Expertise Makes Life Simple

Ping An Insurance (Group) Company of China, Ltd.
Founded in 1988 in Shenzhen as the first joint-stock insurance company in China, Ping An was one of the three largest integrated financial groups in China with the support of the government, regulators, customers and society. Ping An also has the most comprehensive range of financial licenses and the widest range of products and services among retail financial life services groups in China. It strives to become a world-leading retail financial services group.

The Group is listed on the Main Board of the Hong Kong Stock Exchange (2318.HK) and Shanghai Stock Exchange (601318.SH).

Notes: (1) Forbes announced "Forbes Global 2000 ranking" in 2021 (Forbes Global 2000)
Ping An is a **mixed-ownership company** dually listed on the Shanghai Stock Exchange (A-shares) and the Stock Exchange of Hong Kong (H-shares). The shareholding structure of the Group is relatively scattered. There is no controlling shareholder nor de facto controlling party.

Shareholders holding more than 5% of equity interest of the Company

### Top 10 Shareholders

<table>
<thead>
<tr>
<th>Name of shareholder</th>
<th>Nature of shareholding</th>
<th>Shareholding percentage(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hong Kong Securities Clearing Company Nominees Limited</td>
<td>Overseas legal person</td>
<td>37.01</td>
</tr>
<tr>
<td>Shenzhen Investment Holdings Co., Ltd</td>
<td>State-owned</td>
<td>5.27</td>
</tr>
<tr>
<td>Hong Kong Securities Clearing Company Limited</td>
<td>Others</td>
<td>3.65</td>
</tr>
<tr>
<td>China Securities Finance Corporation Limited</td>
<td>Others</td>
<td>2.99</td>
</tr>
<tr>
<td>Central Huijin Asset Management Ltd.</td>
<td>State-owned legal person</td>
<td>2.57</td>
</tr>
<tr>
<td>Business Fortune Holdings Limited</td>
<td>Overseas legal person</td>
<td>2.43</td>
</tr>
<tr>
<td>Shum Yip Group Limited</td>
<td>State-owned legal person</td>
<td>1.41</td>
</tr>
<tr>
<td>Plenty Ace Investments (SPV) Limited</td>
<td>Overseas legal person</td>
<td>1.20</td>
</tr>
<tr>
<td>Dacheng Fund – Agricultural Bank of China – Dacheng Zhongzheng Financial Asset Management Plan</td>
<td>Others</td>
<td>1.10</td>
</tr>
<tr>
<td>Huaxia Fund – Agricultural Bank of China – Huaxia Zhongzheng Financial Asset Management Plan</td>
<td>Others</td>
<td>1.09</td>
</tr>
</tbody>
</table>

Notes: As of 31 December 2021, Hong Kong Securities Clearing Company Nominees Limited (37.01% Shareholding) is the nominee holder of the shares held by non-registered H shareholders of the Company. The shares held by Hong Kong Securities Clearing Company Limited (3.65% Shareholding) refer to the shares held by non-registered shareholders of the Northbound Trading of the Shanghai-Hong Kong Stock Connect Program.
A day in Ping An

Revenue:
Daily revenue of over **RMB 3527 million**; 2021 total revenue exceeded **RMB1,287,675 million**

Technological R&D:
Over **4,500** scientists and **110,000** technology employees

Scale of Customer:
**227 million** customers; **1 out of 6** Chinese are customers of Ping An

Scale of Employment:
Over **950,000** staff and agents; **1 out of 1,500** Chinese are employed by Ping An

Operating Profit:
Daily operating profit at **RMB 405 million**; 2021 operating profit of nearly **RMB147,961 million**

95511 Customer Service:
**2.76 million** service cases are handled per day, serving customers **1 billion times** in 2021

As of 31 December 2021

<table>
<thead>
<tr>
<th>Total assets</th>
<th>Retail customer</th>
<th>Contracts per customer</th>
<th>Internet users</th>
<th>Yearly active users</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10.14 trillion</strong></td>
<td><strong>227 million</strong></td>
<td><strong>2.81</strong></td>
<td><strong>647 million</strong></td>
<td><strong>345 million</strong></td>
</tr>
</tbody>
</table>
First Decade

Sales-driven
- Building institutional platform
- Exploring path for modern insurance

