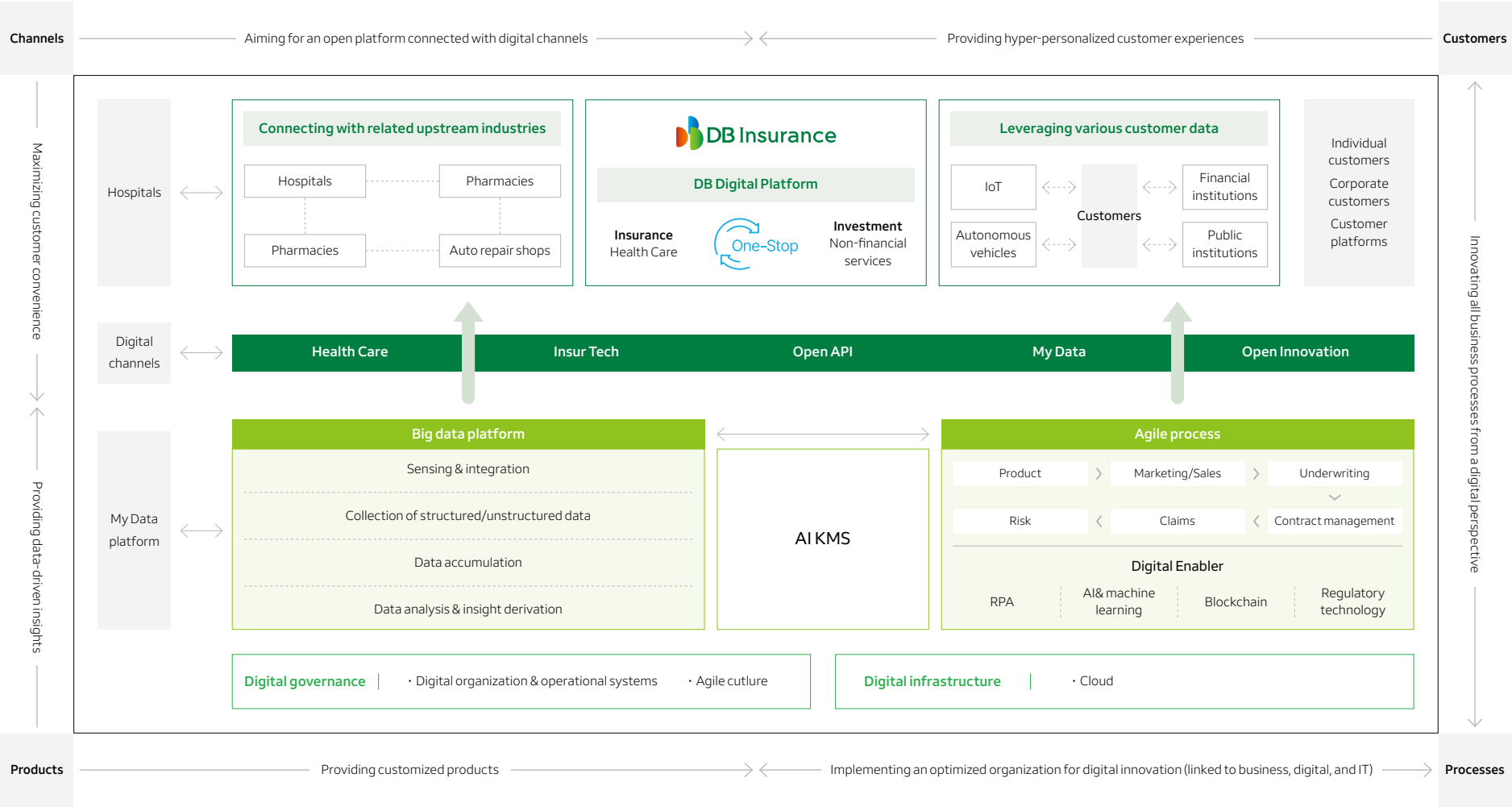


Digital Innovation

Strategy of Digital Innovation

Digital Innovation 2026 Plan

Through its ‘Digital Innovation 2026’ plan, DB Insurance will systematically integrate digital technologies to strengthen its value chain competitiveness and identify new business areas that can be linked to downstream industries, taking another step closer to achieving digital transformation.



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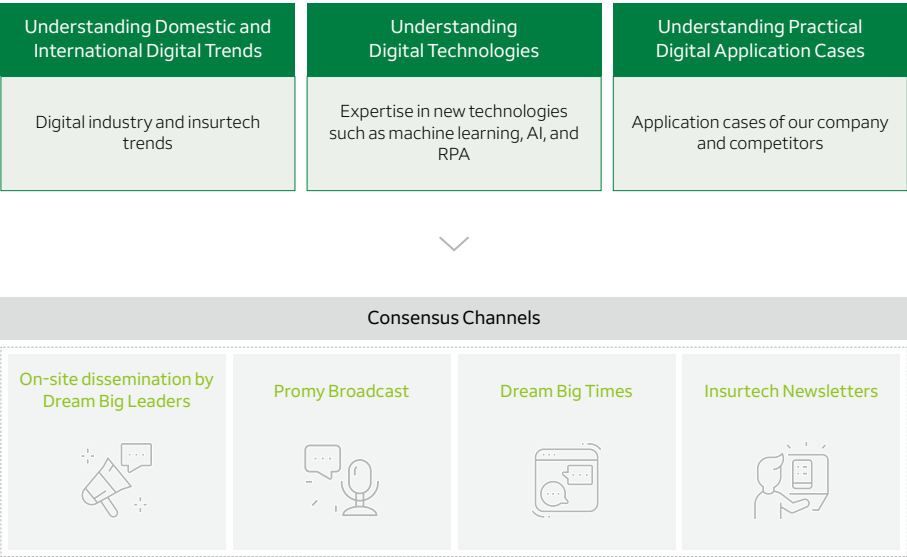
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Digital Innovation Programs

Operation of Digital Innovation Consensus Building Internal Programs

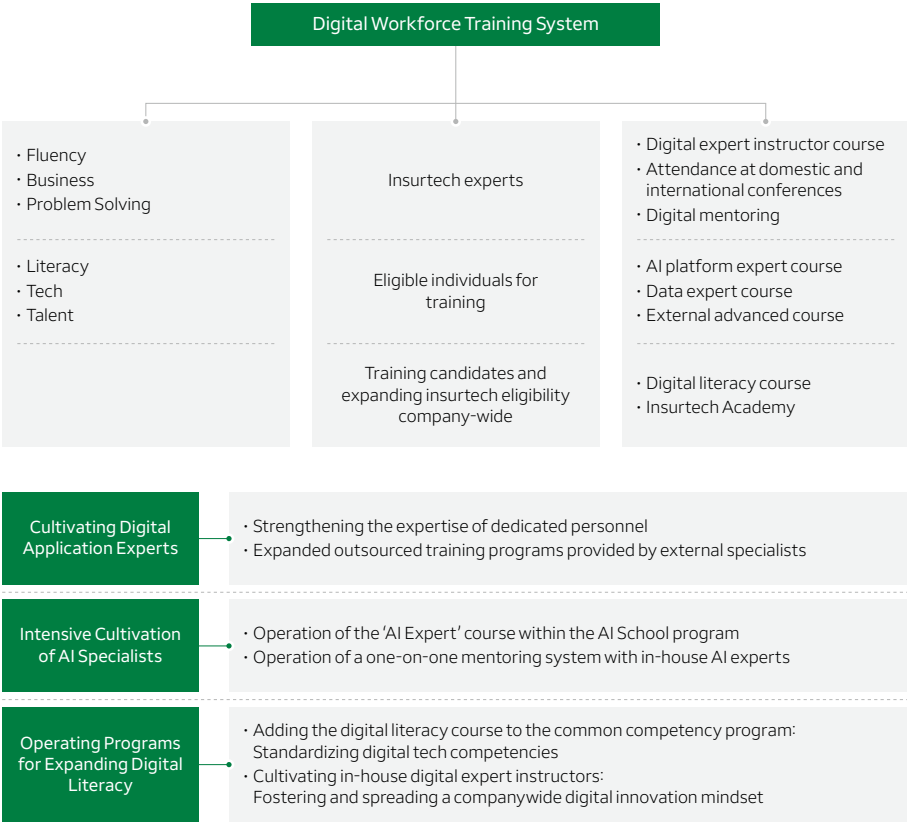
DB Insurance operates internal programs covering digital trends, technological changes, and application cases to foster a shared understanding of ‘digital innovation’ among its employees. The ‘Dream Big Leaders’ share digital technologies and practical tips that are genuinely useful in the workplace, while the ‘Dream Big Times’ and weekly and monthly Insurtech newsletters deliver a wide range of digital-related news throughout the company.

In addition, through its in-house ‘Promy Broadcast,’ the Company actively communicates with employees to raise their digital awareness and cultivate their digital capabilities. Going forward, DB Insurance will continue to actively support the natural adoption of digital transformation in day-to-day operations by building a company-wide shared understanding of digital.



Cultivating Insurtech Experts

To respond promptly to changes in the insurance market driven by advances in ICT, DB Insurance is fostering a company-wide digital culture while developing AI specialists equipped to lead its digital transformation. The Company operates a phased program to cultivate these AI specialists and maintains a sustainable mentoring system that enables them to actively apply AI even after they are deployed to their roles. DB Insurance’s distinctive AI talent development framework is designed not only to enhance employees’ capacity for AI-driven innovation but also to improve their creative and logical problem-solving abilities.



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Digital Innovation

Digital Innovation Program

Achievements of RPA-Based Work Automation

DB Insurance established an RPA system to enable employees to move away from monotonous repetitive tasks and focus on high-value-added work. This system automates 216 repetitive tasks, including document preparation, data entry, external data collection, document inspection, and monitoring. It is estimated to save 65,000 work hours annually and generate financial benefits exceeding KRW 1.5 billion.

Recently, RPA systems have been expanding from automating simple, repetitive tasks toward intelligent automation combined with emerging technologies. To automate the process of receiving and registering customer complaints, DB Insurance integrated a machine learning-based complaint classification model with its RPA system, reducing complaint processing time and improving the quality of customer service. In addition, by linking its big data-based insurance fraud network analysis system with its RPA system, the Company automated the process of collecting analysis results, creating an environment in which staff can focus on in-depth fraud analysis and claims handling.

Financial Performance	Cost Savings	• Annual cost savings of over 65,000 hours through automation
	Value Creation	• Direct financial performance exceeding KRW 1.5 billion through improved Productivity
Lead Time Reduction	• Increased processing speed and volume	
Improvement in Work Accuracy	• Ensured accurate work results by eliminating human errors such as calculation mistakes	
Increase in Employee Productivity	• Provided time to focus on core tasks by moving away from simple tasks	
Reinforcement of Regulatory Compliance	• Enhanced security and privacy protection by performing tasks according to only instructed rules • Enabled monitoring by storing all execution details through digital process automation	

Improving Customer Consultation with AI Agents

Since 2021, DB Insurance has operated an outbound-call “complete sales” monitoring system in which an AI-based RoboTeller consultant verifies, at the time a policy is signed, whether the customer has received a full explanation of the product and the relevant key documents. In December 2023, the Company launched a service in which an inbound-call RoboTeller communicates directly with customers to automatically process “temporary driver endorsement expansion”—a feature that temporarily broadens coverage for auto insurance policyholders—handling an average of more than 3,000 cases per month. Building on these achievements and the explosive advancement of AI, the Company introduced a more advanced Agent-based service in January 2026, in which an AI Agent directly handles a wide range of customer guidance from the beginning to the end of the claims process. As a result, the Company is achieving greater customer satisfaction through faster claims processing.

Automation of Inquiry for Temporary Driver Endorsement

Since 2021, DB Insurance has operated an AI-based “RoboTeller” consultation system to monitor full disclosure compliance. This system confirms whether customers received adequate explanation and key documents when entering into insurance contracts. It currently processes a daily average of 4,000 cases. Given its effectiveness, DB Insurance identified RoboTeller's potential to handle incoming customer calls before they reach human consultants. As a result, the company launched in December 2023 a service where RoboTeller communicates directly with customers to automatically process temporary driver endorsement extensions for automobile policyholders. This automated consultation now handles an average of 3,000 cases per month, and it has been available 24 hours since January 2025, 365 days a year through the dedicated hotline 1551-2544.

Systematization of Decision-Making Processes based on Big Data

DB Insurance executes various improvement measures based on a long-term big data strategy incorporating new analysis technologies like machine learning. We executed a number of business improvement initiatives in 2018, leveraging the practical experience in big data analysis obtained from 2017 pilot projects. Moreover, we reinforced the framework for identifying, implementing, and managing company-wide big data projects in 2019 and established a big data platform in the following year. In 2023, we successfully expanded our big data platform, solidifying the basis for a decision-making system centered on big data.

Advancement of Customer-Specific Coverage Analysis Using Personalized Data

In insurance, “coverage analysis” is a system designed to evaluate the adequacy of premiums and the sufficiency of coverage in existing insurance products. The system recommends additional coverage to customers where needed. Most insurance firms do not account for personal traits in coverage analysis, relying on generic or average figures for consultations. However, DB Insurance is equipped with a system that offers tailored coverage suggestions based on specific customer attributes, including gender, age, alien status, marital status, job code, injury grade, and estimated income. As a result, the number of monthly coverage analyses performed increased by more than 25%.

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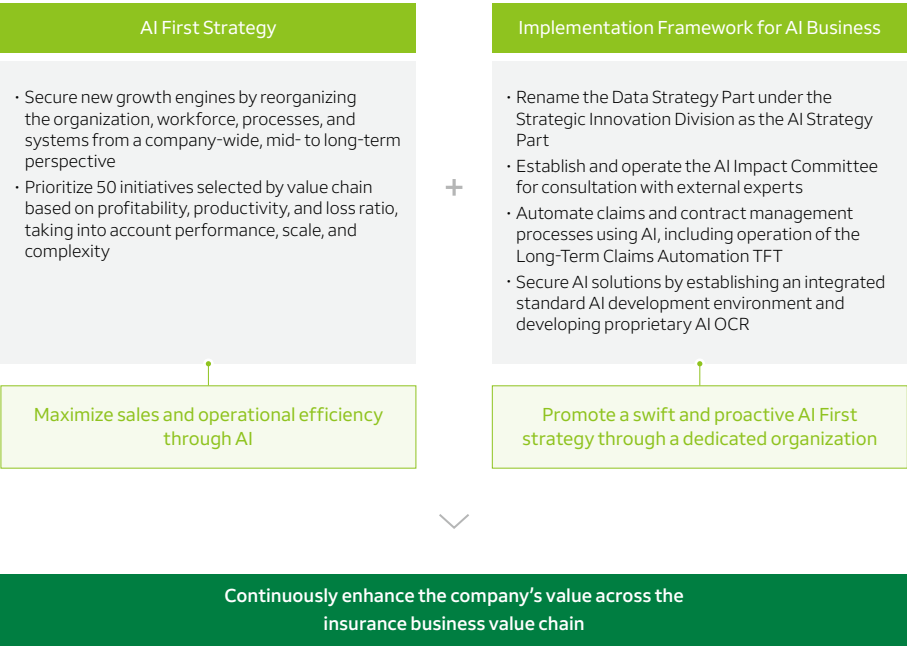
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AI Business Expansion and Advancement

AI Strategy and Governance

Since 2024, DB Insurance has established a company-wide integrated AI management system to ensure the sustainable use of AI and respond to regulations, and in 2025, it developed an AI Impact strategy to promote high-impact AI initiatives across the company. In particular, under its vision of becoming “Korea’s No. 1 digital insurer,” DB Insurance will build a company-wide AI strategy framework that applies AI across all areas, including customers, channels, products, and processes.



AI Business Expansion

DB Insurance has recruited AI experts and established and operated a dedicated organization since 2017, and established a mid- to long-term digital transformation strategy in 2020. As a result, since 2024, the company has obtained multiple patents and launched AI-based services, expanding the role of AI from simple business support to practical business substitution.

Building on these achievements, DB Insurance plans to fully introduce “Agentic AI” into its operations from 2026 to transform the paradigm of insurance management. Through this, the company will automate profit and loss management and service quality improvement processes, diversify marketing activities centered on customer experience data, and maximize its market responsiveness. In addition, DB Insurance plans to create an environment where employees can focus on creative, high-value-added work by applying AI to repetitive back-office tasks, such as settlement and statistical reporting.

Examples of AI Service Development and Patent Acquisition

Services and Patents	Description
AI Assistant System Established (Feb. 2024)	Processes customized long-term insurance planning and preliminary underwriting for customers in one stop using big data
Patent Obtained for AI-Based Automated Fault Determination System (Apr. 2025)	Automatically calculates the accident fault ratio by analyzing dashcam footage
Patent Obtained for Mobile Interactive Mirroring Telemarketing Insurance Application System (Aug. 2025)	Enables advisors and customers to share the same screen in real time through mobile devices to overcome the limitations of non-face-to-face telemarketing
Patent Filed for Internal AI Code Assistant Specialized for a Network-Isolated Environment (Nov. 2025)	Enhances IT development productivity by enabling AI to support developers in code analysis, design, development, and verification in a closed network environment
Multilingual Interpretation AI Agent Service Launched (Jan. 2026)	Provides real-time multilingual support for the entire complete sales monitoring (Happy Call) consultation process for foreign customers using AI technology

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AI-Based Intelligent Work Innovation and Automation Framework

DB Insurance launched the industry's first rule-based customer chatbot service in 2016, and in January 2021, upgraded the service to an AI chatbot capable of natural language processing (NLP). Starting with an employee chatbot supporting five business areas in 2021, the company added three more areas in 2022 and currently provides a service that answers questions related to eight business areas.

In 2025, DB Insurance began full-scale implementation of the “Zen AI Program,” which had been planned since the second half of 2024. Zen AI combines the first letters of the English words Zest, Zappy, and Zap, which convey the meanings of passion, energy, and swift action, with Generative AI, and improves the efficiency of individual tasks through AI that enables more accurate analysis. As a result, the company automated or supported approximately 85 task units, reducing annual working hours by more than approximately 720 hours. The time saved through the Zen AI Program was redirected from simple tasks to core work, contributing to increased sales and reduced operating expenses.

DB Insurance is currently conducting rapid technical reviews and feasibility assessments for applying generative AI, represented by ChatGPT, to its business operations, and will continue working to explore the unlimited potential of generative AI through collaboration with various AI technology companies.

Creating an AI-Based Smart Work Environment

DB Insurance is pursuing three major AI-based projects from 2025 to 2026. First, the company developed its proprietary DB AI Code Assistant, trained on DB Insurance's core system architecture and metadata. By reducing development time, this supports developers in focusing on high-value-added design work. In recognition of these achievements, the company received the Silver Prize at the 2025 DB Group Management Awards.

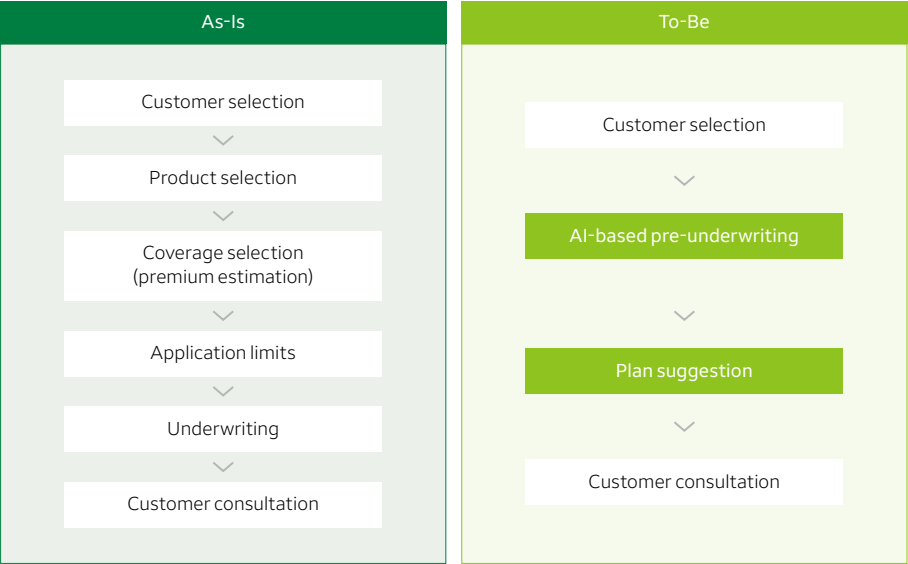
Second, DB Insurance fully transitioned to AI-based new groupware, Dooray, to innovate the work environment for employees. Dooray reduces the burden of repetitive tasks by using generative AI features, such as automatic email summaries and document drafting. The company also provided employees with commercial AI licenses, creating an environment where generative AI can be used safely within the financial sector. Employees use these tools to move beyond simple repetitive tasks and focus on strategic thinking and creative problem-solving.

Lastly, DB Insurance is improving the recognition speed and accuracy of medical documents, such as medical expense receipts, through AI-based OCR technology, and is promoting claims process automation through an AI-based automated review system. The company is also applying AI across its insurance services, including recognition of photos of advanced driver assistance systems and pet image analysis. By actively using AI in this way, DB Insurance is securing a competitive advantage in an increasingly intense competitive environment. DB Insurance will continue to improve internal operational efficiency through AI technology and become a company that provides customers with a trusted insurance experience.

Innovative Insurance Marketing Through AI-based Automatic Underwriting

Customer visits are a critical part of the insurance agent's workflow. However, the underwriting process often consumes significant time, and customer dissatisfaction frequently arises when an application is rejected after initial consultations. To address this, DB Insurance introduced an AI-based automatic design and underwriting process in 2023 that incorporates underwriting results before the customer consultation. This system uses data analytics to pre-determine underwriting eligibility. As a result, the company automated key underwriting procedures, such as data entry and health condition disclosures, which used to take around 40 minutes, reducing the process to about 10 minutes. This streamlined approach eliminated unnecessary underwriting and created a win-win situation for the company, customers, and sales channels.

Effectiveness of the Pre-Underwriting System

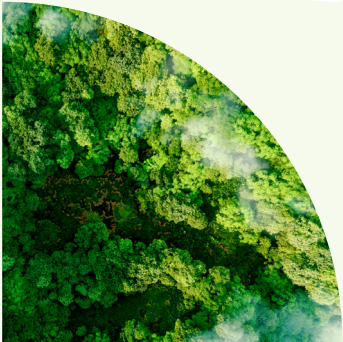


04

Environment

Green Finance

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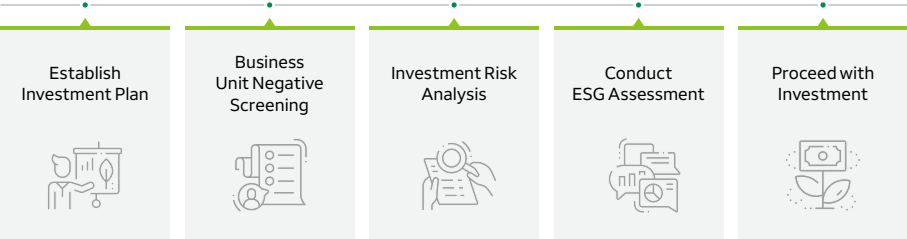
Sustainable Investment

Sustainable Investment Process

DB Insurance considers not only financial factors, but also ESG (environmental, social, and governance) factors and risks when making investment decisions. Through negative screening,* the company has an investment process that excludes unethical companies from its investment universe based on its own internal review standards.

In particular, in 2019, DB Insurance became the first private financial company in Korea to declare coal-free finance, which restricts new investments and financing related to the coal-fired power generation industry. Going forward, the company does not plan to provide any financial investment or support for the coal-fired power generation industry. In addition, DB Insurance plans to expand investments in eco-friendly industries, including renewable energy, and grow into a company that can lead the global renewable energy industry.

* Negative screening refers to restricting investments in assets that may have negative environmental or social impacts, or prioritizing investments in assets that may have positive impacts.



Korean Green Taxonomy (K-Taxonomy)

carbon neutrality and sustainable development goals, with reference to the European Union and ISO 14030-3: Green Taxonomy of the International Organization for Standardization (ISO).

This guideline categorizes economic activities into “green” and “transition” sectors. The green sector refers to economic activities that directly contribute to carbon neutrality and environmental improvement, including renewable energy production, zero-emission transportation, and carbon capture and storage technologies. The transition sector refers to economic activities that are necessary during the transition to carbon neutrality. Although they are not fully green activities, they contribute to reducing GHG emissions. Examples include LNG-based energy production and nuclear energy production.

To be recognized as a green economic activity, an activity must contribute to achieving at least one of the six environmental objectives: GHG emissions reduction, climate change adaptation, sustainable conservation of water resources, transition to a circular economy, pollution prevention and management, and biodiversity conservation. In addition, it must not cause significant harm to other environmental objectives in the process of achieving an environmental objective, and must comply with relevant laws and regulations on human rights, labor, safety, and anti-corruption to be recognized as a green economic activity.

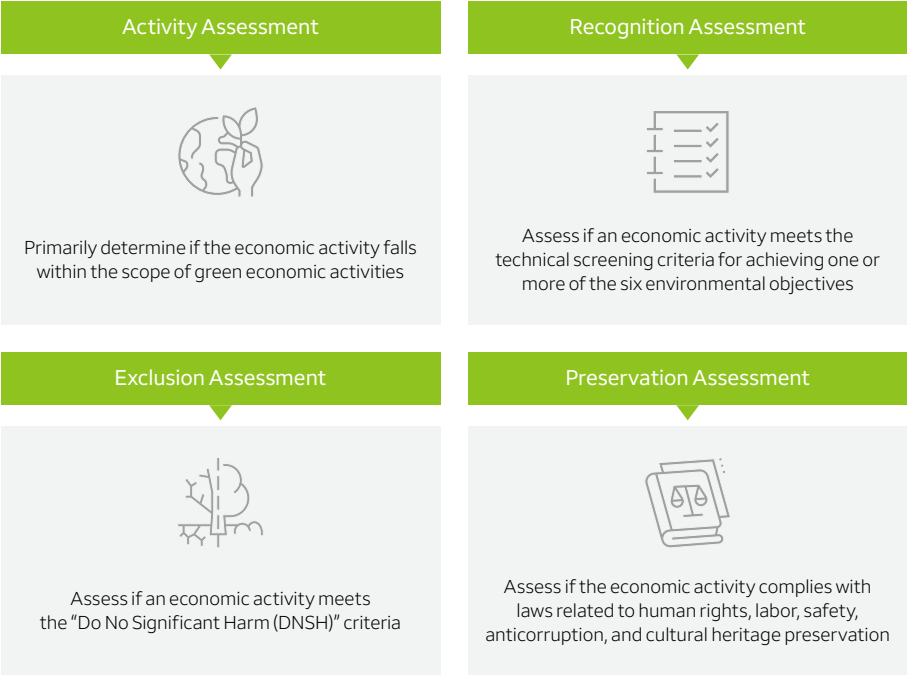
As a leader in environmental management, DB Insurance is focusing on green-sector economic activities and making efforts in various areas, including the expansion of green finance and eco-friendly investments. In addition, to determine whether its investment activities in green bonds, green loans, green funds, and other instruments qualify as green finance under the Korean Green Taxonomy, DB Insurance refers to the Korean Green Taxonomy Guidelines published by the Ministry of Environment in 2022.

Three Principles of Green Economic Activities



Sustainable Investment

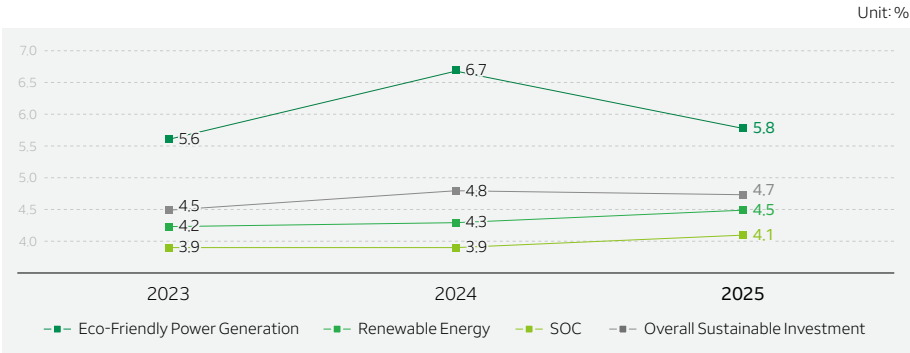
Korea Green Taxonomy (K-Taxonomy)
Criteria for Determining Eligibility for Green Finance



Key Performance of Sustainable Investment

In 2025, DB Insurance's return on eco-friendly and socially responsible investments recognized as “green economic activities” under the Korean Green Taxonomy was 4.7%, outperforming the company's overall managed asset return of 4.1%.

The company has strengthened investments in renewable energy projects, SOC projects, and ESG bonds whose proceeds are used to create environmental or social benefits. Recently, it has also been actively identifying sustainable investment opportunities, including participation as a major investor in a solar fund for small and medium-sized enterprises. DB Insurance will continue to expand investments in environmentally friendly and ethically transparent companies.



