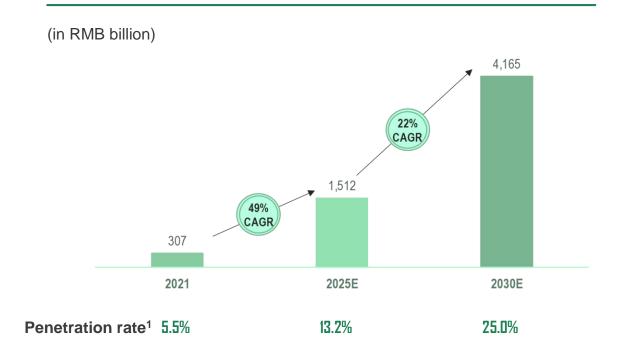


- Industry/Company Overview
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- **3** Strategic Practice



Enormous Opportunity: Rapid and Sound Development of the Digital Health Sector

Rapid growth of China's digital health sector



- Relieve the pressure on traditional offline medical treatment by fulfilling some medical needs of residents efficiently
- ✓ Address inequality of medical resources across different regions
- Reduce medical spending through ex ante healthcare management

Policies driving sound development

Continued policy support

- In January 2022, the 14th Five-Year Plan for the Development of a Digital Economy was issued, confirming that digital health is an essential part of digital economy.
- In May 2022, the 14th Five-Year Plan for National Health was launched, which clearly defined the role of digital health in chronic disease management and medical services.

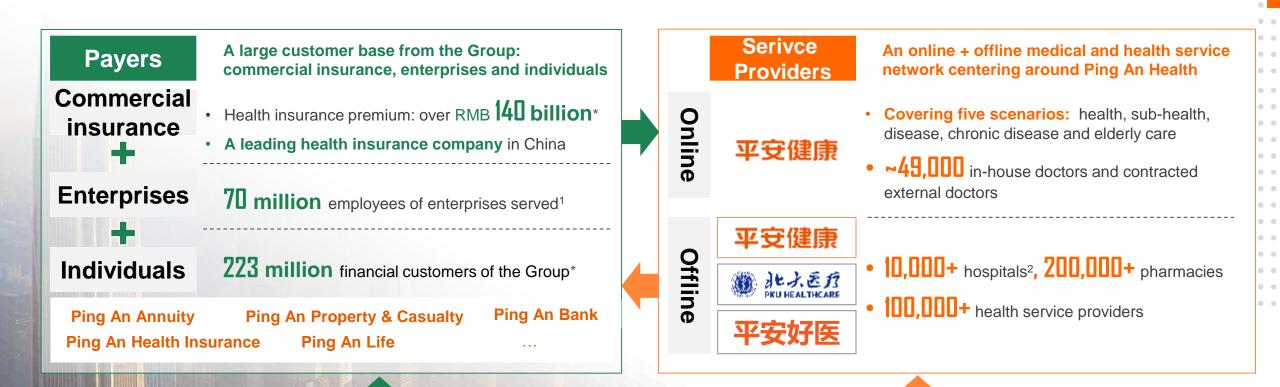
Reinforced regulation to promote compliance

- The Rules on Digital Diagnosis and Treatment Supervision (Trial version) clearly specified the digital diagnosis and treatment in five areas, including medical institutions, medical professionals, business activities, patient safety, and oversight.
- The National Medical Products Administration released a draft of the Regulations on the Implementation of the Drug Administration Law of the People's Republic of China for public comments, formulating rules on online drug transactions, which is expected to refine drug supply chain management.

Source: Frost & Sullivan



Managed Care Business Model with Chinese Characteristics: Ping 平安健康 An Health is an Integral Part of Ping An Group's Managed Care Model



Healthtech

Ping An Healthcare Technology Ping An Global Voyager Fund Ping An Overseas Holdings

One of the world's leading medical databases
A world leader in digital health patent applications

3,000 diseases covered
1.42 million doctors served by our Al-based diagnosis and treatment technologies

Notes: * Source: Ping An Group's 2021 Annual Results, Ping An Group's Q1 2022 Results

2. The total number of Ping An Group's partnered hospitals is 10,000, and 3,000 of them are Ping An Health's.

^{1.} Enterprises with the number of employees being over 500 or registered capital more than RMB500 million (according to data as of 30 September 1).