Second Decade

Service-driven
- Focusing on insurance development
- Exploring integrated financial module

Third Decade

Technology-driven
- Strengthening integrated financial practice
- Exploring “finance + technology”

Forth Decade

Demand-driven
- Deepening “finance + technology”
- Exploring “finance + healthcare”
Milestones of Ping An

- **1986**: Applied for License
- **1988**: Shenzhen Ping An Founded
- **1991**: China’s first joint-stock insurance company
- **1992**: Ping An Trust Founded
- **1994**: Morgan Stanley, Goldman Sachs become strategic shareholders
- **1995**: Ping An Annuity founded
- **1996**: Premium exceeded RMB50 bn
- **1998**: Total assets exceed RMB100bn
- **2002**: Ping An Group Founded
- **2003**: Centralized operation platform established
- **2004**: Launching banking business
- **2005**: Listed in Hong Kong
- **2006**: Ping An Annuity founded
- **2007**: Ping An Asset Management founded
- **2008**: Market cap exceeds RMB100 billion
- **2009**: Listed as the world’s largest insurance IPO
- **2011**: Explore “Finance + Technology”
- **2013**: Explores “Finance + Technology”
- **2014**: Completed the consolidation of Ping An Bank and Shenzhen Development Bank
- **2016**: Listed among Top 50 in Fortune 500
- **2017**: Market cap exceeds RMB 1 trillion
- **2018**: Total asset exceeds 10 trillion
- **2019**: IPO of Lufax
- **2020**: Retail customers exceed 200 million
- **2021**: IPO of Ping An Health (also know as Ping An Good Doctor)
Honors and awards

Rising on Fortune 500 list

- **2021**: Ranked 16th among Chinese insurers, Remained No. 1 among global diversified insurance companies.
- **2020**: Ranked 21st.
- **2019**: Ranked 29th, No. 1 among Chinese insurers.
- **2016**: Ranked 41st, Up 55.
- **2015**: Ranked 96th, Up 32.
- **2014**: Ranked 128th, Up 53.
- **2013**: Ranked 181st, Up 61.
- **2012**: Ranked 242nd, Up 86.
- **2011**: Ranked 328th, Up 55.
- **2010**: Ranked 383rd, Up 79.
- **2008**: Ranked 462nd.
- **Founded in 1988**

Widely felicitated

- **2021**: Ranked 6th on the 2021 Forbes Global 2000 and remained No. 1 among global diversified insurance companies.
- **2020**: Ranked 49th in 2021 “BrandZ 100” and ranked Global Banking and Insurance Institution Brand No. 1 for the first time.
- **2019**: Ranked No. 21 in Brand Finance “2021 The World’s 500 Most Valuable Insurance Brands” and remained No. 1 among global insurance companies for six consecutive years.
- **2018**: In 2021, Dr. Ma Mingzhe, Chairman of the Group, and the Directors of Board received the Directors of The Year Awards from the Hong Kong Institute of Directors.
- **2017**: In 2021, Ping An wins China Charity Awards for the third time winning it previously in 2008 before the first time in 2005.
01 Company Overview
02 Business Structure
03 Operation Features
04 Corporate Culture
Ping An innovatively built its “integrated finance + HMO managed care” service system.

World-leading Retail Financial Services Group

One Positioning

Two Focuses

Two Models

N Pillars

Integrated Finance

Healthcare

Finance + Technology

Finance + Ecosystem

Insurance

Banking

Asset Management

Financial Services Ecosystem

Healthcare Ecosystem

Auto Services Ecosystem

Smart City Ecosystem
Ping An Group’s subsidiaries include Ping An Life, Ping An P&C, Ping An Annuity, Ping An Health Insurance, Ping An Bank, Ping An Trust, Ping An Securities, Ping An Fund Management etc. covering all aspects of financial services and it has developed into one of the few financial companies in China that can provide customers with all-round financial products and services such as insurance, banking and investment.

**Business**

Insurance
- Ping An Life Insurance
- Ping An Property & Casualty
- Ping An Annuity Insurance
- Ping An Health Insurance

Banking
- Ping An Bank

Asset Management
- Ping An Asset Management
- Ping An Trust
- Ping An Securities
- Ping An Real estate
- Ping An Financial Leasing

Fintech Business
- Ping An Technology
- Lufax Holding*
- OneConnect*
- Ping An Health*
- Autohome ……

Note: *These business units are associates of Ping An Financial Technology, a subsidiary of Ping An Group
Ping An Life: China’s second largest life insurance company
With 35 branches (including seven telemarketing centers) and more than 3,250 outlets in China and a service network all over the country, it provides customers with a full spectrum of life insurance products and services.