Category			Unit	2023	2024	2025
Eco-Friendly Power Generation	Managed Assets		KRW 100 million	6,484	7,591	4,524
	Returns		KRW 100 million	364	460	263
	Return Rate		%	5.6	6.1	5.8
Renewable Energy	Managed Assets		KRW 100 million	7,255	7,318	8,295
	Returns		KRW 100 million	307	312	376
	Return Rate		%	4.2	4.3	4.5
SOC	Managed Assets		KRW 100 million	8,615	9,133	8,091
	Returns		KRW 100 million	340	356	332
	Return Rate		%	3.9	3.9	4.1
Total	Managed Assets		KRW 100 million	22,354	24,042	20,910
	Returns		KRW 100 million	1,011	1,128	971
	Return Rate		%	4.5	4.7	4.7

Sustainable Investment

Korea Green Taxonomy (K-Taxonomy)

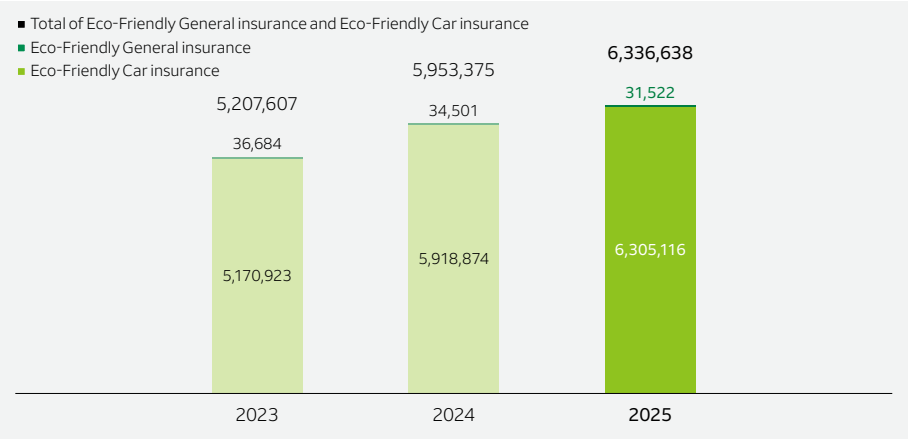
Eco-Friendly Insurance Products

As part of its green finance efforts, DB Insurance offers eco-friendly insurance products that contribute to environmental protection and climate change response. The Company provides sustainable financial services through a range of insurance products related to eco-friendly vehicles, renewable energy, and environmental risk management, and it plans to continue expanding its eco-friendly insurance product portfolio going forward.

Product		Description
Car Insurance	Ever Green Endorsement	An endorsement enabling the transmission of insurance documents (e.g. policy certificates, policy terms, maturity and installment premium notices) electronically through email or mobile messages to replace paper copies
	Mileage-Based Endorsement	An endorsement that refunds a portion of the paid premiums based on the driving distance during the policy period upon maturity
	Safe Driving Usage-Based Insurance (UBI) Endorsement	An endorsement offering premium discounts to customers who have driven over 1,000 km in the last 90 days and achieved a connected safe driving score of 70 or above from the manufacturer
	Electric Vehicle Endorsement	An endorsement offering automatic premium discounts for policies covering electric vehicles
General Insurance	Environmental Liability Insurance	A policy covering third-party bodily or property damage resulting from environmental pollution, as mandated by the Act on Liability for Environmental Damage and Relief Thereof
	Environmental Pollution Liability Insurance	Insurance covering damages exceeding the claim limits as mandated under insurance laws
	Exclusive Insurance for LNG Power Plants	A policy that compensates for property damage and business interruptions at LNG power plants, ensuring stability through significant loss coverage
	Promy Public Bicycle Full-Coverage Insurance	A policy providing compensation for injuries, medical costs, liability, and damage or theft of public bicycles, ensuring business stability
	Liability Insurance for Solar Panel Rental Business Operators	A policy that provides liability coverage for solar panel rentals, ensuring business stability
	Solar Panel Full-Coverage Insurance	A policy that compensates for property damage, business interruptions, and liabilities at small to medium-sized solar panels, ensuring business stability

Three-Year Premium Performance* for Eco-Friendly Insurance Products

Unit: KRW million



* Three-Year Premium Performance is based on Direct premiums written.



Sustainable Investment

Korea Green Taxonomy (K-Taxonomy)

Environmental Liability Insurance

In accordance with the enforcement of the Act on Liability for Environmental Damage and Relief Thereof, DB Insurance participated in the development of Environmental Liability Insurance,* a mandatory insurance product for environmental pollution liability, together with the Ministry of Climate, Energy and Environment. Since the first operating period, DB Insurance has served as Korea’s only primary insurer. In addition, to manage environmental risks, the company developed optional insurance that provides additional coverage for damages exceeding the coverage limits of mandatory insurance. To prevent and mitigate environmental pollution risks caused by hazardous substances, DB Insurance operates an exclusive website for companies required to subscribe to Environmental Liability Insurance, providing online one-stop support services as well as professional consulting and training.

DB Insurance’s achievements in introducing Environmental Liability Insurance were recognized as best practices at the United Nations Environment Programme (UNEP) Asia-Pacific Annual Meetings held in 2017 and 2021, and at the China International Conference on Insurance and Risk Management held in 2019. In addition, DB Insurance was reselected in March 2024 as the primary insurer for the fourth stage of Environmental Liability Insurance based on stable business operations supported by strong human and physical infrastructure, establishing itself as Korea’s leading non-life insurer operating eco-friendly insurance products.

* Environmental Liability Insurance refers to liability insurance that covers third-party bodily injury, property damage, cleanup costs, and other legal expenses arising from environmental pollution. It was developed to prevent companies from going bankrupt due to compensation for environmental pollution incidents, for which proving damage is difficult and litigation costs can be substantial, and to provide prompt compensation and relief to victims. Enrollment has been mandatory since July 2016.

Coverage of Environmental Liability Insurance

Liability for compensation

The legal liability for damages arising from environmental pollution that occurs during the insurance period, which the insured must compensate the victim for, due to the installation and operation of the facilities specified in the insurance policy.

Types of Damages Covered

1. Legal compensation for damages

2. Damage prevention costs (excluding decontamination costs within the business site)

3. Legal costs, attorney fees, and costs related to arbitration, conciliation, or mediation

4. Premiums for deposit bonds

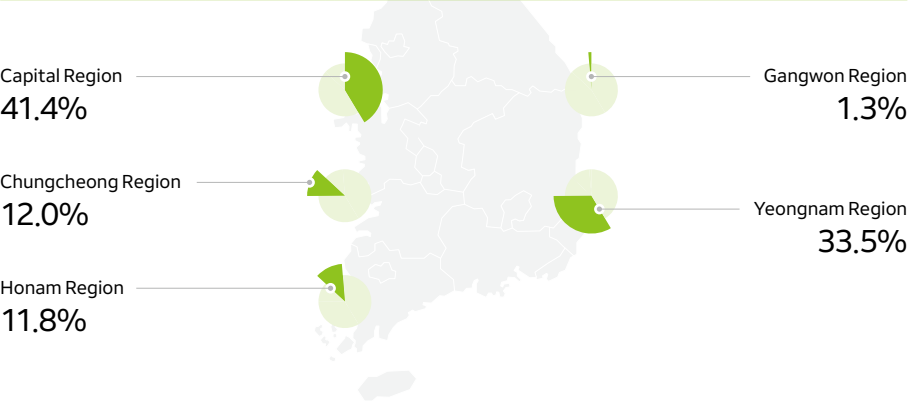
Facilities Mandated to Purchase Environmental Liability Insurance

Air Quality Class 1 air pollutant-emitting facilities and specified hazardous air pollutant-emitting facilities	Soil Oil pipelines and petroleum manufacturing and storage facilities with a storage capacity of 1,000㎥ or more among specified soil contamination control facilities
Water Quality Class 1 water pollutant-emitting facilities and specified hazardous wateremitting facilities	Hazardous Chemicals Facilities handling incident-preparedness substances in quantities 40 times or more than the upper regulated limit
Waste Designated waste treatment facilities	Marine Facilities with a total storage capacity of 300㎥ or more for oil, hazardous liquid substances, and pollutants

Environmental Liability Insurance Enrollment by Region

Unit: ea

Category	2023		2024		2025	
	No. of retained contracts	Proportion	No. of retained contracts	Proportion	No. of retained contracts	Proportion
Capital Region	6,550	43.0%	6,493	42.2%	6,416	41.4%
Yeongnam Region	5,073	33.3%	5,130	33.4%	5,199	33.5%
Chungcheong Region	1,734	11.4%	1,806	11.7%	1,864	12.0%
Honam Region	1,613	10.6%	1,756	11.4%	1,824	11.8%
Gangwon Region	252	1.7%	193	1.3%	209	1.3%



Enhancing Access to
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Customer-Oriented
Management
Protection of Financial
Consumers
IT Infra
Human Resource
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IT Infra

Human Resource Management

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Inclusive Finance

Expanding in Insurance Products for Underinsured Populations

DB Insurance strives to expand insurance access by developing a range of products for underinsured populations, including the elderly and those with health issues, and by incorporating social and environmental considerations into our underwriting processes. We launched Custom Simple Health Insurance and Custom Super Mild Simple Health Insurance with minimal disclosure requirements to support underinsured individuals, including those who had difficulty in subscribing to insurance because of chronic illnesses and the age to ensure they are eligible to receive services without barriers.

Simplified Disclosure	Simplified health insurance for patients and the elderly through simplified disclosure of questionnaire	
	Eligibility	Elderly
	Product Name	Custom Simple Health Insurance, Custom Super Mild Case Simple Health Insurance
Accident Insurance	Insurance providing coverage for everyday risks such as accidents, expense losses, and liability	
	Eligibility	Elderly
	Product Name	All-Inclusive Personal Accident Insurance
Nursing Care Insurance	Insurance that provides nursing support funds in the event where a nursing care is required	
	Eligibility	Elderly and those with pre-existing conditions
	Product Name	Excellent More Indemnity Nursing Insurance
Indemnity Health Insurance	Health insurance providing indemnity medical expenses for the elderly	
	Eligibility	Elderly and those with pre-existing conditions
	Product Name	Senior Indemnity Medical Expense Insurance
	Simplified indemnity medical insurance with simplified disclosure of questionnaire	
	Eligibility	Elderly and those with pre-existing conditions
	Product Name	Simple Indemnity Medical Expense Insurance

Addressing Insurance Coverage Gaps for Foreign Workers and Building a Social Safety Net

The number of foreign seasonal workers is gradually increasing to address labor shortages in farming and fishing communities, but insurance coverage gaps have emerged due to language barriers and insufficient access to information. When accidents occur during work, foreign workers have sometimes returned to their home countries without receiving sufficient treatment due to the burden of medical expenses, or disputes have arisen among workers, farms, and local governments over who should bear treatment costs. To address this issue, DB Insurance launched the industry’s first group accident insurance for foreign workers in October 2025, and in 2026 introduced group accident insurance dedicated to foreign seasonal workers in the form of mandatory insurance under relevant laws. Following the industry-first development of the product, approximately 3,000 workers enrolled in 2025, and insurance payments were completed for 15 insured persons, providing practical support.

Key Product Features and Differentiating Factors

24-Hour Comprehensive Coverage	The product provides around-the-clock coverage without gaps, not only for occupational accidents but also for death, permanent disability, and medical expenses for illness caused by “non-work-related accidents,” which are not covered by existing industrial accident compensation insurance.
Specialized Coverage Scope	The product alleviates the practical financial burden on workers and farms by including special clauses for those not enrolled in National Health Insurance and coverage for the three major non-covered medical expenses.

ESG Value Creation and Expected Benefits

Social	The product protects the human rights of small-scale farms and foreign workers, prevents disputes over financial responsibility between employers and workers in the event of accidents, and strengthens the stability of local communities.
Economic	he product transfers the risk of high medical expenses faced by farms to insurance, ensuring business continuity, while contributing to stable labor supply and productivity in farming and fishing communities by creating safe working conditions.
Business	By building a mutually beneficial ecosystem in which local governments, workers, and insurers cooperate, DB Insurance goes beyond simply selling products to create social value and lead ESG management.

Enhancing Access to Financial Services

Expanding Insurance Coverage

Launch of Disaster Liability Insurance Product (Mandatory Insurance for Disaster-Prone Facilities)

Following the enforcement of the Framework Act on the Management of Disasters and Safety, which mandates insurance coverage for 20 types of high-risk facilities, DB Insurance launched disaster liability insurance coverage. In accordance with the principle of no-fault liability, DB Insurance provides compensation for damages incurred by victims even in no-fault accidents, thereby ensuring prompt and effective relief.

Key Features of the Product

Reference Rate	Reinsurer-Negotiated Rate
Applicable Facilities • Museums • Art galleries • Science centers • Libraries • Funeral Halls • Restaurants • Multifamily housings under 15 floors (including rental apartments, townhouses, and multi-unit dwellings) • Accommodations	Applicable Facilities • Horse racing tracks • Off-site betting locations • Passenger car terminals • Gas stations • Distribution centers • Cycling stadiums • Rowing venues • Outdoor shops • Exhibition spaces • Underground shopping malls • International conference facilities • Rural guesthouses
Qty 8	Qty 12

- * Eligibility for Enrollment: 20 categories of facilities with a high risk of disasters and accidents
- * Covered Risks: Damages sustained by third parties in terms of life, bodily harm, and property damage caused by fires, explosions, or structural collapses at disaster-prone facilities (Article 76 of the Framework Act on the Management of Disasters and Safety)

Support for Recovery and Prevention of Damages Caused by Environmental Changes

Fire Insurance	The earthquake risk endorsement covers damages from fires caused by earthquakes or volcanic eruptions, including combustion damage, collapse, breakage, burial, and measures necessary for damage prevention and emergency evacuation. The windstorm risk endorsement offers coverage for typhoons, whirlwinds, storms, storm surges, floods, tidal waves, inundations, and similar severe weather events.
Flood Insurance	This insurance product enables quick and effective recovery of property damages caused by typhoons, floods, heavy rains, tidal waves, strong winds, storm surges, heavy snow, and earthquakes.
Crop Insurance	This insurance product is designed to mitigate management risks and ensure income stability for farmers. Its primary coverage includes typhoons, hail, and heavy rainfall, with optional endorsements for frost and unseasonably low temperatures in spring and fall.



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Expanding Insurance Coverage

Stray Animal Safety Insurance Program

DB Insurance is running a Stray Animal Safety Insurance program in 2025, covering 2,400 animals in Gyeonggi Province, 300 in Busan, 200 in Gwangju, and 60 in Gunsan. The goal is not only to provide insurance for local governments, but also to encourage changes in public behavior—such as increased interest in adopting stray dogs through the provision of this safety insurance, and more visits to animal shelters ran by local governments. Through this program, we aim to promote responsible pet care and establish a healthy pet culture. The stray animal safety insurance program began with one local government in 2021, expanded to three in 2024, and five local governments in 2025. Given the continued growth potential of this market, DB Insurance is expected to play a leading role in the stray animal insurance segment going forward.

Companion Animal Patrol Support Program

In 2025, DB Insurance is providing companion animal liability insurance for a total of 1,696 companion animal patrol members under companion animal patrol programs operated by 29 local governments. This is a public-private cooperative governance model that combines policy support from local governments, risk management by a private insurer, and voluntary participation by citizen patrol members. Through this program, companion animal patrol teams are helping prevent crime by addressing blind spots not covered by CCTV and proactively identifying potential risk factors, such as facility damage and emergency situations. Through its liability insurance support, DB Insurance is not only strengthening an effective social safety net beyond simple accident compensation, but also helping ease vague concerns about companion animals and contributing to a mature companion animal culture in which pet owners and non-pet owners coexist.

Business Case



Custom Simple Health Insurance and Custom Premiums for Personalized Coverage based on the Customer’s Health History

Starting in July 2023, we enabled Custom Simple Health Insurance policyholders to switch to no-claim policies. In 2023, an average of 5,000 policies per month have experienced an 8% premium reduction through the conversion, providing reasonable premiums tailored to health conditions.



For 10 Million Pet Owners
Selling “Petbly Dog/Cat Insurance”

In 2025, DB Insurance expanded its coverage beyond companion animal medical expenses to include the daily lives of pet-owning families. The company became the first in the industry to obtain exclusive usage rights by introducing a rider that supports companion animal boarding expenses in the event of injury or illness of the pet owner, and eased the financial burden on pet owners by making coverage amounts more realistic for fines related to dog bite accidents and anticancer treatment. DB Insurance will continue to create an environment where pet owners and companion animals can coexist with peace of mind by offering coverage that carefully reflects customer needs.



Excellent More Indemnity Dementia Care Simple Nursing Insurance to Address Rapid Population Aging and Long-Term Care Issues

DB Insurance has launched a Excellent More Indemnity Nursing Insurance to improve the quality of life for care recipients who find it difficult to carry out daily activities. This product provides a broad range of coverage for situations that require care giving, such as serious illness, dementia, and long-term recuperation. It helps alleviate the financial burden for those assessed to require long-term care through nursing homes or in-home care services. DB Insurance will continue its efforts to address aging-related issues and provide practical support for improving the quality of life for recipients of long-term care benefits.



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Expanding Mutual Growth and Collaboration with Startups

Amid demographic changes driven by low birth rates and population aging, as well as technological innovations such as AI that are accelerating a paradigm shift in the insurance industry, DB Insurance is actively promoting open innovation* to proactively respond to market changes. Through open innovation, DB Insurance collaborates with startups that have innovative technologies to advance customer service, secure future growth engines, realize mutual prosperity finance, and contribute to revitalizing the startup ecosystem.

In particular, the company carries out joint projects with public institutions that support startups to discover startups, support their growth, and make strategic investments. DB Insurance is pioneering new markets by developing new products with innovative startups and partnering with various new platforms, while improving customer satisfaction and work productivity by verifying innovative technologies and developing and introducing joint services. Going forward, DB Insurance will continue to closely collaborate with and invest in innovative startups across various areas of the insurance business, support their growth, and develop a range of innovative products and services.

* Open Innovation: An innovation method that opens and shares internal resources with external parties, bringing in necessary innovative technologies and ideas to innovate business and solve internal challenges

Building an Open Innovation Startup Ecosystem for Mutual Growth with Startups

In line with government policies, DB Insurance is strengthening strategic collaboration with 10 public institutions that foster startups to discover startups and support their growth. To enhance synergy from collaboration with startups, the company established a KRW 50 billion new technology investment association in May 2024 and obtained TIPS¹⁾ operator qualification in November 2025.

In 2025, DB Insurance completed a framework for collaboration through open innovation, R&D support through TIPS, and investment through the new technology investment association and TIPS. Through this framework, the company is building an "open innovation startup ecosystem for mutual growth with startups," which supports startup growth and enables joint projects to move forward with momentum. DB Insurance strategically operates startup collaboration in three formats: program-based²⁾ collaboration centered on accelerating, challenge-based³⁾ collaboration to solve internal tasks, and exploratory⁴⁾ collaboration centered on business meetups.

- 1) TIPS: Tech Incubator Program for Startup. A private investment-led technology startup support program
- 2) Program-Based: Fostering companies and promoting commercialization over a defined period
- 3) Challenge-Based: Solving unresolved internal challenges using innovative technologies
- 4) Exploratory: Identifying and discovering innovative companies that meet internal needs

Category	Startup Incubation Institutions	Category	Description
Program-based startup incubation	· Gyeongbuk Center for Creative Economy & Innovation · Korea Institute of Startup & Entrepreneurship Development	Name of the union	New DB Digital innovation technology investment fund
Challenge-based collaboration program	· Korea Internet & Security Agency · Incheon Technopark · Seongnam Industry Promotion Agency · Jeju Center for Creative Economy & Innovation · Gyeongbuk Center for Creative Economy & Innovation	Goal	Strategic investments for business collaboration with startups
		GP	DB Capital Kunicorn Investment
		LP	DB Insurance
		Total Investment Money	50 billion won
Exploration-based startup discovery	· Seoul Center for Creative Economy & Innovation · Daedeok Innopolis · Korea Development Bank	Time of Formation	May 2024
TIPS	· Korean Business Angel Network		

Collaboration with and Investment in Innovative Startups

With the goal of promoting InsurTech based on innovative technologies and revitalizing the startup ecosystem, DB Insurance operates a startup incubation program that directly supports the growth of startups, and it has collaborated with innovative startups through various startup meetup programs. Over the past five years, the Company has identified 1,354 startups, held meetups with 499 of them, and pursued 66 commercialization projects. In addition, to support startup growth and enhance synergy with the Company, DB Insurance made strategic investments of KRW 5 billion in 2024 and KRW 6.45 billion in 2025.

Startups Discovered and Accelerated by Year

Category	Unit	2021	2022	2023	2024	2025	Total
Discovered	Companies	101	170	270	434	379	1,354
Incubation	Companies	5	5	6	5	5	26
Meetup	Companies	49	77	131	128	114	499
Commercialization ¹⁾	Companies	5	16	13	14	18	66
Investment	KRW 100 million				50	64.5	114.5

1) Commercialization figures for 2022–2024 have been restated due to a change in tallying criteria.

Open Innovation Performance

Through open innovation projects, DB Insurance is achieving significant results in key areas of the value chain, such as discovering new platform-based channels, launching new products, verifying innovative Technologies and introducing innovative services.

Category		Operational Performance	
Products		• Developed subscription insurance linked to pet wearable devices	
Marketing		• Joint marketing to discover new customers	
		- EV charging services, unmanned pet product stores, pet urine management IoT devices, and pet healthcare IoT devices	
		• Joint development and PoC using innovative technologies	
		- Development of a recommendation MVP model by analyzing long-term claims customer consultation history to identify marketing opportunities	
		- Development of an MVP model that summarizes videos and documents and automatically converts them into files optimized for mobile	
		- PoC for a real-time customer psychology and emotion analysis service using customer voice data	
		• Development and business application of innovative services	
		- Automated production of insurance training materials using generative AI	
		- Production of customized marketing content using generative AI	
		- Calculation of estimated insurance payments based on treatment history during coverage analysis using surgery and diagnosis names	
		- Production of high-quality business cards and training videos for PAs, managers, and professional instructors using AI humans	
UW		• PoC for automatic recognition of photos attached to advanced driver assistance system riders	
Claims		• Development and introduction of a leakage damage management and claims handling solution	
		• PoC for long-term claims review automation	
Support		• PoC for de-identification of sensitive information and data analysis processing related to the use of generative AI	

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Consumer-Oriented Management

DB Insurance implements a Consumer-centric Management Strategy to offer products and services from the consumers’ perspective. We actively communicate with customers through various channels, build consumers protection systems, and strive to protect consumer rights across all stages—from product sales to claims services.

Consumer Protection and Service Management Framework

DB Insurance set up an organization dedicated to consumer-oriented management and appointed a Chief Consumer Officer reporting to the CEO. The Chief Consumer Officer and the associated organization review factors that might hinder customer satisfaction in the early stages of planning marketing strategies. They are given the authority to request the suspension of new product launches, marketing suspension, or improvements if anomalies are detected. Furthermore, the Chief Consumer Officer and executive-led Consumer Policy Committee monthly review key consumer-related indicators including complaints, complete sales rates, and VoCs. We independently and promptly review major consumer-related policies and innovating consumer-related systems, demonstrating our efforts to improve the consumer experience.

Consumer Rights Protection Deliberation Committee

DB Insurance assembles the Consumer Rights Protection Deliberation Committee* every week as part of its initiative to ensure more objective and reasonable decisions on customer disputes and complaints. In 2025, the committee assessed 5,597 cases of consumer disputes and complaints, reaching a customer acceptance rate of 70.8%. Furthermore, reviews of disputes concerning duty-of-disclosure breaches are conducted regularly with medical experts.

* The internal review system described here operates independently from the board committees defined in the company’s Articles of Incorporation and serves as a dedicated consumer protection process.

Consumer Rights Protection Risk Identification Process and Mitigation Measures

DB Insurance identifies and assesses related risks by evaluating the characteristics of financial consumers at each stage, including financial product development, sales, and follow-up management, in accordance with the Financial Consumer Protection Regulations, in order to systematically protect and manage consumer rights. The company also establishes mitigation measures to prevent and reduce each risk.

Mitigation Measures and Performance Related to Consumer Rights Risks

Risk	Mitigation Measures	Performance
Internal control for financial consumer protection and infringement of consumer rights	- Set up a CCO reporting directly to the CEO and an organization under the CCO - Review of consumer-related indicators by the Consumer Protection Committee	59 inspections conducted in 2025 and 74 improvements completed for consumer protection 613 persons sanctioned and 332 persons trained
Customer inconvenience and disputes	- Operate the Consumer Rights Protection Deliberation Committee - Operate the Consumer Protection Officer system - Operate the Early Warning System for Complaints - Conduct annual CS training for all employees	- Reviewed 5,597 disputes and complaints out of a total of 6,814 cases deliberated in 2025 - Achieved a customer acceptance rate of 70.8% - Achieved an 85.6% "VOC completion rate within the deadline" in 2025 - Achieved an 18.6% "VOC re-entry rate" in 2025
Customer experience improvement	- Operate the Consumer Evaluation Panel - Operate the Consumer Policy Advisory Committee system	- Achieved a 79.1% adoption rate for improvement suggestions from the Consumer Evaluation Panel - First Korean non-life insurer to obtain CCM certification from the Fair Trade Commission for nine consecutive times

Customer-Oriented Management Strategies

Complete sales e-monitoring usage rate Establishment of a proactive incomplete sales control system - Refining the operation of complete sales monitoring - Strengthening field inspection activities for complete sales - Improvement of call quality monitoring for selling insurance over the phone - AI-based complete sales monitoring system - AI-based call quality monitoring system	CS monitoring satisfaction rate and consumer suggestion adoption rate Securing competitive advantage in MoT service quality - Differentiation of service quality monitoring - Expansion of and strengthening consumer engagement activities - Continuous improvement of the quality of customer manuals - Integrated CS monitoring system - Customer manual review system
Complaint handling period for VoC callback rates Enhancement of customer complaint handling capabilities - Operation of the Consumer Protection Officer system - Strengthening complaint prevention activities - Consumer rights protection review system - Complaint and VoC response system - Customer manual review system	CCM campaign participation rate Spreading a consumer-oriented corporate culture - Enhancement of CS capabilities of employees and sales families - Formation of company-wide consensus on consumer protection - Advancement of the CS evaluation and feedback system - Promy Campus (online CS training system) - Computerized CCM evaluation inquiry system

Consumer-oriented management — — — Enhanced performance management

Acceleration of consumer-oriented management through advanced consumer protection systems

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Cultivating a Consumer-Oriented Corporate Culture

Enhancing CS Capabilities Across All Employees

In 2025, DB Insurance provided “DB People’s Dignity” training for all employees to embed the basic attitude and ethical awareness required for customer service across the company. The training went beyond simply delivering a service manual and was designed around response cases for various situations that may arise at actual customer touchpoints, thereby enhancing its effectiveness. In particular, the training focused on proactively understanding customer expectations and strengthening empathy-based communication. By systematically managing the training completion rate and linking it to feedback, DB Insurance encouraged all employees to recognize the importance of customer-oriented management and put it into practice voluntarily. Through these efforts, the company is building an organizational culture that prevents customer complaints in advance and continuously improves the quality of customer experience.

Building Widespread Consumer Protection Awareness within the Company

DB Insurance elevates employee interest in the voice of the customer (VoC) by sharing educational videos with VoC examples. We also utilize our “Empathy VoC” system to share problems, lessons, and solutions in VoC processing to prevent complaints. Furthermore, we offer diverse training programs on complaint prevention, VoC consultation, how to engage in complete sales, and consumer experience to employees prone to complaints and those involved in incomplete sales to enhance consumer protection awareness. As a result of these efforts, DB Insurance became the first non-life insurer in Korea to earn Consumer Centered Management (CCM) certification from the Korea Fair Trade Commission for the ninth consecutive time, and in 2025, it received the Grand Prize at the National Productivity Awards—the only company in the service sector to be so honored.

Refining the CS Evaluation and Feedback System

DB Insurance motivates its employees for CS improvement and strives to establish a customer-oriented corporate culture. Accordingly, we reinforced the CCM management by objectives (MBO) and the CCM Quality Awards. We share system-based CS evaluations to raise employee interest in CS improvement, and provide CS consulting to underperforming departments to reinforce our evaluation and feedback system. Furthermore, we present quarterly awards for outstanding CCM index performance under the CCO’s oversight and biannual awards for financial consumer excellence under the CEO’s direction to internalize customer-centered management among frontline personnel.

Holding the Consumer Protection Conference

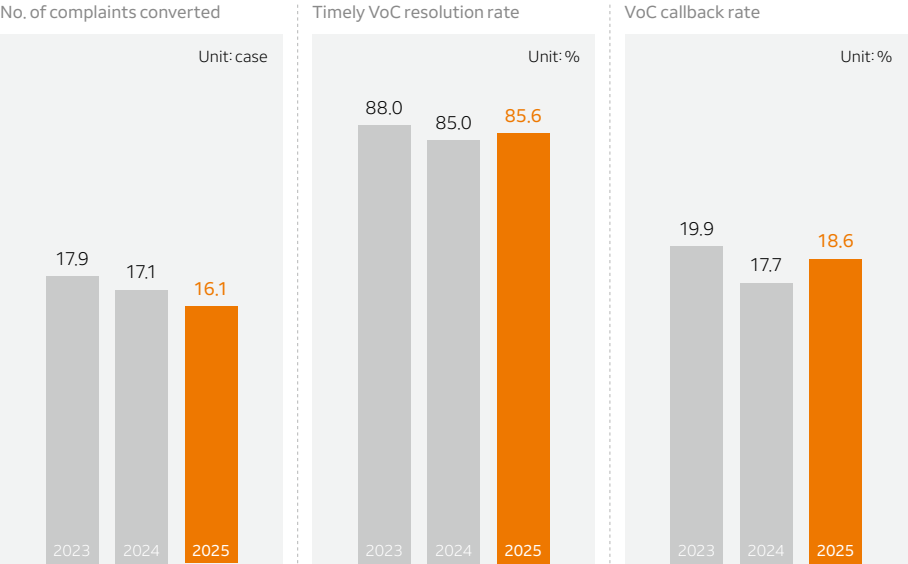
In 2025, to mark Consumer Day, the Consumer Protection Division held the Consumer Protection Conference to build company-wide consensus on consumer rights protection and strengthen execution capabilities. The conference included lectures by external experts on recent consumer issues and dispute cases, as well as sessions to share outstanding internal consumer protection cases, helping employees identify practical implications that could be applied to their work. In addition, panel discussions based on diverse experiences from customer-facing departments were held to identify improvement tasks from the consumer’s perspective and create momentum for spreading them across the organization. Through this participatory program, DB Insurance enhanced employee awareness of consumer protection and strengthened the foundation for practicing customer-oriented management by linking the program to practical business improvements.

Mid-to-Long-Term Objectives for Consumer Rights Protection

DB Insurance established the following mid-to-long-term objectives to achieve the highest level of consumer satisfaction.

