

The background of the slide features a complex, abstract network of lines and dots. The lines are primarily orange and blue, creating a web-like structure that resembles a molecular or technological network. The dots are small and colored in shades of orange and blue, acting as nodes in the network. The overall aesthetic is high-tech and modern.

平安健康

Ping An Healthcare and Technology Company Limited 2021 Interim Report

August 2021

Contents

1. Industry Overviews

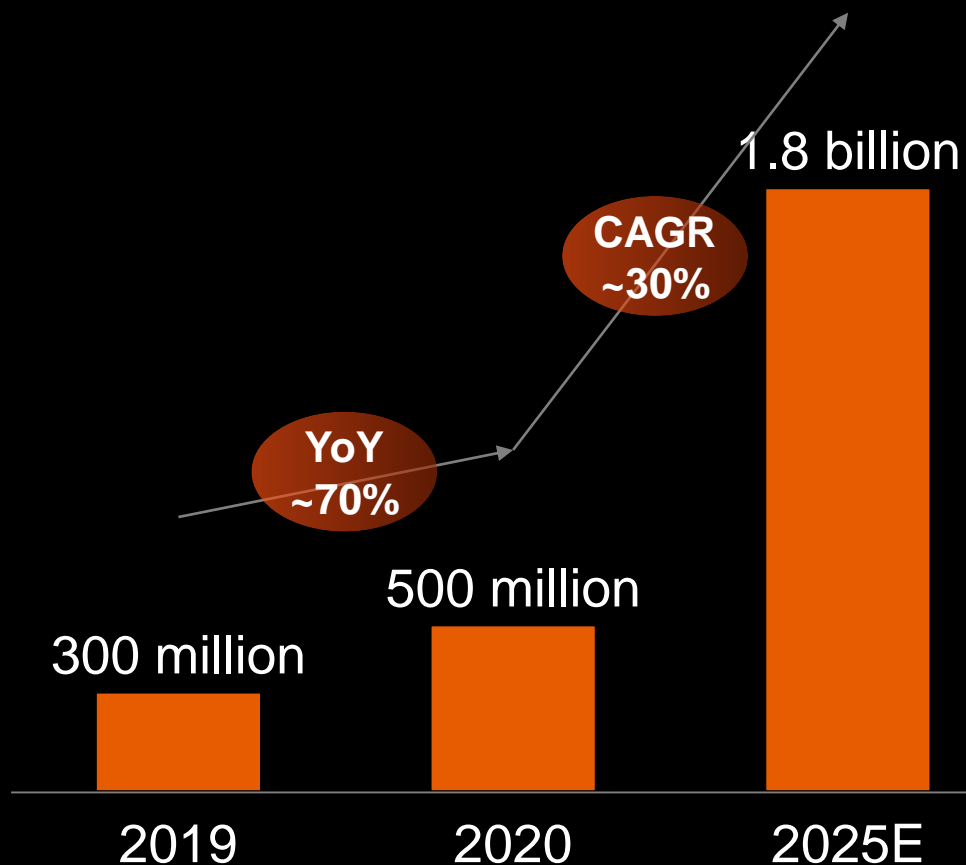
2. Performance Highlights

3. Financial Highlights

Industry Opportunity: Increased Public Attention and Sustained Favorable Policies

Rapid growth of Internet healthcare

Annual number of E-visits¹



Industry development bolstered by all sides

Internet healthcare becomes a new normal

- **74.4%** of Chinese netizens surveyed said that they used Internet healthcare services amid COVID-19
- **Over 70%** surveyed netizens held that Internet healthcare played an active role in reducing group gatherings and social contact, avoiding cross infection, and easing pressure on outpatient treatment **through triage**

Strong support from laws and regulations

- In April, the General Office of NHC issued the **Opinions on Ensuring Stability on Six Key Fronts and Maintaining Security in Six Key Areas and Deepening Reforms to Streamline Administration and Delegate Powers, Improve Regulation, and Upgrade Services**, —permitting online distribution of prescription drugs other than those subject to special control by the State on condition that that e-prescriptions are from authentic and reliable sources
- In June, the General Office of NHC issued the **Opinions on Promoting High-quality Development of Public Hospitals**, —promoting deep integration between medical services and a new generation of information technologies

1. The data includes free consultation.

Data source: iiMedia Research, McKinsey Global Institute, and China's National Health Commission (NHC).