Ping An P&C: the second largest P&C company in China
Developed and offered more than 1,000 types of main insurance providing risk protection for a total of 70 million individual and corporate users. The company has a network of 43 branches and more than 2,810 central sub-branches, sub-branches, sales services outlets and business outlets across China.

Ping An Annuity: the first professional pension company in China
Ping An Annuity aims to become a “professional pension fund asset management institution and a “leading healthcare management service provider”. With an AUM of RMB1.3 trillion, it provides annuity, insurance, asset management and medical insurance services to 490,000 corporate users and 233 million individual users.

Ping An Health Insurance: one of the first batch of licensed professional health insurance companies in China
Its medical service network covers more than 200 countries and regions around the world providing customers with full-process services of insurance protection + medical services + health management.

Ping An Concierge
“Insurance+ home-based eldercare”
Capitalizing on the strength of Ping An’s healthcare ecosystem, the elderly care service addresses 9 major pain points of elderly care at home. It provides customers with a dedicated concierge, 10 service scenarios and a single supervision system. The customer-centric one-stop elderly care service aims to ensure that elderly customers are comfortable and their families are put at ease.

Ping An Auto Owner app
Auto Insurance
“Ping An Auto Owner” is China’s largest car service app. The number of registered users has exceeded 150 million, the cumulative number of vehicles that link with the app exceeded 95 million and the number of monthly active users exceeded 37 million.

Ping An Good Welfare app
Insurance+health+annuity
Ping An provides corporate users with a comprehensive service platform that integrates insurance protection, health management and pension annuities with commitment to providing corporate users with professional, caring and efficient services.
“Ping An Pocket Bank” app
Retail Business

Integrates financial services with life scenarios and provides customers with seamless and customized online integrated financial services. The number of registered users of the “Ping An Pocket Bank” app closed to 135 million and the number of monthly active users exceeded 48 million as of December 31, 2021.

IoTFin
Corporate Business

“Nebula-IoT” platform leveraged technologies including AI, blockchain and the Internet of Things (“IoT”) to solve the problem of information asymmetry between the bank and enterprises. Through the launch of two satellites and one rocket, the platform connected over 11 million IoT devices as of December 31, 2021 and supported over RMB300 billion in financing in 2021.

“Ping An Hedging”
Interbank Business

The “Ping An Hedging” foreign exchange and interest rate derivatives trading volume grew 95.7% year on year to USD29 billion in 2021. Ping An Bank’s interbank institutional sales volume grew 84.0% year on year to RMB1,482.967 billion in 2021.

Business

Banking Business

Established in 2004, Ping An Bank (000001.SZ) positions itself as “a digital bank, an ecosystem-based bank, and a platform based bank” with a commitment to becoming China’s most outstanding and world-leading smart retail bank. As Shenzhen Stock Exchange’s first listed stock, Ping An Bank has now developed into a national commercial bank with 109 branches (including HK branch) and 1,177 business institutions.

Retail Business

Upgraded the “five-in-one” new model of a “comprehensive bank, AI bank, remote bank, offline bank and open bank”. As of the end of December 2021, retail assets under management were RMB3.18 trillion, increased 21.3% from the beginning of 2021; revenue from retail bank reached RMB98.237 billion, accounting for 58% of the total revenue.

Corporate Business

Ping An Bank leveraged technologies including AI, blockchain and IoT to drive corporate business innovation by playing right the “five cards” of Supply chain finance, bill integration, customer development platforms, sophisticated investment and financing, and ecosystem-based cross-selling. As of the end of September 2021, the corporate loan balance was RMB1.1531 trillion.

Interbank Business

Guided by the philosophy of “serving financial markets, interbank clients, and the real economy”, Ping An Bank has built a specialized product and service framework of “trade, hedge, interbank, custody and asset management”. Net assets under custody as of December 31, 2021, increased 31.0% to RMB7.62 trillion since the beginning of 2021.
Business Lines

$ Asset Management

Ping An Asset Management: One of the largest and most influential institutional investors in China
Provides asset management services for overseas banks, insurance companies, enterprises, and third-party clients such as overseas sovereign funds and institutional investors, which is ranked in the top 50 global asset management companies. As of December 31, 2021, its AUM amounted to RMB4.05 trillion, and the third-party AUM exceeded RMB500,000 million.