Strategic Panorama of Ping An Health: Implementing the the Strategy of Managed Care by "3+1+3" Model

Value proposition: worry-free, time-saving, and money-saving





Differentiation: Business Model Differentiates Us from Market Peers in Four Aspects



- Not merely rely on online customer Provide far r
- Provide online + offline closedloop services for quality users with willingness to pay

acquisition



Medical + Health
One-stop platform

- Provide far more than medical services
- Build a one-stop platform to provide cost-effective, integrated medical + health solutions



Doctors + Patients Convenient bridge

- Not solely rely on revenue from pharmaceutical e-commerce
- Family doctor membership can provide 7*24h end-to-end services like consultation, prescriptions, referral, follow-up visits and monitoring, and health counseling



PA Health + PA Group Strategic synergies

- · Not work alone
- Leverage Ping An Group's channels to promote integration of products and provision of services, better meeting the needs of users within and outside the Group consistently



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Overview of Performance Highlights

Payers for Managed care



- Provided heartwarming financial services through integration with Ping An Group's channels and business scenarios
- Advanced corporate health management services to build managed care business model with Chinese characteristics

Family doctor memberships



- Enhanced family doctors' diagnosis and treatment capabilities and end-to-end service capabilities by optimizing products
- Improved the specialty service capability and expanded coverage in medical services

O20 health services



- Continued to expand the service network and optimize the provider management system
- Empowered the pharmaceutical ecosystem
- ✓ Innovated health services



Steady Growth in Cumulative Consultations, LTM Paying Users, and Revenue from the Service Network



Cumulative consultations¹



LTM paying users²



Percentage of revenue from the service network³

Notes:*The comparison here refers to the LTM data as of 30 June, 2022 vs the LTM data as of 31 December, 2021

- 1. The cumulative number of consultations of the Company as of 30 June, 2022
- 2. LTM paying users refer to the number of users who purchased our products or services through mobile apps, WAP or plug-in channels at least once over the past 12 months from 1 July, 2021 to 30 June, 2022
- 3. The percentage of the Company's revenue that comes from the "online, in-store and home-delivered" network as of 30 June, 2022



F-end: Providing "Heartwarming Services" by Exploring Financial Business Scenarios

Integration with financial businesses

Provide "heartwarming services" in three core scenarios



Ping An Life



Ping An Health Insurance



Ping An Property & Casualty



Ping An Bank

Integration of products

Embed healthcare benefits into policies

Critical illness

insurance + healthcare

benefits

(Zhen Xiang RUN)

Embed healthcare

benefits into critical

illness policies

Million-cover +

outpatient package

Pioneer million-cover

medical insurance +

family doctor services

Scenarios

Products

Services

Centralized procurement of benefits

Provide customers with diverse benefits through centralized procurement at Ping An Group's insurance/banking subsidiaries

Provision of services

Provide high-quality healthcare services to help boost recruitment, customer acquisition and upselling for insurance

Renowned doctors

Health checkups

Innovative testing

Sports management

F-end paying users*

33⁺ million

Healthcare benefits

Provide benefits such as online consultation, family doctor memberships, and Outpatient Green Line

Pharmacy and clinic benefits

Offer online + offline pharmacy and clinic networks and drug benefits Service satisfaction of Zhen Xiang RUN

98%+

Note: *LTM paying users as of 30 June, 2022



B-end: Providing Solutions in Full Scenarios to Achieve Greater Penetration of Employees and Customers of Enterprises

Solutions in full scenarios, build up new mode of corporate health management

Healthcare Add-on

Workplace Health

Smart Clinic

Employees of enterprises

Central enterprises and state-owned enterprises, foreignfunded enterprises and large/medium-sized private enterprises

"Enterprise EZHealth" product system

Health Checkup +

- Full-lifecycle employee checkups
- Digital corporate health management

Health Management +

- Guarantees for adequate healthcare services
 Fasy healthcare access
- Easy healthcare access for employees
 Redemption of employee benefits