No. of complaints converted (per 100,000 policies)	We defined the following three-year mid-to-long-term objectives according to the Financial Supervisory Service’s complaint conversion disclosure standard to ensure a competitive edge in our services. Performance 2024 17.1 cases > 2025 16.1 cases Goal 2026 18.0 cases > 2027 17.8 cases > 2028 17.5 cases
Timely VoC resolution rate	We set a three-year mid-to-long-term target for the timely VoC resolution rate to reduce external complaints through prompt handling process. Performance 2024 85.0% > 2025 85.6% Goal 2026 88.0% > 2027 88.2% > 2028 88.4%
VoC callback rate	We set a three-year mid-to-long-term target for the VoC callback rate to ensure swift and accurate processing of VoCs. Performance 2024 17.7% > 2025 18.6% Goal 2026 17.4% > 2027 17.3% > 2028 17.2%

VoC Management Status



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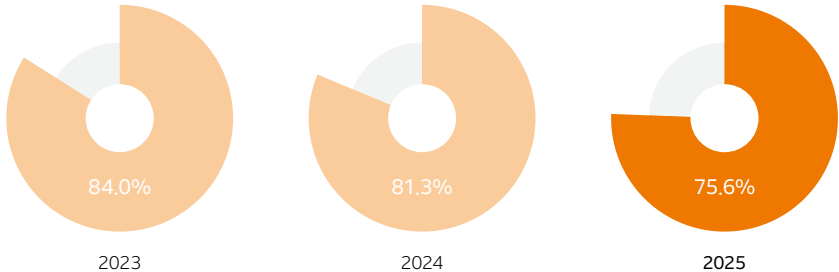
Gaining a Competitive Advantage in Service Quality via MoT(Moment of Truth)

Expanding and Enhancing Consumer Engagement Activities

Since 2010, DB Insurance has engaged in Consumer Evaluation Panel activities to reinforce customer communication and elevate service quality from the consumer's viewpoint. A total of 344 members have served on the Consumer Evaluation Panel by 2025, and 970 out of 1,226 suggestions (79.1%) have been incorporated to improve actual services. The suggestions were mainly focused on objectively measuring and improving service quality, and proposing unique products and services. In particular, we implemented the industry's first consumer policy advisory committee framework, inviting external consumer protection experts to participate in the Consumer Protection Committee and Consumer Evaluation Panel to ensure objectivity and expertise in enhancing consumer policy and service quality.

Adoption rate of improvement suggestions filed by the Consumer Evaluation Panel

Cumulative



Sustained Improvement in Customer Guidelines

DB Insurance strictly follows specific guidelines in drafting customer manuals in diverse formats (e.g. e-mails, texts, printouts), with ongoing quality improvements achieved through step-by-step standardization. We also have a review system in place to ensure the systematic management of the records and details of the manuals. Since the Act on the Protection of Financial Consumers came into effect in March 2021, we have set up and managed specific standards and procedures for ad production and internal review to meet enhanced regulations. We make sure that consumers are provided with clear and fair information to prevent any misunderstanding of our financial products. Additionally, we disseminate training materials on ad production guidelines and compliance to all employees and sales teams, conduct training, and offer continuous feedback via monthly inspections to aid in continuous improvement activities.

Elevating Customer Request Handling Capabilities

Operation of the Consumer Protection Officer system	We operate the Consumer Protection Officer system to effectively and efficiently handle various VoCs. The Consumer Protection Officer is responsible for promptly resolving customer complaints when VoC issues arise during sales, ensuring swift resolution of issues from the consumer's perspective. This system has led to a notable reduction in VoC callback numbers caused by unresolved issues.
Enhancement of the response system for difficult customers	We developed a "Manual for Handling Difficult Customers" to protect employees dealing with problematic consumers and uphold consumer protection. This manual is constructed from real scenarios to improve staff response efficiency. It details the types and responses to difficult customers, prevention methods, response examples, and crime types with consequences.
Enhancement of preemptive complaint prevention efforts	We adopted an early warning system for complaints to build a preemptive complaint prevention system targeting highly frequent types of complaints. The early warning system classifies complaints into "caution" and "warning" stages based on the incident numbers and informs the frontline personnel to enable the preemptive detection of abnormal complaint patterns. We are further reinforcing our management system by collecting and managing data on the number, type, and severity of complaints so as to ensure integrated monitoring of customer complaints.



Second presentation by the 21st Consumer Evaluation Panel in 2025

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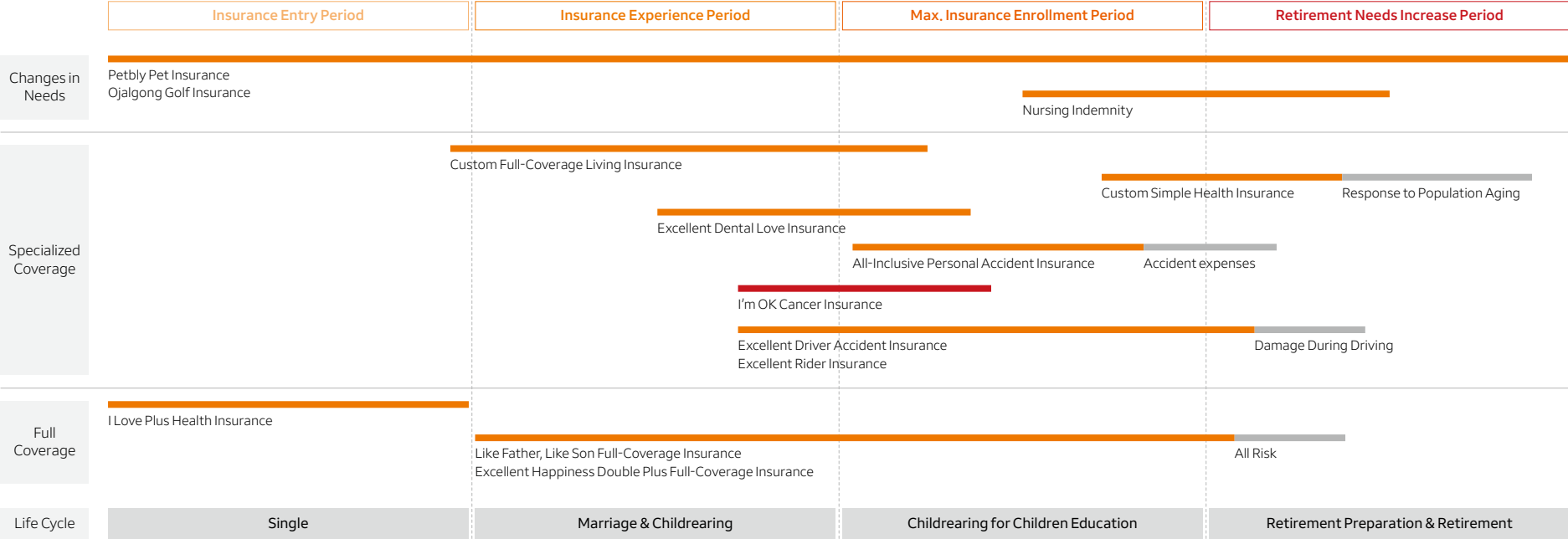
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Development of Tailored Products

DB Insurance makes extensive use of big data analysis and research to provide optimized products and unique services. We have an integrated customer experience monitoring system and a customer value evaluation model in place to promptly grasp changing customer needs and continuously monitor external factors like demographic changes and economic trends. We also strive to enhance our customer-focused product portfolio by recommending tailored products based on the customers’ insurance purchase timing and life cycles and introducing specialized products for various coverage areas.

Product Matching According to Customer Life Cycle



Changes in the External Environment

New Technology and IT Infrastructure	Competition	Customers	Regulations and Systems
• Expansion of new sales channels through IT • Boosting the accumulation, sharing, and analysis capabilities of customer information (big data) • Intensifying competition between similar financial products due to enhanced customer information collection capabilities	• Increased market entry of new competitors in various forms • Intensifying competition within the industry for the same customer base	• Complexity and diversification of customer needs • Increased demand for personalized products and services • Growing need for one-stop shopping solutions	• Allowing cross-selling and breaking down boundaries between life and non-life insurances • Spread of an all-encompassing competitive system in the financial industry due to regulatory easing for economic revitalization



Providing unique customer value based on analysis of the changes in the external environment and customer need

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Enhancement of Accessibility and Convenience for Digital Customers

Strengthening Protection for Financially Vulnerable Groups through Digital Technology

DB Insurance is actively adopting digital technologies to improve its Happy Call* system for financially vulnerable groups, including seniors, foreign nationals, and persons with disabilities. For customers aged 65 and older, the company introduced the industry's first Happy Call mirroring system, which displays the Happy Call script in real time on the customer's mobile screen while the advisor provides voice guidance. For foreign customers, DB Insurance introduced a multilingual interpretation AI Agent that immediately interprets and speaks the advisor's Korean remarks in the customer's native language, while expanding the range of supported languages. For persons with disabilities, the company is also promoting a project to introduce a sign-language Happy Call service that enables sign-language consultations between the company and customers through video. DB Insurance plans to continue providing services that strengthen protection for financially vulnerable groups by leveraging digital technologies.

* Happy Call: A series of processes through which an insurance company confirms with policyholders, in accordance with the Insurance Business Supervision Regulations, whether it has fulfilled its obligation to explain important matters of insurance contracts as stipulated in the Act on the Protection of Financial Consumers, the Commercial Act, the Insurance Business Act, the Insurance Business Supervision Regulations, and the detailed enforcement rules of the Insurance Business Supervision Regulations

Happy Call System

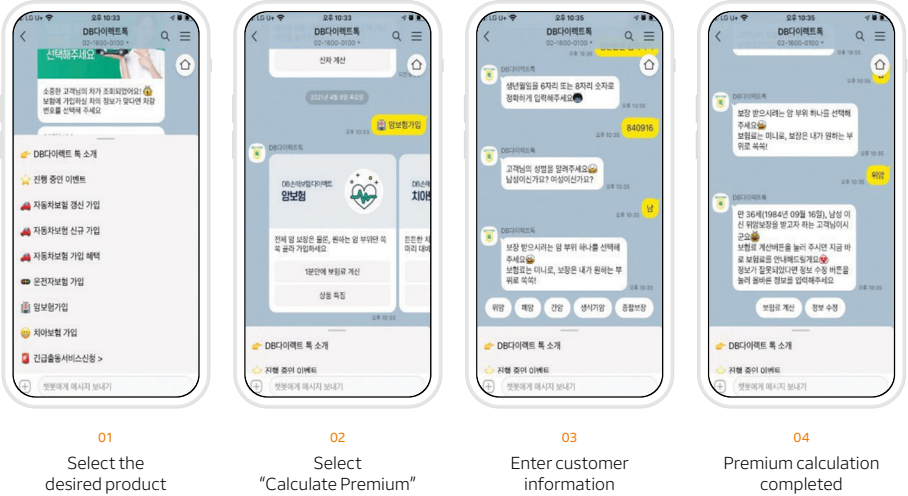
Seniors	Foreign Nationals	Persons with Disabilities
 - Introduced the industry's first Happy Call mirroring system - Displays the Happy Call script in real time on the customer's mobile screen while the advisor provides guidance	 - Introduced a multilingual interpretation AI Agent - Immediately interprets and speaks the advisor's Korean remarks in the customer's native language	 - Introduced a sign-language Happy Call service - Promoting a project to implement video-based sign-language consultations between the company and customers

Building an EV Care Platform for Customers Owning Electric Vehicles

With the increase in customers who own electric vehicles, DB Insurance plans to pursue qualification for external projects under the carbon credit offset program, while building an integrated EV management service through partnerships with battery, tire, and charging service providers. Through this platform, the company aims to improve customer experience and provide practical benefits by offering differentiated services.

KakaoTalk Simple Insurance Premium Calculation Service

DB Insurance provides customer-friendly services designed to enable users to easily calculate premiums for car insurance, driver insurance, cancer insurance, and dental insurance within one minute using KakaoTalk's interactive chat system. We also provide customized non-face-to-face insurance consultations, further improving customer access to our services.



Introduction of Mobile Notification Service

DB Insurance developed a mobile notification service that allows customers to check insurance information without time and location constraints. Unlike registered mail, which has a risk of misdelivery or loss, this service ensures the secure transmission of customer data. Through our mobile notification service, we send notifications via text messages by matching customers' personally identifiable information with the telecom providers' latest mobile subscription information. At the same time, customers of the three major telecom companies are allowed to gain access to the service by simply giving their consent without any need to install an additional app. The sent information is stored in KISA's blockchain distribution certification system to guarantee legal validity. This system immediately notifies the insurance company when customers view their notifications to prevent any omission of notification. Furthermore, we will extend the existing KakaoPay-certified mobile registered mail service to car insurance customers to bring forth a completely paperless office environment. We also plan to cut costs associated with sending postal mail, and issuing and disposing documents through digitized customer services, thereby enhancing processing speed and improving customer convenience. Moreover, we strive to adhere to ESG management principles by cutting down carbon emissions from substantial mail volumes.

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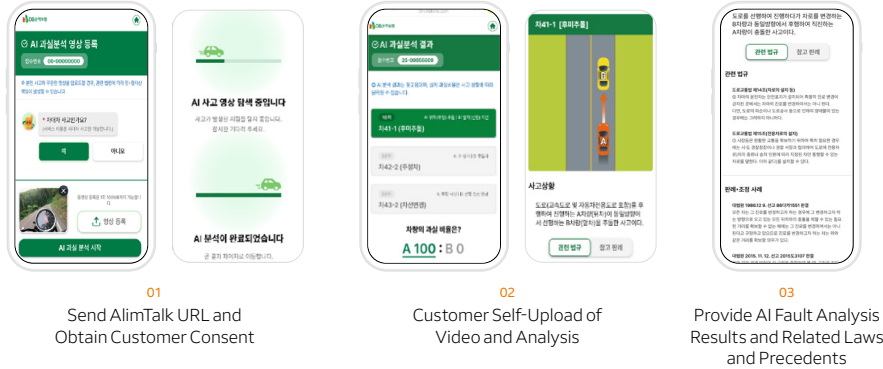
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Enhancement of Accessibility and Convenience for Digital Customers

AI-Based Fault Determination System for Automobile Accidents

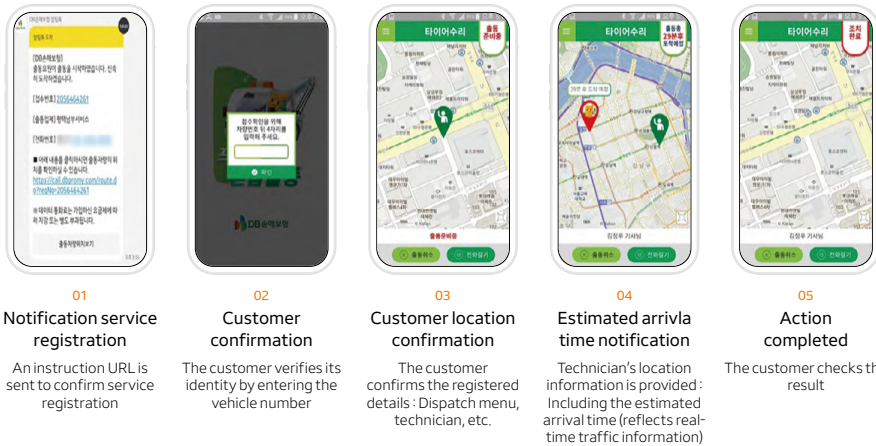
In 2025, DB Insurance became the first in the industry to develop an AI-based fault analysis model for vehicle-to-vehicle accidents. The system has been recognized for improving customer satisfaction by quickly providing objective AI-based fault information and enhancing the work efficiency of field employees.

AI Fault Determination Process



Real-time Emergency Dispatch Location System

DB Insurance has developed a real-time location tracking system that provides customers with the location and estimated arrival time of emergency dispatch personnel upon request. This system has enhanced customer satisfaction and significantly improved dispatch speed and efficiency.

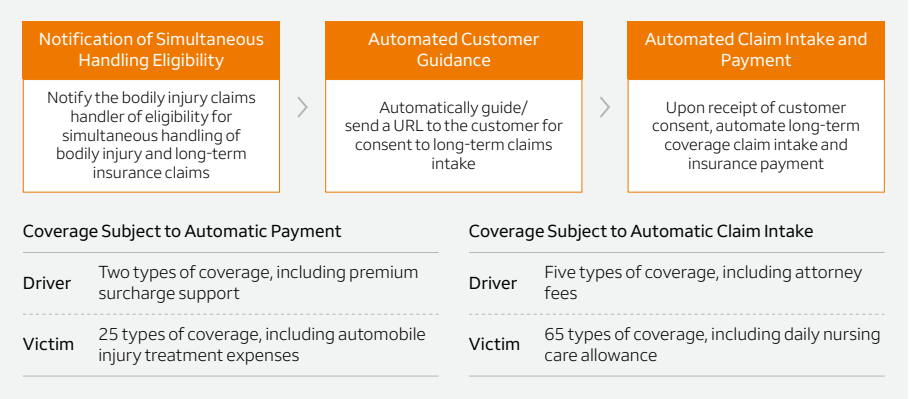


Integrated Claims Service Across Lines of Insurance

DB Insurance has improved customer convenience in the claims process by providing integrated claims handling and guidance services across bodily injury and long-term insurance, as well as bodily injury and property damage coverage. In particular, for simultaneous handling of bodily injury and long-term insurance claims, the company has introduced not only automatic accident coverage claim intake but also an automatic long-term insurance payment process, which has been recognized for improving both customer satisfaction and claims staff efficiency.

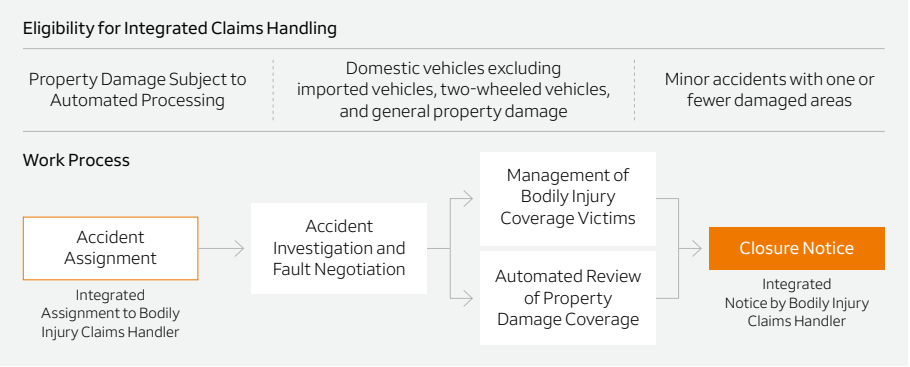
Simultaneous Handling of Bodily Injury and Long-Term Insurance Claims

When a customer enrolled in both car insurance and long-term insurance has a car accident, insurance payments available under long-term insurance are automatically paid and claims are automatically received during the car accident claims process, helping prevent missed insurance payments and enabling faster payment.



Integrated Bodily Injury and Property Damage Claims

When a bodily injury occurs even in a minor accident, a single claims handler can process both bodily injury and property damage coverage, helping minimize disputes over fault and bodily injury incidents.



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Enhancement of Accessibility and Convenience for Digital Customers

Launch of Products for Cutting-Edge Safety Devices in Line with the Development of Autonomous Driving Technology

To coincide with the advancements in autonomous driving technology and its commercialization, DB Insurance rolled out insurance products that offer premium discounts for vehicles with cutting-edge safety devices. For instance, vehicles equipped with a lane departure warning system (LDWS), lane keeping assist system (LKAS), forward collision warning (FCW), automatic emergency braking (AEB), Blind Spot Detection (BSD) and Around View Monitor (AVM) are eligible for a 3–6% insurance premium discount. This policy allows drivers to enjoy safer driving by preventing road traffic accidents, while simultaneously benefiting from reduced insurance premiums.

Lane Departure Warning System LDWS  Warns the driver when the vehicle departs from its driving lane, irrespective of the driver's intention	Lane Keeping Assist System LKAS  Automatically controls the vehicle to help maintain its lane	Forward Collision Warning FCW  Detects the distance between the vehicle and the car ahead to warn the driver of potential danger
Automatic Emergency Braking AEB  Detects pedestrians or objects ahead of the vehicle and automatically brakes to reduce speed or stop	Blind Spot Detection BSD  A device that uses radar sensors to detect the rear side of a vehicle and alerts the driver with warning sounds	Around View Monitor AVM  A system that displays a 360-degree view of the vehicle's surroundings on a monitor, using footage captured by cameras mounted on the vehicle, as if seen from above

Diversification of Customer Communication

DB Insurance continuously expands and operates a variety of channels and methods to facilitate smooth communication with its customers, thereby enhancing customer accessibility and the convenience of communication. Based on communication channels spanning both online and offline, the Company listens to customer feedback and reflects it in service improvements, while continuously conveying the value of DB Insurance through customer participation campaigns and public interest marketing activities.

Operation of online communication channels	DB Insurance actively runs various social media channels such as the official blog, the health insurance promise blog, KakaoStory, and Facebook, as well as customer-facing online event pages (e.g., "Strange Insurance Stories," "Petbly Town") to quickly identify and respond to customer interests and needs. By leveraging these platforms, we deliver content that reflects generational interests in finance, insurance, lifestyle, trends, and travel, as well as share insurance product information tailored to customers' life cycles to enhance their understanding of insurance.
Increase in customer touchpoint activities	We enhance our brand promotion by connecting core product marketing with numerous customer-participation events and activities. From 2017 onwards, we have continued to carry out public interest marketing activities for women and children, offering "Women's Driver Classes" for female novice drivers and "Children's Traffic Safety Classes" to teach children traffic safety regulations. Moreover, we join children's expos to deliver insurance consulting services to customers in their 20s and 30s. Our prenatal classes also impart health management techniques and medical advice to expectant mothers in early pregnancy.
'Together, Promise' campaign that resonates with customers	To foster close communication with customers and provide a continuous brand experience, DB Insurance holds monthly "Together, Promise" events under the themes of safety, health, and love. The "Together, Promise" campaign runs throughout the year, inviting customers to join in the belief that promises have the power to create a better tomorrow. Through events that offer information supporting customers' safety and healthy daily lives, as well as events that allow them to express and share love, the Company encourages customers to lead happy lives while consistently and continuously conveying the value of promise—the essence of its brand.
Public interest marketing to create social value	Since 2019, we have been identifying and supporting social ventures with innovative solutions to social issues in traffic and environmental fields through the "DB Insurance Traffic and Environment Challenge" program. As the first program of its kind in the domestic insurance sector, we support selected social ventures through long-term public interest startup assistance, offering business funds and personalized acceleration in key startup capabilities such as legal, tax, accounting, and marketing fields.
Expanding Communication with Pet Families	In line with the social trend of respecting companion animals as members of the family, DB Insurance is actively carrying out activities to establish a healthy pet culture. As part of these efforts, in October 2025, the Company participated as an official sponsor of the 2nd Animal Happiness Festa (Donghaeng Festa), co-hosted by the Seoul Metropolitan Government and The Hankook Ilbo, spreading the value of a mature pet culture through hands-on programs—such as creating pet ID cards and offering pet insurance consultations—and linked online and offline events.

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Brand Communication

Brand Philosophy

DB Insurance interprets the concept of a “promise” not just as a simple contract, but as a symbol of trust with our customers, responsibility to society, and commitment to the future. Insurance is a promise for an uncertain future, and DB Insurance strives to keep this promise honestly, consistently, and with a commitment to shared growth.

Promise of Trust	We place the protection of our customers' lives and property as our top priority. We uphold customer trust by always acting with honesty and transparency.
Promise of Responsibility	We go beyond individual lives to make a positive impact on society, fulfilling our social responsibilities and committing to a sustainable future.
Promise of Companionship	Insurance is not just about protection—it's about being a partner in life's journey. We will continue to innovate alongside our customers and always stay as a reliable presence by their side.

Brand Manifesto

DB Insurance's brand manifesto reflects our sincere commitment to customers' lives through the concept of “promise.” Featured alongside key life themes such as safety, health, and family love, DB Insurance's core products promise the company as a reliable companion—supporting customers from everyday moments to major milestones in life.

Safety	Health	Family
Automobile Insurance	Comprehensive Insurance	Children's Insurance
Driver Insurance	Health Insurance	Long-term Care Insurance
Fire Insurance	Cancer Insurance	Pet Insurance
Travel Insurance	Indemnity/Dental Insurance	





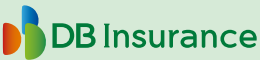
It's a wish to keep someone's day
that they promise to be together.

It's a pledge for safety,
a warm concern for health,
and a heartfelt expression of love.

Each small promise we keep
becomes someone's stronger tomorrow—
and the beginning of a happier world.

At DB Insurance, we are always by your side,
making every promise together.

Together, Promise



Appendix

2026
DB Insurance
Integrated Report

Brand Communication

DB Insurance embraces “Promise” as the core essence of its brand, consistently practicing the value of trust in partnership with customers. Under the brand slogan “Together, Promise,” our core direction is to keep our promises to customers and to co-create a better future. This expands into a broader promise that includes customers, society, and the future—establishing deep trust with those we serve. DB Insurance’s brand framework goes beyond delivering a message. It is a company-wide philosophy, structurally designed to move and earn the trust of customers. Based on this brand framework, we ensure consistent communication and customer engagement, aiming for sustainable trust and production of social value. Moving forward, DB Insurance will continue to offer products and services that everyone can trust, through our brand philosophy centered on “Promise.”



Corporate Vision	An Excellent Global Company					
Brand Essence	Promise “A promise we are keeping today and tomorrow, together with everyone”					
Brand Identity	Together+ing Promise					
Brand Slogan	Together, Promise					
Brand Core Values and Aspiration	Different Value	Demand Value	Basic Value	Ideal Value		
	Human First	Experience Innovation	Reliable Partner	Together, Tomorrow		
Brand Persona	Companion for Promise A professional, trustworthy, and open-minded individual who collaborates to build a valuable life and better future—a true partner for tomorrow					
Detailed Brand Extensions	promy A shortened form of “Promise”, representing DB Insurance’s strong commitment to keeping the promises with our customers					
	Auto Insurance	Long-term Insurance	General Insurance	Service	Volunteer Group	Sports
	promy car People come before cars “A promise where people come first” Individual	promy life Insurance to protect me and my family “A promise to protect me and my family” Family	promy Insurance that keeps its promises “A promise that creates happiness” Individuals + Families + Corporations	Promy Car World Promy Car Service Center “A promise to work for your happiness” Individual	Promy Volunteer Corps “A promise for shared happiness” Social	Promy Basketball Team Golf Competition Promy Open “A promise for happiness with customers” Social
	Promise to Customers			Promise to Society		

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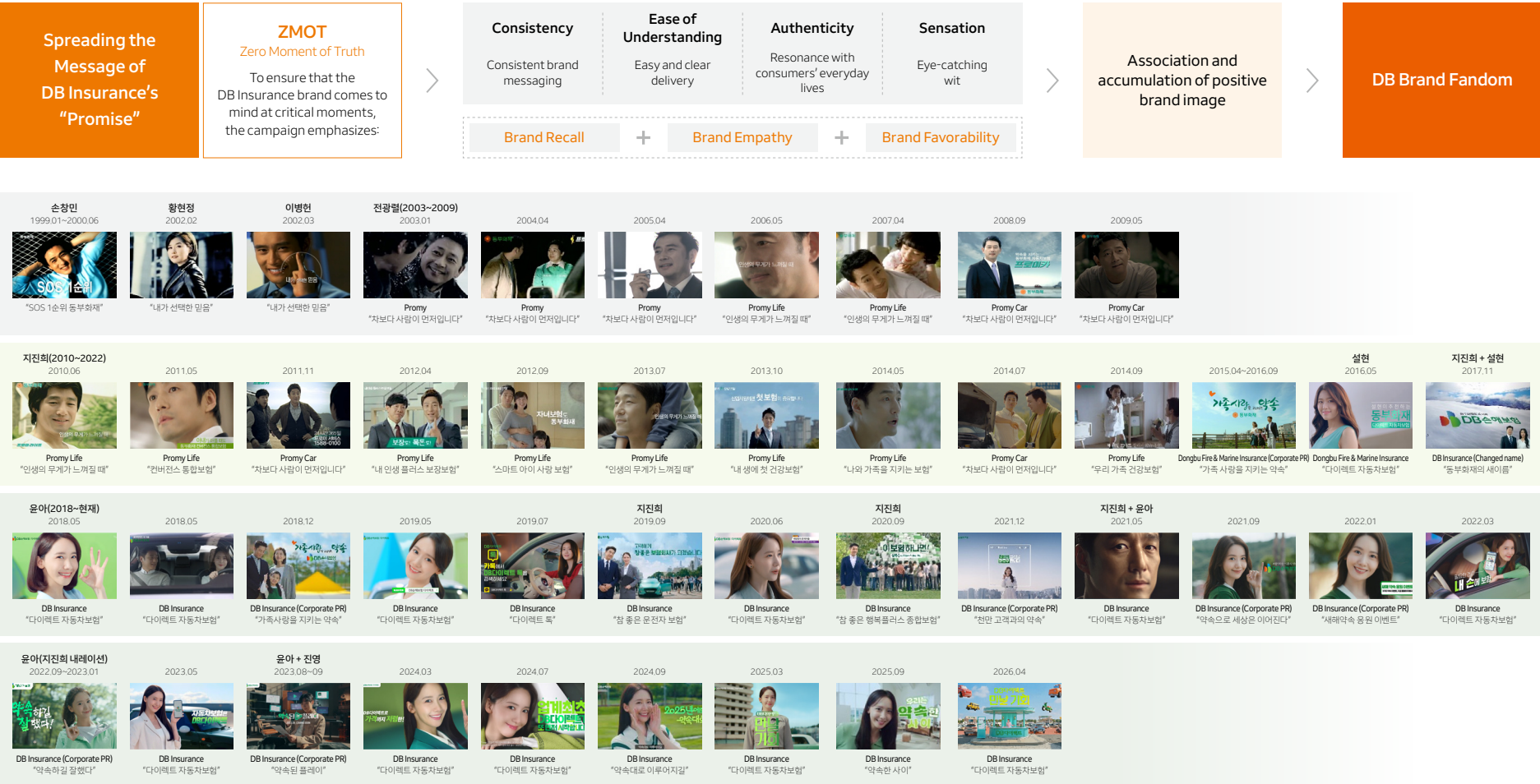
Customer-Oriented Management

Brand Communication

TV Commercial Campaigns

DB Insurance uses “Promise” as its brand essence and consistently conveys the values of trust and companionship with customers through its TV advertising campaigns. Focusing on the themes of customers’ safety, health, and love, DB Insurance delivers messages that are more relatable and sincere to the public by emphasizing: “a promise to put people and safety first”; “a promise to protect your health for a long time”; and “a promise to support family happiness”. These themes aim to resonate deeply with customers’ everyday lives.