Ping An Trust: One of the top trust companies by financial strength in China
Focuses on two main segments of industrial investment and core trust businesses and is a model of financial institution’s support for the development of the real economy. Total assets held in trust reached RMB461,312 million, in which the investment category expanded 117.7% from the beginning of 2021 to RMB256,750 million as of December 31, 2021.

Ping An Securities: Transformed to become a smart securities service platform under the Group’s integrated financial services strategy
 Ranked 1st in the industry by number of retail customers (over 20 million), and among the top 3 securities firms by number of active app users as of December 31, 2021. It also ranked 1st in asset-backed securities volume and 7th in bonds underwriting respectively in 2021. PAS promoted underwriting services for the first exchange-traded carbon-neutral green corporate bonds.

Ping An Financial Leasing
A market leader in mature business sectors including energy, metallurgy, education, construction, manufacturing, vehicle financing, SME financing. Its comprehensive strength ranked top three in the industry with revenue exceeding RMB20,000 million, net profit growing 13.4% year on year, and total assets of 273,954 million in 2021.

Full-spectrum Asset Investment Capability
Asset management business
Ping An Asset Management possesses capabilities of cross-market asset allocation and full-spectrum asset investment, covering capital and noncapital instruments/markets such as stocks, bonds, funds, money markets, debts, and equities. The Third-party AUM and product portfolio ranked top in the industry.

Guanghe Expressway Project
Public REITs project
Ping An Guangzhou Comm Invest Guanghe Expressway Close-end Infrastructure Fund, launched in 2021, was the first batch of the largest publicly offered real estate investment trusts (REITs) in the market.

Family Trust
Wealth legacy preserving
With the most comprehensive family trust product system in China, Ping An is committed to helping customers achieve the goal of inheritance planning, risk isolation, asset management and return to society.
**Business**

**Fintech and Healthcare Business**

**Lufax Holding: China’s leading technology personal financial services platform**

Lufax Holding (NYSE: LU) provides financing services to small and micro-business owners and wealth management solutions for the middle class and affluent population. The balance of retail credit facilitated amounted to RMB661,029 million and client assets on the wealth management platform amounted to RMB432,656 million as of December 31, 2021.

**OneConnect: A technology-as-a-service provider for financial institutions**

OneConnect (NYSE: OCFT) provides clients with integrated products including Digital Banking, Digital Insurance, and Gamma Platform. In 2021, revenue grew 24.8% year on year to RMB4,132 million premium customers increased by 202 year on year to 796.

**Ping An Health: China’s leading online healthcare services platform**

Ping An Health (HKEX: 01833.HK; stock short name: PA GOOD DOCTOR) spared no effort to develop the ecosystem, medical service capabilities, customer acquisition channels, service networks, and technological capabilities. In 2021, Ping An Health delivered RMB7,334 million in revenue and had a total of 420 million registered users.

**Autohome: China’s leading online auto services platform**

Autohome (NYSE: ATHM; HKEX: 02518.HK) develops a smart auto ecosystem centering on data and technology, providing auto consumers with diverse products and services across the entire auto lifecycle. Autohome’s revenue and net profit reached RMB7,237 million and RMB2,582 million, respectively in 2021.
Promote two-pronged “integrated finance + healthcare” strategy

Ping An advances the “integrated finance + healthcare” strategic upgrade, builds the “integrated finance + HMO managed care” service system, develops the “finance + eldercare” and “finance + healthcare” industry ecosystems, and provides professional “financial advisory, family doctor, and eldercare concierge” services to give customers “worry-free, time-saving, and money-saving” financial and healthcare consumption experiences.

Ping An promotes innovation in fintech and healthtech and applies innovative technologies to “financial services, healthcare, auto services and smart city” ecosystems. Ping An empowers financial services with technologies, empowers ecosystems with technologies and empowers financial services with ecosystems hence creating the brand experience described as “Expertise makes life simple” to customers.
Integrated finance business model:
One customer, multiple products and one-stop services

A united touchpoint in front of customer

Products collection rally in a middle platform

Life insurance
Property and casualty insurance
Annuity
Bank
Asset management
...

