



EC BANGKOK

This quarter, we have broadened our network with the addition of 14 new cashless providers across five countries

In Indonesia, we have expanded our offerings with seven clinics now under new management. The Philippines contributes to our expansion with a dental and a medical center, transitioning from exclusive arrangements with a local third-party administrator (TPA) to direct billing with us, paving the way for additional client savings. Our partnership in Singapore with Icon clinics has been enriched by incorporating three new cancer clinics, focusing on advanced care and treatments. Meanwhile, Thailand's network sees the inclusion of Thonburi Trang Hospital, a facility celebrated for its comprehensive healthcare services. Completing our quarter's achievements is the addition of Borkar Multi-speciality Hospital in Goa, India, which is renowned for offering a wide array of medical specialties and quality care, thus further solidifying our commitment to providing accessible and high-quality healthcare services worldwide.

Advancements in Discounts and Cost Savings

New agreements with two hospitals in India and Thailand respectively, have secured discounts of up to 50% on room rates and 10% on medicines, consumables, and procedures, reflecting our leverage in facilitating more affordable healthcare solutions.

A pioneering discount agreement offering a 5% reduction on all costs (except doctor fees) was achieved with St Luke's Group, making us the first international company to achieve this milestone with the group.

Within the Samitivej group, we negotiated concessions on additional savings and complimentary transport services, enhancing the value offered to our clients.

Sparsh Hospital Group: A new agreement to accept direct payment, bypassing TPA, is set to include six hospitals within the group into our cashless network, illustrating strides towards streamlined billing processes.

Site Inspections in Pattaya, Thailand: Our visit involved a thorough



EC BANGKOK NETWORK TEAM IN SAMITIVAJ

evaluation of six hospitals and multiple beach clinics, aiming to broaden our understanding of potential facilities that can align with our network's standards. The visit was primarily driven by the need to respond to customer inquiries about cost-service quality beyond our main

preferred provider in the area. Furthermore, discussions with the Samitivej Group opened avenues for possibly redirecting patient volume to two different facilities, exploring negotiated discounts and other benefits.

Expansion into South Korea: We launched a new initiative focused on expanding and enhancing our provider network in South Korea. This project is driven by the South Korean government's initiative to promote the country as a medical tourism destination, which has increased the openness to foreign insurances. The aim is to develop mutually beneficial relationships with both existing and new providers to overcome previous challenges and strengthen trust.

Country-Specific Issues - Challenges in Myanmar: The ongoing political situation in Myanmar has significantly impacted medical operations, prompting our Network in Bangkok to intensify its monitoring of the situation. Several hospitals have had to close or suspend discounts due to increased tensions and restrictions on financial transactions from overseas. Despite these obstacles, our team continues to ensure that medical services remain accessible, although this has become more complex with rising costs and reduced supplies. Network at EC Bangkok is committed to continuous monitoring and adapting strategies to support our clients in Myanmar.

EC CAPE TOWN

EC Cape Town has expanded its network significantly, adding 43 new providers across South Africa, Namibia, Gabon, and Cameroon. Additionally, a new agreement was signed with Care Welkin Hospital in Mauritius, further extending our service reach in the region.

Site Inspections in Cameroon: A recent trip involved visits to 10 hospitals in Yaoundé and Douala. This was the first visit since the COVID-19 pandemic, and notable upgrades in services and treatments were observed. Cashless agreements have been secured with these providers, with contracts expected to be signed promptly.

EC CZECH REPUBLIC

109 new providers have been added to our network, with 33 now offering cashless services.

Several strategic partnerships have been established to improve service delivery across the region, including new agreements with a Czech-based ground ambulance provider, a medical escort for Swedish clients, a central Polish medical transport service, and a private hospital in Vienna. These partnerships are pivotal in enhancing the geographical reach and quality of healthcare services provided.

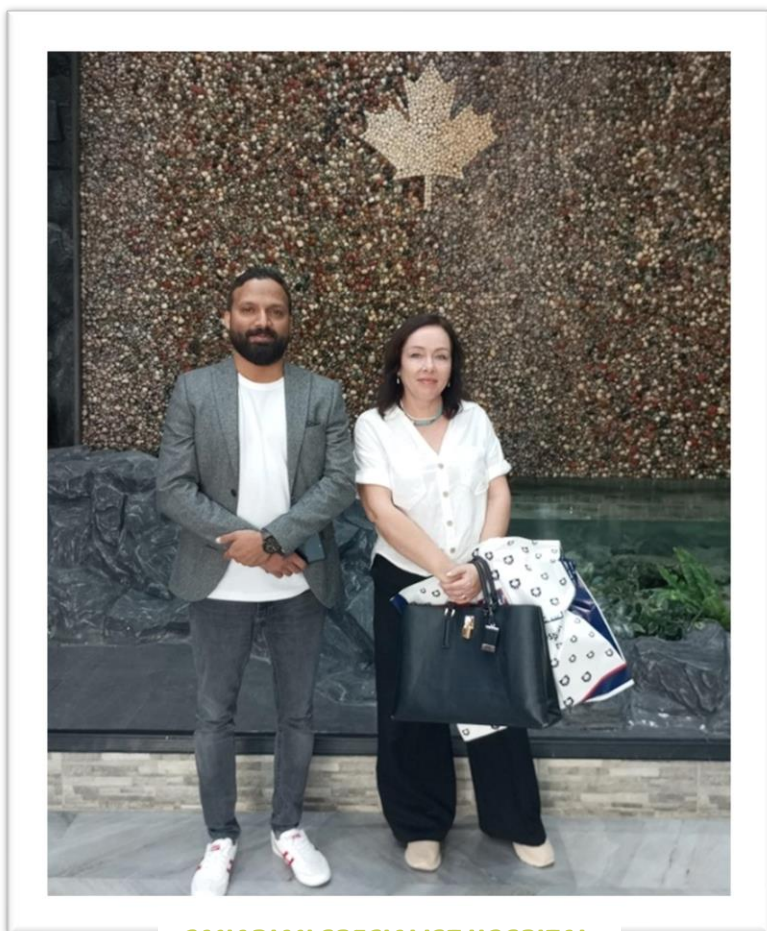
In addition to broadening its provider network, EC Czech Republic has focused on tailoring services to meet specific customer needs and strengthening interactions with existing providers. New collaborations include Liv Duna Medical Center as a new cashless provider in Budapest, and discussions with Medalp Clinics in Austria, aimed at optimizing services for German clients, including a site inspection planned visit before the winter season.