DB Insurance’s TV commercials are carefully crafted to deliver consistent messages that are simple, authentic, and relatable. By catching the viewer’s attention with real-life themes, the campaigns strengthen brand affinity. Ultimately, the goal is to let customers naturally recall the DB Insurance brand at decisive moments (ZMOT), boost affinity and trust, and build a strong customer base that supports the brand (DB Brand Fandom). DB Insurance will continue to maintain this “Promise of Trust” with customers through various brand communication initiatives—including TV advertising—to achieve sustainable brand growth.



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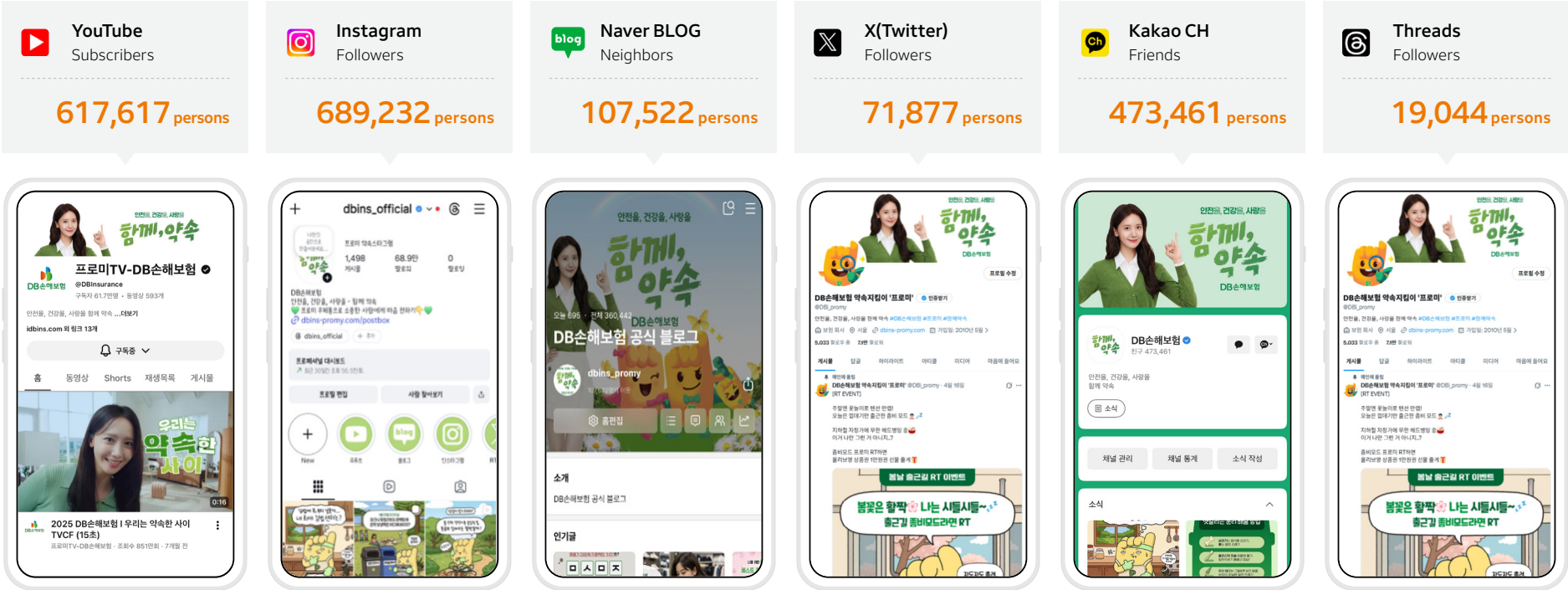
Brand Communication

Operation SNS Channels

DB Insurance actively operates major SNS channels such as YouTube, Instagram, Naver Blog, X (formerly Twitter), Kakao Friends, and Thread to strengthen communication with customers and spread communication at various points of contact. Especially, with the highest number of subscribers and followers on YouTube and Instagram among life insurers, our channels have become leading social communication platforms in the industry. DB Insurance will continue to expand customer engagement through social media and strengthen communication to build greater brand trust and grow as a socially responsible company.

DB Insurance SNS Channels

* As of April in 2026



Protection of Financial Consumers

Establishment of a Proactive Incomplete Sales Control System

Complete Sales Promotion Roadmap



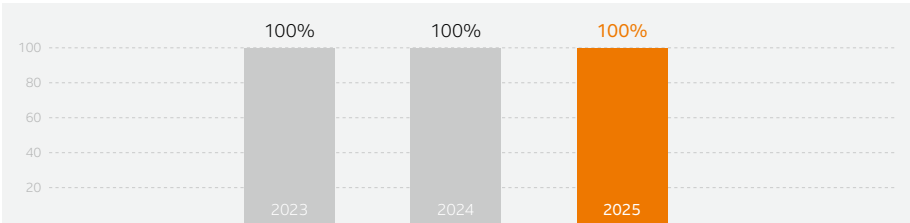
Enhancement of Field Inspections for Complete Sales

DB Insurance developed "leading indicators for complete sales" to control elements of incomplete sales in the field. These indicators are used to measure and publicly disclose our performance. We simplified traditional offline inspections to online inspections to boost immediate response to changes in the field. Sales teams showing weak performance are subject to these inspections. Leveraging this approach, we work to enhance voluntary complete sales quality within sales organizations and reduce incomplete sales at customer contact points. As a result, we reached a 100% complete sales rate for the third straight year since 2023.

Refining the Operation of Complete Sales Monitoring

At DB Insurance, we aim to cut down on incomplete sales through the advanced complete sales monitoring process. We make sure that customers have been adequately informed by agents prior to signing a policy agreement. Furthermore, we enhance service quality through diverse efforts based on our customer-oriented monitoring policy. Customers are given the right to review policy details via their smartphones before signing the agreement. The relevant task is outsourced to an external agency to increase call monitoring objectivity.

Complete sales rate



Improvement of Call Quality Monitoring for Selling Insurance Over the Phone

DB Insurance's call quality monitoring system helps ensure stable contract conclusion over the phone within the GA sales team. Alongside this, we have electronic scripts in place to guarantee consumers clearly understand the products, enhancing contract quality and preventing inadequate or missing explanations of insurance products and services. These initiatives help us change the negative perception towards buying insurance over the phone and proactively eliminate factors that violate consumer rights.

Business Case



Insurance Industry's First and Sole Recipient "Satisfactory" Grade in Financial Consumer Protection Evaluation in 2023

The Financial Supervisory Service conducts the Financial Consumer Protection Evaluation to fully assess the level of consumer protection among financial companies. The results serve as useful reference for consumers and prompt financial companies to enhance their consumer protection frameworks. In 2023, DB Insurance became the first in the insurance industry to receive a "Satisfactory" Grade in Financial Consumer Protection Evaluation. With the enforcement of the Act on the Protection of Financial Consumers in 2021, DB Insurance laid out a mid-to-long-term strategy called "Building the Best Smart Consumer-Oriented Management Company." Also, we are intensifying our efforts to listen to external customers and secure the professionalism and objectivity of our consumer policies through the operation of the Consumer Evaluation Panel and the Consumer Policy Advisory Committee.

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Combating Insurance Fraud

Insurance Fraud Prevention Activities

To prevent insurance fraud, DB Insurance conducts on-site inspections across its nationwide branch offices to monitor sales activities such as policy remodeling and detect agents involved in insurance fraud. In addition, the company runs a “Working-level Council for High-risk customer Management”, which manages the intake of new policies from individuals suspected of fraud and continuously updates its fraud prevention criteria. During new product development, the company conducts insurance fraud vulnerability assessments to reduce risk from the outset.

DB Insurance holds monthly "Moral Risk Control Council" meetings at both its head office and regional levels, establishing a collaborative system in which the sales and claims divisions in each region share insurance fraud issues and respond to them jointly. To enhance the effectiveness of its preventive activities, the Company also conducted on-site MR training for insurance solicitors.

Insurance Fraud Management Process



System Improvements to Support Insurance Fraud Detection

To address both hard fraud (e.g., intentional accidents or falsified documents) and soft fraud (e.g., inflated claims), DB Insurance enhanced its anomaly detection system in March 2025 using insurance claim/ payment data. The improved system consolidates scattered anomaly information. Based on individual entities, it also provides comprehensive insights into specific coverages or diagnoses related to claim and payment patterns—enabling the identification of fraudulent activity by specific individuals.

In addition, DB Insurance continues to operate and improve systems such as the “DB T-System” (insurance fraud network analysis) and web crawling systems to support fraud detection. Notably, in 2024, the company used web crawling to identify legal violations in fraudulent insurance advertisements following amendments to the Special Act on Insurance Fraud Prevention.

Overhaul of the Countermeasures System for Insurance Fraud by Business Partners

DB Insurance restructured the SIU’s investigative procedures to combat the increasing insurance fraud by business partners, particularly with repair shops and hospitals. We also provide active support for claims employees in documenting illegal activities. By analyzing data and collecting insights from claims field, we identify business partners for evidence collection and coordinate efforts to carry out these activities intensively within a short timeframe. Hospitals suspected of engaging in insurance fraud are subject to specialized management plans, with specific investigation teams assigned to closely examine their claims. Furthermore, we strengthen our response capabilities by conducting regular internal reporting campaigns each year to identify business partners exhibiting suspicious signs.



Business Case

Enhancement of Enterprise-Wide Insurance Fraud Control Capabilities

To bolster detection and prevention capabilities amid rising insurance fraud risks, DB Insurance consolidated the SIU Operations and SIU Support unit into SIU1). The SIU holds yearly Best Practice Competitions for insurance crime analysis and detection to exchange outstanding practices and analysis methods. The unit also works to promote a company-wide consensus on fraud control through monthly internal broadcasts titled “Insurance Crime Detection Cases” and disseminates training materials on MR. These efforts, DB Insurance has been recognized for its strong investigative capabilities, winning Grand Prize, Excellence Award, and other honors in the Insurance Fraud Prevention Best Practices Contest held by the Financial Supervisory Service from 2020 to 2025.

* SIU: Special Investigation Unit

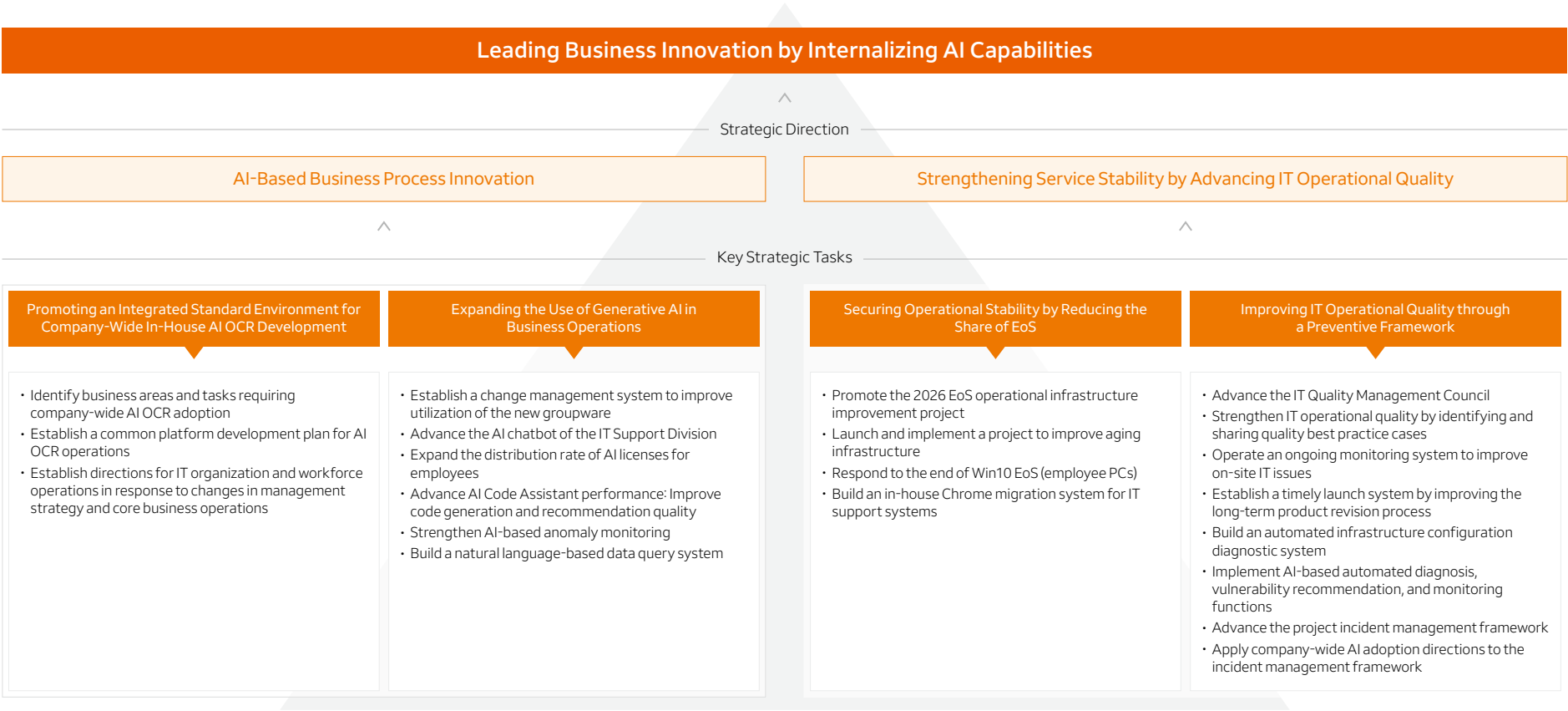
Business Case

Big Data-Driven Fraud Investigation Platform
Opening of the DB T-System (DB Total Analysis System)

DB Insurance developed the DB T-System, a big data-based total analysis system in an effort to fully counter the large-scale and sophisticated nature of modern insurance fraud. Since its introduction to the field in January 2022, the system has been operated in detecting insurance fraud and directly applied to moral risk (MR) detection activities and is being utilized to refer suspected cases of organized insurance fraud, such as collusion among insured parties, to investigative authorities. Our DB T-System, celebrated for its innovative approach as an IT-powered insurTech service, won several awards, including "the Non-Life Insurance Grand Prize at the 2022 Korea Finance Awards", "the Digital Innovation Award at the 2022 Korea Financial Innovation Awards" and "the 2022 Seoul Economy Excellence Insurance People Award in Insurance Fraud Prevention".

IT Infra and Process

IT Support Strategy System



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IT Infra and Process

Strengthening IT Management Capabilities Across the Value Chain

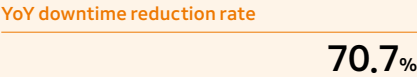
In response to the rapidly changing IT landscape of the insurance industry, we are accelerating a swift and stable digital transformation by systematically managing and supporting IT projects through a project execution department. We allocate PMOs from the preliminary stage to the respective divisions before the project is initiated so as to identify IT projects early and provide seamless one-stop IT support service. We are committed to giving momentum for successful digital transformation through seamless support from IT budgeting to project completion and post-evaluation.

Strengthening Field-IT Partnership

DB Insurance's strategy includes bolstering on-site support to ensure IT competitiveness and elevate customer confidence, alongside ongoing IT projects designed to timely address various IT issues. We effectively manage changes in internal and external landscapes by increasing communication between IT-related collaborative departments. Especially, in 2025, DB Insurance established a Quality Management Council to lay the foundation for failure prevention and control/management activities. The Company re-examined the failure prevention improvement tasks that had been pursued since 2024 and reviewed the improvement opportunities identified in 2025 to carry out additional improvement tasks. As a result, system downtime was significantly reduced by 70.7% compared to the previous year, thereby enhancing system stability.

Improving IT Service Quality

DB Insurance's company-wide IT systems are strengthening an integrated management framework—based on business processes—that encompasses the streamlining of internal systems and support for field operations. By optimizing the performance of infrastructure and applications across all processes, the Company supports stable operations, while continuously identifying and addressing weaknesses to enhance operational efficiency and data quality. In particular, DB Insurance established a Quality Management Council to lay the foundation for failure prevention and control/management activities in 2025. The Company re-examined the failure prevention improvement tasks that had been pursued since 2024 and reviewed the improvement opportunities identified in 2025 to carry out additional improvement tasks. As a result, system downtime was significantly reduced by 70.7% compared to the previous year, thereby enhancing system stability.



Human Rights Management

Activities for Preventing Human Rights Violations

Under its founding philosophy of being a “good company,” DB Insurance undertakes various activities to protect the human rights of stakeholders, including customers and employees. We are committed to nurturing a “corporate culture with respect for humanity” through the following human rights management policies and codes of ethics.

Human rights due diligence	DB Insurance and its subsidiaries perform regular human rights due diligence in an effort to preemptively tackle human rights-related risks and impacts. The compliance department conducts on-site inspections to ensure compliance with the code of ethics, while the HR department reviews human rights issues through the Corporate Culture Council. Furthermore, we operate channels for collecting human rights issues, including a whistleblower system, while also monitoring discrimination-related issues like gender inequality.
Prevention of human rights violations and mid-to long-term goals	All employees at DB Insurance are provided with education on preventing sexual harassment, improving disability awareness, and preventing workplace bullying, and we achieved a 100% completion rate. We also set long-term human rights management goals to sustain a 100% completion rate (2025) for these three programs. We also maintain a 24/7 reporting system through social media channels to promptly address human rights violations.
Respect for diversity	According to Article 6 (Employment Opportunities) of our Employment Rules, DB Insurance is poised to enhance workforce diversity by clearly stating that the company does not discriminate in hiring and employment based on factors such as gender, age, religion, social status, place of origin, educational background, marital status, pregnancy, childbirth, or medical history. We guarantee fair opportunities for all employees regarding compensation. As of the end of 2025, our female workforce ratio was 57.1% (2,657 out of 4,652 employees, excluding executives).
Identification and support for vulnerable groups	According to our survey to identify vulnerable groups with high risks of potential human rights violations, sales and claims partners who directly interact with customers and call center agents handling customer complaints fell under the major vulnerable groups. Accordingly, DB Insurance supports these groups by running psychological counseling services for sales and claims staff, partners, and CS representatives.
Ensuring employment stability	DB Insurance has been emphasizing job stability by transitioning non-regular employees to permanent roles even before the implementation of the non-regular employment legislation. Following the conversion of 1,660 non-regular telemarketers to permanent roles in 2012, we have consistently implemented the transition of non-regular staff to regular positions. As of 2025, we have 303 non-regular employees (contract workers), making up 6.5% of our total workforce of 4,652, excluding executives.

Human Rights Due Diligence Process

Identification of potential risks and impacts	Evaluation of factors and targets	Feedback and improvement activities	Legal review and self assessment
- Identification of potential risk factors from both the management and insurance industry perspectives - Analysis of impacts using financial, nonfinancial, and frequency data	- Identification of human rights evaluation factors and vulnerable groups, considering internal and external environments - Identification of human rights evaluation targets across the value chain, including subsidiaries and partners	- Sharing self- assessment results and areas for improvement - Recommendation and verification of improvement activities, considering the significance of finding	- Internal legal assessments - Self-assessments based on business reports, media analysis, and other materials disclosed (including status surveys)

Human Resource Management System

DB Insurance, following the CEO’s management principles of “Pursuing Reality, Mutual Communication, and Autonomous Management,” has a systematic HR system in place to build “the best workplace desired by talented individuals.”

Vision	Global Insurance Financial Group striving a Happy Society with Customers
Core Value System	3 Spirits, 3 Attitudes, CEO Management Principles, Core Drivers



HR Vision	Creating the best workplace desired by talentedn individuals
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Grievance Resolution Performance by Human Rights Issue

Human Rights Issue	2025 Improvements and Operational Performance
Expanded Protection Scope for Customer-Facing Employees	- Operated a protection system for customer-facing employees covering all employees - Periodic training on the “Manual for Responding to Customers with Problematic Behavior” - Operated a protection system for claims staff (Relief Support): Of 22 applications, five cases were referred to investigative authorities and 17 cases were handled without investigative action - Established and implemented a response system for malicious customers using big data analysis - Operated psychological counseling programs - Implemented call connection guidance messages to protect customer-facing employees at call centers
Strengthened Legal Working Hours Management System	Operated an employee support system, including medical checkup leave, annual leave promotion, flexible working hours, and mental health services (psychological counseling)
Strengthened Gender Equality Programs	- Introduced a female employee development program to foster female managers - Conducted training for interview panel members, including female employees
Ensured Quality Rest	Installed lounges at company-owned buildings and leased offices nationwide to ensure break times: 91 locations
Strengthened Human Rights Compliance System for Suppliers and Partners	- Visited business partners in person to listen to VOC: Visited eight business partners in 2025 - Held DP (DB Partner) business partner meetings
Strengthened Protection of Sales Partner Rights and Working Conditions	- Established various communication channels to build a mutual growth and cooperation system with partners - Operated the “PA Suggestion System,” a channel for PA feedback - Operated field-oriented grievance handling and counseling channels

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Talent Development

Dream Big Talent Development System

DB Insurance operates the Dream Big Talent Cultivation System to enhance the job expertise and work capabilities of its employees. This system is designed to cultivate all-encompassing talented individuals with expertise and practical experience through educational structures based on hierarchy, jobs, and key personnel. The job capabilities are systematically reinforced through stage-specific general and job-specific training, with active support for obtaining domestic and international insurance agent certifications to cultivate industry-leading experts.

Furthermore, to assist customized capability growth, the system leverages individual competency evaluations and self-development plans (SDPs) and career development plans (CDPs) to achieve both organizational and individual visions.

Dream Big Talent Development System



Strengthening Job Expertise

DB Insurance operates the Job Self-Test and Branch Manager Development Program to strengthen employees' job expertise. The Online Job Self-Test is operated to expand internal job training opportunities and improve job learning outcomes through various forms of job training. The Job Self-Test consists of questions across a total of 24 subjects related to product terms and conditions and insurance laws that employees handle in their day-to-day work. Employees take the test voluntarily, and 942 employees participated in 2025. The Branch Manager Development Program helps employees strengthen the marketing capabilities required of field business managers and quickly adapt to sales operations and organizational culture when assigned as branch managers.

In addition, each division and office conducts internal job training by utilizing employees in charge of relevant operations as internal instructors. DB Insurance provides support to further promote internal job training so that it can be more closely aligned with actual work and contribute to improving the company's business performance.

Unit: Courses, persons

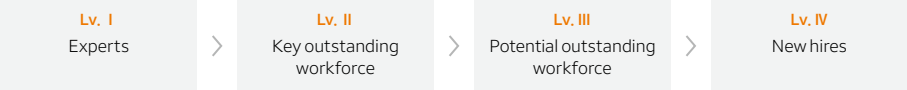
Department/Division	In-House Job Training		
	No. of courses	No. of participants	YoY comparison
Individuals	20	1,070	17
Strategy	21	405	198
New Business	4	110	-89
Corporations	21	288	-131
Claims	32	236	-152
Asset	2	2	-72
Overseas	-	-	-
Management/Customer	73	7,556	5,389
Total	173	9,667	5,160

Human Resource Management

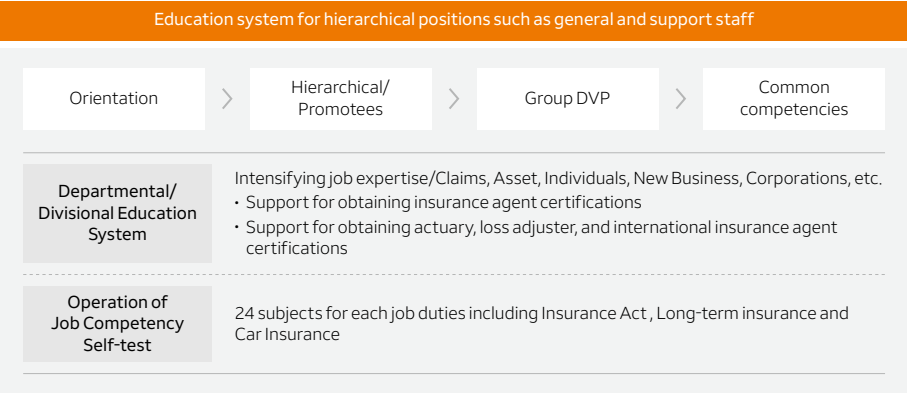
Talent Development

Operation of a Hierarchical Training System

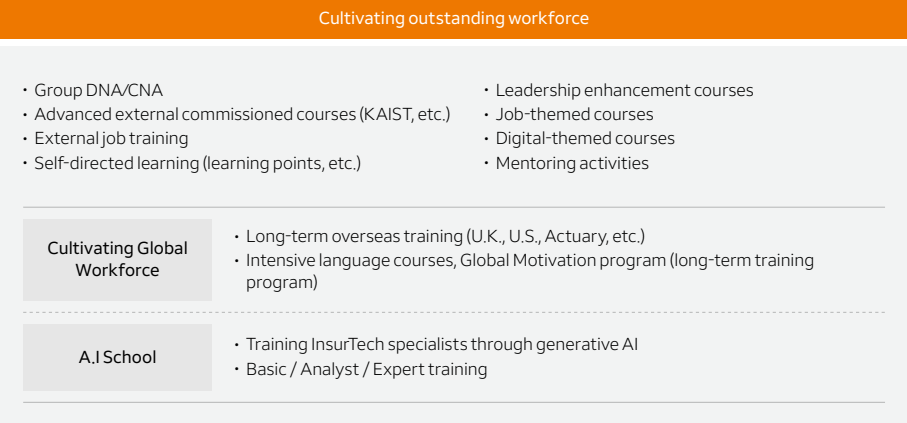
At DB Insurance, we offer a hierarchical training system consisting of introductory courses, promotion courses, post-promotion leadership courses, and common competency improvement courses to cultivate all employees into key talented individuals.



Enhancement of hierarchical/job expertise



Cultivating key professional workforce



Developing InsurTech Professionals

DB Insurance operates a training program to develop InsurTech professionals capable of using generative AI, with the aim of accelerating digital transformation and responding in a timely manner to changes among customers and in the market. The company provides training programs tailored to different competency levels, including programs to strengthen the expertise of employees engaged in InsurTech-related work and broaden the foundation for understanding and applying InsurTech technologies. It also offers training to develop professionals skilled in using generative AI through AI School, which was newly reorganized from the former DBB School. Through this program, DB Insurance supports employees in strengthening company-wide digital capabilities and developing advanced expertise so that they can take leading roles in data analysis and business automation-related work. In addition, the company supports employees in obtaining externally recognized certifications that can enhance their capabilities related to generative AI, thereby fostering credible professionals.

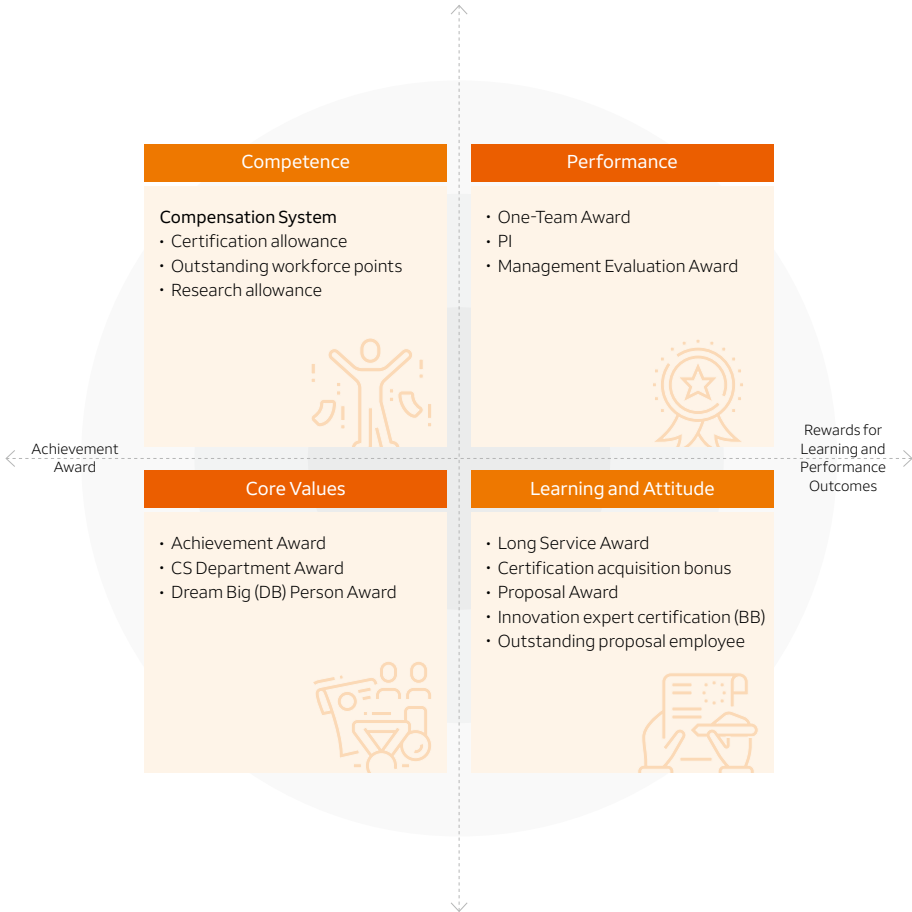
Securing Organizational Leadership Capabilities

DB Insurance's Coaching and Self-Leadership courses aims at cultivating excellent leaders who achieve organizational vision and drive changes, as well as outstanding organizational leaders who effectively manage tasks and members. The courses feature inclusive coverage of leadership capabilities, providing tailored training for individual strengths. The contents are updated annually to reflect material issues and changing trends and maximize the effectiveness of education.

Expanding Job Mentoring

Amid rapid environmental changes, including the post-pandemic transition, accelerating digital transformation, and generational shifts, DB Insurance operates job mentoring to share and disseminate its accumulated know-how in the non-life insurance business. In response to technological and generational changes, DB Insurance continues to expand job mentoring as a one-on-one, personalized learning organization that more closely identifies each successor's learning needs and competency level and provides mentoring accordingly. In particular, the company conducts mentoring in a one-point lesson format, providing support when mentees need help. This enhances the effectiveness of training, further strengthens mentor-mentee relationships, and promotes a learning culture based on mutual communication.