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Overview of Performance Highlights

1.

User growth



- Continuous growth in **registered users** and **paying users**
- More **extensive coverage** of users

2.

Channel development



- Extending our high-quality services to Ping An Group's **insurance & integrated financial** customers
- Further attracting **corporate clients** to extend our services

3.

Medical Service improvement



- **Exclusive doctor and individual profile + four service scenarios**
- Continuously improved **four-tier doctor network**
- One-stop **medical specialty** services underpinned by TCM, Dermatology, and Obstetrics & Gynecology
- Bridging online and offline resources to build a **comprehensive medical service platform**

4.

Network expansion



- Taking a deep dive into **building the offline ecosystem** and continuing to integrate offline high-quality service resources

5. Technological capability

6. Ecosystem empowerment

1. User Growth: Steady Growth in Registered Users, Paying Users, and Consultations



Notes: * Data as of 30 June 2021 versus data as of 31 December 2020.

1. 47.6% of registered users were from the plug-ins of Ping An Group;

2. Users who accessed or purchased our products or services on our platform through mobile apps, plug ins, WAP or other channels at least once in the 12 months from 1 July 2020 to 30 June 2021;

3. All cumulative consultations of the Company as of 30 June 2021.

2. Channel Development—F2C: Covering Ping An Group Customers through Providing High-Quality Medical Services

Insurance-related product matrix

Ping An Life Insurance	Zhen Xiang RUN	• Providing healthcare services for new and existing customers of Ping An Life Insurance , in a bid to create heartwarming insurance
Ping An Health Insurance	E Sheng Bao Outpatient	• Providing million-cover + online outpatient services for Ping An Health Insurance , covering preventive treatment, minor illnesses, major illnesses, outpatient (OP) treatment, emergency treatment, and inpatient (IP) treatment
Ping An Property & Casualty Insurance	Drug Purchase and Consultation Card	• Providing one-stop services including online consultation and drug purchase for customers of Ping An Property & Casualty Insurance

Target users: 220 million
Ping An Group financial customers

Using services of
Ping An Health

Becoming paying
users of Ping An
Health

Becoming high-quality
customers of Ping An
Health

1. Channel Development—B2C: Building a One-stop Health Management Platform for Enterprises to Achieve User Conversion Through B2C2F

1H 2021

Serving
3,800+ corporate clients in total

Covering
~one million corporate employees

Satisfaction degree
98%

Consultation

Online consultation with famous doctors from 3A hospitals



- Professional health assessment
- Health record updating
- High-risk disease screening
- Disease risk warning
- Case management
- Abnormal indicator re-examination



Treatment

Full-process, active case management

Consulting famous doctors



Coordinating medical treatment

- Condition analysis/ psychological counseling
- Assisting in specialist OP registrations
- Global second medical opinion service
- Domestic multidisciplinary consultation
- Coordinating inpatient treatment in domestic 3A hospitals
- Coordinating medical treatment by world-famous doctors



Rehabilitation

Subsequent visits and home care

O2O rehabilitation nursing



Support for subsequent visits

- Online follow-up visits
- Door-to-door rehabilitation nursing
- Regular follow-up visits by doctors
- Coordinating appointments to pay subsequent visits

Future potential

Developing innovative wellness programs for **tens of thousands of** large and medium-sized corporate clients of Ping An Group