Providers visits: We received visits from two ambulance service providers: Rescue Help and Tyrol Ambulance Company. Additionally, our air ambulance partner Aeropartner, visited us, highlighting the importance of these partnerships in enhancing emergency medical responses.

Additional Cost Saving Results: In the early months of the year we saw a total of €31,000 additional saving for clients, on top of contractual discounts. These achievements underscore our commitment to delivering high-quality care while maintaining cost efficiency.

EC Eastern Mediterranean & Middle East

Site Inspection across UAE: We undertook a comprehensive site inspection tour



CANADIAN SPECIALIST HOSPITAL

across the UAE in January, covering 25 hospitals and clinics in Dubai, Abu Dhabi, and Ras Al Khaimah (RAK). The primary objectives of this visit were to maintain current pricing structures and to expand the network, particularly in Abu Dhabi where there is an anticipated increase in demand over the next few years. The team also revisited facilities where securing agreements had been challenging in the past, achieving positive outcomes from these discussions. Overall, the inspection confirmed the high medical and service standards provided by our UAE providers, reinforcing the region's status as a center of medical

excellence. Additionally, the trip offered valuable cultural insights, enhancing our understanding and operational strategies in the region.

We successfully expanded our network by adding **seven new cashless providers**, primarily in the UAE, enhancing the accessibility and options available to clients in the region.

Our partner's visits: We were honoured by a visit from Dr Wael Hafeez, from Europa Clinic in Hurgada, Egypt. This marked his first visit to Cyprus after 15 years of cooperation, during which he discussed the ongoing renovations at Europa Clinic, which is set to expand and upgrade into a fully equipped medical center capable of accommodating short-term inpatients. The clinic's high level of service continues to be praised by clients on a weekly basis, reflecting the success of this longstanding partnership.

Discounts and Cost Savings: We have achieved substantial cost savings; with an increase in claim numbers, the team has managed to negotiate keeping provider prices at reasonable levels alongside securing additional discounts. These efforts are projected to result in an impressive €85,000 in extra savings in the UAE for 2024.

EC SÃO PAULO



DAVID IN SIRIO LIBANES HOSPITAL

Site Inspection with CFO Oversight

We welcomed David Kraul, CFO, for a significant visit to our office that included a site inspection at Hospital Sirio Libanes, one of the city's top preferred providers and a leading medical facility in São Paulo. This hospital has consistently demonstrated its crucial role in providing medical assistance to our clients, underscoring its importance in our network.

Network expansion - new agreements: We have added new cashless providers in Monterrey, Mexico, including a specialist allergist and Hope Medical Center. Known for its comprehensive range of services, Hope Medical Center offers specialties such as general practice, OB/Gyn, traumatology, urology, and oncology.

EC SYDNEY

We engaged in a comprehensive series of network visits across both Australia and New Zealand, aiming to enhance our 'flash the card' (FTC) provider network. These visits were strategically coordinated alongside client group meetings in major cities including Melbourne, Adelaide, Brisbane, Auckland, and Wellington.

Site inspections in Australia: 15 providers visited.

In Melbourne, the team visited four General Practitioner clinics, identifying significant opportunities for corporate health checks, occupational health services, and group flu vaccinations. The Adelaide leg of the tour included visits to one pharmacy and four clinics, while in Brisbane, the team visited two pharmacies and four clinics with the goal of enhancing service access in the area.

Network meetings in New Zealand Our efforts were focused on Auckland and Wellington to enhance the 'flash the card' (FTC) system. In Auckland, the team visited two General Practitioner clinics, one Urgent Care clinic, and one pharmacy, successfully re-establishing an FTC setup at one of the GP clinics. However, the region is facing a GP appointment shortage, which remains a challenge. In Wellington, the team interacted with two GP clinics and two pharmacies, converting two providers to the FTC system, thereby improving the accessibility and efficiency of healthcare services for our clients.