Performance Evaluation and Compensation



Performance Evaluation System

DB Insurance’s performance-based system clearly defines the responsibilities and authorities of its employees, encouraging them to set and evaluate their own goals. Our employees segment feedback and performance measurement on a quarterly basis to achieve their goals, setting connections between organizational and individual objectives. Through mechanisms such as goal agreement systems, quarterly evaluation systems, and coaching programs that include personal and career development plans, we inspire our employees with a clear sense of purpose and the determination to achieve their goals. We provide a structured appeal process for final performance evaluations to maintain fairness and objectivity in assessments.

Ensuring Fair Opportunities

DB Insurance makes sure no gender-based discrimination takes place in the evaluation process. We conduct separate evaluations for male and female employees, thereby ensuring fair opportunities for all employees. We operate courses for business managers and claims specialists to enhance management skills for female employees, PAs, and other department staff. Employees who complete these programs serve as cultivation branch managers or branch managers, with DB Insurance supporting their growth as sales management experts.

Reasonable Compensation System

Employee salaries are structured cumulatively based on base pay, with adjustments according to job and rank to ensure reasonable performance-based compensation. Salaries and promotions are determined by comprehensive evaluations based on competency and performance, with a high performance-high reward salary system providing variable compensation. We run several award programs to motivate employees to continuously develop their skills and improve job performance.

Establishment of an Evaluation Appeal System

All employees can request deliberation through an appeal system if they have objections to the evaluation results. The HR Committee reviews appeals through a fair process and provides feedback to the applicant on the approval decision. In 2025, the evaluation results of 15 out of 54 appeals were adjusted.

Systematic Training for New Agents

Based on the perception that “the competence of insurance agents directly correlates with the growth of the company,” DB Insurance operates a variety of training programs to systematically nurture new insurance agents and facilitate their stable activities.

Enhancement of Agents’ Sales Support Capabilities

At DB Insurance, a number of tools and resources necessary for effective customer engagement are made available in order to enhance the capabilities of our agents in sales support. Agents receive educational booklets and proposals that compile crucial disease-related information outlined in policies, equipping them to share various disease data with customers. Since 2018, our DB Smart Portal has supported seamless, all-in-one operations—from customer registration and subscription planning to electronic signatures and finalizing contracts—using just a tablet computer or smartphone at sales locations. In addition, our smart coverage analysis service provides one-minute consulting to assist agents in verifying insurance details and automatically generate plans, thus enhancing the customer management skills of PAs.

In 2025, such efforts led to the recognition of 3,434 PAs as Certified Insurance Consultant¹⁾ and 451 under the Blue Ribbon²⁾ programs, both run by the General Insurance Association of Korea.

- 1) Agents who have undergone a comprehensive evaluation of agents' years of service at the same insurance company, new contract retention rates, sales performance, and the number of incomplete sales
- 2) The highest honor given to PAs who consistently demonstrate exemplary behavior and have been selected as Certified Insurance Consultants (Agencies) for five consecutive years

Cultivating key professional workforce

Cultivating key professional workforce	Enhancement of customer interaction and consulting capabilities
• Establishment of a process infrastructure for contactless activities • Launch of an automated appointment scheduling system • Support for customer touchpoint activities targeting existing customers • Launch of the coverage analysis report sending function • Insertion of product leaflet QR codes into planning documents	• Specialized training conducted for each business division and branch office

Programs Supervised by the Headquarters

Months 1–2	Prospective Customer Plus	• Understanding the Six Steps of SSP • Identifying Prospective Customers • Mandatory Car/General Insurance
From Month 5	TS (To The Star) Course	• Principles and Standards of Coverage • Long-Term Insurance Consulting to Expand Existing Customers • Setting Challenging Goals and Understanding the Regularization System • Sales Points for Key Coverage
Month 9	BST Course (Outstanding New Sales Planners)	• Special Lecture by External Expert Instructor • Outstanding New Sales Planner MVP Awards • Sharing Best Practices
Month 12	Dream Big (1st Anniversary)	• Understanding Cancer, Vascular Disease, and Specific Disease Coverage • Understanding Pet Insurance • Use of AI-Q

Programs Supervised by Each Business Division

0th month~	Basic Training Course (BTC)	• PA, JOB-SHIP, Qualification Exams • Prospecting potential customers • Basic product knowledge and essential sales scripts • Basic Training course
1st to 4th month	Field Training Course (FTC)	• Understanding key product design and sales scripts • Standardizing activity habits and mastering system operations • Using activity tools (BSP, F-LIST) • Field Training Course
5th to 18th month	Step-up Program (Competency Enhancement)	• Constant activity management • Providing various activity topics • Sharing best practices and activity tips

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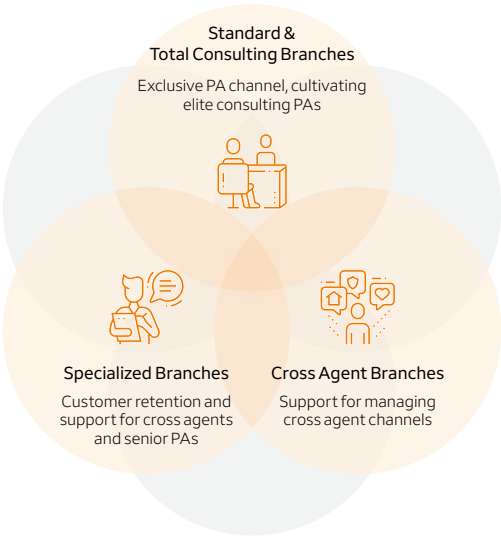
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Systematic Training for New Agents

Efficient Support for Each Channel

DB Insurance structured its branches into standard, total consulting, and specialized branches, and established the responsibilities and roles of the staff organization for each channel to provide support for the efficient growth of our sales family. Furthermore, we continue our efforts to maximize branch productivity by establishing an operational system for the staff organization, differentiating operating cost systems based on branch characteristics, and improving the operational efficiency of outskirt hub branches. We operate separate channels for personal and strategic business segments, provide better commissions for new agents, and implement an advance payment system to ensure optimized support for agents and boost their concentration at work. Also, we improve branch operation efficiency by operating cross agent centers in key areas to increase sales. Such initiatives allow our agents to provide optimal consulting to their existing customer and manage them in a more effective manner.

Staff organization by channel

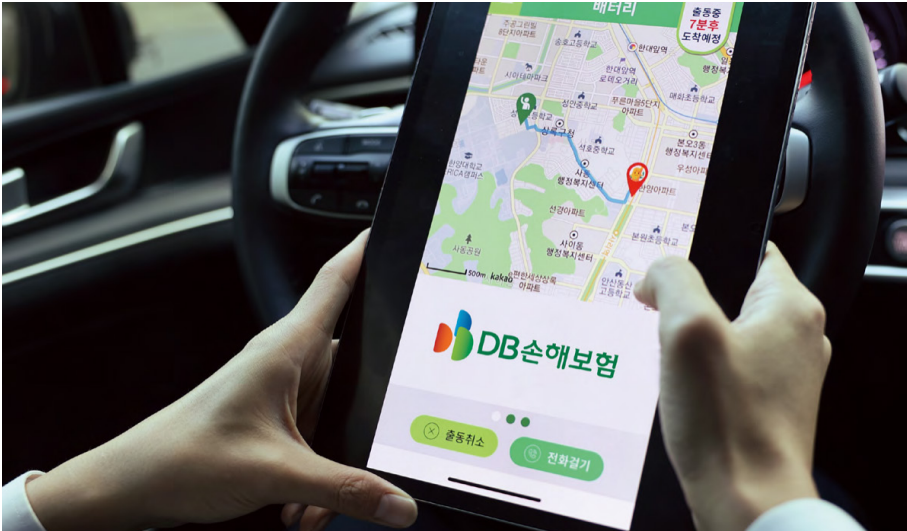


Welfare for Sales Family

DB Insurance provides a range of welfare benefits for PAs and agencies, beyond just sales commissions. Our welfare programs for PAs, who grow together with the company, ensure enduring partnerships. We provide financial assistance for their children tuition fees (covering elementary to university students), and we partnered with a hospital to facilitate health check-ups of PAs. In 2025, we started providing allowances for condolatory events and weddings. We provide assistances for exclusive female PAs who are temporarily unable to work due to childbirth to ensure their continuous economic activity, and we have a succession system in place for the retirement process of senior PAs.

Real-Time Location Information of Emergency Assistants

DB Insurance offers a real-time location information service for customers requiring emergency assistance due to road traffic accidents or vehicle breakdowns. This service, which informs customers of the assistant's driving route and estimated time of arrival, ensures rapid dispatch while easing customer concerns about unexpected incidents, leading to high customer satisfaction. Our emergency assistants, on the other hand, are provided with the optimal route to the customer's location to save time and enhance work convenience.



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Business Partners

Partner Composition

DB Insurance partners are categorized into sales partners, who handle the sales of products and services, and claims partners, who manage insurance claims. The sales partners are composed of exclusive channels like PAs and agencies selling only DB Insurance products, and non-exclusive channels like GAs and cross agents who are authorized to sell both life and non-life insurance.

In addition, we are diversifying channels with traditional face-to-face sales, telemarketing, total consulting, and life design channels. Our claims partners include loss adjusters, hospitals, and repair shops who provide seamless processing of claims for customers, and they, as key stakeholders, make a wide variety of efforts to create cooperation values for mutual prosperity with partners.

Sales Partners

Exclusive Channels	PA (Prime Agent) An exclusive agent authorized to sell only DB Insurance policies
	Agency An agency with exclusive contracts to sell only DB Insurance products
Non-exclusive Channels	GA (General Agency) A non-exclusive agency or financial institution authorized to sell products from all insurers
	Cross Agent A life insurance agent who primarily sells life insurance but is also allowed to handle general insurance policies

Claims Partners

Accident Investigators and Loss Adjusters	Hospitals	On-Site Assistance and Emergency Response	PromyCar Repair Shops
 Service providers managing accident investigations and insurance claim adjustments for car, long-term, and general insurance	 Medical institutions providing services and diagnostics related to insurance claims	 Service providers for on-site assistance and emergency response in road traffic accidents and vehicle breakdowns	 Partner repair shops nationwide that have undergone DB Insurance's internal review

Strengthening Partner Competitiveness

DB Insurance boosts the insurance expertise of agents and business managers by offering customized programs aligned with their specific roles. We offer a range of curriculum-based sales enhancing programs for agents, like customer consulting, tailored to years of experience and income levels, on account of the product trend and disease information. We provide customized educational content through the DB Learning Platform, a smart learning system, enabling agents, instructors, and business managers to enhance their expertise via self-directed learning. The platform allows all PAs to learn quality content regardless of time and place.

Furthermore, the flipped learning* format, an instructional strategy combining online and offline methods, optimizes learning by delivering interactive education programs subsequent to the prelearning of fundamental concepts.

* A methodology that, after online pre-learning, connects to an interactive group training session based on the results

Key Curriculum

Agents	Instructors	Business Managers
• Core competency-based training for new agents • Advanced mobile-based customized training for PAs • Advanced specialized education based on organizational characteristics	• Standardization of instructor duties and competency-building • Skill enhancement of coaches according to their experience and traits • Sustained improvement of coaching capabilities for branch mentor activities	• Training courses for managers focused on core competencies • Training for business managers aimed at enhancing execution capabilities • Broadening the scope of self-directed learning for business managers

Support for Sales Family Settlement

DB Insurance aims at boosting performance and aiding in stable settlement of its employees. Accordingly, we offer diverse support to increase the work immersion of our sales family. We continuously share, through internal broadcasts and regular training, the purpose and direction of the commission system, which acts as a performance reward for recruitment activities and reflects company policies. We reinforced the new performance commissions for new agents, as well as introduced activity commissions to lay the groundwork for sustainable growth. We also work to increase efficiency-focused long-term insurance sales through strengthened criteria for reclaiming performance-based commissions.

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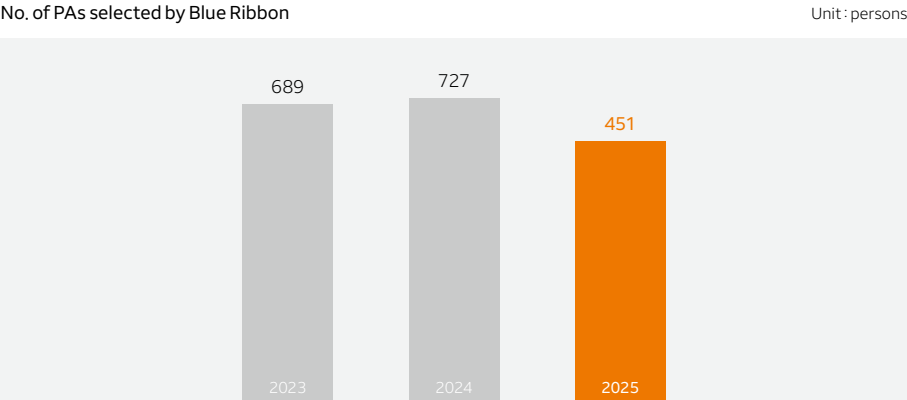
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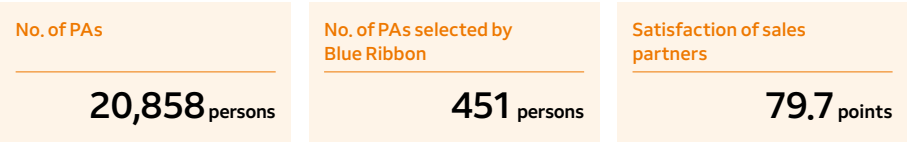
Business Partners

DB Insurance's Value Creation Activities and Achievements for Partners

DB Insurance's partners are classified into sales partners who sell products and services, and claims partners who handle insurance claims. Both are playing key roles in delivering products and services promptly and accurately to customers. The dedication and passion of our partners have been the driving force behind reaching over 10 million customers since its inception in 1962. We maintain ongoing communication and increase assistance to generate greater value with our partners and bolster their competitive advantage. We are building a win-win cooperation system by providing professional competency training for our partners and establishing various communication channels to listen to voices from the field.



2025 Key Figures



Strengthening the Cooperative System with Partners

Improvement of PA Communication

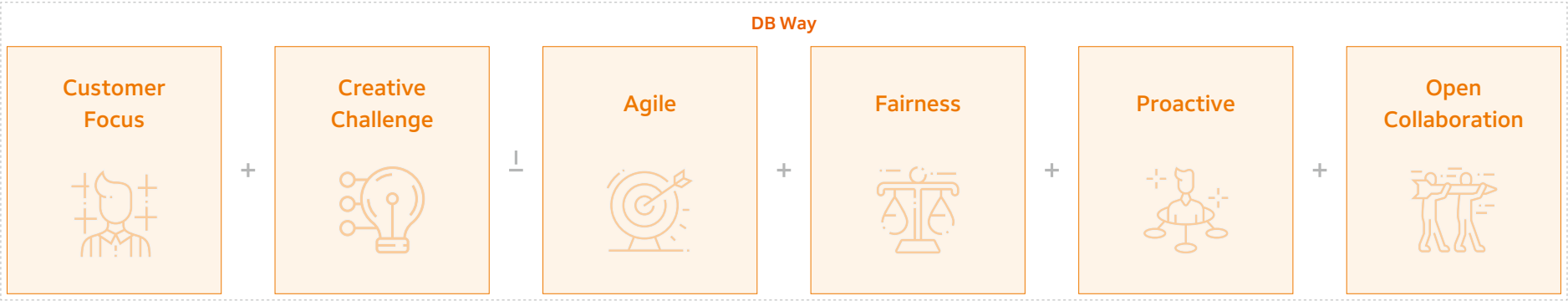
At DB Insurance, PAs with excellent field sales capabilities serve as members of the Product Leaders Club, where real-time feedback is incorporated into product development to ensure that vivid voices at the forefront are reflected in product development. Our PA proposal system serves as a platform for PAs to convey their needs to facilitate sales activities in real-time when making various company policy and system decisions. The feedback submitted through this channel is directly conveyed to the headquarters and relevant departments, and selected suggestions are incorporated into company policies and systems. We also strive to promote better communication with our sales family. We run a wide variety of different channels such as DBRT, seminars, cross agent leader programs, branch mentor programs, coach programs, sales team leader programs, and total consulting center manager programs. Furthermore, we hold an annual awards ceremony to reward outstanding PAs based on their performance, customer satisfaction, and retention rates, and those who have significantly contributed to the company's growth are honored in the DBRT Hall of Fame to enhance the sales family's pride and loyalty.

Improvement of Partnerships with Claims Partners

DB Insurance extends various supports, including the selection of excellent claims partners, in order to foster a close, cooperative relationship with our partners. We initiated multiple strategies designed to enhance customer service satisfaction, improve the efficiency of partner operations, and give momentum to digital transformation and innovation as the digital economy continues to expand its horizon. In 2025, we signed loss adjustment delegation contracts with 23 companies to deliver prompt and equitable services to our customers. We support our partners through the relationship management system, and we conduct vision meetings to share our core values. Additionally, we developed an automated system for accident reporting and information exchange for corporate customers. This system links accident processing automatically, reduces processing time, allows automatic submission of claims documents, and offers real-time accident information. Furthermore, we rolled out the DB T-System, leveraging big data analytics to identify insurance fraud conspiracies, to maintain our commitment to protecting policyholders in good faith and diverse claims partners.

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Building Organizational Culture



Core Values		
Order	Trust	Love
Prioritizing Customer Value	Investigative Approach	Becoming an Example and Self-Management

Human Resource Management

Building Organizational Culture

DB Way

Vision	An Excellent Global Company
Mission	“DB strives to be a global leader in every business it engages in, driven by entrepreneurship and innovation, aiming for superior profitability and growth, and sustaining top-tier competitive advantage in all management aspects.”
DB Culture Orientation	“Dream With You, Collaborative Growth in DB Culture” Striving together for a brighter future, ensuring mutual growth for both individuals and the company

Establishment of the DB Way System

DB Insurance established the DB Way system, identifying six keywords for corporate culture innovation and structuring it based on comprehensive diagnostics to define the company’s cultural orientation and employees’ work styles.

The DB Way consists of six keywords: customer focus, creativity and challenge, agility and efficiency, fairness and principles, autonomy and respect, communication and collaboration. We ensure delivering these key messages effectively to encourage understanding, empathy, and practice among our employees.

ESI Survey for Work Environment Improvement

Since 2006 DB Insurance has annually conducted the Employee Satisfaction Index (ESI) survey to assess employee engagement and identify and implement company-wide improvement plans. Through the ESI survey, we gather feedback across ranks, divisions, departments, and job categories, conducting customized improvements to boost employee engagement and productivity.

ESI Survey Results

Category	Unit	2023	2024	2025
Occupational accident rate*	%	0.02	0.02	0.02
Welfare expenses per person*	KRW million	20.0	22.4	18.1
Work engagement	Points	80.9	80.5	81.8

* Due to changes in the calculation criteria and scope compared to the previous period, figures from the previous report have been retroactively restated and disclosed.

Operation of the Corporate Culture Council

DB Insurance runs a Corporate Culture Council to integrate field issues into management activities. We select Junior Board members from each department annually as opinion leaders for biannual workshops. The Corporate Culture Council, launched in January 2025, operates through monthly face-to-face meetings and applies feasible improvement suggestions gathered through the council to the field.

* DB Insurance annually consolidates employee issues through conversations and applies decisions from the labor-management council to the entire workforce (freedom of association guaranteed in 2025: 100 %)



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Employee Safety and Health

Safety and Health Policy

DB Insurance operates an Occupational Safety and Health Committee, composed of four representatives each from labor and management, to regularly discuss safety and health improvements and occupational accident prevention plans. Furthermore, we designated a occupational safety and health manager responsible for investigating serious accidents, establishing recurrence prevention measures, inspecting work conditions, and providing safety and health training to employees. All employees, including CS representatives, are considered vulnerable stakeholders in terms of safety and health risks.

Safety and Health Policy

DB Insurance has set forth the following safety and health policy to ensure the safety and health of all employees and boost productivity:

01

The company develops and implements safety and health plans, continuously improving hazards and risks to protect employees' safety and health.

02

In every work environment, the company places the utmost importance on employees' safety and health.

03

The company ensures strict compliance with safety and health-related laws and regulations.

Board Resolution on Safety and Health System and Plans

Every year, DB Insurance's BoD resolves the overall safety and health management system, reviews task execution outcomes, and sets plans to identify and manage key safety and health risks.

Safety and Health Decision-Making Process



Safety and Health Management System Certification

DB Insurance obtained ISO 45001 international certification in 2022 and has renewed it every three years, receiving recognition for its systematic operation of an occupational health and safety management system. This certification lays the groundwork for preventing major occupational and civil accidents while supporting the Risk Management Institute in ensuring safe field operations.



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Employee Safety and Health

Occupational Safety and Health Risk Identification Process and Mitigation Measures

To systematically manage risks related to occupational safety and health, DB Insurance identifies and assesses relevant risks through the Occupational Safety and Health Committee in accordance with the Basic Occupational Safety and Health Management Plan, and establishes mitigation measures to prevent and reduce each risk.

Occupational Safety and Health Risk Mitigation Measures and Performance

Risk	Mitigation Measures	Performance
Internal Control and System Weaknesses	Operate the Occupational Safety and Health Committee	Five consultations held in 2025
Protection of Customer-Facing Employees	Prepare the “Manual for Responding to Customers with Problematic Behavior”	Of 22 applications for protection measures in 2025, five cases were referred to investigative authorities and 17 cases were handled without investigative action
	Operate protection measures for customer-facing employees	
	Provide Relief Support Services	
Employee Health Protection	Operate the summer resort program	60 rooms operated nationwide, used by 1,140 employees
	- Promote the use of annual leave - Operate medical checkup leave (one day of paid leave)	Annual leave usage rate of 60.4% (up 0.2%p YoY)
	- Provide prenatal and postnatal parental leave - Provide reimbursement of medical expenses for childbirth and miscarriage - Operate a remote work system to support work-life balance	Achieved a parental leave usage rate of 17.1% in 2025
Health Protection for Employees’ Families	- Provide health checkups and medical expense support for employees’ families - Operate psychological counseling programs for employees and their families - Provide group accident insurance for employees and their families	185 uses of psychological counseling services in 2025
Fire Risk	- Conduct regular inspections of firefighting equipment - Provide evacuation-related training	- Conduct fire evacuation drills once a year - Completed replacement of aging firefighting equipment
Occurrence of Serious Industrial Accidents	- Obtain management system certification - Support from the Risk Management Research Institute	Obtained ISO 45001 international certification in 2026

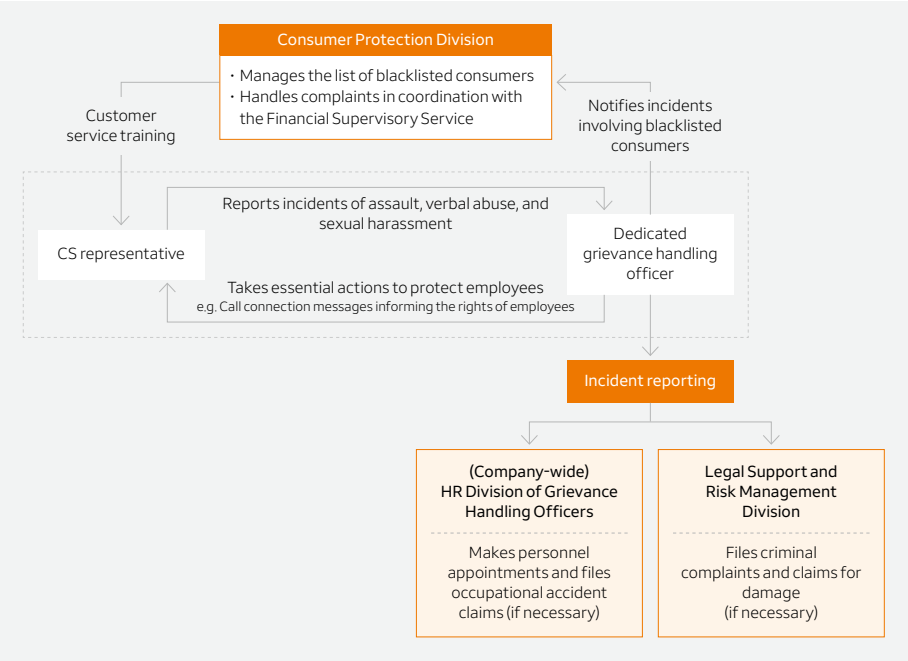
Employee Health Program

DB Insurance supports employee health through various wellness initiatives to ensure a safe and healthy work environment. Each year, we provide health check-ups for all employees and their spouses, with tailored benefits according to age and length of service. We also offer group insurance covering injury and illness medical expenses for employees, their direct descendants, and ascendants. Counseling employees are entitled to receive additional assistance through programs like massage care and investigations into risk factors for musculoskeletal disorders. As such, we work to promote employees’ mental and physical health through diverse programs, including professional psychological counseling and a health fund system.

Protective Measures for Customer Service Employees

DB Insurance protects its CS representatives by creating and leveraging the Manual for Handling Difficult Customers, while appointing grievance officers in each department to fully address assaults and sexual harassment. In 2020, we expanded the scope to cover all employees, beyond just those in frontline positions. Through its Special Investigation Unit (SIU), DB Insurance provides a safety support service to protect employees. In 2025, 22 protective actions were taken for employees.

Protective Measures for Customer Service Employees Process



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Employee Welfare

Promotion of Work-Life Balance

At DB Insurance, we offer diverse support programs to guarantee employees’ work-life balance, fostering a concentrated work environment and a lively DB culture. Alongside activities such as focused work hours, PCoff system, smart meetings, and the improvement of dining culture, we have introduced the RPA system to automate processes and boost work efficiency. We also run programs like Family Day, enhanced annual leave, and summer resort programs so that our employees can spend sufficient time with their families.

Implementation of Maternity Protection Programs

DB Insurance creates a female-friendly work environment, offering various assistance programs to empower women to continue their careers without interruption. Our policies, including prenatal examination leave, infertility leave, spouse paternity leave, and reduced work hours during pregnancy, help employees focus on childcare. We also provide 90 days of maternity leave and up to 18 months of parental leave, helping the psychological and physical stability of pregnant and postpartum employees. We also cover medical expenses during childbirth and miscarriage to alleviate financial burdens. As a result, In 2025, the parental leave utilization rate among female employees was 17.1%. We also offer childcare services for employees’ children. We operate the Promy Child Love Daycare Center through the experienced and verified Puruni Childcare Support Foundation, accommodating 31 children as of December 2025. In addition, we operate a remote work system that allows employees to perform consultation and service tasks from home, thereby supporting work-life balance.

Support for a Flexible Welfare Program

At DB Insurance, we have a flexible welfare program in place in order to foster a work environment where everyone can work with pride and satisfaction. The program covers a wide range of options including medical check-ups, culture and arts, volunteering, family-friendly benefits, stability funds, housing assistance, and inhouse clubs, allowing employees to select the benefits that best suit their needs. Furthermore, we remain fully compliant with government policies involving the wage peak system and extended retirement age. We conduct surveys, suggestion systems, various committees, and external consultations to grasp and meet employees’ diverse needs as a part our efforts to run more practical welfare systems.

Support for Reemployment and Stable Life After Retirement

At DB Insurance, we have a flexible welfare program in place in order to foster a work environment where everyone can work with pride and satisfaction. The program covers a wide range of options including medical check-ups, culture and arts, volunteering, family-friendly benefits, stability funds, housing assistance, and inhouse clubs, allowing employees to select the benefits that best suit their needs. Furthermore, we remain fully compliant with government policies involving the wage peak system and extended retirement age. We conduct surveys, suggestion systems, various committees, and external consultations to grasp and meet employees’ diverse needs as part our efforts to run more practical welfare systems. There are two retirement pension systems at DB Insurance to ensure stable management of employees’ retirement funds: the defined benefit (DB) plan and the defined contribution (DC) plan. We distribute funds across DB Life, Korea Investment & Securities, Hyundai Marine & Fire Insurance, Kyobo Life, Samsung Life, Hana Bank, Shinhan Bank, Lotte Insurance, Mirae Asset, Kookmin Bank, and Shinhan Life so as to comply thoroughly with legal standards for retirement benefits and manage related risks effectively.

Key Family-Friendly Programs

Children Tuition Fee	• Kindergarten: A monthly subsidy of KRW 150,000 for two years • High school: Coverage up to KRW 1,000,000 per quarter for entrance fees, tuition, and parent-teacher association dues • University: Coverage of entrance and tuition fees (up to KRW 4 million per year)
Dream Big Plaza	• An employee-exclusive website for sharing departmental Great Work Place (GWP) activities, fun events, core values, corporate culture activities, and social contribution activitie
Summer Resort	• 60 rooms available across the country, serving 1,140 users
Company's Condominium Hotels	• 226 condo memberships nationwide
Spouse Health Check-Ups	• Partial coverage of health check-up expenses for spouses of married employees
Remind Family	• Partial coverage of health check-up expenses for spouses of married employees
Family Day	• One-Day Family Workplace Visit Program for employees and their children

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Fostering a Working Environment through Mutual Communication and Welfare Programs

DB Insurance operates diverse programs to foster free communication between the company and employees. We strive to improve work efficiency and synergy among employees through communication. Also we are committed to creating a favorable working environment for employees through various welfare and benefits programs.

