

Appendix 17 Insurance Services

1. Company Profile

Headquartered in Shanghai, China Pacific Insurance (Group) Co., Ltd. (hereinafter referred to as “CPIC”) is a leading “A-Shares + H-Shares” listed insurance company in China. CPIC has been selected as Fortune Global 500 for 9 consecutive years, ranking 199th. In 2019, CPIC achieved an operating revenue of RMB 385.489 billion, a year-on-year growth of 8.8%; a net profit of RMB 27.741 billion, a year-on-year growth of 54.0%; total assets of RMB 1.528333 trillion, an annual compound growth rate of 14.4% over the past three years. CPIC’s operation ability and service quality have been continuously improving, providing 139 million customers with “responsible, wise and heartwarming” services. In the annual service evaluation of insurance companies by the regulator, CPIC’s property insurance and life insurance have been awarded the highest rating (AA) for three consecutive years.



In 2019, CPIC gave full play to its advantage of all-round insurance license to provide one-stop comprehensive insurance coverage and integrated risk management services, i.e. “property insurance, life insurance and health insurance”, for the Second CIIE, and has provided a total insurance coverage of more than RMB 500 billion and supporting services for the whole life cycle. At the same time, through team upgrading, tool upgrading, risk control upgrading, claim settlement upgrading and channel upgrading, CPIC will create the version 2.0 CIIE Services, transforming from sole focus on insurance services to all-round cooperation support.

In order to better serve the Third CIIE, CPIC has established a project team led by the headquarters and operated in coordination with its property insurance, life insurance, health insurance, pension investment and other sectors. Relying on the group’s abundant resources, CPIC will make every effort to safeguard the smooth progress of the CIIE, striving to provide better services.

2. One-stop Insurance Products and Services

As a core supporting company and a designated insurance service provider of the CIIE, 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 Third 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	Insurance coverage	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 liability 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
	Liability for accidental death and disability of construction personnel	Short-term Accident Insurance
	Accident medical liability of construction personnel	Short-term Health Insurance

Interested parties	Insurance coverage	Products
E-commerce platforms	Losses of property and expenses arising from transactions	Back 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	Liability for accidental death and disability of exhibitors	Short-term Accident Insurance
	Accidental medical liability of exhibitors	Short-term Health Insurance
	Liability for death and disability caused by COVID-19 in the venue	Extended Liability

2) Special Category

Type of insurance	Insurance coverage	Pricing plan
IP Insurance	The 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 needs	Provide insurance products and design plans according to specific needs	

(Aon provides technical support for this plan)

3. Value-added Services

Focusing on the Third 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:

1) Establishing a housekeeping-style insurance service team

CPIC will provide consultation, complaints, return visits, insurance, claims and other all-round, multi-lingual and personalized services for exhibitors.

2) Establishing a professional on-site service team

During the CIIE, professional business backbones of property insurance, life insurance and health insurance sectors will be stationed in the Expo to provide professional services on site.

3) Establishing a professional emergency volunteer team

CPIC will select professional first-aid certified teams to assist in preparing emergency plans, establishing ERTs, providing ERT training, to demonstrate and present PPE equipment free-of-charge, and to provide on-site first-aid supporting services.

4) Providing “Extremely Fast, Extremely Easy and Extremely heartwarming” claims service experience

CPIC will set up exclusive compensation fund for exhibitors and set up green compensation channels; provide 24-hour bilingual (English/Chinese) service channels for overseas exhibitors;

In order to deal with emergencies more effectively, during the CIIE, CPIC will specially arrange stationed medical services in surrounding hospitals, providing one-to-one medical services, getting ready for emergency treatment at any time, collecting claim data on site, settling claims as fast as possible;

CPIC will also provide on-site medical rescue, road vehicle rescue, vehicle safety monitoring, SOS domestic and overseas VIP medical rescue services and other additional services as well.

5) Establishing a full life cycle risk control service network

CPIC will 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.

6) Providing “Green Channel” stationed medical services

In order to deal with emergencies more effectively, during the CIIE, CPIC will arrange stationed medical services in surrounding hospitals, providing customers with medical treatment in the first time if needed.

7) Providing “one-to-one” medical services

During the CIIE, in case of an accident, the accompanying staff shall be dispatched at the first time after receiving the accident notice to accompany the injured to the nearby hospital for medical treatment, collect the claim data on site, and handle the claim as fast as possible.

8) Providing online medical services

During the CIIE, CPIC will provide online medical services to exhibitors for real-time communication with doctors; the emergency treatment will be available in no time under the highly efficient medical services.

3. Contact Methods of Insurance Services

Name: China Pacific Insurance (Group) Co., Ltd.

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

National Service Hotline: 021-66779900

The contact methods of service teams are as follows:

Exh. Area	Contacts	TEL	E-mail
1.1H/1.2H/2.1H/2.2H	CHENG Mincheng	17317853072	shchengmincheng@cpic.com.cn
3H/4.1H	YU Huayi	13817992765	shyuhy@cpic.com.cn
5.1H/6.1H	Li Yiwei	13917341861	shliyiwei@cpic.com.cn
7.1H/7.2H/8.1H/8.2H	Qin Zi'an	13816976462	qinzian@cpic.com.cn