

# PARTNERS

## | Mission |

A commitment to the society: mutual beneficial and win-win cooperation

## | Progress |

With years of exploration and accumulation in science and technology, we applied new technologies creatively to traditional financial businesses, helped partners increase work efficiency, productivity and income, and promoted the healthy, stable and sustainable development of our partners. In addition, we exported our core technologies to various industry partners such as banks, insurance companies, medical and health care providers, and promoted the healthy development of various industries with science and technology.





**“Technology+”  
helped agents  
improve production  
capacity**



As of December 31, 2017, Ping An’s agents exceeded

**1.386 million**

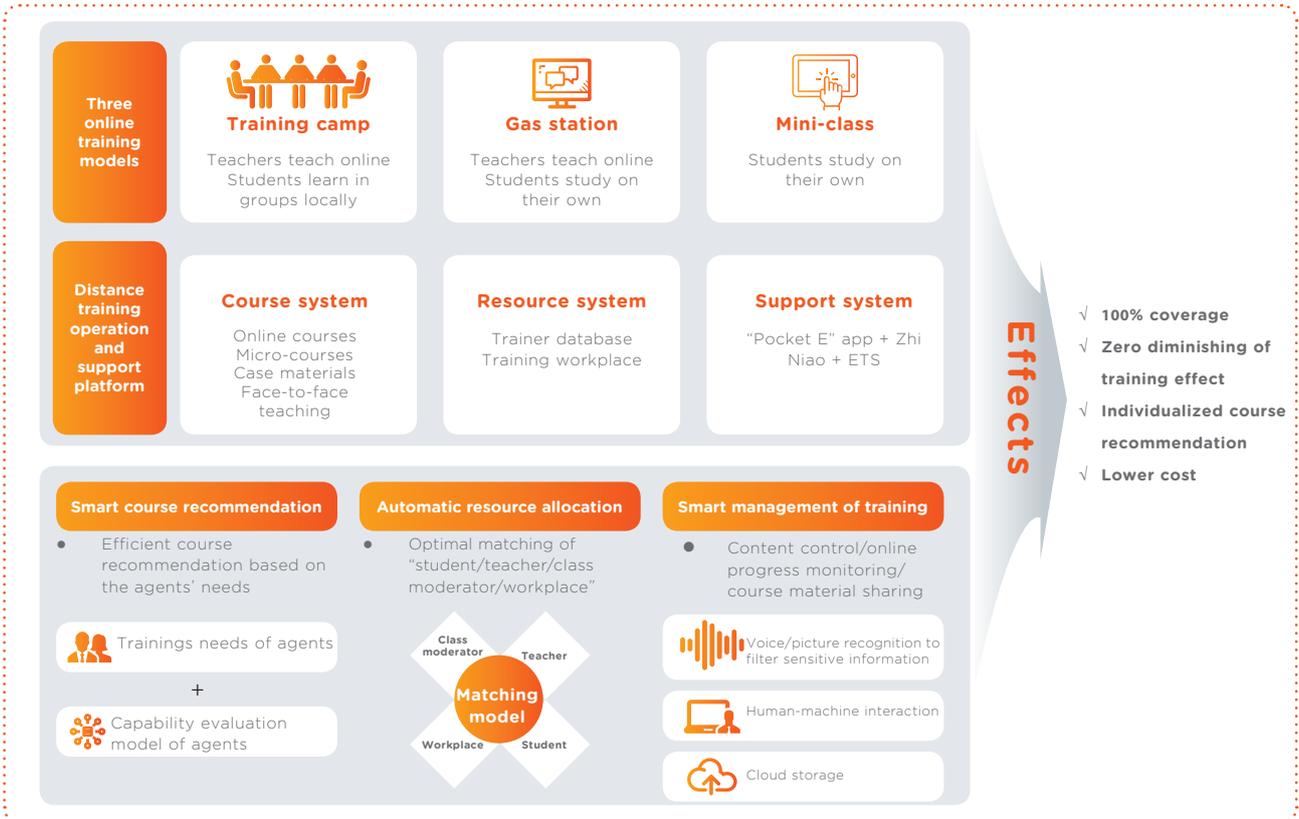
The per-capita income reached

**RMB6,250**  
per month

One of the main reasons for the strong growth of Ping An Life’s new business value over the past year is that we have a large and excellent team of partners. As of December 31, 2017, Ping An’s agents exceeded 1.386 million, reaching a record high. At the same time, the income of Ping An’s agents have also been increased simultaneously. The per-capita income reached RMB6,250 per month. The first-year premium per capita per month reached RMB8,367, an increase of 7% over the same period of last year.

The key factor for the improvement of the agents’ quantity and quality is the full application of science and technology. Thanks to the scientific and technological exploration over the years, we have established a full-process system that integrates innovation and technology into agent management. We used distance live stream platform to break the time and space barriers to provide high-quality training for agents; besides, we used new technologies such as big data, cloud platform, and biometrics to provide agents with new marketing models; moreover, we established a smart screening model to offer dynamic plans for career development. With the whole-process system of “team expansion”, “training”, “marketing”, “management” and “retention”, the agent team’s production capacity and retention rate were improved.

It is worth mentioning that in the aspect of agent training, we have built up three online training models of “training camp”, “gas station” and “mini class”, which allowed automatic allocation of resources, recommendation of individualized courses, and management of the results of the trainings. Zhi Niao and online live stream trainings have broken through the barriers on teachers, time and location. As of December 31, 2017, a total of 1.937 million live trainings were viewed by 28.34 million colleagues, covering all branches. Thanks to live stream, the participation rate of morning gathering increased by 1%, while the participation rate of evening gathering reached 13.7%; the cumulative cases reached 195,000.