Companies rally behind the scenes

Finance centralized
Customer service centralized
IT centralized
Human resources centralized
Backstage support centralized
...

Advantages: provide customers with “worry-free, time-saving, and money-saving” services while enhancing service efficiency, user experience, risk management and offering them at a lower cost
Ping An has been dedicated to the customer development under a customer-centric philosophy. Based on customer demand, Ping An matches products with scenarios, develops innovative product portfolio, and empowers its core business by leveraging advantages in its ecosystems. Ping An provides one-stop integrated financial services solutions and builds a heartwarming financial services brand by strengthening "Four connects and One Platforms (Account Connect, Data Connect, Product Connect, Benefit Connect, and Marketing Platform)".

Ping An upgraded its insurance trust products by combining them with eldercare programs or whole life insurance to improve customer experience, marking Ping An a market leader in terms of the scale and growth of product sales. New insurance trust product sales amounted to RMB29,284 million in 2021.

**Highlights**

- **Sales during the Ping An Jan 8 Marketing Campaign**: RMB5.06 trillion, +48% YoY
- **AUM in financial master accounts**: RMB321.6 billion, +132.2% from beginning of 2021

**Number of retail customers holding multiple contracts with different subsidiaries is growing**

( million persons )

<table>
<thead>
<tr>
<th></th>
<th>Dec 2017</th>
<th>Dec 2018</th>
<th>Dec 2019</th>
<th>Dec 2020</th>
<th>Dec 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail</td>
<td>29.6%</td>
<td>34.3%</td>
<td>36.8%</td>
<td>38.0%</td>
<td>39.3%</td>
</tr>
<tr>
<td></td>
<td>46</td>
<td>62</td>
<td>74</td>
<td>83</td>
<td>89</td>
</tr>
</tbody>
</table>

Retail customers holding multiple contracts with different subsidiaries with a proportion of retail customers holding multiple contracts with different subsidiaries.

Retail customers holding multiple contracts with different subsidiaries with a proportion of retail customers holding multiple contracts with different subsidiaries.
Corporate integrated finance

Integrated Finance “1+N (one customer + N products)”

Ping An’s corporate business strategy focuses on the tiered development of strategic customers, micro-, small and medium-sized enterprises, and financial institutions under the “1 + N” integrated financial services model. It provides differentiated services through three models, namely a sophisticated investment and financing model, a simple standard model, and a trading collaboration model. These three models have created synergies and significantly improved efficiency. The registered business users of the Ping An Digital Pocket, a centralized business portal for micro-, small and medium-sized enterprises, amounted to 8.1394 million as of December 31, 2021, up 682.5% from the beginning of 2021.

### New financing scale achieved through corporate business cross-selling

<table>
<thead>
<tr>
<th>Year</th>
<th>2020 (in RMB million)</th>
<th>2021 (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase</td>
<td>503,495</td>
<td>638,998</td>
</tr>
<tr>
<td>Percentage</td>
<td>26.9%</td>
<td>19.9%</td>
</tr>
</tbody>
</table>

### Written Premium of the Corporate Channel

<table>
<thead>
<tr>
<th>Year</th>
<th>2020 (in RMB million)</th>
<th>2021 (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase</td>
<td>4,938</td>
<td>5,920</td>
</tr>
<tr>
<td>Percentage</td>
<td>19.9%</td>
<td>20.3%</td>
</tr>
</tbody>
</table>

### Increase in underlying assets invested by insurance sourced funds from corporate business

<table>
<thead>
<tr>
<th>Year</th>
<th>31 Dec 2020 (in RMB million)</th>
<th>31 Dec 2021 (in RMB million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase</td>
<td>519,022</td>
<td>624,553</td>
</tr>
<tr>
<td>Percentage</td>
<td>20.3%</td>
<td>5.6%</td>
</tr>
</tbody>
</table>

### Increase in outstanding balance of retail assets referred by corporate business

<table>
<thead>
<tr>
<th>Year</th>
<th>31 Dec 2020 (in RMB trillion)</th>
<th>31 Dec 2021 (in RMB trillion)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase</td>
<td>1.21</td>
<td>1.28</td>
</tr>
<tr>
<td>Percentage</td>
<td>5.6%</td>
<td>1.28%</td>
</tr>
</tbody>
</table>