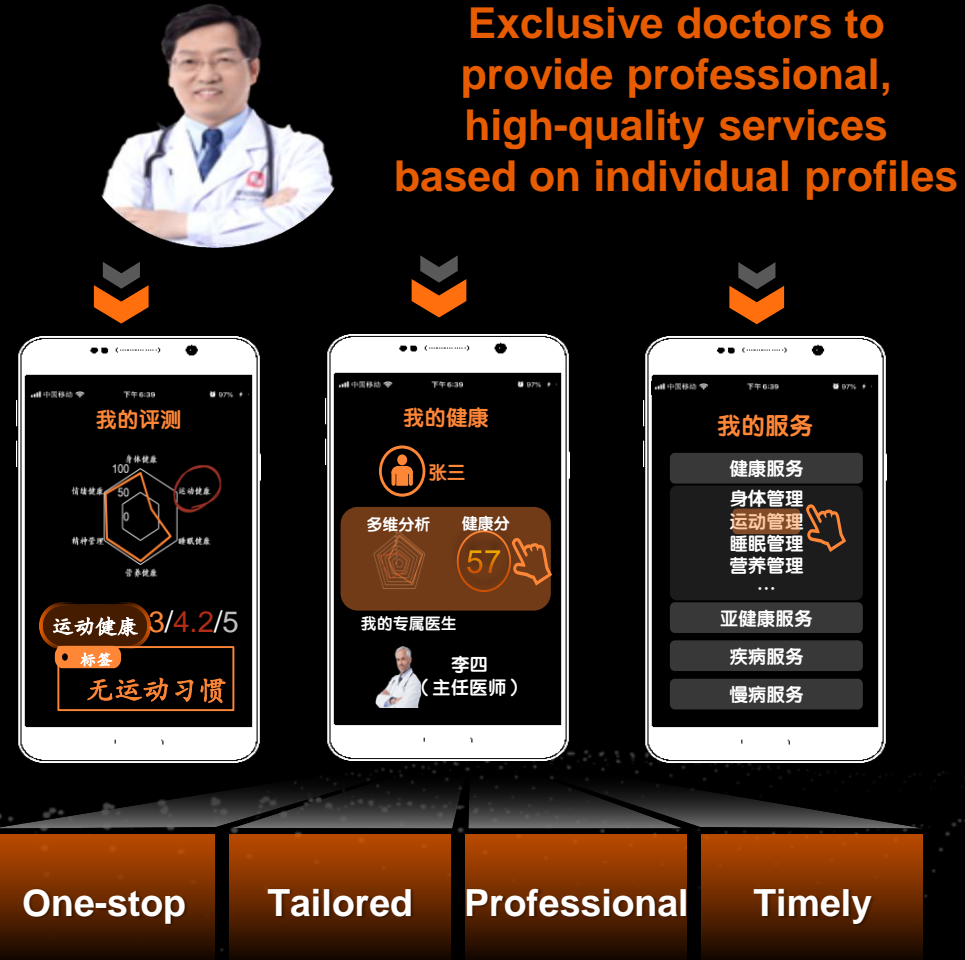
Customizing heartwarming corporate service products for **tens of millions of** corporate employees

