

News Release

AIA Singapore and WhiteCoat Enter Landmark Partnership, Offering Telemedicine Services to AIA's Corporate Clients

SINGAPORE, 15 April 2019 — WhiteCoat, a leading digital healthcare provider founded and based in Singapore that offers on-demand telemedicine services via video calls, has been appointed by global insurance giant, AIA Singapore (AIA) as its exclusive telehealth provider.

The first-of-its-kind partnership in Singapore will see WhiteCoat further extending its corporate client reach to AIA's 1.2 million corporate base and its dependants. WhiteCoat will provide AIA's corporate base and its dependants access to qualified Singapore-registered general practitioners (GPs) in the form of a one-stop, seamless service covering diagnosis, treatment, medical referrals, and delivery of medication straight to their doorsteps.

As part of the partnership, AIA and WhiteCoat will also co-create the first digitally integrated platform in Singapore which facilitates claim processing for telemedicine services, presenting unprecedented convenience for the global insurer's corporate clients and their employees and dependants.

With rising healthcare costs in Singapore and hectic work schedules commonly cited as challenges faced by employees, the collaboration to launch telemedicine services as an employee benefit is expected to provide tangible and intangible benefits for both corporates and their employees and dependants.

WhiteCoat's mobile application allows users to video call any of WhiteCoat's Singapore-registered GPs regardless of wherever they are and obtain timely medical attention and medication quickly. By eliminating travel time and reducing waiting times to see a doctor, WhiteCoat is able to enhance traditional access to healthcare, thus spearheading the way for improved healthcare.

Said Bryan Koh, CEO and Founder of WhiteCoat: "We are honoured to partner AIA as its exclusive telehealth provider for its corporate clients. This unprecedented milestone for WhiteCoat makes our promise of quality care more accessible to more people. We know what it's like to fall sick, and the last thing that you want to do is to queue for hours at a clinic. WhiteCoat puts a doctor at your fingertips instantly in the form of a video call, then delivers the medication you need straight to you. As you travel, especially where language may be a challenge, you can also count on WhiteCoat as your trusted doctor who you can consult with anytime, anywhere.

Our core in-house team of experienced physicians and non-medical staff is committed to ensuring gold standards of practice comprising clinical governance and stringent internal audit processes overseen by senior medical advisors. We are dedicated to simplifying complicated processes reliably and safely, and making it easy for patients to navigate the intricacies of the healthcare system to make informed medical decisions early in order to prevent disease progression."

WhiteCoat's ability to connect patients anywhere to key medical stakeholders and medical providers across the healthcare ecosystem has made it the trusted first port of call for many of its users for all healthcare related matters. In doing so, WhiteCoat has introduced a new model of care that assists patients by simplifying their healthcare journey, improving efficiency, reliability and outcomes.

"We will continue to put our patients first as we materialise our vision toward transformative care utilising data-driven technology to make WhiteCoat the everyday go-to digital health provider for all your healthcare needs," he added.

"AIA puts customers at the heart of everything we do. Our exclusive partnership with WhiteCoat will provide increased accessibility and convenience to quality healthcare for our customers. We are excited to leverage digital technologies

to make quality healthcare more efficient and seamless, and we look forward to providing enhanced experiences for our customers, helping them live healthier, longer, better lives,” said Alvin Fu, Chief Corporate Solutions Officer of AIA Singapore.

About WhiteCoat

WhiteCoat is a leading digital healthcare provider offering on-demand telemedicine services through innovation and data-driven technology. Driven by a purpose to provide accessible and affordable healthcare to all and help people lead better and healthier lives, just by using WhiteCoat’s mobile application from wherever they are, users can instantly select any of WhiteCoat’s Singapore-registered doctors for a video consult.

From the diagnosis, treatment, medical referrals to the delivery of medication anywhere in Singapore, WhiteCoat provides a seamless and holistic end-to-end suite of healthcare services, thus spearheading the way for improved and cost-effective healthcare for all in the region.

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, China, Korea, the Philippines, Australia, Indonesia, Taiwan, Vietnam, New Zealand, Macau, Brunei, Cambodia, a 97 per cent subsidiary in Sri Lanka, a 49 per cent joint venture in India and a representative office in Myanmar.

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\$230 billion as of 31 December 2018.

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 33 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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