Communication Channels

Category	Program	Description
Between company and employees	Soda Talk Talk	An opportunity for dialogue between the CEO and employees In 2025, it connected with 517 employees in 10 sessions
	Various communication channels	Diverse communication channels like internal anonymous boards, external network anonymous surveys, and reporting channels to gather and improve feedback
	Corporate Culture Council	Choosing opinion leaders from Junior Board members in different departments and offices to provide feedback and participate in improving the company's work culture and policies
	PromyTV	Creating and airing weekly broadcasts for employees (Key topics: company's operational roadmap, key issues, and corporate culture)
	Management performance briefing	Monthly briefings on management performance and executive messages through monthly in-house broadcasts
Between employees	E-Promy Plaza	An online magazine for sharing economic and cultural news published by the PR Division, internal major issues, and employee contribution news (travel, department introductions, etc.)
	Dream Big Plaza	An employee-exclusive website for sharing and participating in departmental GWP and club activities, social contribution activities, corporate culture improvement activities
	On-site learning sessions	A venue for communication and discussion among field employees to share weekly departmental issues and strategic directions
	Job know-hows mentoring	One-on-one sharing of job know-hows and communication based on relationship
	Study groups	Promoting self-development, know-how sharing, and communication among employees with common job-related interests
Between organizations	Cross mentoring	Employees serve as mentors for reverse mentoring with executives and engage in cross-generational communication activities
	Dream Big Leaders Council	An organization designed to facilitate the company-wide work culture and interdepartmental collaboration through discussions among opinion leaders from each field
	Employee participation channel	An anonymous survey board designed to gather employees' feedback when making decisions on major frameworks and policies
	Employee satisfaction surveys	Internal Customer Satisfaction Index survey designed to improve service satisfaction in staff departments and employee satisfaction / ESI survey aimed at enhancing work quality and propose improvements

Welfare Programs

Category	Description
Welfare Programs	• Health check-ups and medical expense coverage for employees and their families • Psychological counseling system for employees and their families • Employee challengers (subsidies for exercise, dieting, etc.) • Online and offline education related to emotional labor, sexual harassment, and other work-related issues/Psychological counseling services for employees' stress management • Constant response system for diseases (prevention, treatment, sick leave, etc.) • Group accident insurance for employees and their families • Health information seminars • In-house clubs • Paid health check-up leave (1 day)
Fostering a healthy work environment	• Lighting, noise level, air quality, humidity, and temperature control to create an ergonomic work environment - Regular replacement of office furniture, including replacing all office lights with LED bulbs - Smart ventilation and indoor temperature control in company buildings, & HVAC system operation in major company buildings - Regular pest control activities
Fostering a flexible work environment	• Flexible working hours to facilitate work-life balance • Work-from-home guaranteed through IT systems
Creativity, Communication, Empathy Program	• Humanities and arts lectures (external speakers) • Volunteering for social contribution
Family-friendly programs	• 90 days of paid prenatal and postnatal leave • Congratulatory money for marriage and childbirth - Promy Child Love Daycare Center, an employee-only daycare center in Dongja-dong, Seoul • Financial assistance for children's tuition fees for kindergarten, high school, and university • Dream Big Plaza - An employee-exclusive website for sharing departmental GWP activities, fun events, core values, corporate culture improvement activities, and social contribution activities • (Paid) infertility leave for infertility treatment • Family care leave and absences • Awards (gold or cash) and leave systems based on length of service • Remind Family Program (a 1-night, 2-day family camp including children) • Family Day(bring your child to work program)
Stability funds	• Financial assistance for housing purchase and rental deposits, small loans, and condolence loans
Company housing support	• Company housing open to employees who are required to work in locations away from their primary residence - Temporary accommodation expenses, company housing rental fees (deposit, monthly rent), living expenses at company housing, and transportation costs for commuting to primary residence and working location
In-house clubs	• Subsidies for clubs involving leisure sports, social service, travel and hiking, culture and arts, and learning

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Social Contribution Initiatives

Guided by the vision of “Global Insurance Financial Group striving a Happy Society with Customers,” DB Insurance offers social contribution programs tied to its core business, and enthusiastically practices sharing with the local community to achieve mutual prosperity with diverse stakeholders. Especially since 2006, the Promy Volunteer Group, headed by the CEO, has been organizing volunteer teams across 29 hubs nationwide, steadily increasing social contribution activities with participation from employees and the sales family. In 2015, we launched the Promy PA Volunteer Group at the sales department level, promoting various volunteer activities tailored to the characteristics of each region.

Vision

Global Insurance Financial Group striving a Happy Society with Customers

Slogan

Together, Promise

Operation of social contribution programs tied to our core business

Engagement in social responsibility activities related to children, safety, and finance

- “Promise Together” Festival for Children’s Traffic Safety & Promy Safety Experience
- Organization of the Global Finance Exploration Contest
- One Company, One School financial education program for youth

Practicing sharing with the local community

Expansion of customized social contribution activities to create value for stakeholders in the local community

- Sponsorship programs for schools for the hearing impaired
- Conducting social contribution activities in Wonju, the home of the DB Promy Basketball Team
- Medical expense support for rare and intractable diseases

Expansion of social contribution activities by employees and sales family

Promotion of awareness-raising programs and activities for the fulfillment of social responsibility by employees and sales family

- Employee volunteering via the Promy Volunteer Group
- Volunteering led by the sales family

Annual Community Contribution Performance and Mid-to-Long-Term Goals

DB Insurance is committed to continuously enhancing its contributions to marginalized and disadvantaged groups in the region, going beyond the industry’s collective social contribution efforts. Our community contribution for 2025 amounts to KRW 2.7 billion, with the targets for subsequent years outlined below.

Annual Community Contribution Targets*			
Unit: KRW 100 million			
Category	2026	2027	2028
Amount of community contribution	30	32	34

* The contribution amounts and targets for the applicable year have been revised in accordance with changes to the classification criteria for social contribution amounts by category.



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Domain-Specific Social Contribution Activities

Programs Tied to Our Core Business

“One-Company-One-School” Financial Education Program for Youth

Since 2015, DB Insurance has partnered with elementary, middle, and high schools nationwide to deliver financial education designed for the youth. As of 2025, DB Insurance has signed partnerships with 8,988 schools nationwide, offering mobile financial literacy classes, financial education musicals for elementary and middle schoolers, and financial education programs under the middle school free-semester system. These efforts help students to develop essential financial knowledge from a young age. As the results, at the 2025 Awards Ceremony for Outstanding Companies in the One-Company-One-School Financial Education Program, DB Insurance received the Governor of the Financial Supervisory Service Award for the third consecutive year.

Conclusion of an MOU on Financial Education for Vulnerable Groups

To protect the rights of financial consumers and fulfill its role as a corporate citizen, DB Insurance sought to conclude a financial education agreement aimed at protecting vulnerable groups with the Korea Retired Financial Association. This agreement will facilitate the planning and execution of diverse educational programs, including financial scam prevention for senior citizens, fundamental financial education for North Korean defectors and multicultural families, and financial support education for vulnerable groups like single-parent families, households with child heads, and persons with disabilities.

The number of beneficiaries and the amount of benefits provided through financial education for vulnerable groups and the One-Company-One-School financial education program over the past three years are as follows:

Financial Education for Vulnerable Groups

Category	Unit	2023	2024	2025
Number of beneficiaries	Persons	4,716	5,020	4,456
Amount of benefifts	KRW	49,998,000	50,000,000	50,000,000

One-Company-One-School Financial Education Program

Category	Unit	2023	2024	2025
Number of beneficiaries	Persons	8,167	8,899	19,914
Amount of benefifts	KRW	84,000,000	79,774,000	116,554,000

DB Finance & Economics Contest

Since 2010, DB Insurance has been holding the DB Finance & Economics Contest to raise university students’ interest in finance and to nurture future financial professionals. The contest offers scholarships, international finance study trips, and resume screening exemptions for DB Group job applicants to domestic and international university (graduate) students who submit creative and practical ideas.

Promy 119 Safety Leader Camp

The Promy 119 Safety Leader Camp is a hands-on safety education program for adolescents, designed to enhance crisis response capabilities and safety awareness through a total of 34 practical programs, including live-fire suppression, disaster evacuation, and water safety. The program was organized around hands-on experiences simulating real-life situations, with more than 30 activities across six areas. The camp has been operated for two consecutive years since 2024, and in 2025, it was co-hosted by DB Insurance and the National Fire Agency, organized by the Jeonbuk Fire Headquarters and Namwon City, and held over a four-day, three-night schedule. The camp was successfully completed by stationing fire personnel and ambulances near the lodging and experience venues, while securing sufficient dedicated personnel for participant supervision and safety inspections.



Social Contribution Activities

Domain-Specific Social Contribution Activities

Employee Volunteer Activities

Employee Volunteering through the “Promy Volunteer Corp”

The Promy Volunteer Corp, composed of DB Insurance employees, has been active since its founding in 2006, participating in various community service initiatives such as plogging (eco-friendly jogging while picking up trash), creating care packages, and home improvement projects. These activities aim to deliver hope and warmth to local communities. Signature programs include the “Coal Briquette Sharing of Love” and “Love House”, which have been held annually since 2011. In the Coal Briquette Sharing initiative, employees donate and personally deliver coal briquettes to underprivileged households in Guryong Village of Seoul. The Love House project, in collaboration with the DB Promy Basketball Team, improves housing conditions for families in need through replacement of wallpapers, flooring, and more.

“Sharing Love” Volunteer Activities Led by Sales Team Members

The nationwide Promy PA Volunteer Group, comprised of DB Insurance agents, has formed sisterhood partnerships with 52 welfare institutions across Korea, focusing on serving underprivileged children and elderly people living alone. Volunteers visit partner facilities to assist with renovations, housing improvements, and cultural activities. In 2025, DB Insurance supported these 52 institutions with operational funds, and a total of 543 PAs performed 1,652 hours of volunteer work.

Biodiversity Conservation

East Asia-Pacific Biodiversity Conservation Project

DB Insurance carries out ecosystem conservation projects across East Asia and the Pacific in partnership with the Environment Ecology Meteorology ICT Consilience Forum. The company contributes to maintaining biodiversity by protecting wildlife and supporting related research. In 2025, it provided KRW 150 million to the International Ecology School in Mongolia, offering educational opportunities to approximately 80 next-generation environmental leaders from 10 countries and working to strengthen the global ecological network.



Promy Volunteer Corp



Sharing Love Volunteer (Gimjang Volunteering)



Sharing Love Volunteer (Making Tteok Volunteering)



2025 International Ecology School (Biodiversity Conservation)

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Community Contribution Programs

Treatment Expenses for Rare Diseases

May 2024, DB Insurance donated KRW 30 million to the Korea Organization for Rare Diseases to aid children suffering from rare and incurable diseases. The donation was raised through a customer participation event, where funds were automatically accumulated each time customers used insurance services via the DB Insurance mobile app or website between December 2023 and January 2024. Since 2011, DB Insurance has donated a total of KRW 440 million to approximately 980 children and families affected by rare diseases, and regularly invites their families to DB Promy basketball games in Wonju as part of its ongoing support efforts.

Category	Unit	2023	2024	2025
Number of beneficiaries	Persons	12	12	12
Amount of benefitts	KRW	34,872,700	34,756,650	34,743,000

Scholarship Award to Chungju Sungshim School

DB Insurance delivered a scholarship of KRW 30 million to students in need at Chungju Sungshim School in November 2025, with DB Insurance employees, school staff, and the baseball team present. For 13 years since 2013, we donated KRW 300 million in total of scholarships and support funds, which have been used not only for the baseball team's activities but also to help financially disadvantaged students pursue their dreams and mount challenges. We have been dedicated to enhancing social interest and improving the treatment of persons with disabilities since forging a sister relationship with Chungju Sungshim School in 2013, providing ongoing support for the baseball team's winter training and inviting students to watch Wonju DB Promy Basketball games.

Category	Unit	2023	2024	2025
Number of beneficiaries	Persons	13	13	12
Amount of benefitts	KRW	24,837,800	34,496,930	34,660,720

Sponsoring the KBS 119 Awards for Firefighters

Since 2003, DB Insurance has supported firefighters who risk their lives to protect the public during fires and emergencies. The company has been a proud sponsor of the KBS 119 Awards for 24 consecutive years to honor the noble sacrifices of firefighters and to promote fire safety awareness. DB Insurance also donates funds raised through the Promy Open Golf Tournament's "Birdies of Love" program to provide scholarships for children of firefighters who died in the line of duty.

Support for Gyeongbuk Wildfire Victims

On March 21, 2025, DB Insurance provided in-kind support to help residents affected by the large-scale wildfires in the Gyeongsang region recover quickly, while employees and PAs from the Daegu Business Headquarters engaged in volunteer activities, creating social value in areas linked to the company's core business. DB Insurance donated approximately KRW 100 million worth of daily necessities, hygiene products, emergency kits, and other supplies to help displaced residents return to their daily lives.

Environmental Education for Industrial Complexes

DB Insurance co-hosted the "Environmental Liability Insurance Youth Environmental Camp" with the environmental organization EcoNow in Taejeon, Chungcheongnam-do, for three days and two nights from September 5 to 7, 2025. The camp was offered free of charge, and among 150 elementary school students in grades 4 to 6, priority was given to students living in industrial complex areas. Major camp activities included learning about environmental pollution damage and recovery at the Oil Spill Recovery Memorial Hall, ecological exploration at Chollipo Arboretum, and expert lectures on environmental pollution and recovery, enabling young participants to develop environmental awareness and build their ability to respond to environmental pollution issues.

On the final day of the camp, outstanding participants are selected through a comprehensive activity evaluation and presented with the Minister of Environment Award and prizes, helping students grow into eco-leaders.



Sponsoring Chungju Sungshim School (watching Basketball games)



Donation of treatment costs for children with rare diseases



The 30th KBS 119 Awards Ceremony



Environmental Liability Insurance Youth Eco Camp

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Social Contribution Activities

Highlights of Our Social Contribution Activities

Together, Promise Festival for Safety and Environment

Together, Promise Festival
Promy Safety Experience



Promy Safety Experience is a hands-on educational program that helps children learn safety rules, practice environmental protection, and build healthy daily habits on their own. Launched in 2017, this initiative has continued as one of DB Insurance’s flagship social contribution campaigns to promote the values of safety and environmental protection in society. In 2025, it was operated for family visitors at Sejong Lake Park and Seoul Children’s Grand Park.

The hands-on programs were designed to help children make safety a part of everyday life and experience the importance of environmental protection. Through training on the safe use of descending life lines and elevators and fire prevention education, children were able to learn essential safety rules firsthand. Activities such as the proper disposal of expired medicines were also incorporated, allowing them to directly experience practical ways to protect the environment. Through a variety of participatory programs tailored to children’s level of understanding, the initiative provided opportunities for children to naturally develop proper awareness of safety and the environment, receiving a highly positive response from visitors.



Social Contribution Activities

Highlights of Our Social Contribution Activities

Traffic and Environment Challenge “Creating New Value with Social Ventures”

Through Support for Social Ventures

Creating Social Value

DB Insurance's Transportation and Environment Challenge is a differentiated social contribution program that provides funding and acceleration support for business growth to social ventures with solutions to social issues in the transportation and environment sectors. Since launching its first cohort in 2019, the program has discovered a total of 39 promising startups through 2025 and has served as a critical catalyst in helping innovative technologies translate into tangible social value beyond simple sponsorship.

Startups in the transportation and environment sectors often face structural limitations in attracting investment, despite having outstanding technologies, as their initial markets take a long time to form and monetization is slow. To fill this growth gap, DB Insurance provided commercialization funding and proof-of-concept (PoC) opportunities, while also helping individual companies secure objective credibility in the investment market by visualizing social impact that is difficult for them to measure on their own through Impact Reports.

In addition, by providing essential growth infrastructure such as VC networking through Demo Day and business model advancement through one-on-one mentoring, DB Insurance helped startups enter a self-sustaining growth trajectory. As a result of this support, companies in the seventh cohort demonstrated the effectiveness of the program by attracting a total of KRW 2.4 billion in follow-on investments, filing 44 patent applications, and signing five MOUs during the program period.



Environmental Concert “Raising Awareness of the Climate Crisis and Delivering Meaningful Messages for Environmental Protection”

Play Festival

Zero-Waste Environmental Concert

To raise awareness about environmental protection amid worsening climate crises like wildfires, rising sea levels, and air pollution, an environmental concert featuring K-pop artists was held. Alongside performances, K-pop artists promoted everyday eco-friendly practices such as reducing plastic use, using public transportation, and energy conservation. In alignment with the event's goals, banners, posters, and signs were made from eco-friendly materials, and environmental event booths were hosted with activities such as step-count certifications and quizzes on the environment.



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Measurement Overview

Beginning this year, DB Insurance introduced a social value measurement framework to systematically manage the social value created through its core insurance business and management activities and transparently disclose it to stakeholders.

Social value is measured by managing the outcomes generated from activities carried out by the headquarters using objective indicators and, where possible, monetizing them and linking them to financial performance. Through this approach, DB Insurance aims to manage the level of social value creation quantitatively.

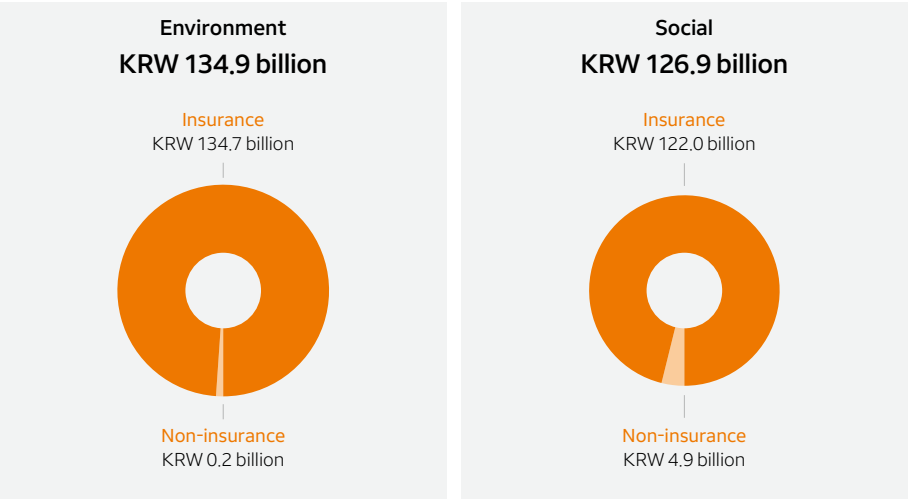
Measurement Scope and Classification Framework

In measuring social value, DB Insurance included insurance products and riders, as well as non-financial activities such as social contribution initiatives. Social value consists of environmental and social areas. Impacts created through the company's core insurance operations are managed under the "Insurance" category, while outcomes from fulfilling social responsibility through other activities are managed under the "Non-insurance" category.

	Environment	Social
	Effects generated by contributing to the mitigation of environmental pollution, including reductions in carbon emissions	Effects generated by contributing to improvements in the lives of various stakeholders through volunteer activities, education, and other initiatives
Insurance	• Evergreen Rider • Comprehensive Solar Power Insurance • Environmental Liability Insurance • Storm and Flood Insurance	• Safe Driving UBI Rider
Non-insurance	• Support for the East Asia-Pacific Biodiversity Conservation Project (International Ecology School)	• Financial education for vulnerable groups • Social venture support • Employee volunteer group • Youth Fire Safety ESG Camp • Social contribution activities, etc.

Social Value Performance

In 2025, DB Insurance created a total of KRW 258.2 billion in social value.



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Environmental Sector Key Cases

DB Insurance contributes to environmental protection and climate change response by operating insurance products that support eco-friendly energy generation and electronic policy terms and conditions as part of its green finance initiatives. The company also practices environmental protection beyond its core insurance business by supporting education related to biodiversity conservation projects.

In 2025, DB Insurance created a total of KRW 134.9 billion in social value across the insurance and non-insurance categories. For Environmental Liability Insurance and Storm and Flood Insurance, social value was calculated from the beneficiary perspective based on the insurance benefits paid by DB Insurance. For the Evergreen Rider, social value was calculated based on the insurance premiums discounted for policyholders.

Example

Measuring the Social Value of Comprehensive Solar Power Insurance

Social Value

=

Annual Power Generation

×

Electricity Emission Factor

×

Social Cost of Carbon

01

Annual power generation = Annual installed capacity of the invested solar power plants (MW) × Standard generation factor (MWh/MW)* × DB Insurance’s underwriting share

* The standard generation factor is calculated by dividing annual power generation by installed capacity, based on 2025 figures disclosed on the Renewable Energy Cloud Platform.

02

For the electricity emission factor, DB Insurance used 0.4173 tCO₂eq/MWh, the emission factor under the “2025 Approved National Greenhouse Gas Emission and Removal Factors” disclosed by the Ministry of Environment.

03

The social cost of carbon was calculated by converting into Korean won the estimated social cost of greenhouse gases per tCO₂ disclosed by the U.S. Environmental Protection Agency (EPA, 2023).

Social Sector Key Cases

DB Insurance provides environmental and financial education for various groups, including children and older adults, and continues to make donations and contributions as part of its efforts to support local community development and social contribution. The company also works to improve employee welfare by operating a range of welfare programs and systems designed to create a stable working environment for employees.

In 2025, DB Insurance created a total of KRW 126.9 billion in social value across the insurance and non-insurance categories. For the Safe Driving UBI Rider, social value was calculated by applying the total insurance premium amount and the average premium discount rate. For non-financial activities, social value was calculated by applying proxies to input costs.

Example

Measuring the Social Value of Non-Financial Activities

Social Value

=

Input Costs

×

Proxy by Activity Type

01

Social value in the social sector is generally calculated using a multiplier approach, which applies specific proxies to input costs. However, for activities without an appropriate applicable proxy, social value was calculated using the input-cost approach (Proxy = 100%).

02

The proxies used to calculate social value are as follows.

- Education: 118%
- Community development and others: 267%
- Others: 100%

* Source

Education: Holcim(2014)_G. Psacharopoulos and H.A. Patrinos, Returns to investment in education: a further update(2004) Community development and others: Holcim (2014), weighted average of other strategic social investment indicators: education 30%, infrastructure 30%, low-income housing support 20%, sanitation 20%

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Board of Directors

The BOD is the highest governance body at DB Insurance, tasked with making crucial business decisions and auditing corporate management. For increased fairness and transparency, the CEO and the Chairperson of the BOD play separate roles, instituting a system of responsible management from a strategic, long-term perspective. Furthermore, independent directors with varied professional backgrounds are appointed to maintain the board’s independence and integrity via checks and balances, including the operation of committees primarily composed of these directors to create a solid governance framework.

Taking into comprehensive consideration global governance trends and the internal and external business environment, DB Insurance continuously reviews the composition of expertise categories within its Board Skills Matrix (including AI/IT) and realigns its pool of director candidates accordingly.

Board Operations

Category	Unit	2023	2024	2025
No. of meetings held	Times	11	10	9
Agendas submitted	ea	34	45	45
Attendance rate*	%	100	100	100

* The attendance rate of all registered directors (2 inside and 3 outside), with each director attending at least 80% of meetings.

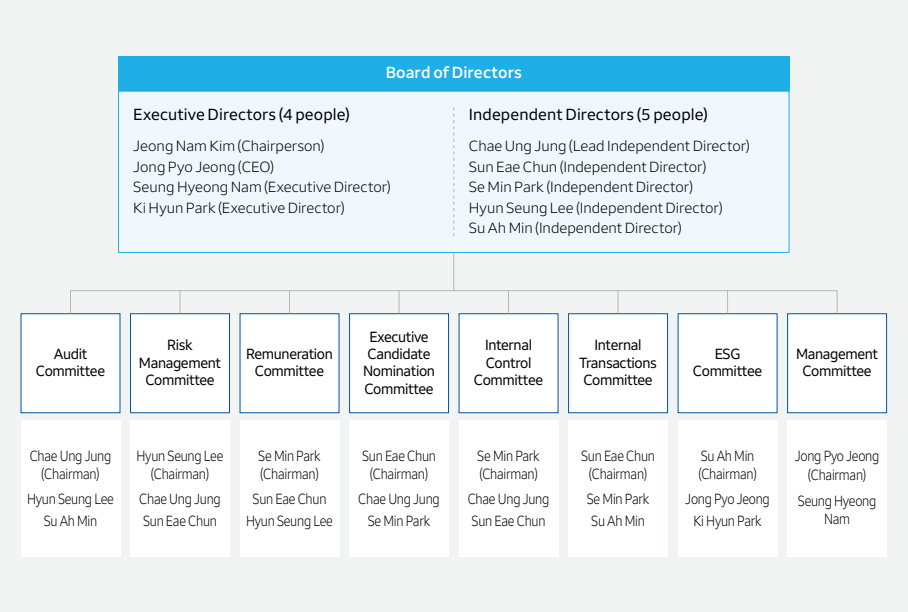


Board Composition

DB Insurance operates a Board of Directors consisting of nine directors in accordance with its Articles of Incorporation, maintaining a majority of outside directors by appointing five of them as such. At the 2026 annual general shareholders meeting, external directors Chae Ung Jung, Se Min Park, Sun Eae Chun, Hyun Seung Lee and Su Ah Min were appointed. In accordance with the “Act on Corporate Governance of Financial Services Companies”, Hyun Seung Lee and Su Ah Min were appointed separately as an external director who also serves as an audit committee member. In particular, to further strengthen the board’s expertise and diversity, ESG management is being actively promoted by appointing the former CEO Su Ah Min of Samsung Active Asset Management, an expert in Finance/Financial Services, as a female external director.

Board of Directors appointed Vice Chairman Jeong Nam Kim, who supported stable board operations and led the company’s sustainable growth despite the board’s expansion last year as Chairman of the Board in March 2026. Vice Chairman Kim was recommended for the position based on his extensive experience and knowledge in the property & casualty insurance industry and the broader financial sector, and he was appointed with unanimous consent from all board members, excluding himself. DB Insurance holds a regular board meeting once per quarter and convenes ad hoc meetings as needed in response to management issues. The board deliberates and votes on major management matters as defined by relevant laws, the Articles of Incorporation, and board regulations. In doing so, it considers social and environmental impacts as well as governance-related issues.

Board Composition Chart



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Board Skills Matrix

DB Insurance operates a board composed of directors with diverse careers and expertise, enabling their areas of expertise to converge and thereby supporting reasonable and fair decision-making regarding the Company's future strategy. Based on the directors' careers and academic backgrounds, the Company has established a Board Skills Matrix, which it refers to in board succession planning. The profiles and skills matrix of DB Insurance's board of directors, as of the end of March 2026, are as follows:

	Executive Directors				Independent Directors				
	Profile				Profile				
Name	Jeong Nam Kim	Jong Pyo Jeong	Seung Hyeong Nam	Ki Hyun Park	Chae Ung Jung	Sun Eae Chun	Se Min Park	Hyun Seung Lee	Su Ah Min
Position	Chairperson	CEO	Executive Director	Executive Director	Independent Director	Independent Director	Independent Director	Independent Director	Independent Director
Gender	Male	Male	Male	Male	Male	Female	Male	Male	Female
Term	2027.03 (3years)	2027.03 (3years)	2029.03 (3years)	2027.03 (3years)	2027.03 (1year)	2027.03 (1year)	2027.03 (1year)	2027.03 (1year)	2027.03 (1year)
	Expertise				Expertise				
Management/Leadership	●	●	●	●	●			●	●
Insurance	●	●	●	●	●	●	●		●
Law/Regulations					●	●	●		
Finance/Accounting	●	●	●		●			●	●
Consumer Protection						●	●		
ESG	●	●						●	
Financial Services/Capital Market			●	●		●		●	●
Global				●		●	●	●	

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Board Committees

A total of eight committees are operated under the BOD as of March 2026 according to relevant laws and the Articles of Incorporation: Audit Committee, Risk Management Committee, Remuneration Committee, Executive Candidate Nomination Committee, Internal Control Committee, Internal Transaction Committee, ESG Committee and Management Committee. These committees deliberate and make decisions on issues delegated by the board.

Board Committees and Roles

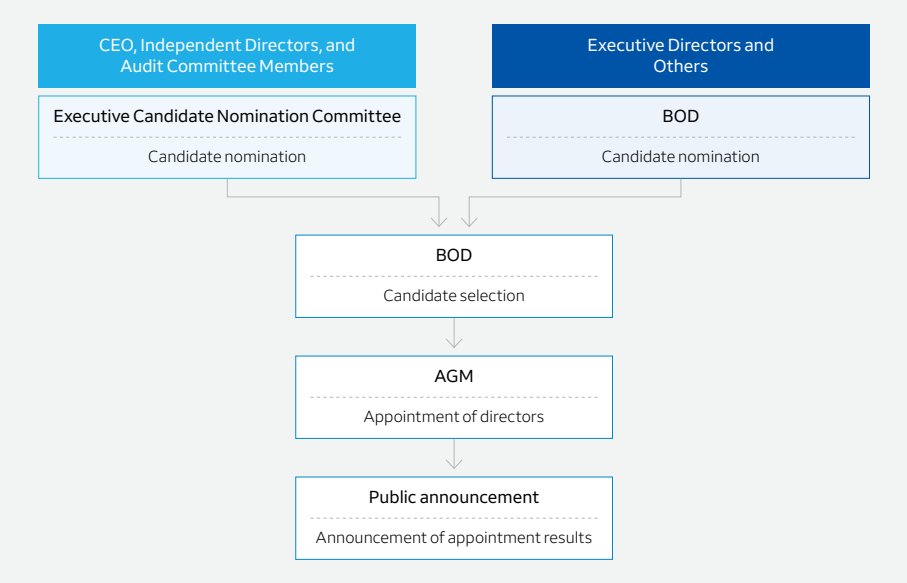
Unit: Person

Category	Key Roles	Composition		Chairperson	Requirements
		Independent Directors	Executive Directors		
BOD	Decision-making on key management issues such as convening AGMs and approving financial statements and business plans	5	4	Jeong Nam Kim (Executive Director)	If the board chairperson is not an independent director, a senior independent director (lead independent director: Chae Ung Jung) is appointed, and the majority should consist of independent director
Audit Committee	Selection of external auditors and independent accounting and auditing service providers; review of business and asset status, etc.	3	-	Chae Ung Jung (Independent Director)	At least 3 directors, with 2/3 or more being independent directors, and the chairperson must be an independent director
Risk Management Committee	Decision-making on key risk management issues, including the formulation of risk management strategies, setting risk management limits, and group risk management	3	-	Hyun Seung Lee (Independent Director)	At least 2 directors, with the majority being independent directors, and the chairperson must be an independent director
Remuneration Committee	Operation and review of performance-based remuneration systems for executives and employees	3	-	Se Min Park (Independent Director)	At least 3 directors, with the majority being independent directors, and the chairperson must be an independent director
Executive Candidate Nomination Committee	Management of CEO and independent director candidate pools, and nomination of candidates for CEO, independent directors, and audit committee members	3	-	Sun Eae Chun (Independent Director)	At least 3 directors, with the majority being independent directors, and the chairperson must be an independent director
Internal Control Committee	Establishment and Revision of Core Internal Control Policies and Strategies, Internal Control Standards, and Corporate Governance Regulations	3	-	Se Min Park (Independent Director)	At least 3 directors, with the majority being independent directors, and the chairperson must be an independent director
Internal Transaction Committee*	Conducting prior review to ensure the fairness of transactions between the Company and related parties	3	-	Sun Eae Chun (Independent Director)	Consisting of 3 independent directors
ESG Committee	Establishment of ESG policies and management systems for promoting sustainability management activities	1	2	Su Ah Min (Independent Director)	At least 3 directors, including the CEO, and the chairperson must be an independent directors
Management Committee	Decision-making on frequent general management issues such as opening and closing branches, and appointing branch managers	-	2	Jong Pyo Jeong (Executive Director)	At least 2 directors, and the chairperson must be the CEO

* Established by resolution of the 1st Board of Directors meeting held on February 27, 2026.