Customers of enterprises

Large/medium-sized enterprises mainly engaging in the C-end business

Benefits

Free benefits

Joint memberships

Integration of products

Redemption of gifts

Plug-ins

Consultation Drug purchase

Online mall

Operation system

Core

clients

Product

system

Online standard operations

Offline tailored operations

Our solution

Provide
1 family doctor



Build 1 smart platform



Offer 1 service system



Create nationwide network

Total number of enterprises served*

749

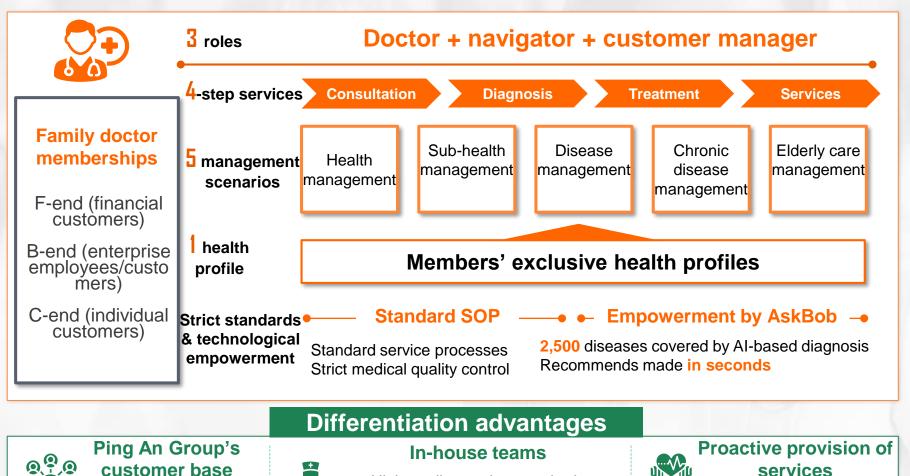
B-end paying users

2⁺ million





Family Doctor Memberships: In-house Doctors and Navigators **Providing Online + Offline Medical and Health Services**



Patient satisfaction 98%+

7*24h response in 30 seconds

>

Consultation requests per capita*

14.5

customer base

Coverage of Ping An Group's insurance users



High-quality service standards



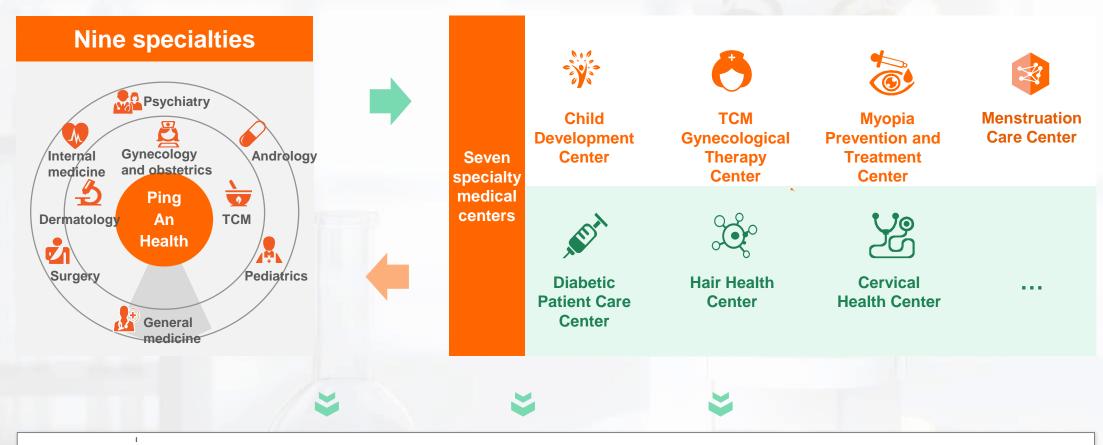
services

Services accessible via multiple platforms





Specialty Medical Centers: One-stop Medical and Health Services Platform for Specialty



Professional medical

- The specialty medical centers provide refined whole-process management and one-stop medical and health services in collaboration with large tertiary hospitals and external specialists
- The Company continued to expand its renowned doctor teams while maintaining strict selection criteria. As of 30 June, 2022, the Company had over 1,500 contracted renowned doctors





O2O: 750 Items and Abundant Resources Cover All Scenarios of Online, In-store, and Home-delivered Services

3 services

750 items covering 5 scenarios

Abundant service resources in China



Family doctors

- 7*24h online services
- Response in seconds
- Image-text consultation
- Day-to-day care

Provision of online, home -delivered in-store, services and

Online services

In-store services

Home-delivered services

4	Health management	Nutrition management	Psychological management
		Sleep management	Exercise management
	Sub-health management	Health checkups	Anti-aging management
		Ophthalmological services	Dental services
	Disease management	Specialty services	Drug services
	Chronic disease management	Chronic disease services	Rehabilitation services
	Elderly care management	Lifestyle/health promotion	TCM-based health promotion

Online and offline integration

In-house doctors and including 1,500+ renowned doctors contracted external doctors Partnered hospitals Partnered pharmacies

Specialty medical centers

100,000+

9 specialties 7new specialty medical centers

~49.000

3,000+

~85% being tertiary hospitals

208,000

1-hour drug delivery service in over

150 cities

THE S including 1,800+ health checkup Partnered healthcare institutions providers