2. Channel Development—B2C—Success Case: An Airport Company in a First-Tier City

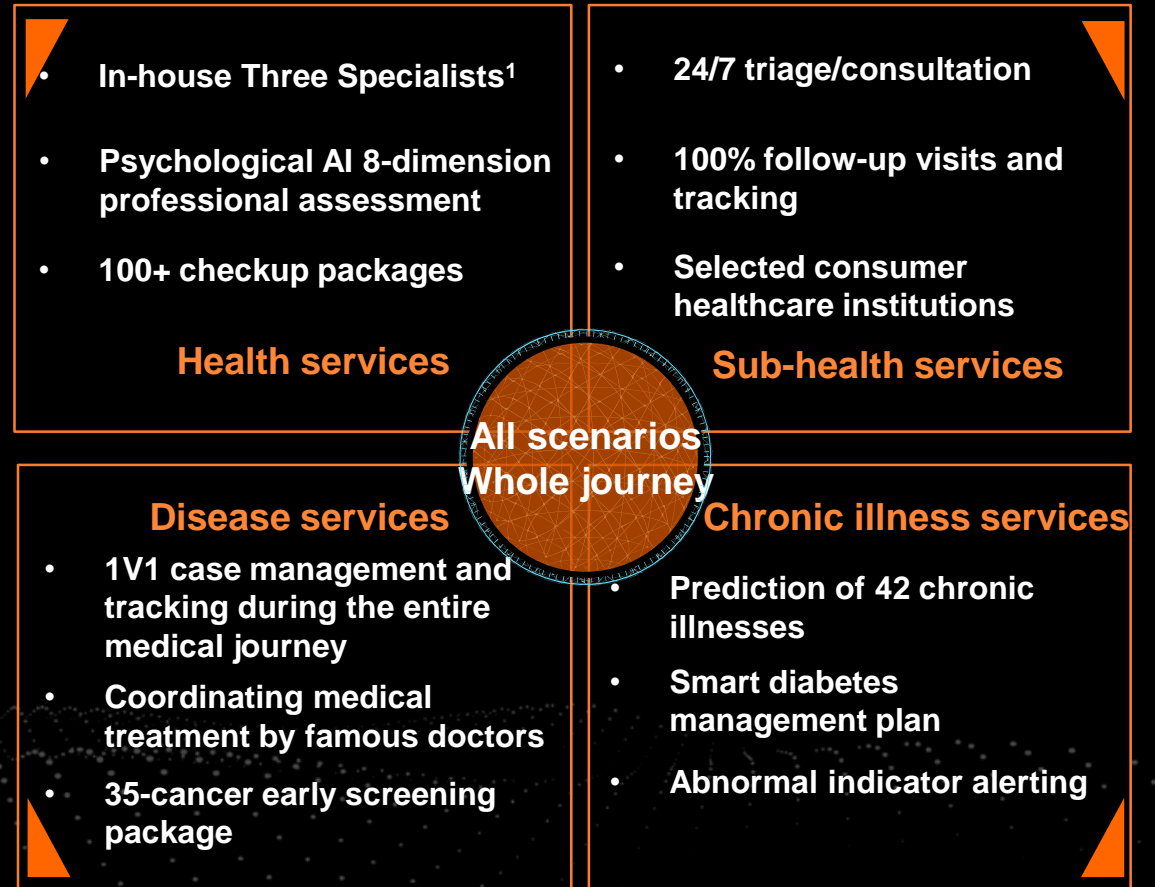


3. Medical Service Improvement—1+4: One Exclusive Doctor and Individual Profile + Four Service Scenarios to Meet Medical and Health Needs of Users

