

Press Release
4 May 2021

FTLife and Gleneagles Hospital Hong Kong enter into strategic partnership 'Insurance + Medical Care' collaboration to create synergy in New World Group's ecosystem

Hong Kong - FTLife Insurance Company Limited ('FTLife') is delighted to announce its strategic partnership with Gleneagles Hospital Hong Kong ('Gleneagles'), a joint venture between IHH Healthcare and NWS Holdings Limited. Leveraging the unique business ecosystem of New World Group, the two parties are launching an 'Insurance + Medical Care' model that is designed to explore and create synergy by developing in-depth and long-term cooperation in customer experience, product development as well as health management services. Inspired by the Group's artisanal movement, they set to craft a unique medical insurance experience for our customers.

The collaboration will kick off by launching various one-stop support and in-patient value-added services, and other promotions on the e-Connect Health Platform on the 'Reach FTLife' mobile app, so as to provide comprehensive service, both online and offline, to cater for FTLife customers.

The three major customer privileges include:

- **Ward upgrade:** During the promotion period*, insureds who have a medical reimbursement plan and need to be admitted to Gleneagles will receive the relaxation of claim limitation (from semi-private double room to semi-private single room) without affecting their claim. The upgrade will offer more space, comfort and privacy to ensure a restful stay for the patients.
- **Cashless arrangement service:** All medical reimbursement plans are eligible for cashless arrangement service. Customers can have a hassle-free treatment as FTLife will settle the pre-approved bill directly with Gleneagles upon discharge.
- **e-Connect Health Platform on the 'Reach FTLife' mobile app:** The 'Reach FTLife' mobile app enables customers to browse information on network medical institutions and doctors for outpatient colonoscopy and gastroscopy procedures and get an instant out-of-pocket estimation anytime and anywhere. Their agents can also book the first specialist consultation with a preferred specialist at Gleneagles. Customers can also enjoy cashless arrangement service and free VIP room upgrade privilege^.

In addition, the collaboration has extended to Continuing Professional Development training of FTLife agents. Doctors from Gleneagles regularly provide the latest information on critical illnesses and other medical topics as guest speakers in health talks to enable the agents to better support their customers.

Dr Kenneth Tsang, Chief Executive Officer of Gleneagles, said, 'Gleneagles is committed to providing innovative, highly transparent and quality healthcare services that cater to the changing needs of our patients. We have been developing strategic partnerships with different industries to launch innovative healthcare solutions. Through our collaboration with the insurance industry, we strive to bring to members of the public more affordable private healthcare that comes with peace of mind and transparent fees. We are delighted to be deepening our partnership with FTLife to offer a seamless "insurance and medical care" experience which allows more personalised and convenient healthcare for patients.'

Fang Lin, Vice Chairman and Chief Executive Officer of FTLife, said, 'Insurance industry and the medical sector are closely related. Cross-sector collaboration is set to be an industry trend as we enhance our insurance products and user experience with quality medical services. FTLife and Gleneagles share very compatible goals and visions, and our close teamwork in the recent year has created various special offerings including health screening package, and HPV vaccination. We look forward to taking our cooperation to the next level to offer a more diverse range of exclusive services and user experience,

including expanding the specialist clinic appointment services on our mobile app Reach FTLife, and in-patient value-added services. We are excited to bring unparalleled quality medical services to our customers as we continue to leverage the robust business ecosystem of New World Group.'

Note:

*Promotion period of ward upgrade running from now until 31 December 2021.

^Promotion period of free VIP room upgrade privilege running from now until 30 June 2021.



From left to right: Mr Fang Lin, Vice Chairman and Chief Executive Officer of FTLife, and Dr Kenneth Tsang, Chief Executive Officer of Gleneagles Hospital Hong Kong celebrated the launch of the strategic collaboration.

Important notes:

- Please refer to the relevant flyers for details, terms and conditions on the mentioned item/service/promotion. Offerings need to be aligned with the relevant policy provision, please seek professional advice prior to making any decision.
- The document should be read together with relevant documents and flyers including the flyers of Pioneer Medical Support Service, Medical Concierge Services, e-Connect Health Platform – Outpatient Colonoscopy and Gastroscopy, as well as application forms for Day Case Surgery Cashless Arrangement Service, Hospital All-Inclusive Package Cashless Arrangement Service and Cashless Arrangement Service. Brochures on relevant medical insurance plans, policy provision, and of relevant third-party service providers (if applicable) should also be consulted. Please visit www.ftlife.com.hk, contact your financial consultant, or call our customer service hotline at 2866 8898 for enquiries.
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About FTLife Insurance Company Limited

FTLife Insurance Company Limited ('FTLife') is one of the most well-established life insurance companies in Hong Kong and a wholly-owned subsidiary of NWS Holdings Limited. Building on a history of more than 30 years in the territory, FTLife provides individual and institutional clients with a diverse range of insurance and wealth management products and services, including life, health, accident, savings and investment insurance. As a member of New World Group, FTLife works with diversified businesses within the Group to create synergies and provides customers with best-in-class life-planning solutions, from wealth management and succession to health, wellbeing and quality of life enhancement.

About Gleneagles Hospital Hong Kong

Located at Wong Chuk Hang on Hong Kong Island South, Gleneagles Hospital Hong Kong ('Gleneagles') is a multi-specialty private hospital, providing 500 beds, cutting-edge medical technologies and a comprehensive range of clinical services spanning more than 35 specialties and subspecialties. As Hong Kong's top-notch private teaching hospital, Gleneagles also contributes to the training and development of healthcare professionals and advancement of clinical research. Gleneagles is a joint venture between IHH Healthcare and NWS Holdings Limited, with The



University of Hong Kong as its exclusive clinical partner. IHH Healthcare is one of the largest healthcare groups in the world by market capitalisation, operating more than 15,000 licensed beds across 80 hospitals in 10 countries worldwide. For more information, please visit www.gleneagles.hk.

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