

## About Ping An Health

Ping An Health (PAH) is a specialized health insurer under the Ping An Group, a Fortune 500 company.

Upholding the philosophy of “Making People Healthier,” Ping An Health Insurance Company focuses on providing excellent high-end medical insurance for individual and corporate customers, as well as helping customers recover from various ailments. Ping An Health is not like other traditional health insurers who are only there when their customers fall ill or when they are involved in an accident; Ping An Health is a health enhancer that offers a completely different approach to health insurance by helping customers lower their healthcare costs, boost employee productivity and, ultimately, live life well.

Ping An Health has established a worldwide medical cooperation network and a customer service response system; both designed in order to provide group and individual customers with complete medical benefits, health care, and consultation services. Ping An Health has an advanced information management system which enables us to provide customers with 24-hour English/

Chinese bilingual call services and emergency assistance services in major countries and regions around the world.

In 2010, Ping An Health entered into a joint venture with Discovery, the largest health insurer in South Africa, which identified Discovery a strategic investor in to Ping An Group. With its global network, Ping An Health has an extensive business scope covering health insurance, accidental injury insurance, health insurance mandated by government, health consultation services, and health reinsurance.

Ping An Health actively takes part in the reformation of the national health system in China, explores the successful development model of private health insurance in China, strengthens the professional technology systems of the company, widens the service scope of the company and strengthens the company's ability to serve society, all in an effort to build a specialized, international health insurance company which makes a contribution to the wellness of people and the advancement of society.

### Facts & figures

- Insurope member since: 2001
- Financial Rating: A- by A.M. Best, AAA by Chengxin International Credit Rating

### Average Turnaround Times

- General Questions: 1 working day
- Local Quote: 5 working days
- Annual Renewal: 60-90 days in advance depending on the size of the company
- Rate Review: 5 working days
- Death Claims: 10 to 15 working days
- Disability Claims: N/A
- Medical Claims: 10 to 15 working days

### Benefits

- Insurable Benefits: ADLMCI
- Poolable Benefits: ADLMCI

### Minimum lives criteria

- For a group quote: 3 employees
- For pooling contract: 3 employees

### Local contact information

Ping An Health

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