1 exclusive doctor and individual profile



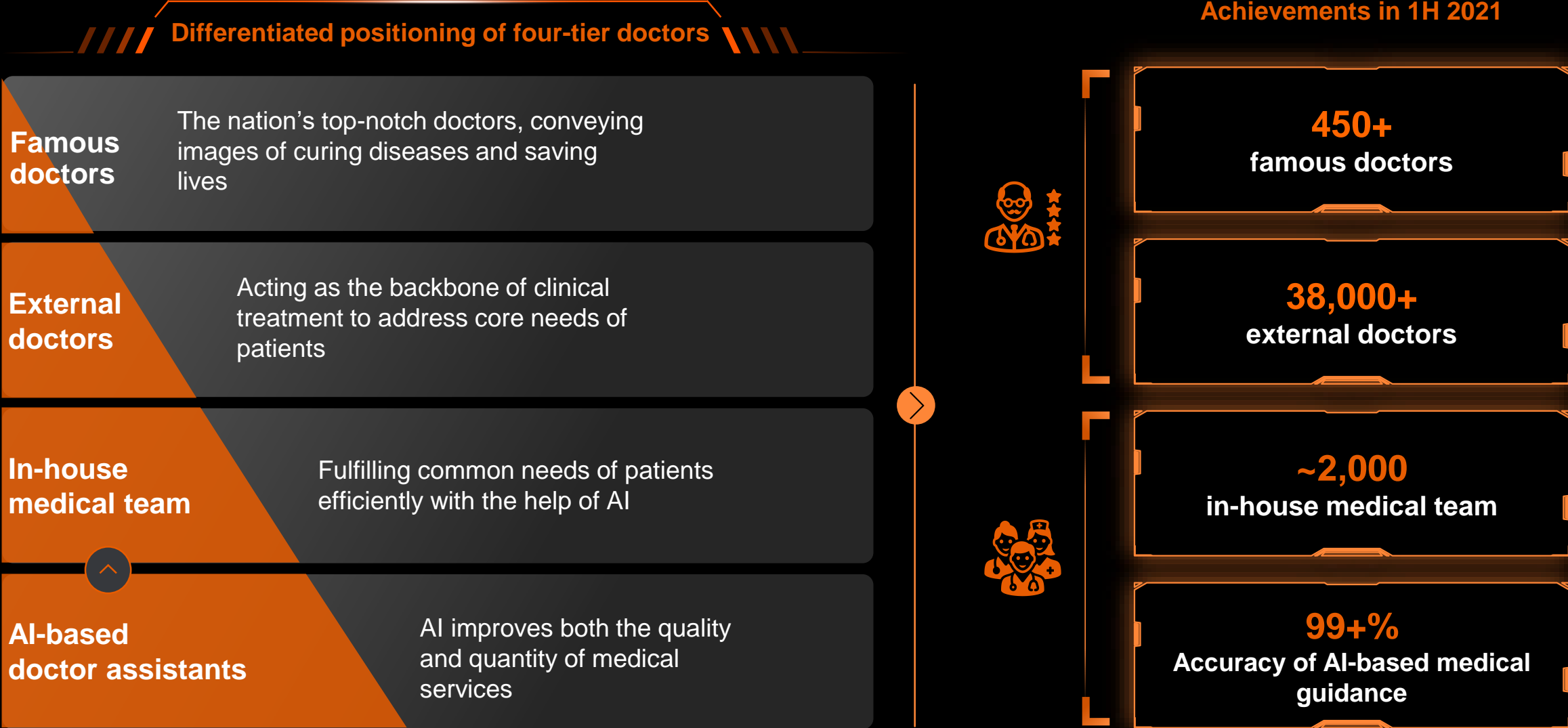
4 service scenarios



Note: Part of signature services are displayed here.

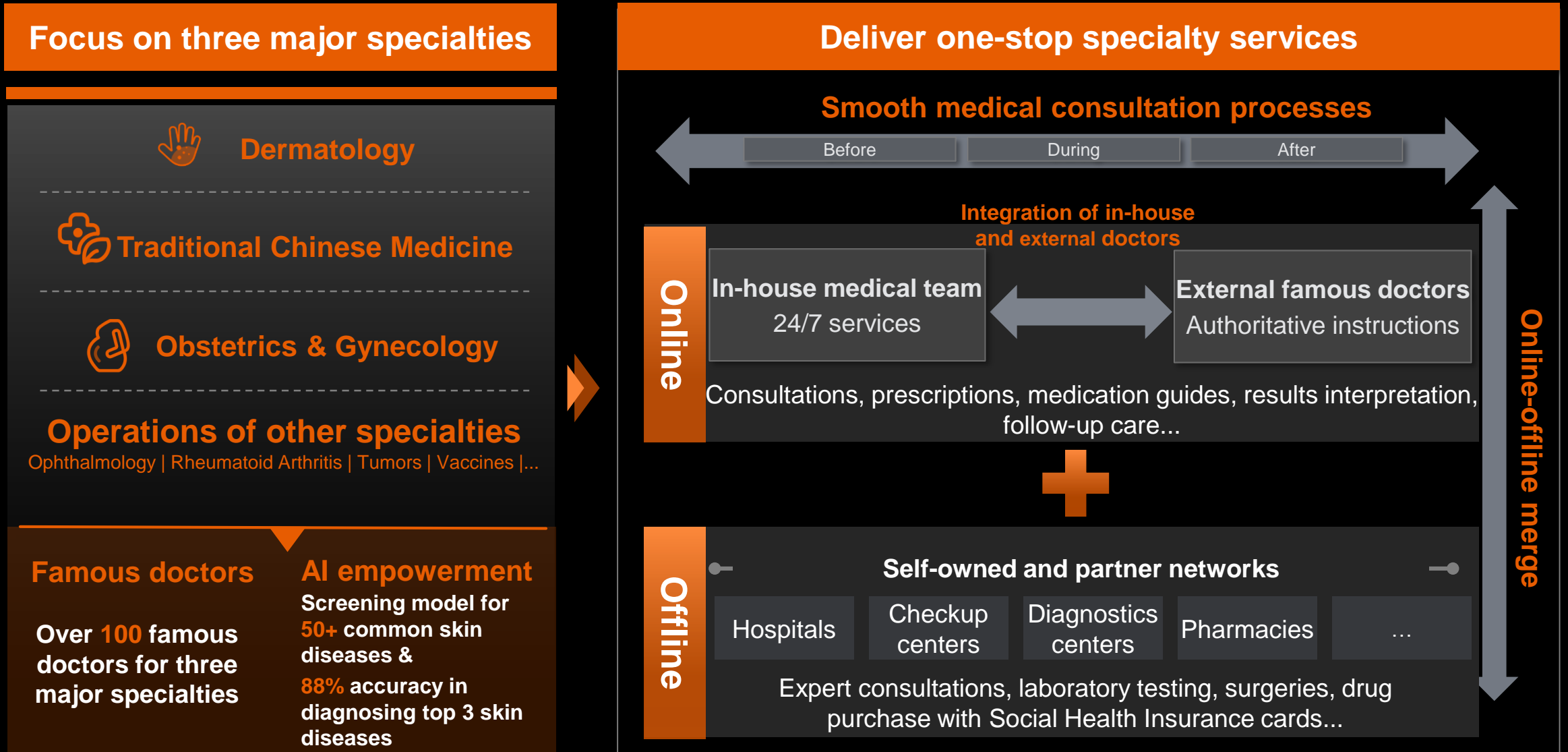
1. Personal trainers, nutritionists and counseling psychologists.