1 product and service middle office

Standard, ongoing, guaranteed services

Provider management

Service management

Quality control and user experience

Product management

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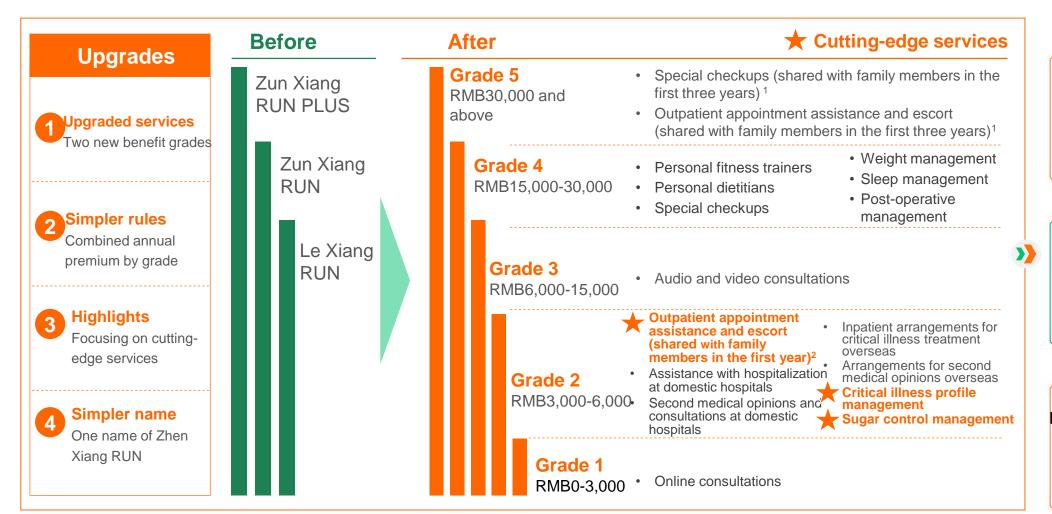
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- **Strategic Practice**



Case 1—Collaboration with Ping An Life: Heartwarming Financial Services through Synergies between Insurance and Healthcare

平安健康

Incorporating healthcare benefits into life insurance policies



Ping An Life

Customer satisfaction

98%+

Zhen Xiang RUN serves
20 million
customers

Increase in per capita premium of customers who are active users of medical services

1.4 x

Note: Data as at 30 June, 2022.

- 1. Lineal relatives designated by the insured are entitled to the service for three years, starting from the effective date of the insurance contract.
- 2. Lineal relatives designated by the insured are entitled to the service for one year, starting from the effective date of the insurance contract.



Case 2—Employee Health Management: Continuing to Collaborate on Direct Reimbursement Project under the Managed Care Model

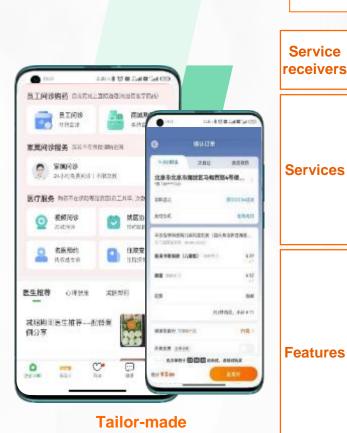
Background

Pain points

Employees of a major central SOE are spread around the country. Some of them have difficulties in visiting hospitals as they are based at regions with grim conditions

Demands

One-stop, integrated solutions, and direct drug reimbursement via insurance.



fulfillment page

Details

Service receivers

• 20,000 employees in 160 + cities

- Medical and health services: video consultation, assistance with outpatient registration/appointment with renowned doctors, and assistance with inpatient arrangements for famous hospitals
- Drug reimbursement: direct reimbursement for online drug purchase
- Tailor-made page: customized, one-stop order fulfillment page
- Benefit sharing pool: subsidiaries' health service benefits shared by all employees
- Direct reimbursement for online drug purchase: online drug purchase expenses within the policy limit can be directly reimbursed via Ping An Health Insurance's claim settlement system





Consultations per capita²

Note: Data as at 30 June, 2022

- 1. Including revenue from direct reimbursement for drug purchase, revenue from the corporate benefit redemption platform, and revenue from online consultations
- 2. The calculation is based on the data collected since the project starts



