

### Taiping Pension Company, Ltd: Your Best Choice

- **Pioneer** - Headquartered in Shanghai, Taiping was one of the first companies to be granted a nationwide license to write group insurance in China. Taiping Pension was selected as a representative of the insurance industry to participate in the building of China's pioneer enterprise annuity system, and its trial run commercial operation.
- **Financial Stability** - Taiping Pension is a subsidiary of China Taiping Group, a state-owned financial insurance holding company under the State Council. As one of the 4 biggest state-owned insurance conglomerates in China, China Taiping Group strives to provide a diversified scope of financial services including general insurance business, life insurance, pension insurance, reinsurance, insurance brokers and agents, direct operation business and asset management.
- **Financially Sound** - Taiping is awarded an A rating by Standard & Poor's, amongst the highest ratings awarded to any institution in the Chinese insurance market.
- **Nation-wide Bilingual Service Network** - Branches all over China including all major cities and regions such as Shanghai, Beijing, Shenzhen, Guangzhou, Tianjin etc. and hundreds of sub-branches across the country providing uniform high quality customer service.
- **Specialized Bilingual International Business Team** – Taiping is the first group life insurance company providing specialized international business management, by ... in across all major cities with highest concentrations of MNCs... which is focused on meeting their demands on total rewards.
- **Quality of Service** - Before and after policy issuance, through application and information collection, employee communications, efficient claim procedures, internet tracking, and fast claims settlements.
- **Health Management Tools for Employees** - through health consultations, health and finance lectures and electronic magazines - in Chinese & English.
- **Service Promises** –
  - Prompt settlements in case of major claims
  - Annual adjustment of premiums for new entries and employees ending their employment
  - Detailed annual management report
  - Identical nation-wide service for all subsidiaries

### Taiping Pension Company, Ltd: Facts & Figures

- IGP' s share of the group portfolio: 3.78%
- Group EB Market Share (12/31/2019): 6.0%
- Group EB Ranking (12/31/2019): No. 6
- Overall Ranking (12/31/2019): No. 6
- Solvency Ratio (03/31/2020): 222%
- Credit Ratings (Taiping Life Insurance Company Limited):
  - Fitch (5/14/2020): A+

### Recent Awards & Recognitions

- Awarded “The most trustworthy insurance institute” by Xinhua News Agency in 2015 & 2016
- Awarded “The best pension insurance brand” by Global Times and Life Times in 2016 pension industry online selection
- Awarded “The most growable Chinese insurance company” by Xinhua News Agency in 2017
- Awarded “Top 10 competitive Chinese life insurance company” by China Insurance Industry Development Research Team in 2017
- Winner of “Golden Eye” Enterprise Annuity Investment Award by 2017 Asset Management Seminar
- Awarded “Top 100 world's most valuable insurance brands of 2018” by Brand Finance in 2018
- Awarded “Best Pension Insurance Company of the Year” by Financial Times in 2018 & 2019
- Winner of “Guardian Star” by 2019 China Insurance Industry Innovation & Development Summit

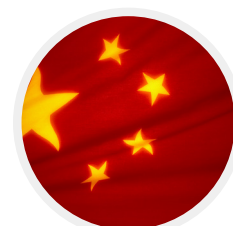


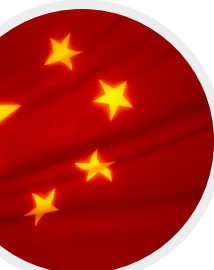
### More Information

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### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	n/a
Claims payment commitment	
- Death: 95% within 10 working days	-
- Disability: 95% within 10 working days	✓
- Medical: 95% within 10 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	n/a
Accuracy commitment: 98% of claims	✓

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 20 working days	-

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓*
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	✓

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	✓
Helpline availability 24/7	✓
On-line Administration (real-time)	✓

✓\* upon specific client request and/or payment of additional fee





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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