Notes:
(1) The new financing scale achieved through corporate business cross-selling refers to the scale of new financing projects achieved by the Group’s member companies through cross-selling.
(2) The written premium of the corporate channel refers to the corporate premiums achieved through cross-selling less that achieved by Ping An Life.
(3) The underlying assets invested by insurance funds sourced from corporate business refer to the assets sourced by the Group’s core financial companies, including Ping An Asset Management, Ping An Securities, and Ping An Trust, for the allocation of the Group’s insurance funds.
Risk isolation of integrated finance:
Established a strict firewall system between the group and its subsidiaries, separate operation and separate supervision

01 Corporate firewall
- As an investment holding company, the group does not operate any business.
- Each professional financial company operates independently and accepts the supervision of the financial supervisory authority.

02 Financial firewall
- The financial management of each professional company is independent from profit and cost-accounting are implemented which are audited by their respective appointed external auditors.
- Companies’ bank accounts, assets and liabilities are strictly differentiated and unfair transfers are prohibited.

03 Transaction firewall
- Established a transaction management system; the group’s related party transactions are regarded as transactions between independent companies; we abide by contract principles, refer to market pricing and conduct fair transactions.
- At the same time, we strictly abide by domestic and overseas listing rules, the "Articles of Association" and the regulations of CBIRC, CSRC and other ministries on related transactions.

04 Information firewall
- Established a completed information security management system strictly following the principle of "minimization of assigned authority" and assigning authorities according to actual work needs.
- Each professional company is strictly protected with its own business information, trade secrets and intellectual property rights; it never cross-uses or shares customer information without the authorization or consent of the customers.
Healthcare service model

Explore “HMO+ family doctor+O2O” model to provide “worry-free, time-saving, and money-saving” healthcare services

<table>
<thead>
<tr>
<th>Patients</th>
<th>Service providers</th>
<th>Payers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User</strong>: About 65% of Ping An’s over 647 million internet users used services</td>
<td><strong>Flagship facilities</strong>&lt;br&gt;- 5 aspects: Family doctor+health record, entry, payment, AI&lt;br&gt;- 4 procedures: Consultancy, diagnosis, treatment, service&lt;br&gt;- 4 scenarios: Health, disease, chronic disease, elderly care management&lt;br&gt;- Nearly 2,000 in-house doctors</td>
<td><strong>Customer</strong>: Nearly 100 million paying retail customers and approximately 40,000 paying corporate customers</td>
</tr>
<tr>
<td><strong>Customer</strong>: Nearly 63% of Ping An’s over 227 million retail customers used services</td>
<td><strong>Combining PKU Healthcare’s excellent resources</strong>&lt;br&gt;- Deploying 3A hospitals: PKUCare Luzhong, PKUCare Lu An, PKUCare Rehabilitation, Peking Intl., Longhua, ZiBo Central, Hunan Cardiovascular</td>
<td><strong>Insurance</strong>: Over RMB140 billion in health insurance premium income</td>
</tr>
<tr>
<td><strong>Service</strong>: Covers four healthcare scenarios including health, disease, chronic disease, and elderly care management</td>
<td><strong>Three networks</strong>&lt;br&gt;- Medical: 40,000+ doctors including 1,100+ renowned doctors and 1,000+ overseas healthcare management institutions&lt;br&gt;- Healthcare: Nutritionist, coach, therapist</td>
<td><strong>Commercial insurance</strong>: A leading healthcare insurance company in China</td>
</tr>
</tbody>
</table>

Empower network with technology<br>Covered 187 cities, 2,500+ diseases, and 10+ million chronic-disease patients<br>Serviced over 45,000+ medical institutions<br>Benefited 1.32 million doctors

Ping An Institute of Medical Science and Technology<br>Ping An Institute of Biomedical Sciences<br>Ping An Global Voyager<br>Ping An Overseas (Holdings)
Among Ping An’s more than 227 million retail customers, nearly 63% used services from the healthcare ecosystem. These customers held 3.3 contracts and RMB40,000 in AUM per capita respectively, 1.6 times and 3.0 times those held by customers who did not use these services, respectively.