Case 3—Corporate Client Benefits: Integrating Smart Hardware and Health Services

Collaboration model

One famous smart hardware provider



Ping An Health

Smart watch + exercise and fitness app



Collection of vital signs and indicators



Weekly data monitoring reports



Smart alert

The foundation and starting point for health management

Plug-ins for exercise and fitness app



ysis Health

Health assessment



Health improvement plans

Family doctors

Management plans

Medical visit

assistance



Doctors' recommendations and guidance

of monitoring data

Consultation with experts

Application and supplementation

Results

125,000 subscribers of medical services and health services

166,000 warnings of abnormal blood pressure levels

5-star positive feedback from **99.4**% of users

Comments: professionalism, patience, and timely response

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- Results Performances





Performances: Effective Implementation of the Company's New Strategies Began to Show Results

Payers for managed care

Family doctor memberships

020 services



Paying users

40+ million +4.8% from end-2021



In-house and contracted external doctors

Contracted renowned doctors

~49,000

1,500+



Percentage of revenue from the online, in-store and home-delivered service network

63%



F-end paying users

33+ million



Consultation requests per capita

14.5



Specialties

Partnered

Specialty medical centers

9

7



Corporate Clients served cumulatively

B-end paying users

749

+229 from end-2021

2+ million



Patient satisfaction

98%+



Partnered hospitals

3,000+

pharmacies 208,000

Partnered

Partnered 1,800+



Financial Results (1/2): Operations Steadily Improved and Loss Significantly Narrowed in 1H22

(in RMB million)







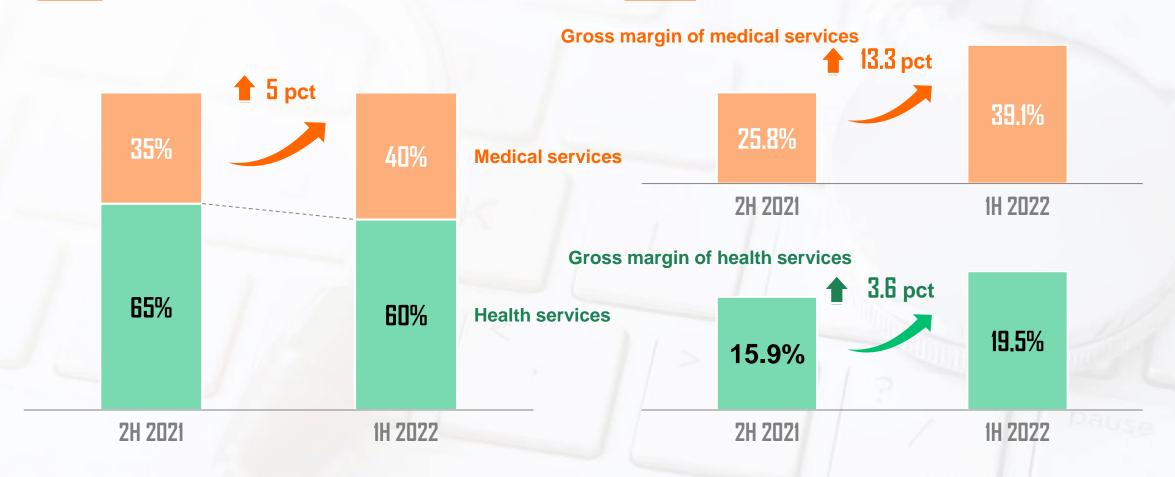




Financial Results (2/2): Revenue Proportion of Medical Services Increased, Gross Margin Improved Significantly Across All Segments



Gross margin improved significantly across all segments





Cautionary Statements Regarding Forward-looking Statements

To the extent any statements made in this report contain information that is not historical, these statements are essentially forward-looking. These forward-looking statements include but are not limited to projections, targets, estimates and business plans that the Company expects or anticipates will or may occur in the future. These forward-looking statements are subject to known and unknown risks and uncertainties that may be general or specific. Certain statements, such as those containing the words or phrases "potential," "estimates," "expects," "anticipates," "objective," "intends," "plans," "believes," "will," "may," "should," and similar expressions or variations on such expressions may be considered forward-looking statements.

Readers should be cautioned that a variety of factors, many of which are beyond the Company's control, affect the performance, operations and results of the Company, and could cause actual results to differ materially from the expectations expressed in any of the Company's forward-looking statements. These factors include, but are not limited to, exchange rate fluctuations, market shares, industry competition, environmental risks, changes in legal, financial and regulatory frameworks, international economic and financial market conditions and other risks and factors beyond our control. These and other factors should be considered carefully and readers should not place undue reliance on the Company's forward-looking statements. In addition, the Company undertakes no obligation to publicly update or revise any forward-looking statement that is contained in this report as a result of new information, future events or otherwise. None of the Company, or any of its employees or affiliates is responsible for, or is making, any representations concerning the future performance of the Company.

