



## **EC BANGKOK**

**In July, EC Bangkok signed an agreement with 19 new providers in Singapore, Sri Lanka, India, Cambodia, Indonesia, Nepal, and the Philippines. We also secured more favourable discount agreements in Nepal, Thailand, and Sri Lanka.**

### **Site Inspection in Nepal**

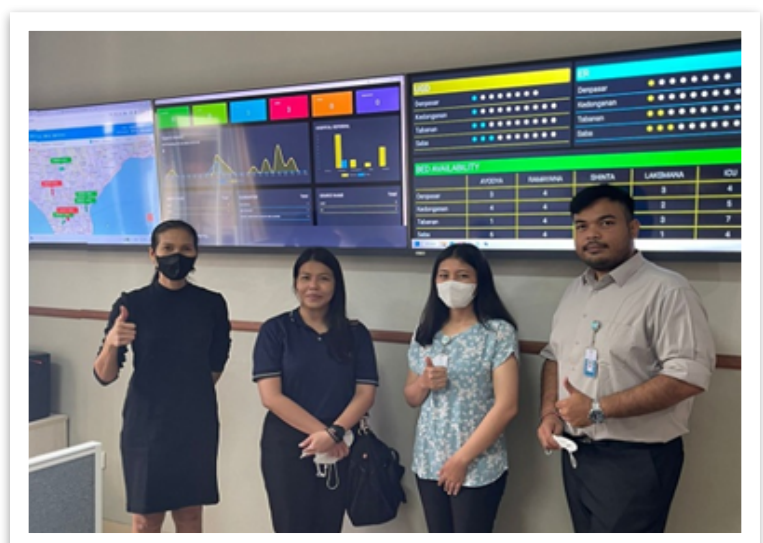
We visited 21 providers in Nepal, including hospitals, clinics, TPAs and helicopter charter companies. The country lacks governmental regulations for medical and transportation providers, so the site inspection was essential to give EC Bangkok a clear vision of TPA usage and align the partnership strategy to control the cost.



Norvic Hospital

### **20 providers visited in Indonesia**

During the site inspection in Lombok and Kuta, we signed agreement with new providers, securing cashless services in those regions. We were motivated by the growing number of emerging TPAs, the challenges with medical facilities, and the increase of cases in the Gili Islands. We have now a strong network of clinics and pharmacies in the Gili Islands, as well as medevac capabilities by boat and helicopter.



**Kasih Ibu General Hospital -**

Nisakorn Plaeksakul (ECBKK) with a hospital team



## EC CAPE TOWN

### Agreement with leading group in Tunisia

In July, we concluded our negotiations with a leading operator of private clinics in Tunisia. This resulted in a competitive discount agreement and pricing for our services.

### Nigeria

To meet a client's needs, we designed and implemented a customised network of telephone and video trauma counsellors and on-site staff support in the country. The network covers Lagos, Abuja, and Port Harcourt, the three major cities.

### Update on cashless services situation in Niger

Due to the current political situation following the July coup, we cannot place any Guarantee of Payments (GOP) with providers as they are now on the sanctions list. EC Cape Town will continue to do our best to provide our patients/customers with the necessary support and information to get the required treatment whenever needed.

## EC CZECH REPUBLIC

**181 new providers have been assessed in the region of which 37 now offer cashless services. Our medical transport provider network has further expanded with a Finnish and two UK-based air ambulance companies.**

With capacity to operate in various cities in the UK, including Newcastle, Manchester, Bristol, and several cities in Scotland, our new partner can also arrange admissions in UK NHS hospitals.

We have partnered with a Dutch company that provides home visits, video and telephone consultations, as well as medicine delivery. Furthermore, we have added a new provider in Ljubljana, Slovenia, which also offers home visits and ground ambulance services.



# EC EASTERN MEDITERRANEAN & MIDDLE EAST

EC EMME secured three new agreements in Greece, two in UAE, and four in Northern Cyprus.