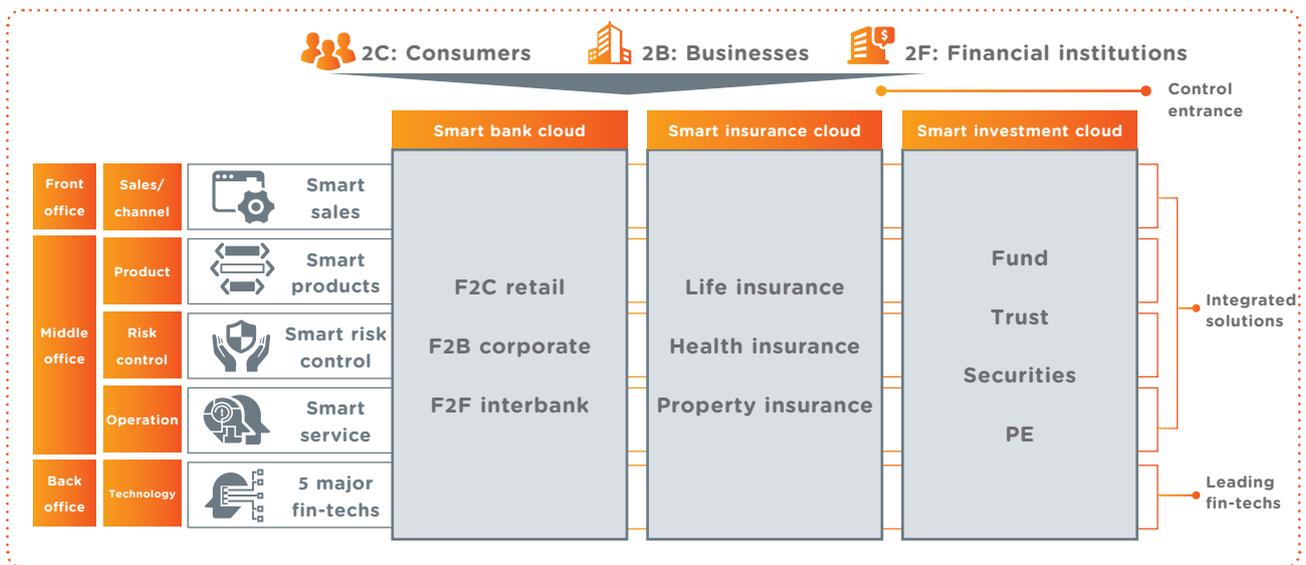
Agent distance training system



## Promotion of the healthy development of the industry

### OneConnect created an “open platform + open market” to help the development of the peers

From banking cloud to insurance cloud, we have been sharing the core technologies with the entire industry while pursuing the healthy development of our own performance. In 2017, OneConnect achieved remarkable results in the process of creating an “open platform + open market”. Products offered to small and medium-sized financial institutions throughout the year have been expanded to over 24 series, more than 3 times of that in late 2016. The number of our institutional partners exceeded 2,300, an increase of 67% over 2016, of which more than 450 were partner banks. The platform trading volume rose sharply throughout the year, and the interbank trading volume exceeded RMB12 trillion, achieving an explosive growth in the volume of cooperation and transactions in the industry.



OneConnect structure

### Smart bank cloud

Reduce financial costs by

**30%**

#### F2C retail

Taking smart risk management and smart marketing as the cores, the smart banking cloud focused on the customer management system and four hook products including loans, wealth management, life scenarios, and aggregate payment to help banks effectively manage their customers and achieve retail transformation. Provided 4000+ financial products and 50 + value-added services for more than 60 banks to implement cooperation.

#### F2B YiQiYin

F2B SME Financing Platform (YiQiYin) enhanced the efficiency and reduced the risks for loan business. The platform set up 50+ exclusive indicators, 100+ data sources and 3,000+ fields for 23 industries, providing real-time risk management for banks. The platform reduced the borrowing cost by 30%, shortened the processing time by 95%, and increased the KS (risk model predictability index) by 20%-30%.

