



## Press Release

### **AIA HealthShield Gold Max Customers to enjoy accessible healthcare and seamless specialist referrals via telemedicine under expanded partnership between WhiteCoat and AIA Singapore**

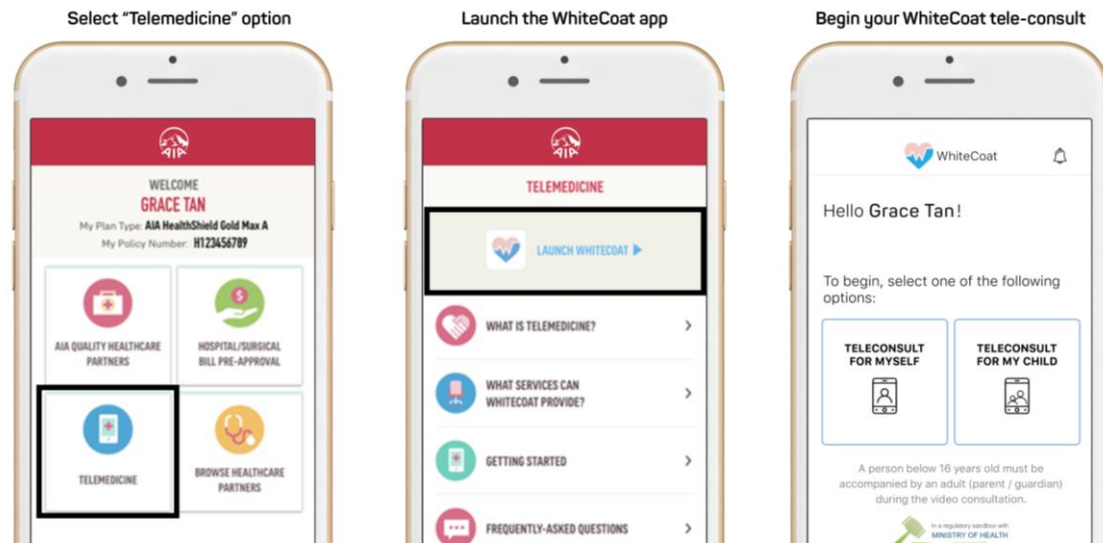
SINGAPORE, 18 November 2019 – Singapore-headquartered digital healthcare provider WhiteCoat has expanded its partnership with insurance giant, AIA Singapore (AIA), to provide policyholders access to affordable on-demand telemedicine services on their mobile devices from wherever they are.

From November 2019, this value-added service will be extended to policyholders of AIA HealthShield Gold Max, a Medisave-approved integrated shield plan and AIA's largest individual health policyholder group.

This collaboration is another initiative introduced as part of AIA's centennial celebrations in 2019 and follows WhiteCoat's appointment as AIA's exclusive telehealth provider to individuals covered under AIA's corporate insurance plans in April this year.

"As the official telehealth provider for AIA, we are excited to be able to expand our market-leading partnership to include individual health insurance policyholders and provide quality and accessible healthcare to even more people in Singapore. This marks another milestone in our journey towards making WhiteCoat the everyday go-to digital healthcare provider for all healthcare related matters, as we connect patients to key medical stakeholders and specialist providers across the healthcare ecosystem in a timely, appropriate, and seamless manner," said Bryan Koh, CEO and Founder of WhiteCoat.

"AIA always has our customers' best interests at heart, and we are actively exploring the use of digital technologies to enable healthier, longer, better lives. Our strategic partnership with WhiteCoat offers AIA policyholders access to immediate medical care without having to leave home. This value-added service makes healthcare more accessible for our policyholders, while allowing them more time to get rest and recover. We believe that such digital health innovations have a lot of potential to improve healthcare in Singapore in a way that is in sync with our busy and digitally connected lives. Telemedicine would also be particularly useful for people who have issues with mobility such as the elderly," elaborated Dr Alan Ong, Medical Director, AIA Singapore.



### **How it works**

The two companies will leverage each other's platforms to bolster delivery of quality healthcare services for AIA customers.

WhiteCoat's services have been integrated within AIA's Healthcare App, providing policyholders a range of healthcare services which includes medical video consultations, issuance of medical referrals as well as prescription, dispensation and delivery of medication anywhere in Singapore. These services are anchored by WhiteCoat's in-house team of qualified and experienced Singapore-registered general practitioners (GPs).

Policyholders may also request to be referred directly to AIA's Quality Healthcare Partners (AQHP), should a specialist referral be required following a consult with WhiteCoat. Referrals can be seamlessly issued within the same session, providing policyholders access to more than 200 experienced private medical specialists across 26 medical disciplines.

This addresses a common pain point for patients who are referred by GPs to specialists. Many are unclear on which specialist is appropriate, and how to go about making an appointment. By making the customer journey more seamless, patients will be able to access appropriate specialist care when it is needed more easily.

Additionally, policyholders who consult with an AQHP will be provided with benefits such as competitive outpatient consultation fees and enhanced pre and post-hospitalisation cover.

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### **About WhiteCoat**

WhiteCoat is a homegrown digital healthcare provider offering on-demand telemedicine services through innovation and data-driven technology. Today, WhiteCoat offers a simple, seamless and end-to-end healthcare service, ranging from diagnosis, treatment, medical referrals to the delivery of medication anywhere in Singapore. Through its mobile application known as the WhiteCoat app, patients can rely on WhiteCoat as the trusted doctor in their family who they can consult for a wide range of ailments anywhere they are. WhiteCoat is a participant in the Licensing Experimentation and Adaptation Programme for telemedicine, a regulatory sandbox initiative formed by the Ministry of Health (Singapore).



As a step towards realising its purpose of providing accessible and affordable healthcare to all, WhiteCoat has partnered global insurance giant AIA to extend access to healthcare services to AIA's corporate and life insurance policyholders in Singapore. For more information, please visit <https://whitecoat.com.sg/>.

### **About AIA**

AIA Group Limited and its subsidiaries (collectively "AIA" or the "Group") comprise the largest independent publicly listed pan-Asian life insurance group. It has a presence in 18 markets in Asia-Pacific – wholly-owned branches and subsidiaries in Hong Kong, Thailand, Singapore, Malaysia, Mainland China, Korea, the Philippines, Australia, Indonesia, Taiwan, Vietnam, New Zealand, Macau, Brunei, Cambodia, a 97 per cent subsidiary in Sri Lanka and a 49 per cent joint venture in India. In April 2019, AIA was also granted approval as a preferred applicant to operate in Myanmar through a 100 per cent wholly-owned subsidiary.

The business that is now AIA was first established in Shanghai a century ago in 1919. It is a market leader in the Asia-Pacific region (ex-Japan) based on life insurance premiums and holds leading positions across the majority of its markets. It had total assets of US\$256 billion as of 30 June 2019.

AIA meets the long-term savings and protection needs of individuals by offering a range of products and services including life insurance, accident and health insurance and savings plans. The Group also provides employee benefits, credit life and pension services to corporate clients. Through an extensive network of agents, partners and employees across Asia-Pacific, AIA serves the holders of more than 34 million individual policies and over 16 million participating members of group insurance schemes.

AIA Group Limited is listed on the Main Board of The Stock Exchange of Hong Kong Limited under the stock code "1299" with American Depositary Receipts (Level 1) traded on the over-the-counter market (ticker symbol: "AAGIY").

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