## Site inspections in Bulgaria

A site inspection in Bulgaria was conducted together with ERV Evropská (Czech Republic) and Euro-Center Prague, focusing on the main tourist areas of Varna, Burgas, and Sunny Beach. We went to negotiate prices and prevent increases. Several private facilities were visited, but prioritized the public sector, where most hospitalization cases are treated. We evaluated the medical standards of all the facilities we visited.



EC EMME Team and ERV Evropská (Czech Republic)  
at Viva Clinic

We are confident that our meeting with the international department of the public hospital in Burgas will lead to an improvement in the cooperation challenges that is sometimes experienced between the local public sector and private international insurances.



# EC SÃO PAULO

## Site inspections in the Dominican Republic

Our office conducted a visit to 20 providers in Punta Cana, La Romana, and Santo Domingo, which included hospitals, outpatient clinics, laboratories, dental clinics, and undertakers. The country has always been a challenge in respect of cashless service, patient deposit issues, and cost containment. This trip improved our knowledge of the private medical sector, resulted in new agreements, and secured better pricing with providers.



Camila Ribeiro and Aline Estrella with Dr. Miguel Angel, General Manager of IMG Hospital in Punta Cana.



IMG Hospital in Punta Cana

## New cashless service agreements

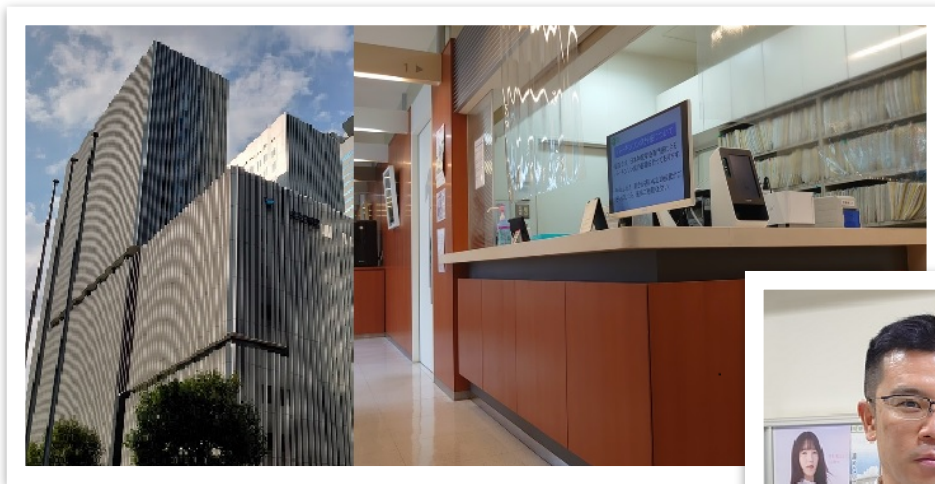
We are pleased to announce that we have signed contracts with 16 new branches of a renowned Hospital Group in Mexico, located in various regions of the country. In addition, we have established cooperation with two air ambulance companies and two outpatient clinic groups, which operate in both Mexico and the Dominican Republic.



**Our office has signed a cashless service agreement with a group that covers 73 hospital providers across Australia.**

## Site inspections in Japan

We conducted site inspections at two medical facilities in Japan, located in Hiroshima and Tokyo. Our partner is a medical centre in the central district of Hiroshima, offering services in English. We also visited one of the top five premium and popular hospitals for expatriates in Tokyo, which provides high-quality and specialised care in English.



Toranomon Hospital and Doi Clinic



Isao Morimoto from EC Sydney and Dr Doi from Doi Clinic.

## Network plans in Oceania and Japan

EC Sydney is conducting a detailed assessment of the current flash-the-card (FTC) network, its gaps and usage by the main member groups in Oceania. We plan to further grow, restore some of the under-utilized FTC providers to increase activity and cashless services. In Japan, tourism has resumed, and we observe that tourists are not only visiting the major attractions, but also exploring small and less frequented locations across a wide area. In these uncommon destinations, the availability and options of English-speaking providers are very limited, posing a significant challenge.