Director Appointment Process

DB Insurance recommends candidates for the Chief Executive Officer (CEO), outside directors, and Audit Committee members through the Executive Candidate Recommendation Committee in accordance with the Act on Corporate Governance of Financial Companies. Other directors are appointed by resolution of the General Meeting of Shareholders following candidate recommendations by the Board of Directors. Under internal regulations, the Executive Candidate Recommendation Committee consists of at least three directors, with outside directors making up a majority of the committee, and the committee chair is appointed from among the outside directors. DB Insurance’s Executive Candidate Recommendation Committee is composed entirely of outside directors to ensure that it can perform an independent oversight function over management. The committee establishes and manages candidate pools for outside directors and the CEO, and reports the status of candidate pool management to the Board of Directors at least once a year. In consideration of the Board Skills Matrix, the committee conducts two rounds of qualification review required by relevant laws and best-practice guidelines to recommend CEO, outside director, and Audit Committee member candidates with the capabilities and expertise aligned with the company’s strategic goals. It also closely reviews candidates’ key experience and areas of expertise before recommending final candidates. The CEO is appointed in accordance with the CEO Succession Regulations, which include CEO succession procedures and response measures for emergency situations. These systematic procedures help prevent management vacancies that may arise from CEO replacement, absence, or other contingencies. In addition, DB Insurance publishes an annual corporate governance report and transparently discloses detailed information on director appointments and related matters on its website.



* Separate appointment of one or more audit committee members

Pool of Candidates

Unit: Persons

Category	Composition	Category	Composition
Pool of CEO candidates	11	Pool of independent director candidates	84

Pool of Independent Director Candidates

Unit: Persons

Category	Public Sector	Finance	Academia	Law	IT	Medicine	Consumer Protection	Total
Total	13	24	15	18	6	3	5	84
Male	11	19	4	8	1	3	3	49
Female	2	5	11	10	5	0	2	35

Independence Standards for Independent Directors

- 01 An independent director must not have served as executives, including CEO, within the company in the last five years.
- 02 An independent director and their family must not have been compensated by the company, its parent,t or its subsidiaries in any form within the last three years.
- 03 An independent director and their family must not have served as executives in the company, its parent, or its subsidiaries in the last three years.
- 04 An independent director must not serve as an advisor or consultant to the company or its senior management and must not have any alliance with the company.
- 05 An independent director must not have any affiliations with major customers or partners of the company.
- 06 An independent director must not engage in personal transactions or service agreements with the company or its senior executives.
- 07 An independent director must not be involved in transactions or affiliations with non-profits that receive significant contributions from the company.
- 08 An independent director must not have been employed by the company's audit firm as a partner or staff member in the last three years.
- 09 An independent director must meet all independence requirements set by the BOD and must not have any conflicts of interest with the company.

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Independence of BOD

Under the Act on the Corporate Governance of Financial Companies, the senior independent director has the authority to convene and preside over meetings of independent directors. There are five independent directors at DB Insurance, each with a term restricted to one year. At the end of each fiscal year, the performance and competencies of the independent directors are objectively evaluated through a comprehensive review process.

As a board secretary, DB Insurance appoints a dedicated support department for external directors, consisting of one department head and two staff members. To ensure the independence of the department, staff do not hold concurrent roles that may present conflicts of interest. Also, DB Insurance amended its internal regulations to grant the Board of Directors the authority to participate in the performance evaluation of the head of the independent director support organization in 2025, thereby strengthening the independence of the dedicated support department for independent directors. This support allows independent directors to perform their duties more effectively, and the key activities of the support team from April 2025 to 2026 are as follows.

Activities to Enhance Board Independence

Independent Convening and Operation of Outside Directors' Meetings	The Lead Outside Director convenes and presides over Outside Directors' Meetings, which are composed solely of outside directors, in accordance with the Act on Corporate Governance of Financial Companies and the company's Internal Rules on Corporate Governance. In particular, beginning in 2026, DB Insurance has regularized Outside Directors' Meetings led by the Lead Outside Director at least once every quarter to enhance corporate value, enabling outside directors to independently gather opinions and continuously monitor management. At Outside Directors' Meetings, the outside directors present specific requirements regarding the company's major decision-making matters, as outlined below, and these requirements are reflected in management. Activities to Enhance Shareholder Value At the Outside Directors' Meeting held in January 2026, the outside directors requested the establishment of a mid- to long-term value-up policy, including an increase in the dividend payout ratio and the additional cancellation of remaining treasury shares. The company accepted the request and carried out dividend expansion and treasury share cancellation. Strengthening ESG and Responsible Management Between 2025 and April 2026, DB Insurance held regular Outside Directors' Meetings to monitor ESG issues and review and discuss the support required from the company to enhance the accountability of outside directors.
Support for Outside Directors' Activities and Ensuring Independence	To support the faithful performance of Outside Directors' Meetings, DB Insurance operates a dedicated support department consisting of one department head and two staff members. In accordance with the Internal Rules on Corporate Governance, when outside directors request materials or expert advice necessary for performing their duties, the support department provides assistance through an organized support system. DB Insurance also ensures that the outside director support organization does not concurrently perform duties that may create conflicts of interest. Since 2025, the company has further strengthened the independence of activity support by granting outside directors the authority to participate in the performance evaluation of the person in charge of the support organization.
Internal Control and Checks through Committee Activities	Outside directors perform a substantive oversight role through their activities on committees under the Board of Directors. They review the appropriateness of transactions among affiliates through the Internal Transactions Committee, which is composed entirely of outside directors, and continuously oversee the company's internal control and management activities through the Audit Committee, which is also composed entirely of outside directors, including two separately elected Audit Committee members.

The following summarizes the Outside Directors' Meetings held from 2025 to April 2026 and the key support provided by the dedicated support department.

Outside Directors' Meetings Held (2025–April 2026)

Category	Date Held	Meeting Agenda	Attendance Rate
2025			
1st Outside Directors' Meeting	April 24, 2025	• Monitored the material issues selected by the ESG Committee (ESG Materiality) • Reviewed the support required from the company to enhance the accountability of outside directors	100%
2026			
1st Outside Directors' Meeting	January 6, 2026	• Prepared shareholder return measures to enhance substantive shareholder value • Confirmed the support required from the company to enhance the accountability of outside directors	100%
2nd Outside Directors' Meeting	April 24, 2026	• Reported on the preparation of response materials to an open shareholder letter • Confirmed the support required from the company to enhance the accountability of outside directors	100%

Key Support Provided by the Dedicated Outside Director Support Department (2025–April 2026)

2025	February 28, 2025	Practical support for the Lead Outside Director and the Executive Candidate Recommendation Committee
	March 21, 2025	Support for deliberation on the composition of committees under the Board of Directors
	April 24, 2025	Support for holding the 1st Outside Directors' Meeting
	December 22, 2025	Practical support for the Board of Directors to conduct performance evaluations of the person in charge of the outside director support organization and the Appointed Actuary
2026	January 6, 2026	Support for holding the 1st Outside Directors' Meeting
	April 24, 2026	Support for holding the 2nd Outside Directors' Meeting

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BOD Activities

Board Expertise

Following the Executive Candidate Nomination Committee regulations and applicable laws, DB Insurance carries out a fair evaluation process for nominating independent director candidates, who are selected based on their expertise and practical experience in finance, law, accounting, economics, media, or other related fields.

Training and Education for Outside Directors (2025–April 2026)

Training Date	Details	Attendance Rate
March 21, 2025	• Company business status, governance structure including the Board of Directors, and key issues	100%
April 24, 2025	• Monitoring of ESG Materiality issues and confirmation of support required from the company to enhance the accountability of outside directors	100%
June 24, 2025	• Training on changes in management strategy resulting from amendments to the Commercial Act and the strengthening of directors' fiduciary duties	100%
September 26, 2025	• Current status of the U.S. insurance market and overseas business strategy	100%
November 19, 2025	• Climate risk assessment and global insurers' response strategies for climate change adaptation	100%
December 22, 2025	• Key market trends and management strategies, including environmental management	100%
February 27, 2026	• Directors' fiduciary duties and measures to advance the internal transaction review system	100%
April 24, 2026	• Sharing of progress on the Fortegra equity acquisition and market trends	100%

Board Diversity

The BOD bolsters diversity by electing directors with significant expertise and experience in diverse fields, including non-life insurance, fair trade, financial authorities, and personnel or labor management, all rooted in their professional knowledge of the financial industry. Furthermore, the board completely excludes any discriminatory elements based on race, gender, or disability.

Principles and Standards for Ensuring Board Diversity



A diverse workforce in age, gender, and ethnicity is regarded as an asset to the company. To deliver superior and fair customer service in all local communities where the company is active in its operations, DB Insurance strives to capitalize on the varied backgrounds, experiences, and viewpoints of its employees to ensure diversity across all business sites, including its affiliates and employees of all positions. Furthermore, we establish and enforce policies to ensure a proper understanding of diversity in all insurance business sectors, encompassing recruitment, staff training and competency enhancement, employment retention, job assignments, and mentoring and educational programs, thereby continuously enhancing diversity.



No Activities Giving Rise to Conflict of Interest

In accordance with relevant regulations, the BOD conducts prior reviews of potential conflicts of interest, such as internal transactions, through the Risk Management Committee and the Audit Committee, and receives regular internal audit reports. When potential conflicts of interest are identified through inspection and review, the BOD integrates review feedback into its resolutions, and if the proposal fails to satisfy the approval standards set out by the board and pertinent laws, the company may limit its execution. In compliance with Article 34 of the Enforcement Decree of the Commercial Act, the board is restricted from nominating or appointing individuals who serve as a director, executive director, or audit committee member in two or more companies.

BOD Activities

Board Performance Evaluation

DB Insurance conducts operational evaluations of the BOD and its committees, as well as assessments of all registered directors. The evaluation methods and key details are disclosed annually through the corporate governance report.

[Click here for the Annual Reposts on Governance and the Remuneration System](#)

Shareholder Composition

DB Insurance has issued a total of 65,500,349 shares, all of which are common stock, with no preferred shares issued. DB Insurance, being a Korea Exchange-listed company, is allowed to issue shares with limited voting rights. However, the issuance of dual-class shares such as poison pills and golden shares is restricted by domestic law.

* The total number of issued shares is as of the end of March 2026, following the completion of the treasury share retirement.

Enhancement of Fairness in Performance-Based Remuneration for Executives

DB Insurance operates a Remuneration Committee consisting of all three outside directors to ensure objectivity and fairness in evaluating the performance of management, including CEOs and CFOs. The Performance-Based Remuneration Regulation for Executives mandates that performance-based bonuses for executives be deferred for at least three years, with provisions for recovery of remuneration from executives explicitly set out. We publish the Annual Report on the Remuneration System, which outlines the operational status of the remuneration system, on the company website.

Employee Remuneration Ratio¹⁾

Category		Unit	2025 ²⁾
Remuneration for CEO and employees	Total Remuneration for CEO	KRW million	822
	Median value of Remuneration ³⁾ for employees	KRW million	93
	Average value of Remuneration ³⁾ for employees	KRW million	98
Ratio of CEO/employee remuneration	Compared to the median value	Times	8.86
	Compared to the average value	Times	8.79

- 1) Remuneration includes performance-based bonuses
- 2) The above figures are true as of 2025 (Jan. 2025–Dec. 2025) for the remuneration for CEO
- 3) This figure excludes the remuneration for CEO

Major Shareholders

As of MAR. 2026

Category	Ownership (%)	Note
Kim Nam-ho	9.74	Majority shareholder
Kim Jun-gi	6.43	Related party (relative)
Kim Ju-won	3.40	Related party (relative)
DB Kim Jun Ki Cultural Foundation	5.40	Affiliated public interest corporation
National Pension Service	8.33	Pension fund

* Based on the total number of issued shares (65,500,349 shares)



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Category		Unit	2023	2024	2025
DB Insurance key statistics * As of Dec. 2025	Total assets	KRW trillion	49	53	59
	Total capital	KRW trillion	9	8	10
	Net Written Premium Volume	KRW trillion	17	21	25
	Pre-tax profit	KRW trillion	2	2	2
	Sales organizations* Including cross PAs	Persons	22,756	22,756	25,123
	No. of customers	10,000 persons	11,508	11,508	12,351
Summary of income statement * Separate	Direct premiums written	KRW million	20,880,894.00	21,478,518.00	24,571,535.00
	Net Written Premium	KRW million	19,455,774.80	19,978,126.00	23,043,399.0
	Earned premiums	KRW million	19,320,160.90	19,918,318.00	23,014,216.0
	Loss	KRW million	16,534,387.70	17,322,011.00	21,069,324.0
	Loss ratio	%	85.6	84	88.0
	Net operating expenses	KRW million	3,521,741.20	4,061,471.00	4,572,364.0
	Expense ratio	%	18.2	20.4	19.9
	Insurance operating profit	KRW million	1,550,008.00	1,619,094.00	1,035,950.0
	Investment operating profit	KRW million	466,754.70	743,568.00	1,051,830.0
	Total operating profit	KRW million	2,016,762.70	2,362,662.00	2,087,780.0
	Non-operating/special gains and losses	KRW million	8,523.70	3,152.00	20,174.0
	Net profit	KRW million	1,536,746.00	1,772,229.00	1,534,880.0
Net defined benefit * Liabilities	Margin	%	10	10.3	8.3
	Present value of defined benefit obligation	KRW 100 million	3,079	3,296	3,294
	Fair value of plan assets	KRW 100 million	3,769	3,781	3,554
Net defined benefit liabilities		KRW 100 million	690	485	260
Summary of balance sheet * Separate	Operating assets	KRW million	44,932,418.20	49,627,473.00	56,076,105.0
	Asset operation rate	%	2.9	4.2	4.3
	Non-operating assets	KRW million	3,570,636.40	3,218,571.00	3,315,231.0
	Special account assets	KRW million	10,473.10	12,897.00	17,492.0
	Total liabilities	KRW million	39,837,977.70	44,442,942.00	49,553,927.0
	Paid-in capital	KRW million	35,400.00	35,400.00	35,400.0
	Total equity	KRW million	8,675,550.00	8,415,999.00	9,854,901.0
	Total assets	KRW million	48,513,527.70	52,858,941.00	59,408,828.0
Credit rating	Standard & Poor's	Grade	A+	A+	A+
	A.M.Best (Financial soundness)	Grade	A+	A+	A+

Category		Unit	2023	2024	2025
Corporate tax	Pre-tax profit	KRW million	2,025,286	2,365,814	2,107,954
	Nominal tax amount	KRW million	488,540	593,585	573,074
	Nominal tax rate	%	24.12	25.09	27.19
	Paid tax amount	KRW million	121,307	347,935	162,447
	Paid tax rate	%	5.99	14.71	7.71
	Direct premiums written	KRW million	20,309,410	20,744,280	23,708,601
Corporate tax payment * Domestic	Pre-tax profit	KRW million	2,251,434	2,328,698	2,071,531
	Amount paid as tax	KRW million	120,061	347,152	159,062
	Domestic tax reduction due to overseas tax payment	KRW million	-	-	-
Corporate tax payment * Overseas	Direct premiums written	KRW million	571,485	734,238	862,934
	Pre-tax profit ¹⁾	KRW million	(226,148)	37,116	36,423
	Amount paid as tax	KRW million	1,246	783	3,385
	Domestic tax reduction due to overseas tax payment	KRW million	-	783	4,933
Corporate tax payment * U.S.Branch	Direct premiums written	KRW million	498,540	665,267	791,990
	Pre-tax profit	KRW million	(189,984)	25,959	25,957
	Amount paid as tax	KRW million	694	783	2,649
	Domestic tax reduction due to overseas tax payment	KRW million	-	783	2,649
Corporate tax payment * Guam	Direct premiums written	KRW million	72,945	68,971	70,944
	Pre-tax profit	KRW million	(36,164)	11,157	10,466
	Amount paid as tax	KRW million	552	-	736
	Domestic tax reduction due to overseas tax payment	KRW million	-	-	2,284

1) The negative sign (-) for the 2023 pre-tax net income was omitted in the previous year's report due to a clerical error and has been corrected in this report.

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DB Securities (Consolidated)

Category	Unit	2023	2024	2025
Total assets	KRW million	10,211,960	10,670,641	14,264,733
Liabilities	KRW million	9,038,075	9,496,592	13,011,160
Capital	KRW million	1,173,885	1,174,049	1,263,573
Operating Revenue	KRW million	1,206,986	1,318,537	1,921,988
Net profit	KRW million	12,526	52,937	95,459

DB Life Insurance (Consolidated)

Category	Unit	2023	2024	2025
Total assets	KRW million	10,321,972	11,232,069	12,156,782
Liabilities	KRW million	8,533,166	10,108,400	10,963,437
Capital	KRW million	1,788,806	1,123,668	1,193,345
Operating Revenue	KRW million	1,504,692	1,761,577	1,875,107
Net profit	KRW million	141,695	145,823	181,637

DB Capital

Category	Unit	2023	2024	2025
Total assets	KRW million	504,880	619,675	751,851
Liabilities	KRW million	329,578	454,661	543,111
Capital	KRW million	175,302	165,014	208,740
Operating Revenue	KRW million	40,272	40,026	47,019
Net profit	KRW million	1,674	(9,871)	8,463

DB Savings Bank

Category	Unit	2023	2024	2025
Total assets	KRW million	2,438,588	2,707,572	3,130,069
Liabilities	KRW million	2,127,217	2,385,114	2,782,553
Capital	KRW million	311,371	322,458	347,516
Operating Revenue	KRW million	155,012	166,260	183,142
Net profit	KRW million	2,010	12,066	23,571

DB Asset Management

Category	Unit	2023	2024	2025
Total assets	KRW million	70,635	71,914	73,547
Liabilities	KRW million	7,019	8,915	9,673
Capital	KRW million	63,616	62,999	63,874
Operating Revenue	KRW million	19,272	27,411	34,763
Net profit	KRW million	1,412	49	2,055

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Category		Unit	2023	2024	2025
Class of shares and voting rights ¹⁾	Total	Shares	70,800,000	70,800,000	65,500,349
	Preferred stock	Shares	-	-	-
	Common stock (Voting shares)	Shares	60,043,469	58,697,606	61,961,279
	Common stock (Treasury shares)	Shares	10,756,531	10,756,531	4,856,880
Ownership of shareholders with over 5%	National Pension Service (No. of shares owned)	Shares	5,925,010	5,216,051	5,081,956
	Others (No. of shares owned)	Shares	14,127,090	14,127,090	14,127,090
	National Pension Service (Ownership) ²⁾	%	9.87	8.69	8.38
	Others (Ownership) ²⁾	%	23.53	23.53	20.57
Economic value distribution	Shareholders (Dividends)	KRW million	318,230	408,296	460,890
	Partners (Agency sales commissions)	KRW million	769,073	1,009,431	1,215,505
	Employees (Salaries)	KRW million	382,305	375,679	413,302
	Employees (Welfare benefits)	KRW million	65,570	75,779	146,311
	Local community (Social contribution amounts)	KRW million	8,605	9,005	9,374
	Government (Corporate tax)	KRW million	488,540	593,585	573,074

- 1) Due to the retirement of treasury shares, the total number of issued shares as of the end of March 2026 was 65,500,349.
- 2) Ownership ratios were calculated based on the total number of issued voting shares as of the end of each year.

ESG Financial Products

ESG-related loans, insurance, etc.

Category		Unit	2023	2024	2025
1Q Super Simple Health Insurance	No. of retained contracts (year-end basis)		33,119	40,838	33,816
	Insurance premium (direct)		25,835,914,427	31,834,812,560	24,932,358,440
2Q Super Simple Health Insurance	No. of retained contracts (year-end basis)		32,614	22,569	17,855
	Insurance premium (direct)		25,832,203,730	18,998,446,245	13,881,804,816
Calm Simple Health Insurance	No. of retained contracts (year-end basis)		49,556	40,879	35,284
	Insurance premium (direct)		54,889,238,633	44,368,413,998	36,034,089,757
Simple Casualty Insurance	No. of retained contracts (year-end basis)		132,242	139,393	148,787
	Insurance premium (direct)		76,388,903,331	80,276,650,842	88,189,644,219
Simple Family Love Dementia Nursing Insurance	No. of retained contracts (year-end basis)		18,368	25,248	25,096
	Insurance premium (direct)		26,356,792,251	23,439,001,736	25,420,309,614
Senior Indemnity Insurance	No. of retained contracts (year-end basis)		3,235	3,048	2,928
	Insurance premium (direct)		1,884,444,270	2,168,424,592	2,374,444,400
Motorcycle Driver Insurance	No. of retained contracts (year-end basis)		54,082	50,231	46,145
	Insurance premium (direct)		21,390,090,410	19,710,561,510	17,860,620,710
Good Simple Health Insurance	No. of retained contracts (year-end basis)		165,653	136,859	118,186
	Insurance premium (direct)		188,081,143,573	149,397,123,273	121,464,662,464
Excellent Simple Health Insurance	No. of retained contracts (year-end basis)		294,681	252,206	219,173
	Insurance premium (direct)		292,685,707,621	244,698,291,115	202,830,471,601
Custom Simple Health Insurance	No. of retained contracts (year-end basis)		834,212	1,318,023	1,455,698
	Insurance premium (direct)		554,163,599,014	1,073,706,199,943	1,263,259,196,016
Nursing Indemnity	No. of retained contracts (year-end basis)		25,447	35,930	26,520
	Insurance premium (direct)		15,435,353,630	53,116,396,300	43,833,061,639
Excellent 3.1.1 Simple Health Insurance	No. of retained contracts (year-end basis)		-	23,746	44,111
	Insurance premium (direct)		-	10,673,213,660	32,207,760,352
Custom Super Mild Simple Health Insurance	No. of retained contracts (year-end basis)		-	259,881	767,192
	Insurance premium (direct)		-	61,980,880,691	506,096,612,319
Promy Heart (Favorable to Low-Income Subscribers) Endorsement	No. of retained contracts (year-end basis)		2,095	11,687	12,972
	Insurance premium (direct)		1,734,677,640	8,604,058,532	9,573,682,025
Traffic Safety Education Silver Preference Endorsement	No. of retained contracts (year-end basis)		1,127	1,501	1,722
	Insurance premium (direct)		1,005,948,178	1,385,292,955	1,580,784,323
Gongduri Car Insurance	No. of retained contracts (year-end basis)		152	139	116
	Insurance premium (direct)		129,553,245	118,162,340	88,173,173

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Car insurance

Product	Unit	2023		2024		2025	
		No. of Contracts	Sales (Direct Insurance)	No. of Contracts	Sales (Direct Insurance)	No. of Contracts	Sales (Direct Insurance)
Ever Green Endorsement	ea, KRW million	3,066,276	2,479,052	3,182,311	2,671,694	3,403,299	2,809,363
Mileage-Based Endorsement	ea, KRW million	3,035,028	2,080,556	3,156,539	2,407,956	3,296,650	2,521,036
Safe Driving UBI Endorsement	ea, KRW million	733,239	503,889	1,006,178	717,424	1,225,231	830,818
Electric Vehicle Endorsement	ea, KRW million	103,080	107,426	115,587	121,800	140,852	143,900

General insurance

Product	Unit	2023		2024		2025	
		No. of Contracts	Sales (Direct Insurance)	No. of Contracts	Sales (Direct Insurance)	No. of Contracts	Sales (Direct Insurance)
Environmental Liability Insurance	ea, KRW million	15,222	28,910	15,378	26,700	15,512	22,918
Environmental Pollution Liability Insurance	ea, KRW million	4	250	5	243	4	271
Exclusive Insurance for LNG Power Plants	ea, KRW million	3	4,675	3	4,256	3	4,655.18
Promy Public Bicycle Full- Coverage Insurance	ea, KRW million	21	728	25	678	27	830
Liability Insurance for Solar Panel Rental Business Operators	ea, KRW million	-	155	8	139	8	107
Solar Panel Full-Coverage Insurance	ea, KRW million	2	1,966	4	2,486	4	2,741

Category		Subcategory	Unit	2023	2024	2025
Socially responsible investment	Renewable energy	Scale	KRW 100 million	7,255	7,318	8,295
		Revenue	KRW 100 million	307	312	376
		Rate of return	%	4.2	4.3	4.53
	Eco-friendly power generation	Scale	KRW 100 million	6,484	6,229	4,524
		Revenue	KRW 100 million	364	420	263
		Rate of return	%	5.6	6.7	5.84
	SOC	Scale	KRW 100 million	8,615	9,133	8,091
		Revenue	KRW 100 million	340	356	332
		Rate of return	%	3.9	3.9	4.11
	Total	Scale	KRW 100 million	22,354	22,680	20,910
		Revenue	KRW 100 million	1,011	1,087	971
		Rate of return	%	4.5	4.8	4.65
Waste generation and recycling	Recyclable waste		Tons	1,152	1,209	1,202
	Landfill		Tons	1,078	1,098	980
	Total waste generated		Tons	2,230	2,307	2,182

Category	Subcategory	Unit	2023	2024	2025
Water consumption by business site	Financial centers	m³	14,925	24,236	24,463
	Dongja-dong	m³	23,683	19,701	28,354
	Cho-dong	m³	11,708	11,070	25,181
	Data center	m³	11,235	11,791	11,616
	Yeoju	m³	2,145	2,476	1,978
	Dongnae-gu	m³	4,649	4,537	2,834
	Daegu	m³	834	599	614
	Gwangju	m³	2,231	2,080	1,886
	Masan	m³	2,463	2,107	1,604
	Leased	m³	254,020	272,118	369,786
Water withdrawal by business site	Total	m³	327,894	350,715	468,316
	Financial centers	m³	14,925	24,236	24,463
	Dongja-dong	m³	23,683	19,701	28,354
	Cho-dong	m³	11,708	11,070	25,181
	Data center	m³	11,235	11,791	11,616
	Yeoju	m³	2,145	2,476	1,978
	Dongnae-gu	m³	4,649	4,537	2,834
	Daegu	m³	834	599	614
	Gwangju	m³	2,231	2,080	1,886
	Masan	m³	2,463	2,107	1,604
Water discharge by business site	Leased	m³	254,020	272,118	369,786
	Total	m³	327,894	350,715	468,316
	Financial centers	m³	14,925	24,236	24,463
	Dongja-dong	m³	23,683	19,701	28,354
	Cho-dong	m³	11,708	11,070	25,181
	Data center	m³	11,235	11,791	11,616
	Yeoju	m³	2,145	2,476	1,978
	Dongnae-gu	m³	4,649	4,537	2,834
	Daegu	m³	834	599	614
	Gwangju	m³	2,231	2,080	1,886
Water discharge by business site	Masan	m³	2,463	2,107	1,604
	Leased	m³	254,020	272,118	369,786
	Total	m³	327,894	350,715	468,316

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Category	Subcategory		Unit	2023	2024	2025
Employees ¹⁾	Executives		Persons	58	61	60
	Employees		Persons	4,567	4,547	4,592
	Total ⁴⁾		Persons	4,625	4,608	4,652
	General manager (senior manager)	Male	Persons	184	181	177
		Female	Persons	4	6	10
	Deputy general manager/ manager (senior manager)	Male	Persons	1,358	1,338	1,355
		Female	Persons	153	165	178
	Assistant manager/ intermediate/ associate (senior/ manager)	Male	Persons	133	167	168
		Female	Persons	1,206	1,165	1,153
	Specialist/ Consultant	Male	Persons	228	237	236
		Female	Persons	1,301	1,288	1,315
Total		Persons	4,567	4,547	4,592	
Employment status ²⁾	College graduates		Persons	53	64	63
	Experienced employees		Persons	256	265	261
	Office female employees		Persons	94	28	18
	Total		Persons	403	357	342
Female worker employment status	No. of female hires		Persons	262	220	236
Education hours ³⁾	Total education hours	All	Hours	330,799	339,039	362,799
		Average per employee	Hours	71.5	73.6	78.2
	Education hours per person	Male	Hours	88.4	86.1	96.7
		Female	Hours	59.1	64.1	63.9
Education expenses	Total education expenses		KRW million	3,831	3,735	4,060
	Education expenses per person		KRW million	0.83	0.81	0.87
Key education achievements	No. of certification holders		Persons	202	226	138
	No. of insurance agent certification holders		Persons	1,488	1,605	1,673
Insurance agent certification holding rate			%	32.13	34.00	35.96

1) Excludes outside directors and advisors (part-time)
2) Correction due to change in calculation methods
3) Correction due to change in calculation methods
4) Due to a clerical error, the total number of employees for 2023 was incorrectly disclosed in the previous year's report and has been corrected in this report.