Synergies between Ping An’s healthcare ecosystem and main financial businesses are emerging

- **Results**
  - **Healthcare**
    - Users: 400 million+
    - Services
      - 1) Medical: Over 40,000 in-house doctors and contracted external doctors and partnered with over 10,000 hospitals.
      - 2) Health: 202,000 pharmacies.
      - 3) Smart healthcare: Benefited approximately 1.32 million doctors at over 45,000 medical institutions.
    - Payment: Health insurance premiums of more than RMB140 billion.
  - **Financial services**
    - Retail customers: Lufax Holding served 15.52 million active investors and a total of 16.84 million borrowers.
    - Institutions: OneConnect served 109 overseas financial institutions and 62 government agencies and regulatory bodies.
  - **Auto services**
    - Dealers: 25,000 served
    - Automakers: 92 covered
    - Used cars: a leading online auction platform that contributed about 17% of China’s used passenger car transaction volume through used car deal matching and auction services in 2021.
  - **Smart city services**
    - Empower city governance: Launched in 165 cities
    - Support industries: Covered 1.74 million enterprises
    - Advance livelihoods: Served 140 million citizens

Note: (1) Data as of September 30, 2021; (2) Autohome’s 2020 Annual Report. (3) The data on used passenger car transactions is from the China Automobile Dealers Association (CADA).
As of 31 December 2021, Ping An’s technology patent applications totaled **38,420** and cumulatively won over **70** international championships in technology contests. Ranked first globally by the number of fintech and digital healthcare patent applications, also ranked first in the global ranking list by the number of AI patent applications.

**Technology empowerment: World’s leading eight fundamental technologies enables N integrated finance and healthcare businesses scenarios**

**N integrated financial services scenarios**
- Car accident loss assessment
- Inclusive loans
- Bank risk control
- Call center service
- Life reform
- 
- Askbob doctor assistant
- Image screening
- Disease prediction
- Intelligent diagnosis
- Health record
- 

**N healthcare services scenarios**

**Fundamental Technologies**
- AI
- Digital healthcare
- Micro expression
- Location-based services
- Knowledge graph
- Facial recognition
- Voice recognition
- Image recognition
- AskBob
- Blockchain

**Note:** The ranking by the number of AI patent applications is from the AI Patent Composite Index Report 2021 released by PatSnap Innovation Research Center. The ranking by the number of fintech patent applications is from the Global Fintech Patent Quality Top Ten 2021 released by 01 Caijing’s 01 Think Tank. The ranking by the number of digital healthcare patent applications is from the Digital Healthcare Patent Composite Index Report 2021 released by PatSnap Innovation Research Center.
Empower financial services with technology to promote sales, improve efficiency and contain risks

<table>
<thead>
<tr>
<th>Promote sales</th>
<th>Improve efficiency</th>
<th>Contain risks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales realized by AI service representatives&lt;sup&gt;(1)&lt;/sup&gt; (&lt; in RMB billion &gt;)</td>
<td>The amount of services provided by AI service representatives&lt;sup&gt;(2)&lt;/sup&gt; (&lt; billion times &gt;)</td>
<td>AI collected 28.9% of overdue loans</td>
</tr>
<tr>
<td>166.4</td>
<td>1.93</td>
<td>27.0%</td>
</tr>
<tr>
<td>2020</td>
<td>2020</td>
<td>2020</td>
</tr>
<tr>
<td>275.8</td>
<td>2.07</td>
<td>28.9%</td>
</tr>
<tr>
<td>2021</td>
<td>2021</td>
<td></td>
</tr>
<tr>
<td>29.1%</td>
<td>82%</td>
<td>78%</td>
</tr>
<tr>
<td>29.3%</td>
<td>84%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Notes:
1) Due to business adjustments, sales realized by AI service representatives in the Reporting Period exclude sales contributed by Ping An Bank and Lufax Holding. Relevant metrics and data for the comparable period have been restated accordingly.
2) The amount of services provided by AI service representatives refers to the total number of times of inbound and outbound call services provided by speech robots and text robots for lending, credit card and insurance business lines.
Core philosophy
Expertise creates value
Brand slogan:
Expertise Makes Life Simple

Mission
Creating value for customers, employees shareholders, and the society

Vision
World-leading retail financial services group

Values
Maximizing value is the standard for examining all work in operations and management of Ping An

