

## PACIFIC PRIME BEIJING EMPLOYEE BENEFITS & SERVICE PROFILE

### Who We Are

Pacific Prime was founded in Hong Kong in 2000, specializing in employee benefits and medical insurance. Since then, the company has grown to include more than 400 staff across 7 offices around the world. Our diverse group of people represents 19 different nationalities and cultures, and they speak more than 21 languages amongst them.

Our clients are at the center of everything we do and we're proud to serve more than 200,000 of them in over 90 locations. The Pacific Prime portfolio includes more than 3,000 corporates - from global multi-nationals to small-to-medium local enterprises to international schools - that adds up to more than 150,000 lives covered.

It is these clients who have been able to take advantage of our expertise in providing employee benefits solutions (High-end and supplementary medical, and non-medical benefits), as well as property & casualty insurance offerings. Pacific Prime Beijing continues to be a key partner for leading international insurers, recognised by the likes of BUPA and Cigna for our commitment to excellence.

### Using Pacific Prime Beijing to Your Advantage

Pacific Prime's Beijing office is a trusted brand around the world, recognized for the fact that we are one of only a few intermediaries who all major insurance companies choose to partner with. This means you can always expect a complete, transparent, and impartial review of the market - we're a broker who places you at the centre of our decision making process.

Our ultimate goal is to reduce your total insurance expenditure, as well as deliver a simple insurance solution with outstanding year-round support for your staff and members.



### \$ Cost Control

Through Pacific Prime's **annual benchmarking** process, you can be sure you will always have the most competitive premium options available to you from all vendors.

It can be time consuming to do it yourself, so our team will do it all for you. We'll then present you with a **transparent market review** to ensure your plan still delivers the **best value for money** year-on-year.

Our partnerships with both major international and local insurance companies gives us a **competitive advantage** when it comes to negotiating premiums.

### Experience & Knowledge

We are the **insurance experts** with the reputation for **simplifying insurance**. Our extensive experience and industry knowledge keeps you up to date on market trends, policy changes, and government regulations.

Our **market intelligence** puts you in the best position when making decisions. We aim to keep you fully informed of your options, as well as the impact they have on your company and staff.

Pacific Prime also identifies the less tangible aspects of a policy, which can often **be the difference** in service you might receive elsewhere.

### Long Term Partnerships

We value our long term partnerships at Pacific Prime. Our clients will always have us as their **first point of contact**, meaning we can deliver consistent levels of service regardless of insurer.

This **unique approach** means neither you nor Pacific Prime relies solely on an insurance company, supporting the fact that **you are at the centre** of our service model.

If you want to change insurers, we will make it happen. You will always have the option to select a new plan that **better meets your budget and benefit requirements**.



# Consulting, Policy Broking and Plan Administration

## Employee Claims & Benefits Assistance

- Dedicated in-house claims teams are available through Pacific Prime Beijing with direct broker channels to insurers
- Proactive claims assistance by our teams on behalf of all of your members - streamlining the reimbursement process
- Regionally-based Account Manager to provide immediate member and management assistance related to benefits and policies

## Management Reporting

- Expect year-round coordination between us and your HR team to better handle all employee movements and accounting
- Review meetings and performance analysis presentations will ensure your policy's success on both a service and claims level
- Pacific Prime Beijing will provide a Claims Report to help you manage usage during the year

## Members Orientation

- Insurer and benefit orientation is provided by Pacific Prime Beijing at policy inception - and we can provide them in a range of languages
- Orientation presentations can be made in conjunction with the chosen insurer to put familiar faces to both us and the insurance company you have selected
- Q&A sessions will be provided by our staff as an effective and helpful way to manage employee expectations of your plan right from the beginning

## Significant Service Advantage

Pacific Prime Beijing's teams are ready to deliver outstanding service and policy administration to your regional teams, as well acting as a streamlined single point of contact for your managerial staff.

## Services Pacific Prime Will Offer

- ✓ Same cost as insurance company + Further premium negotiations
- ✓ Renewal processing / new application & policy setup
- ✓ Members orientation session
- ✓ 1st point of contact for all benefit and network queries
- ✓ Claims support for submission, tracking and assistance
- ✓ Membership management
- ✓ Invoicing and account reconciliation
- ✓ Management reporting on policy performance
- ✓ Plan design & Cost control assistance
- ✓ Annual benchmarking
- ✓ E-claims website for your employees and HR department