3. Medical Service Improvement—Four-tier Doctor Network: Providing Excellent Doctor Services to Empower the Four-tier Doctor Network

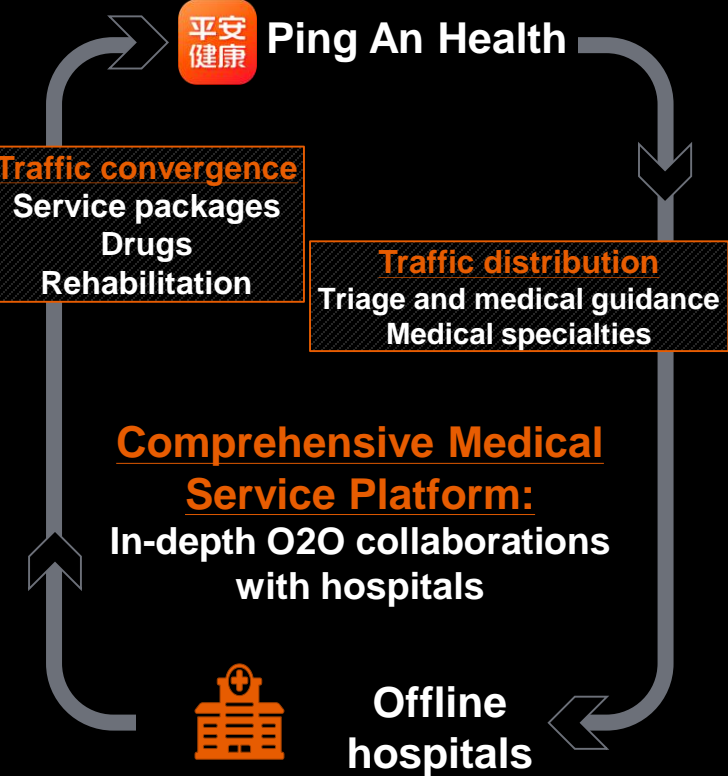


Note: The data is as of 30 June 2021.

3. Medical Service Improvement—Specialties: Solving Healthcare Problems with One-stop Specialty Services



3. Medical Service Improvement—Comprehensive Platform: Full Medical Care Journey through O2O Medical Service Platform



Success cases

Offline collaboration:
Thoracic Department of West China Hospital



Full journey management for lung
cancer patients

Service packages with a bundle of services including out-patient escort, hospitalization and post-operative management ensuring **smooth medical consultation processes at offline hospitals**

Online platform:
Children's Hospital of Shanghai



Medical Center for Children's
Obscure and Rare Diseases

The online platform precisely refers traffic to **offline hospitals**

4. Network Expansion: Standardization Management by Consolidating Offline Local Service Providers

Internet hospitals +
collaborated hospitals

Partner hospitals

3,000+

(3A hospitals accounting for about 50%)

Partner healthcare providers

85,000

Beautycare clinics, TCM
clinics, checkup centers,
dental clinics, etc.



Hospitals



Pharmacies

Partner pharmacy network

Partner pharmacies

163,000

(covering 25%+ pharmacies nationwide)

Central warehouses available in

56 cities

Two-hour superfast drug delivery



Healthcare
providers



Drugs

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Consolidated offline service network (consistent processes & standards)

5. Technological Capability: Continuing to Amass Data and Upgrade Core Technologies

— Five healthcare databases —



Medical product database



Disease database



Prescription and therapy database



Personal health condition database



Medical resource database

World-leading healthcare technology

AI-based supplementary diagnosis: the system helps diagnose **2,000+** diseases; **Askbob AI Doctor** won against doctors from tertiary hospitals at the Great Wall International Congress of Cardiology 2020

Chronic illness management platform: **4** end-to-end chronic illness management models covering risk assessment, management scheme preparation, smart intervention and patient education

Solution to SHI expenses control: **400+** Social Health Insurance review rules and **30+** big data screening models

