

China CITIC Bank International in collaboration with China Life (Overseas) rides on technology to simplify insurance purchase processes

First bank in Hong Kong to adopt digital platform OnePartner for insurance sales

(Hong Kong: 29 October 2021) China CITIC Bank International Limited (the “Bank” or “CNCBI”) announces that the Bank has joined hands with China Life Insurance (Overseas) Company Limited (“China Life (Overseas)”) and has become the first bank in Hong Kong to introduce the China Life (Overseas) OnePartner electronic insurance purchasing platform to CNCBI branches, riding on FinTech to digitalise the process of purchasing China Life (Overseas) insurance products at branch. This is expected to reduce the time needed for insurance purchases and provide customers enhanced service experience with greater convenience and security.

With OnePartner, CNCBI’s frontline relationship managers may now provide one-stop insurance service from sales to application and aftersales management. The Bank has started to utilise OnePartner at five of its branches in Mongkok, Lippo Centre, Quarry Bay, Des Voeux Road Central and Tsuen Wan in September 2021 and will extend the use of OnePartner at its entire branch network in the future with a view to providing customers with more convenient, efficient and environmental-friendly insurance purchasing experiences.

- **More convenient:** One-stop online insurance purchasing and management process encompasses personal data input, identity documents uploads, documents endorsement and submission, information verification and insurance application status updates, allowing customers to enjoy the protection earlier with greater convenience.
- **More efficient:** Customer data is submitted directly to China Life (Overseas) via a secure online system without the need for physical documents handling. Customers are notified by email and/or instant messages upon successful application.
- **More environmental-friendly:** Relationship managers recommend insurance products of China Life (Overseas), provide insurance proposals and subsequently submit applications via OnePartner without the need for printed matters or paper forms.

A licensed insurance agency of China Life (Overseas) since 2011¹, CNCBI is looking to launch in collaboration with China Life (Overseas) a remote video insurance purchasing service. This will allow customers to consult the Bank’s relationship managers directly via the Bank’s flagship mobile banking platform inMotion and with the assistance of the relationship managers conduct online financial analysis, product selection and insurance documents endorsement via OnePartner, reaping the benefits of FinTech within the comfortable confines at home.

Remarks:

- 1 China CITIC Bank International Limited is registered at the Insurance Authority to act as a licensed insurance agency of China Life Insurance (Overseas) Company Limited. The Bank is responsible for distributing the insurance products only while China Life (Overseas) is solely responsible for all matters related to the product details, underwriting, benefit coverage and claim payment.

China CITIC Bank International Limited

China CITIC Bank International Limited ("CNCBI") is 75%-owned by CITIC International Financial Holdings Limited ("CIFH"), which in turn is a wholly-owned subsidiary of China CITIC Bank Corporation Limited ("CNCB").

By providing value-creating financial solutions to define and exceed both wealth management and international business objectives of Greater China and overseas customers, CNCBI aspires to be "the best integrated financial services provider", with the highest international standards and capabilities.

CNCBI's footprint in Greater China includes 27 branches and two business banking centres in Hong Kong, as well as branches and presence in Beijing, Shanghai, Shenzhen and Macau. CNCBI also has overseas branches in New York, Los Angeles and Singapore. More information about CNCBI can be found on its website at www.cncbinternational.com.

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