



Appendix 15 Insurance Services

1 Company Profile

- China Pacific Insurance (Group) Co., Ltd. (hereinafter referred to as "CPIC") is a leading "A + H" Shares listed comprehensive insurance group in China, headquartered in Shanghai. CPIC has been selected as Fortune Global 500 for eight consecutive years, ranking No. 220 in 2018. In 2018, CPIC realized RMB 354.363 billion in business income, of which RMB 321.895 billion in insurance business income, a year-on-year increase of 14.3%, and RMB 18.019 billion in net profit, a year-on-year increase of 22.9%.
- Focused on the insurance industry chain, CPIC provides comprehensive risk protection solutions, wealth planning and asset management services to more than 126 million customers through its subsidiaries. For two consecutive years, China Pacific Property Insurance Co., Ltd. and China Pacific Life Insurance Co., Ltd. have been awarded the highest service rating (AA) and the highest operation rating (A) of insurance companies, and has become a new benchmark for services and operation within the industry. In 2018, CPIC won the "Outstanding Enterprise Award" in the China CSR List for the ninth consecutive year, and was re-selected into the "SGCX ESG50 Index" of China's A-share market indicating its best performance in environmental, social and corporate governance (ESG).
- China Pacific Property Insurance Co., Ltd., a professional subsidiary of CPIC, was the sole property insurance supporting enterprise in the First China International Import Expo (CIIE). It provided a package of insurance guarantee and services with a total coverage of RMB 35 billion for the First CIIE. It has rich experience in insurance and risk management services for large-scale exhibition projects, and the ability to handle contingencies as well.



2 One-stop Insurance Products and Services

As the "core CIIE supporting enterprise" / "sole CIIE designated insurance service provider", CPIC has tailored the one-stop insurance products and services "CIIE Insurance" to the exhibitors, builders, logistics suppliers and e-commerce service platforms of the Second CIIE. The "CIIE Insurance" is classified into basic category and special category, and all kinds of related guarantees can be consulted through email.

1. Basic Category

Interested parties	Risks insured	Products
Exhibitors/builders	Natural disasters and accidents during the freight transportation	Cargo Transport Risk and Additional Risk
		Third Party Liability Insurance of the Goods' Owner
	Financial risk in the transaction of goods	Customs Guarantee Insurance
		Domestic Trade Credit Insurance
	Construction and installation works suffer material loss and third party responsibility during construction	All Risks for Construction/ Installation Works
	Natural disasters and accidents incurred by exhibits during the exhibition	All Risks for Property
	Personal damage of third party and employed staff during the exhibition	Exhibition Liability Insurance
Employees suffer casualties and injuries in the workplace	Employer Liability Insurance	
E-commerce platforms	Losses of property and expenses arising from transactions	Returned Freight Risk Insurance
		All Risks for Parcel Post
Logistics suppliers	Property loss and liability in logistics service	Ship Insurance
		Container Insurance
		Freight Transport Insurance
		Logistics Comprehensive Liability Insurance
Exhibition personnel	Exhibition spectators suffer personal injury due to accidents	Personnel Accident Insurance
	Medical expenses caused by sudden diseases and related issues	Short-term Health Insurance



2. Special Category

Type of insurance	Risks insured	Pricing plan
IP Insurance	he risk of infringement of intellectual property rights by exhibits or publicity materials and the risk of infringement of intellectual property rights by others.	The pricing is based on the policy holder /insured's declaration limit
Artwork Insurance	Insuring the direct material damage or loss of the subject matter insured within the location specified in the policy during storage, exhibition and display due to natural disasters or accidents.	The pricing is based on the policy holder /insured's declared artwork value and risk level
Network Security Liability Insurance	Insuring business interruption losses and related expenses caused by network security accidents.	The pricing is based on the policy holder /insured's declaration limit
Other requirements	Provide insurance products and design plans according to specific needs	

(Aon provides technical support for this plan)

- Establishing a full life cycle risk control service network
Set up a 24/7 and all-round risk control service network for exhibitors from preparation to withdrawal; provide disastrous meteorological early warning services, whole process risk management services and emergency volunteer services, etc.

4 Contact Methods of Insurance Services

Name: China Pacific Insurance Co., Ltd.

Address: 190 Middle Yincheng Road, Pudong New Area, Shanghai

National Service Hotline: 95500

The contact methods of service teams are as follows:

Exhibition Area	Contact	Tele	E-mail
1H/2H	Cheng Mincheng	17317853072	shchengmincheng@cpic.com.cn
3H/4.1H	Yu Huayi	13817992765	shyuhy@cpic.com.cn
5.1H/6.1H	Jiang Chenxiao	13816633199	shjiangchenxiao@cpic.com.cn
7.1H/7.2H/8.2H	Jiang Libin	13917789378	shjianglb@cpic.com.cn

3 Value-added Services

Focusing on the Second CIIE, CPIC will give full play to its risk management expertise and the resource advantages of its headquarters being in Shanghai, to provide first-class insurance service experience for exhibitors. Specifically as follows:

- Establishing a housekeeping-style dedicated service team
Provide consultation, complaints, return visits, insurance, claims and other all-round, multi-lingual and personalized services for exhibitors.
- Providing "Extremely Fast, Extremely Easy and Extremely heartwarming" claims service experience
Set up exclusive compensation fund for exhibitors and set up green compensation channels; provide 24-hour bilingual (English/Chinese) service channels for overseas exhibitors; provide on-site medical rescue, road vehicle rescue, vehicle safety monitoring, SOS domestic and overseas VIP medical rescue services and other derivative services as well.