Category		Subcategory	Unit	2023	2024	2025
No. of study group participants			Persons	1,619	477	380
Satisfaction for ESI employee education and training			%	79.8	78.3	80.9
No. of employees who established selfdiagnosis and development plans ³⁾			Persons	2,460	2,355	2,357
Productivity per person			KRW million	5,090	5,330	5,520
Welfare expenses ⁴⁾	Total welfare expenses		KRW 100 million	783	899	835
	Welfare expenses per person		KRW million	16.9	19.5	18.1
Employees with parental leave	No. of employees eligible for parental leave		Persons	822	958	1,049
	No. of employees who took (taking) parental leave		Persons	125	162	179
Rate of return to work after parental leave ¹⁾⁴⁾	Male		%	100	63.6	225
	Female		%	100	84.4	94.9
Retirement	Turnover rate ²⁾		%	6.68	6.97	6.30%
	Voluntary turnover rate ³⁾		%	6.68	6.97	6.30%
Ethics compliance pledge	No. of employees who signed ethics compliance pledge		Persons	4,449	4,510	4,512
	No. of employees required to sign ethics compliance pledge		Persons	4,449	4,510	4,512
Ethical management education	Education hours		Hours	39,896	39,984	40,513
	No. of employees required to take ethics education		Persons	4,456	4,456	4,515
	No. of employees who completed ethics education		Persons	4,456	4,456	4,515
Occupational accidents	Occupational accident rate ⁵⁾		%	0.02	0.01	0.02
	Absence days due to occupational accidents		Days	-	33	76
	Working days ⁴⁾		Days	247	249	246

1) Rate of return to work after parental leave: Employees who returned to work within the year after taking parental leave / Employees expected to return to work within the year after taking parental leave
2) Includes voluntary retirement and dismissals, but excludes retirement due to age and disciplinary dismissals
3) Excludes voluntary retirement and dismissals from the number of employees who left
4) Due to changes in the data collection and calculation methods, figures from the previous report have been retroactively restated and disclosed.
5) Occupational injury rate = [(number of persons affected by accidents + number of persons affected by illness) / number of workers covered by industrial accident compensation insurance] × 100

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2025 Job Training Program Performance

Category	No. of Courses	No. of Participants	YoY Comparison
Individuals	20	1,070	17
Strategy	21	405	198
New Business	4	110	(-)131
Corporations	21	288	(-)131
Claims	32	236	(-)152
Asset	2	2	(-)72
Management/Customer	73	7,556	5,389
Total	173	9,667	5,160

Category	Subcategory	Unit	2023	2024	2025
Customer complaints	No. of customer complaints received	ea	6,711	6,684	6,814
	No. of complaints resolved among those received	ea	6,711	6,684	6,814
	Resolution rate	%	100	100	100
	No. of complaints filed through the Financial Supervisory Service	ea	4,187	4,086	5,803
	No. of insurance claim complaints received	ea	4,919	5,019	4,129
	Customer satisfaction score	Points	96.6	97	97.1
Customer satisfaction	Customer satisfaction performance	Rank	NCSI 2nd Place	NCSI (Long-term, Car) 2nd Place	NCSI (Long-term, Car) 2nd Place
			KS-SQI (Long-term) 1st Place	KS-SQI (Long-term) 1st Place	KS-SQI (Long-term, Car) 1st Place
			KS-SQI (Car) 3rd Place	KS-SQI (Car) 2nd Place	
Consumer evaluation panel	No. of Consumer Evaluation Panel members	Persons	13	14	15
	Improvement suggestions by the Consumer Evaluation Panel	ea	44	48	41
	No. of improvement suggestions adopted from the Consumer Evaluation Panel	ea	37	39	31
	Adoption rate of improvement suggestions from the Consumer Evaluation Panel	%	84	81	76
VOC management	Response rate within 1 hour	%	76.7	75	70.5
	Resolution rate within 24 hours	%	88	86	85
	VOC callback rate	%	18.2	17	19

Category	Subcategory	Unit	2023	2024	2025
Self-monitoring of insurance fraud	Complete sales rate	%	100	100	100
	Sanctions applied following an internal inspection of incomplete sales	ea	934	1,034	1,362
	Field inspection (individuals)	Business suspension	Persons	406	166
		Warning	Persons	438	256
	Field inspection (telemarketers)	Business suspension	Persons	22	19
		Warning	Persons	68	57
	CS Monitoring Score	Points	96.6	97.4	97.1
	Customer satisfaction survey DSCI - Long-term	Points	75.5	77.3	76.5
	KS-SQI preliminary survey - Car	Points	76.9	77.3	77.5
Insurance fraud detected		KRW 100 million	2,535	3,719	4,037
Business partner data	PAs	Persons	20,032	20,060	20,858
	Cross agents	Persons	3,570	3,777	4,265
	Individual agencies	ea	1,770	2,524	2,532
	GAs	ea	906	1,036	894
	Bancassurance	ea	48	48	60
	Emergency assistance network for vehicle breakdown	ea	461	445	442
	On-site assistance network for road traffic accidents	ea	259	241	221
	Car repair shop network	ea	275	259	248
	Accident investigators and loss adjusters	ea	9	8	10
	Family Satisfaction Index (Sales partner satisfaction survey)	Points	77.3	77.2	80
	Emergency dispatch service satisfaction	Points	99	99	99
	No. of entries per partner	ea	315	283	303
Blue Ribboncertified PAs		Persons	689	727	451

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Category		Subcategory	Unit	2023	2024	2025
Board composition		Male	Persons	4	8	7
		Female	Persons	1	1	2
		Under 30	Persons	-	-	-
		30–50	Persons		-	-
		Over 50	Persons	5	9	9
		Executives	Persons	58	57	64
		Total outside (independent) directors	Persons	3	5	5
		Non-executive directors	Persons	-	-	-
Pool of outside director candidates	No. of outside directors specialized in risk management		Persons	1	1	1
	Pool of CEO candidates		Persons	11	11	11
	Pool of candidates		Persons	94	90	84
Pool of outside director candidates by domain ¹⁾		Public sector (female)	Persons	2	2	2
		Public sector (male)	Persons	18	18	11
		Finance (female)	Persons	5	3	5
		Finance (male)	Persons	19	13	19
		Academia (female)	Persons	13	14	11
		Academia (male)	Persons	15	13	4
		Law (female)	Persons	12	10	10
		Law (male)	Persons	1	9	8
		IT (female)	Persons	5	5	5
		IT (male)	Persons	3	2	1
		Medicine (female)	Persons	-	-	-
		Medicine (male)	Persons	1	1	3
		Consumer Protection (female)	Persons			2
		Consumer Protection (male)	Persons			3

1) The "Consumer Protection" category among outside director candidate pools has been in operation since 2025; therefore, no data is available for 2023–2024.

Category		Subcategory	Unit	2023	2024	2025
Board status	Total no. of critical concerns reported		ea	-	-	-
	No. of meetings held		ea	11	10	9
	Average attendance rate		%	100	100	100
	No. of agenda items		ea	34	45	51
Stocks held by CEO and executives	No. of shares held by CEO and Chairperson		Shares	-	-	-
	Average no. of shares held by executives excluding CEO		Shares	50	12,900	1,702
CEO-to-employee remuneration ratio	Median employee remuneration (amount)		KRW million	84	84	92
	Average employee remuneration (amount)		KRW million	89	87	95
	Total remuneration of the CEO and Chairperson		KRW million	592	705	822
	Median employee remuneration excluding CEO (amount)		KRW million	85	85	93
	Average employee remuneration excluding CEO (amount)		KRW million	92	89	98
	Ratio of CEO's annual total remuneration to median employee remuneration of all employees excluding CEO		Times	6.96	8.00	8.86
Compliance Index	Ratio of CEO's annual total remuneration to average employee remuneration of all employees excluding CEO		Times	6.43	8.00	8.79
	Compliance Index		Score	97.6	98	97
Reports related to ethical management	Service (product) complaints		ea	54	53	81
	Employee corruption/misconduct		ea	-	-	-
	Partner complaints		ea	-	-	-
	Total		ea	3,530	4,361	3,559
Legal risk reviews	Headquarters inquiries		ea	1,095	1,279	1,133
	Sales Division		ea	2,330	2,948	2,317
	Claims Division		ea	105	134	109

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	2-3	Reporting period, frequency, and contact point	2
	2-4	Restatements of information	2
	2-5	External assurance	141
	2-6	Activities, value chain and other business relationships	16
	2-7	Employees	131
	2-8	Workers who are not employees	131
	2-9	Governance structure and composition	121
	2-10	Nomination and selection of the highest governance body	124~125
	2-11	Chair of the highest governance body	121
	2-12	Role of the highest governance body in overseeing the management of impacts	121
	2-13	Delegation of responsibility for managing impacts	121
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	2-15	Conflicts of interest	124
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	2-18	Evaluation of the performance of the highest governance body	124
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	2-21	Annual total compensation ratio	125
	2-22	Statement on sustainable development strategy	4
	2-23	Policy commitments	49, 50, 124
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	2-26	Mechanisms for seeking advice and raising concerns	49, 50, 124
	2-27	Compliance with laws and regulations	50~51
	2-28	Membership associations	20
	2-29	Approach to stakeholder engagement	21, 102, 109
	2-30	Collective bargaining agreements	109

Topic	Index	Description	Page
GRI 3: Material Topics 2021	3-1	Process to determine material topics	22
	3-2	Management of material topics	23~24
	3-3	List of material topics	23~24

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Topic	Index	Description	Page
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	56~60
	201-2	Financial implications and other risks and opportunities due to climate change	28~29, 31~35
	201-3	Direct economic value generated and distributed	108, 127
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	113
	203-2	Significant indirect economic impacts	113~115
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	51~52
	205-2	Communication and training about anti-corruption policies and procedures	51~52
	205-3	Confirmed incidents of corruption and actions taken	54
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	52, 134
GRI 207: Tax 2016	207-1	Approach to tax	56
	207-2	Tax governance, control, and risk management	56
	207-3	Stakeholder engagement and management of concerns related to tax	56
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	302-2	Energy consumption outside the organization	[Incomplete information]
	302-3	Energy intensity	37
	302-4	Reduction of energy consumption	37
	302-5	Reductions in energy requirements of products and services	[N/A] Due to the nature of the industry, we have not consumed energy for our products and services
GRI 303: Water and Effluents 2016	303-3	Water withdrawal	37, 130
	303-4	Water discharge	37, 130
	303-5	Water consumption	[N/A] Due to the nature of the industry, we have not consumed water for our products and services.
GRI 101: Biodiversity 2024	101-1	Policies to halt and reverse biodiversity loss	112
	101-2	Management of biodiversity impacts	112
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	37
	305-2	Energy indirect (Scope 2) GHG emissions	37
	305-3	Other indirect (Scope 3) GHG emissions	37~38
	305-4	GHG emissions intensity	37
	305-5	Reduction of GHG emissions	37
	305-6	Emissions of ozone-depleting substances (ODS)	[N/A] Due to the nature of the industry, we have not emitted any pollutants
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	[N/A] Due to the nature of the industry, we have not emitted any pollutants
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	30
	306-2	Management of significant waste-related impacts	30
	306-3	Waste generated and types	30
	306-4	Waste diverted from disposal	30
	306-5	Waste diverted to disposal	30

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	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	108~109, 131
	401-3	Parental leave	131
GRI 402: Labor/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	104~105
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	106~107
	403-2	Hazard identification, risk assessment, and incident investigation	106~107
	403-3	Occupational health services	106~107
	403-4	Worker participation, consultation, and communication on occupational health and safety	106~107
	403-5	Worker training on occupational health and safety	106~107
	403-6	Promotion of worker health	106~107, 108
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	106~107
GRI 404: Training and Education 2016	403-8	Workers covered by an occupational health and safety management system	106~107
	403-9	Work-related injuries	131
	403-10	Work-related ill health	131
	404-1	Average hours of training per year per employee	131
	404-2	Programs for upgrading employee skills and transition assistance programs	82, 94~95, 97~98
	404-3	Percentage of employees receiving regular performance and career development reviews	97, 131
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	131,133
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	[N/A]
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	110, 113
	413-2	Operations with significant actual and potential negative impacts on local communities	[N/A]
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	81
	417-2	Incidents of non-compliance concerning product and service information and labeling	[N/A]
	417-3	Incidents of non-compliance concerning marketing communications	[N/A]
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	49

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Topic	Disclosure	Page
Governance	The BoD's roles and functions for climate change-related risks and opportunities	26~27
	Management's role in assessing and managing climate change-related risks and opportunities	26~27
Strategy	Climate change-related risks and opportunities identified over the short, medium, and long term	28~29
	The impact of climate change-related risks and opportunities on the organization's businesses, strategy, and financial planning	28~30
	Resilience of the organization's strategy, taking into consideration different climate change-related scenarios, including a 2°C or lower scenario	31~34
Risk Management	The organization's processes for identifying and assessing climate change-related risks	28~29, 31~35
	The organization's processes for managing climate change-related risks	
	How processes for identifying, assessing, and managing climate change-related risks are integrated into the organization's overall risk management	
Metrics and Targets	Metrics used by the organization to assess climate change-related risks and opportunities in line with its strategy and risk management process	28~29
	Scope 1, Scope 2, and, if applicable, Scope 3 GHG emissions, and the related risks	37~38
	Targets used to manage climate change-related risks and opportunities and performance against targets	36

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Topic	Disclosure	Page
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	131~132
FN-IN-270a.1 (FN-AC-270a.2)	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	-
FN-IN-270a.2	Complaints-to-claims	-
FN-IN-270a.3	Customer retention rate	-
FN-IN-270a.4 (FN-AC-270a.3)	Description of approach to informing customers about products	55~57
FN-IN-410a.2 (FN-AC-410a.2, FN-IB-410a.3)	Description of approach to incorporation of ESG factors in investment management processes and strategies	72~73
FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	-
FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	74~75
FN-IN-450a.1	Probable Maximum Loss (PML) insured products from weather-related natural catastrophes	-
FN-IN-450a.2	Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	-
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	36
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	-
FN-IN-550a.2	Total fair value of securities lending collateral assets	-
FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	-

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To the Shareholders and the Board of Directors of DB Insurance Co., Ltd.,

Opinion

We have audited the separate financial statements of DB Insurance Co., Ltd.(the “Company”), which comprise the separate statements of financial position as of December 31, 2025 and 2024, and the separate statements of comprehensive income, changes in equity and cash flows for the years then ended, and notes, comprising material accounting policies and other explanatory information. In our opinion, the accompanying separate financial statements present fairly, in all material respects, the separate financial position of the Company as of December 31, 2025 and 2024, and its separate financial performance and its separate cash flows for the year then ended in accordance with Korean International Financial Reporting Standards (“K-IFRS”). We also have audited, in accordance with Korean Standards on Auditing (KSAs), the Company’s Internal Control over Financial Reporting (“ICFR”) as of December 31, 2025 based on the criteria established in Conceptual Framework for Designing and Operating Internal Control over Financial Reporting (“ICFR Design and Operation Framework”), and our report dated March 11, 2026 expressed an unmodified opinion on the effectiveness of the Company’s ICFR.

Basis of Opinion

We conducted our audits in accordance with KSAs. Our responsibilities under those standards are further described in the Auditors’ Responsibilities for the Audit of the Separate Financial Statements section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of the separate financial statements in the Republic of Korea, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the separate financial statements as of and for the year ended December 31, 2025. These matters were addressed in the context of our audit of the separate financial statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

Appropriateness of Loss Ratio Assumptions used in Estimating Insurance Contract Fulfillment Cash Flows

Why this matter was considered to be Key Audit Matters

Under K-IFRS No.1117 (“Insurance Contracts”), entities are required to estimate all future cash flows arising from insurance contracts to measure the related insurance liabilities. These cash flow estimates must reasonably and neutrally reflect all the conditions existing at the measurement date, including assumptions about future events. The Company has developed methodologies for deriving actuarial assumptions, incorporating various sources of information. This process requires significant management judgment and interpretation.

As disclosed in Note 3, management applies various actuarial assumptions to estimate future cash flows. Among these, the loss assumption involves more complex and diverse inputs, such as historical experience studies and requires a higher degree of management estimation and judgment. Given the significance of this assumption in the valuation of insurance liabilities, and the complexity and subjectivity involved in its determination, we identified this as Key audit matter.

As of the reporting date, the net carrying amount of the liability for remaining coverage, determined based on these future cash flow estimates, was KRW 10,116,569 million and is presented in the separate statements of financial position under Insurance Contract Liabilities and Insurance Contract Assets (see Note 27).

How the matter was addressed in the audit

We obtained an understanding of, and evaluated, the Company’s processes and internal controls relating to the loss ratio assumption. We evaluated whether the loss ratio was developed based on sufficient and reliable historical data and whether the experience data and other inputs used in the estimation process were appropriately collected and utilized in accordance with internal control procedures. We also understood the logic underlying the loss ratio assumption, evaluated the reasonableness and accuracy of the assumption through recalculations. In addition, we verified the completeness and accuracy of the experience data used in managements’ estimation by performing reconciliations. In performing these procedures, we involved our actuarial specialists to assist in evaluating the appropriateness of the assumption and the methodologies used.

Responsibilities of Management and Those Charged with Governance for the Separate Financial Statements

Management is responsible for the preparation and fair presentation of the separate financial statements in accordance with K-IFRS, and for such internal control as management determines is necessary to enable the preparation of separate financial statements that are free from material misstatement, whether due to fraud or error. In preparing the separate financial statements, management is responsible for assessing the Company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Company’s financial reporting process.

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Auditor’s Responsibilities for the Audit of the Separate Financial Statements

Our objectives are to obtain reasonable assurance about whether the separate financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors’ report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with KSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these separate financial statements.

As part of an audit in accordance with KSAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the separate financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company’s internal control.
- Evaluate the appropriateness of accounting policies used in the preparation of the separate financial statements and the reasonableness of accounting estimates and related disclosures made by management. DB Insurance INTEGRATED REPORT 2025 115
- Conclude on the appropriateness of management’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors’ report to the related disclosures in the separate financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors’ report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the separate financial statements, including the disclosures, and whether the separate financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. We also provide those charged with governance with a statement that we have complied with relevant ethical Independent Auditor’s Report, continued requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the separate financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditors’ report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

The engagement partner on the audit resulting in this independent auditors’ report is Jun Ho Lee.

Samil PwC Korea

CEO Hoonsoo Yoon

ICFR Operating Status Report of the CEO and the Internal Accounting Manager

To the Shareholders and the Board of Directors of DB Insurance Co., Ltd.,

The CEO and the Internal Accounting Manager have evaluated the DB Insurance Co., Ltd. (“the Company”)’s internal control over financial reporting (“ICFR”) as of December 31, 2025.

Responsibility for design and operation of ICFR rests with the Company’s management, including the CEO and the Internal Accounting Manager.

In order to ensure the reliability of financial reporting and disclosures, the CEO and the Internal Accounting Manager have evaluated whether the Company’s ICFR is effectively designed and operating to prevent and detect errors or fraudulent acts which may cause misstatement of the financial statements.

The Conceptual Framework for Designing and Operating of Internal Control over Financial Reporting (“ICFR Design and Operation Framework”), announced by the Internal Control Committee, was used as reference standard for designing and operating the Company’s internal control system.

The CEO and the Internal Accounting Manager have adopted the Best Practice Guidelines for the Assessment and Rep.orting of the ICFR, issued by the Internal Control Committee, as the assessment criteria when evaluating the Company’s ICFR.

Based on the evaluation conducted by the CEO and the Internal Accounting Manager, the Company’s ICFR is designed and operating effectively in all material respects, as of December 31, 2025, in accordance with the ICFR Design and Operation Framework.

The CEO and the Internal Accounting Manager have confirmed that the ICFR Operating Status Report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made not misleading.

They have further verified that the report does not contain any statements that could give rise to significant misunderstanding, and that they have reviewed and verified its contents with due care and diligence.

February 27, 2026

CEO Jongpyo Jeong

Internal Accounting Manager Seunghyeong Nam



DB Insurance Co, Ltd.

The Korea Management Registrar Inc. (hereinafter "KMR") has conducted the verification on the greenhouse gas(hereinafter "GHG") emission(Scope 1,2,3) in 2025 of DB Insurance Co, Ltd.

PURPOSE & SCOPE

- The purpose of this verification is to present an independent verification opinion on the greenhouse gas emissions inventory and the scope of the verification is as follows.
- Verification of places of business and emissions facilities under the control of DB Insurance Co, Ltd.

STANDARDS

- ISO 14064-3:2019
- ISO 14064-1:2018
- WRI/WBCSD GHG Protocol (2013)
- IPCC Guidelines for National Greenhouse Gas Inventories (2006)
- Guidelines on Emission Reporting and Certification under the Greenhouse Gas Emissions Trading Scheme (Ministry of Environment, 2025-64)

PROCEDURE

The assurance was conducted by the KMR based on a risk analysis approach and data evaluation. The data and factors applied to the calculation of GHG emissions were determined to be appropriate based on objective evidence.

INDEPENDENT

KMR does not have any stake in the verified entity and does not conduct verification with biased opinions/views. We have drawn an independent and objective verification conclusion based on the verification standards, and reviewed the every aspect of the verification we performed throughout the entire verification process through internal review.

LIMITATION

The verification team verified the related reports, information and data presented by the audited institution by sampling or enumeration methods. As a result, there are many inherent limitations, and there may be disagreements in the interpretation of appropriateness. Although we have tried to faithfully perform verification that meets the verification standards, we suggest that errors, omissions, and false statements that could not be found may be latent as the limitations to the verification.

OPINION

- The assurance engagement was performed to satisfy a limited assurance level, and no significant distortions were found in the verification results.
- According to KMR's approach, nothing was found that would lead to a finding that DB Insurance Co, Ltd. failed to disclose data and information that was accurate and reliable in all material respects.
- Criticality : meets the criterion, which is less than 5%

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GHG Emissions & Energy Consumption

	Direct emissions (Scope 1)	Indirect emissions (Scope 2)	Other Indirect Emissions (Scope 3)	Total (tCO2 eq)
2025	2,536.630	25,253.345	3,785,697.226	3,813,487
	Fuel	Electricity	Steam	Total (TJ)
2025	48.718	527.702	-	576

* The total may differ slightly from the sum of emissions by category due to rounding.

Scope 3 GHG Emissions

Category	Emission Activity	Emissions(tCO ₂ eq)	Note
CAT 1	Purchased goods and service	-	
CAT 2	Capital goods (Equipment, Office Equipment)	-	
CAT 3	Fuel and energy-related activities	-	
CAT 4	Upstream transportation and distribution	-	
CAT 5	Waste generated in operations	-	
CAT 6	Business travel	63.659	
CAT 7	Employee commuting	-	
CAT 8	Upstream leased assets	-	
CAT 9	Downstream transportation and distribution	-	
CAT 10	Processing of sold products	-	
CAT 11	Use of sold products	-	
CAT 12	End-of-life treatment of sold products	-	
CAT 13	Downstream leased assets	-	
CAT 14	Franchises	-	
CAT 15	Investments	3,785,633.567	

RESULTS

Based on the above assurance criteria, we did not identify any inappropriate calculations or errors for the emissions of major emitting facilities.
As a result, we express "unmodified" opinion.

※ The entity shall be responsible for preparing the verification materials in accordance with relevant laws and standards, and KMR's responsibility shall be limited to the parties to the verification contract under the terms and conditions agreed upon, and shall not be responsible for any other decisions, such as investments based on this verification opinion.

※ The company shall comply with the use of accreditation and logo marks under the agreement agreed with KMR.

June, 5, 2026



National Institute of
Environmental Research

C E O

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Independent Assurance Statement

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TCFD Index &
SASB Index

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ICFR Operating
Status Report of
the CEO and the
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Verification
Statement

→ Independent
Assurance
Statement

To readers of DB Insurance Integrated report 2026

Introduction

Korea Management Registrar (KMR) was engaged to conduct an independent assurance of DB Insurance Integrated report 2026 for the year ending December 31, 2025. The preparation, information and internal control of the report are the sole responsibility of DB Insurance's the management. KMR's responsibility is to comply with the agreed engagement and express an opinion to DB Insurance 's management.

Subject Matter

The reporting boundaries included the performance and activities of sustainability-related organizations as described in DB Insurance's report:

- DB Insurance Integrated report 2026

Reference Standard

- GRI Standards 2021

Assurance criteria

KMR applied the quality management system in accordance with ISO 17029 and KMR EDV 01, and carried out the verification in accordance with the assurance criteria of AA1000AS v3 and KMR's proprietary SRV1000. Under AA1000AS v3, we assessed the adherence to the four principles presented in AA1000AP:2018—Inclusivity, Materiality, Responsiveness, and Impact—and evaluated the reliability and quality of the data and information using. Under SRV1000, we conducted a multidimensional review aimed at zero data errors, applying expert judgment to determine the materiality criteria.

- ISO 17029 : 2019, ISO 14065 : 2020, AA1000AS v3 : 2020 (AccountAbility), AA1000AP : 2018 (AccountAbility), SRV 1000 : 2022 (KMR), KMR EDV 01 : 2024 (KMR)
- Levels of assurance/materiality: AA1000AS v3 – Type 2/moderate, limited/ not set

Scope of assurance

The information subject to verification in the sustainability report is as follows.

- GRI Standards 2021 reporting principles
- Universal Standards
 - GRI 2 General Disclosures 2021
 - GRI 3 Material Topics 2021
- Topic Specific Standards
 - GRI 101: Biodiversity(101-1, 101-2),
 - GRI 201: Economic Performance(201-1, 201-2, 201-3), GRI 203: Indirect Economic Impacts,
 - GRI 205: Anti-corruption, GRI 206: Anti-competitive Behavior, GRI 207: Tax,
 - GRI 302: Energy, GRI 303: Water and Effluents(303-3, 303-4, 303-5), GRI 305: Emissions,
 - GRI 306: Waste,

- GRI 401: Employment, GRI 402: Labor/Management Relations, GRI 403: Occupational Health and Safety, GRI 404: Training and Education, GRI 405: Diversity and Equal Opportunity(405-1), GRI 406: Non-discrimination, GRI 413: Local Communities, GRI 417: Marketing and Labeling, GRI 418: Customer Privacy

As for the reporting boundary, information external to the organization was excluded from the scope of assurance.

KMR's Approach

Our Assurance Team undertook the following activities for the agreed scope of assurance using the standard outlined above:

- Evaluating the appropriateness of the reference standard used as a basis for preparing sustainability information and the reliability of the materiality assessment process and its findings;
- Conducting inquiries to understand the data management and control environment, processes, and information systems (the effectiveness of controls was not tested);
- Evaluating the appropriateness and consistency of the methodology for estimation (note that the underlying data was not tested and KMR has not made any estimates);
- Visiting the headquarters, determining visit sites based on the site's contribution to sustainability and the possibility of unexpected changes since the previous period and sampling data, and carrying out due diligence on a limited number of source records at the sites visited;
- Interviewing people in charge of preparing the report;
- Considering whether the presentation and disclosures of sustainability information are accurate and clearly defined;
- Identifying errors through comparison and check against underlying information, recalculation, analyses, and backtracking; and
- Evaluating the reliability and balance of information based on independent external sources, public databases, and press releases.

Limitations and Recommendations

The absence of generally accepted reporting frameworks or well-established practices on which to draw to evaluate and measure non-financial information allows for different measures and measuring techniques, which can affect comparability between entities. Therefore, our assurance team relied on professional judgment. In a limited assurance engagement, the scope of the risk assessment procedures and the subsequent procedures performed in response to the assessed risks are limited than in a reasonable assurance engagement. Our assurance team conducted our work to a limited extent through inquiries, analysis, and limited sampling based on the assumption that the data and information provided by DB Insurance are complete and sufficient. To overcome these limitations, we confirmed the quality and reliability of the information by referring to independent external sources and public databases, such as DART and the National GHGs Management System (NGMS).

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Conclusion and Opinion

Based on the document reviews and interviews, we had several discussions with DB Insurance on the revision of the Report. We reviewed the Report’s final version in order to make sure that our recommendations for improvement and revision have been reflected. We found that the report was prepared in accordance with the criteria presented by DB Insurance, and nothing comes to our attention to suggest that the evidence obtained regarding its content is insufficient to provide a basis for our opinion. Our opinion on the principles is as follows:

Inclusivity

DB Insurance has developed and maintained different stakeholder communication channels at all levels to announce and fulfill its responsibilities to the stakeholders. Nothing comes to our attention to suggest that there is a key stakeholder group left out in the process. The organization makes efforts to properly reflect opinions and expectations into its strategies.

Materiality

DB Insurance has a unique materiality assessment process to decide the impact of issues identified on its sustainability performance. We have not found any material topics left out in the process.

Responsiveness

DB Insurance prioritized material issues to provide a comprehensive, balanced report of performance, responses, and future plans regarding them. We did not find anything to suggest that data and information disclosed in the Report do not give a fair representation of DB Insurance’s actions.

Impact

DB Insurance identifies and monitors the direct and indirect impacts of material topics found through the materiality assessment, and quantifies such impacts as much as possible.

Reliability of Specific Sustainability Performance Information

In addition to the adherence to AA1000AP (2018) principles, we have assessed the reliability of sustainability performance data, including economic, environmental, and social performance data. We interviewed the in-charge persons and reviewed information on a sampling basis and supporting documents as well as external sources and public databases to confirm that the disclosed data is reliable. Any intentional error or misstatement is not noted from the data and information disclosed in the Report.

KMR’s Competence, Independence, and Quality Control

Korea Management Registrar (KMR) is a verification body for the Republic of Korea Emissions Trading Scheme (K-ETS), accredited to ISO/IEC 17029:2019 (Conformity Assessment - General principles and requirements for validation and verification bodies), ISO 14067, the additional accreditation criteria ISO 14065, and ISO/IEC 17021:2015 (Requirements for bodies providing audit and certification of management systems). Additionally, KMR maintains a comprehensive quality control system that includes documented policies and procedures of the KMR EDV 01:2024 (ESG Disclosure Assurance System) based on ISO/IEC 17029 requirements and compliant with IAASB ISQM1:2022 (International Standard on Quality Management 1 by the International Auditing and Assurance Standards Board). Furthermore, KMR adheres to the ethical requirements of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior in accordance with the IESBA Code:2023 (International Code of Ethics for Professional Accountants). Our assurance team consists of sustainability experts. Other than providing an independent assurance, KMR has no other contract with DB Insurance and did not provide any services to DB Insurance that could compromise the independence of our work.

Limitations of Use

This assurance statement is made solely for the management of DB Insurance for the purpose of enhancing an understanding of the organization’s sustainability performance and activities. We assume no liability or responsibility for its use by third parties other than the management of DB Insurance. As this assurance statement may be subject to revision after the assurance date below, we recommend verifying whether this is the latest version.

July 20, 2026



CEO

E. J. Hwang