— Authoritative certifications —

- The highest level of certification by **WONCA**
- The **first** internationally-recognized AI healthcare system
- First prizes in **six** global medical imaging contests

- Achievements in 1H 2021 -

Cumulative consultations
1.18 billion+

Accuracy of
AI-based medical guidance
99%+

Accuracy of supplementary
diagnosis/medication
recommendation
90%+

6. Ecosystem Empowerment: The Flagship of Ping An Group Healthcare Ecosystem



Corporate Social Responsibilities: Growing Brand Awareness on the Practice of Public Welfare and Corporate Social Responsibilities

Dedication to rural development

Ping An Rural Communities Support

- Ping An Good Doctor leverages its **advantageous medical resources** and helps improve basic medical services in poor regions.
- Ping An Good Doctor has donated quantities of supplies to Yanbian Korean Autonomous Prefecture, Hunan and Guizhou.

Healthy China Guardian Campaign

- Ping An Good Doctor delivered **health lectures and free medical examinations** at Ping An Shunhe Hope Primary School in Lu'an, Anhui province, erecting a health defensive rampart for rural children.

Dedication to medical knowledge sharing

Jingcheng Prize — 2021 First Science Popularization Contest for Doctors (Shanghai)

- As the official platform of Jingcheng Prize, Ping An Good Doctor is committed to spreading more **medical knowledge** among citizens and promoting **healthy lifestyle**.



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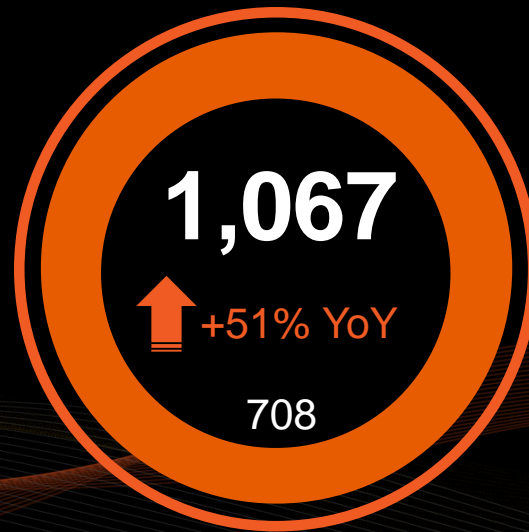
3. Financial Highlights

Financial Highlights: Steady Growth in Total Revenue and Core Medical Services

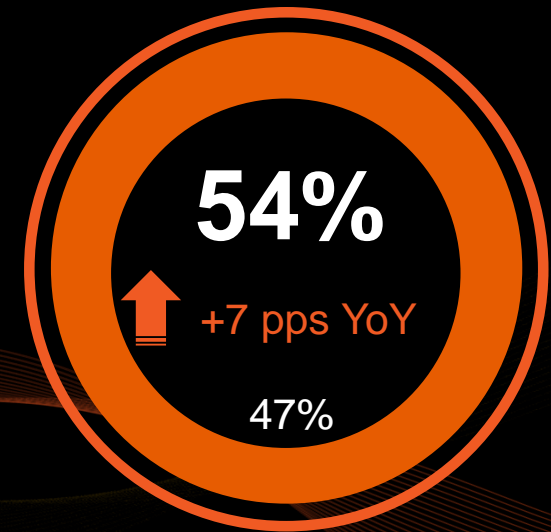
(in RMB million)



Total revenue



Medical Services revenue

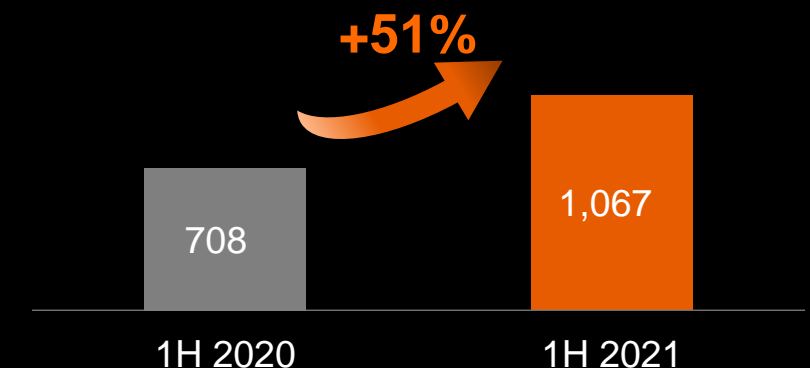


Gross profit from
Medical Services (%)