Culture characteristics
Awareness of crisis, teamwork spirit, management culture and operation culture

Company motto
Leading expertise, credible services, value creation, social responsibility
Ping An supports rural revitalization through Rural Communities Support program

**Village Doctor**
Bridging the medical gap between urban and rural areas

- Total upgraded village clinics: 1,228
- Total trained village doctors: 11,843
- People covered by free medical examination: 110,000

**Village Officer**
Support for self-reliance based on local conditions

- Distributed poverty alleviation: RMB 41.85 billion
- Directly impacted filed low-income families: 150,200
- Benefited over low-income households: 730,000

**Village Teacher**
Optimize the allocation of quality education resources

- Supported primary schools: 1,054
- Trained rural schoolteachers: 14,110
- Benefited poverty students more than: 310,000

In 2018, Ping An launched the "Rural Communities Support" program in directions of "Village Officer, Village Doctors and Village Teacher" to support industry, healthcare and education. In 2020, thanks to its outstanding contribution to poverty alleviation, Ping An won the "National Poverty Alleviation Award" issued by the State Council.
Ping An Bank launched the first IoT satellite “PingAn-1”, satellite “PingAn-2”, and carrier rocket named “Ceres-Ping An Bank Digital Pocket” to help Ping An Bank further improve its supply chain financial service capability and support the high-quality development of the real economy.

Ping An funded the construction of Baihetan Hydropower Station with a total of RMB5.23 billion for 4 consecutive years to support hydropower station construction, resident migration and resettlement infrastructure.

Ping An provided loan support for the “Changyichang Railway PPP Project”, which is an important part of the “one horizontal” Xiamen-Chongqing corridor in the national “eight vertical and eight horizontal” high-speed railway network.

Ping An provided services for 16.84 million small and micro-businesses.

Following national strategies
Fostering high-quality development
### Sustainability: an ESG leader in China with ongoing positive impacts

#### Ping An’s Sustainable Development Model

<table>
<thead>
<tr>
<th>Index &amp; Rating</th>
<th>2021</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSCI ESG Rating</td>
<td>BBB</td>
<td>The highest level among China insurance companies</td>
</tr>
<tr>
<td>FTSE4GOOD Index Series</td>
<td>Included</td>
<td></td>
</tr>
<tr>
<td>CDP Rating</td>
<td>A-</td>
<td>The best rating among financial companies in China</td>
</tr>
<tr>
<td>Sustainalytics’s ESG risk rating</td>
<td>Lower risk</td>
<td>Leading position globally and the best rating among financial companies in China</td>
</tr>
<tr>
<td>Hang Seng Corporate Sustainability Index</td>
<td>A</td>
<td>Included in the Hang Seng China Enterprise Index ESG Index and the Hang Seng ESG50 Index</td>
</tr>
</tbody>
</table>

#### Global Partnerships

- UNEP Finance Initiative
- PRI Principles for Responsible Investment
- PSI Principles for Sustainable Insurance
- GIP Green Investment Principles
- Climate Action 100+
Green finance

Ping An strives to become a world-leading green finance group. By leveraging its integrated financial services, utilizing green insurance, green investment and green credit and supporting green development with strong measures, it contributes to China’s “3060” goal. Ping An has pledged to take the lead in achieving operational carbon neutrality by 2030 and will implement comprehensive policies to support the government’s green economy transformation and industrial upgrading. The Group actively supports the development of clean technology, renewable energy, energy efficiency improvement, innovative energy technology, carbon capture, ecological carbon sinks and carbon trading.

### Responsible investment and green finance

**Responsible Investment**

Total amount of responsible investment over RMB1.2 trillion

**Green Finance**

Green investment and financing: RMB224,580 million;
Green banking business: RMB89,813 million;
Environmentally sustainable insurance premium income in 2021: RMB44,569 million.

### Green finance plan

1. Aim to achieve annual growth rates for green investments in excess of 20%, green insurance premiums should exceed 70% while green credit balance should be no less than 20%.

2. By 2025, Ping An aims to achieve the overall targets with investment and credit of RMB400 billion and total green insurance premiums of RMB250 billion. It will actively promote green investment and climate change risk management, provide insurance premiums and offer green channels or preferential interest rate policies on loans to green projects and green companies.
Expertise makes life simple