#### F2F interbank platform

F2F interbank asset trading service platform enhanced the trading efficiency, reduced the costs and increased the revenue for SMEs. The platform provided 100% blockchain transaction and 80% process digitalization service, promoting online transaction, paperless agreement, standardized transaction process and smart transaction. The platform had attracted over 500 institutions with a cumulative trading volume of RMB9 trillion on the platform.

\* ks is a measure of model strength for credit risk scoring models



## Smart insurance cloud

Reduce claim costs by

**10%**

Smart flash claim settlement provided small and medium-sized insurance companies with industry-leading solutions on auto insurance claims settlement. With regard to the issues of slow TAT, multiple disputes, and high risk of leakage of auto insurance claims, the smart flash claim settlement leveraged AI technologies to carry out automatic investigation, loss adjustment, and compensation for the insured vehicles, so as to help the insurers reduce labor costs, to improve claims efficiency and risk management capabilities.

With accurate image and loss adjustment technology, smart claims engine, and 60% self-service for claim settlement, the smart flash claim settlement reduced insurers' claim costs by 10%, shortened the loss adjustment from 7 days to 1 day, and improved the customer satisfaction by 2 times. We have signed with 13 insurance companies on this business as of 2017.

## Optimization of supplier management

### Standardization of procurement procedure

In 2017, the Centralized Procurement Management Center achieved the centralized procurement of RMB7.323 billion in accordance with the requirements of "honesty, integrity, and clean procurement". We formulated a variety of measures to standardize the procurement process; we set up procurement supervision posts and established the procurement supervision mechanism for major projects; we continuously strengthened the review of relationships among the providers as well as between the procurement team and provider; meanwhile, we established a comprehensive mechanism to manage the providers by grade and category and improved the provider qualification assessment, on-site inspection, performance management and punishment mechanism.



partner providers

**1,397**

Total procurement

**RMB7.323 billion**