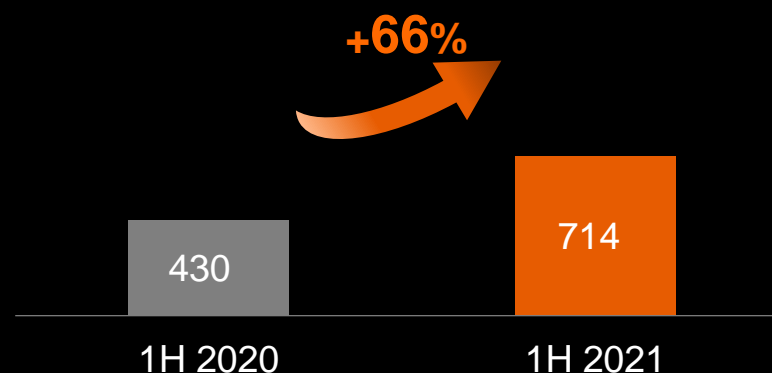
Revenue by Segment

(in RMB million)

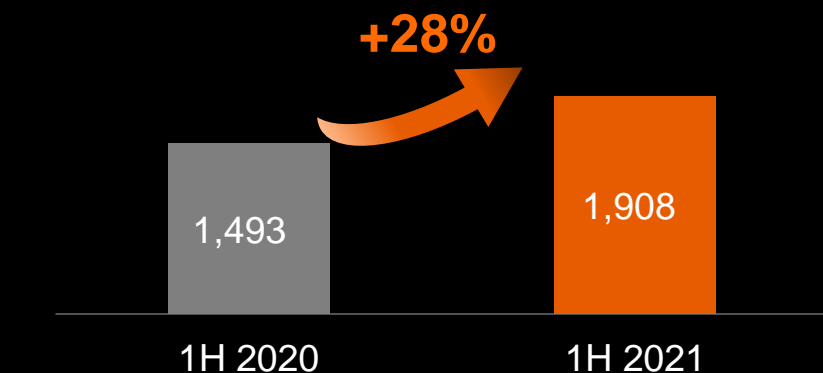
Medical Services



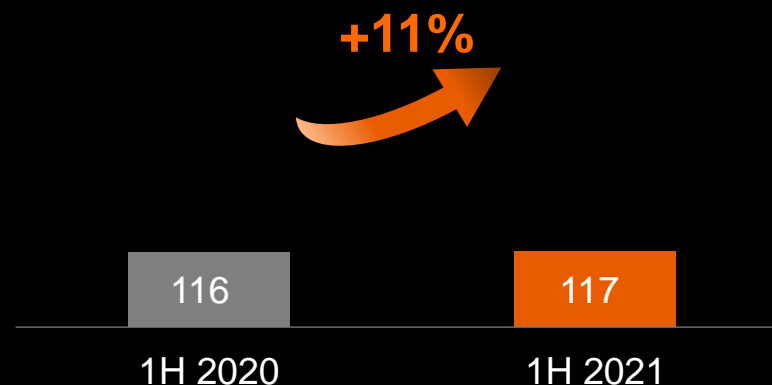
Consumer Healthcare



Online Mall



Health Management and Wellness Interaction



A large circular wireframe mesh is centered on the page. The mesh is composed of many small triangles and vertices. The color of the mesh transitions from a warm orange-red on the left side to a cool blue on the right side, passing through purple and pink in the middle. The word "Appendix" is centered within the circle.

Appendix

1H 2021 Income Statement

Unit: RMB million	1H 2021	1H 2020	Year-on-Year change
I. Revenue	3,818	2,747	39%
II. Cost of sales	(2,793)	(1,925)	45%
III. Gross profit	1,025	822	25%
IV. Selling and marketing expenses	(1,104)	(679)	63%
V. Administrative expenses	(899)	(484)	86%
VI. Other income	133	103	29%
VII. Other (losses)/gains – net	(91)	30	N/A
VIII. Finance income – net	76	54	40%
IX. Share of losses of associates and joint ventures	(10)	(55)	(82%)
X. Income tax expense	(9)	(4)	108%
XI. Net loss	(879)	(213)	312%

Note: Audited financial data as of 30 June 2021. YoY change is consistent with the results of thousand per unit in the annual report.

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 including 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.