

Total revenue	TQM's performance grew from previous year 2,068 Million baht +8% YoY
	Highest financial ratios in insurance sector
Net profit margin 21%	ROE ROA 18%
Source: SET Smart	

1H24 Highlights

Financial Highlights

Description (M baht)	1H24	1H23	Change
Service revenue	2,018.3	1,882.0	7.2%
Other revenue	49.9	33.8	47.7%
Total revenue	2,068.2	1,915.8	8.0%
Service costs	(988.2)	(910.7)	8.5%
Gross profit	1,030.1	971.3	6.1%
Administrative expenses	(497.6)	(489.6)	1.6%
Net profit	447.3	401.0	11.5%
Net profit – owners of parent	421.7	391.7	7.7%
Earnings per share (baht)	0.70	0.65	0.05

Total revenue of 1H24 grew from the increase of overall sales of insurance products,

mainly from motor insurance, especially renewal customers.

 $\underline{\text{Motor insurance}}$ increased from the trend of growing car usage.

<u>Accident and health insurance</u> continued to grow from increased customer awareness, with growth from group insurance as well.

Service cost increased YoY in line with the increasing revenue.

Administrative expenses slightly increased in line with the business expansion.

Profit Net profit increased due to enhanced sales efficiency across all channels, as well as effective management of service costs and administrative expenses.



Investor Relations

email: <u>ir@tqm.co.th</u> website: <u>www.tqmalpha.com</u> TQM News subscription: <u>www.tqmalpha.com/en/investor</u> relations/ir-enquiry/news-subscription

Industry Insights – Insurance Premiums by Region, 2023

Life Insurance Non-life Insurance Northeast Northeast 11% 12% South South 7% 8% Bangkok Bangkok 43% 44% 9% 8% North North 29% 29% Central Central

Source: Office of Insurance Commission (OIC)

TQM News

TQMalpha Achieves ISO/IEC 27001:2022 Certification, Ensuring Secure and Standardized Services

27 June 2024



TQMalpha has been awarded the ISO/IEC 27001:2022 certification, an international standard that outlines the framework for Information Security Management Systems (ISMS). This certification confirms that the company manages and protects customer data and critical organizational information effectively and with the highest security. This ensures that transactions and services are safer and more reliable. Additionally, there are plans to continuously develop and improve the security management system to maintain standards and enhance data protection efficiency in the future.



TQM News

TQM Wins Award at "LINE Thailand Awards 2023" for the Second Consecutive Year

9 April 2024



TQM wins the "Best Official Account in Insurance" award at the LINE THAILAND AWARDS 2023 for the second consecutive year, reaffirming its position as a leading brand in leveraging LINE OA to drive business growth through effective marketing, communication, and service development strategies. The award, based on performance and brand growth metrics on the platform, was presented by LINE Company (Thailand) Ltd. to recognize brands and organizations that use LINE creatively and effectively to achieve outstanding marketing success. Dr. Napassanun Punnipa Wins THAILAND TOP CEO OF THE YEAR for the Second Consecutive Year

20 June 2024



Dr. Napassanun Punnipa, CEO of TQMalpha, has been awarded "THAILAND TOP CEO OF THE YEAR 2024" in the Service Industry category for the second consecutive year. The award is presented by a panel from Business+ magazine in collaboration with the Faculty of Commerce and Accountancy, Thammasat University. It honors business leaders with exceptional vision and strategic management, recognizing top executives across various industries in Thailand.

TQM Products

TQM Partners with BKI to Launch Insurance Campaign for Salaried Employees, Offering Free Microinsurance

30 April 2024



TQM, in collaboration with Bangkok Insurance (BKI), launched the "Employee Insurance" campaign for Labor Day under the concept "Every Risk Can Be Managed." The campaign focuses on comprehensive coverage for salaried employees, freelancers, and laborers who do not receive full benefits from their employers. It offers a variety of affordable insurance plans, including auto, health, cancer, and accident insurance, addressing the diverse needs of workers. The plans also come with a 0% installment option for premium payments. TQM Enters EV Car Insurance Market, Responding to New Insurance Terms, Highlighting *'Kind Bear'* and 3 Services

30 April 2024



TQM launches the "EV Car Insurance Project" in line with the new electric vehicle insurance policy introduced by OIC. TQM has collaborated with insurance partners to develop coverage plans tailored to meet market needs across all segments. This enables customers to plan their expenses and choose suitable EV insurance options. The project ensures comprehensive protection for both the vehicle and driver, providing peace of mind for EV users. Additionally, TQM offers exclusive services such as *"Kind Bear Charging Assistance," "Kind Bear Towing,"* and *"Kind Bear Loan Car"* to enhance customer convenience at every service step.

