



EC BANGKOK

We have added seven new cashless providers in Nepal, Cambodia, Bangladesh, and Indonesia. Additionally, we have negotiated cashless services for outpatients with an existing provider in Vietnam. We've also increased the percentage discounts in provider agreements in Nepal, Thailand, and Sri Lanka.



The reception area in Mandaya Royal Puri Hospital

Site Inspection in Jakarta, Indonesia

During our recent visit to Jakarta, we focused on enhancing our partnerships with several key healthcare providers. We visited our main local partner, two newly affiliated providers, and four hospitals from the Siloam Group, which have shown significant patient volume in 2022/2023. Our visit to the Siloam Group led to a Group Contract for 38 hospital branches, including two clinics in Bali. Discussions about creating a portal to enhance the billing process were also initiated. We successfully finalized a permanent contract with the Pondok Indah Hospitals group, a crucial step given Jakarta's strategic importance in maintaining our service capacity.

Bangladesh:

In Bangladesh, we focused on addressing concerns regarding healthcare facility standards and expanding our network in response to increased interest from existing clients and prospects. We visited 12 providers incl. hospitals, dental clinics, and general practitioners, as well as an embassy, as part of our MOFA business scheme. Despite in the range in the country regarding quality and hygiene standards and vis a-vis to international norms, the main providers in Dhaka are commensurate with European providers. Two providers selected by our team offer the necessary range, quality, and scope for managing emergencies and elective procedures. We discussed customer complaints related to infrastructure with the relevant doctors and directors. This visit potentially added five new providers to our network.

EC CAPE TOWN

We added 49 new cashless providers in Morocco, South Africa, Kenya, Tanzania, Namibia, Uganda, and Nigeria. We achieved new cost-saving results, including a 10% discount with a key provider in Tunisia and a 5% discount on all invoices with a strategic partner in Cape Verde.

Interesting Network related Projects:

A renowned company organizing global driving events planned two trips through Rwanda and Uganda this year. They sought our assistance for emergency support information, which we provided for both journeys. This collaboration highlights the reliability and comprehensive nature of our services.

In other news, Euro-Center Cape Town (ECCT), in collaboration with ER24, has begun planning the Medical Emergency Response Plan (MERP) for cruises. We have selected providers for potential evacuations in the sub-Saharan waters from Namibia to Mozambique, starting in November. This initiative emphasizes our commitment to ensuring safety and well-being, both on land and at sea.

EC CZECH REPUBLIC

135 new providers have been assessed, with 26 now offering cashless services.

Euro-Center Czech Republic has recently made significant strides in enhancing our network and competitive agreements. In Albania, we've partnered with a comprehensive healthcare provider specializing in house call visits and offering a range of services, including X-rays, ultrasounds, lab tests, and ambulance transfers. Additionally, in Poland, we've partnered with a reliable Third-Party Administrator (TPA), primarily to fill gaps in house call services.

We've signed a new agreement in Montenegro with a healthcare provider capable of covering medical treatments in coastal towns, offering services such as outpatient and house call visits, and medical transportation. We've also added a UK-based organization specializing in repatriations to our network

New discounts and cost-saving results:

Following a review of the new price list, a trusted partner continues to grant a 15% discount. In Poland, our main partner offers preferential pricing, with costs up to 30% less than similar providers in the region. We've documented impressive cost-saving results over the last two months, amounting to over €67,000, with an additional €100,000 in potential savings.

EC Eastern Mediterranean & Middle East

Site Inspection in Turkey:

An extensive site inspection was conducted in Turkey's most popular tourist areas, including Kusadasi, Didim region, Bodrum, Mugla, Fethiye, Kemer, Belek, Side, Antalya, and Alanya. A total of 19 hospitals and clinics were visited.

Turkey is the country with the highest business volume in EMME, during this visit we conducted extensive site inspections of the medical facilities and negotiated with the hospitals' top management. Most of the visited hospitals were already part of our network. The primary objective of this trip was to maintain preferential prices at their current level due to high inflation, including high medical inflation in Turkey. We succeeded in keeping the prices at their current level before the anticipated tough negotiations next year.

New Agreements:

We have added new cashless providers, including two in Greece and one in Egypt. Ongoing negotiations are happening with hospital groups in Abu Dhabi, UAE, and Cairo, Egypt. Additionally, three new agreements were secured in Greece, two in the UAE, and four in Northern Cyprus.

EC SÃO PAULO

A provider visit in Sao Paulo:

We visited and initiated negotiations with a leading medical solutions provider based in São Paulo. The aim of our visit was to gain a deeper understanding of their comprehensive services, which include hepatitis C management (HCV), telemedicine, and both ground and air ambulance services.

New agreements:

We are excited to announce the expansion of our network with 11 new medical providers in the Dominican Republic, Colombia, and Mexico. This includes nine providers in the Dominican Republic, one in Colombia, and one in Mexico. We have established cashless agreements with six of these providers, which include specialized clinics and dental services in the Dominican Republic and a renowned medical center in Mexico. These partnerships underscore our commitment to providing comprehensive and accessible medical services.



Aline Estrella, Regional General Manager Americas, in Hospiten Hospital.

EC SYDNEY

Site inspections in Fiji:

We conducted site inspections in Fiji, visiting a range of medical providers in Suva and Nadi. This included hospitals, clinics, pharmacies, dentists, and transport service providers. We noted significant advancements in diagnostics, including new MRI and CT capabilities in both cities. Despite these improvements, challenges remain in accessing specialist care, appropriate prosthetics, and specialized treatments. We have expanded our preferred cashless network in Fiji, including the 'flash the card' (FTC) system, and are reaching out to remote clinic sites beyond Nadi and Suva. Additionally, we ensure alternatives to facilitate medical care for cases requiring treatment outside Fiji.

Network meetings in Sidney:

Our team held productive meetings with key NGO representatives and three medical providers, including two medical centers and a pharmacy, in a crucial area on the outskirts of Sydney. Following these discussions, one clinic has been upgraded to a 'Flash the Card' (FTC) system, enhancing coverage, extending opening hours, and providing more accessible cashless options for our clients. These efforts are part of our ongoing commitment to strengthen and expand our healthcare network.



Oceania Hospital