



中国太平
CHINA TAIPING

New Era New Strategy

Delivering Customer Excellence
with Innovation





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CHINA TAIPING



ABOUT CHINA TAIPING INSURANCE GROUP

China Taiping Insurance Group Limited is a Chinese state-owned financial and insurance group headquartered in Hong Kong. China Taiping Insurance Holdings Company Limited created history when it was listed on Hong Kong Stock Exchange in 2000, making it the first-ever Chinese-funded insurer that was listed overseas.



Established in Shanghai since 1929



Achieved Global Fortune 500 since 2018



Listed on Hong Kong Stock Exchange since 2000



Total assets of RMB 732 billion, as of 30 June 2019



Global footprint of 24 subsidiaries—Mainland China, Hong Kong, Macau, North America, Europe, Oceania, East and Southeast Asia



Total employees of 600,000

China Taiping Insurance Singapore



Established since 1938



A.M. Best credit rating “A”



A.M. Best financial strength “A”



Paid-up capital of S\$160 million



Provides one-stop financial solutions



XIAO ZHI A ROBOT MASTER FOR VIDEO CLAIM

In 2018, China Taiping launched Xiao Zhi in 20 cities across the country. Over 10 months, we have handled more than 100,000 cases of claims.

CORE TECHNICAL FUNCTION



DATA ACQUISITION

- Multi-dimensional
- Multi-scene



INTELLIGENTLY LOCATE DAMAGED PART

- Quickly locate damaged part
- Provide claim standard



IMAGE ENHANCEMENT

- Ensure quality photos can be collected even under weak signals and harsh environment



DATA WAREHOUSE

- For verification, supervision, voice and video recording



AI LOSS ESTIMATION

- Auto-detect photo quality
- Reduce the work load of motor surveyor



MULTI-SOURCE DIGITAL WATER-MARKING

- Information is encrypted to prevent tampering

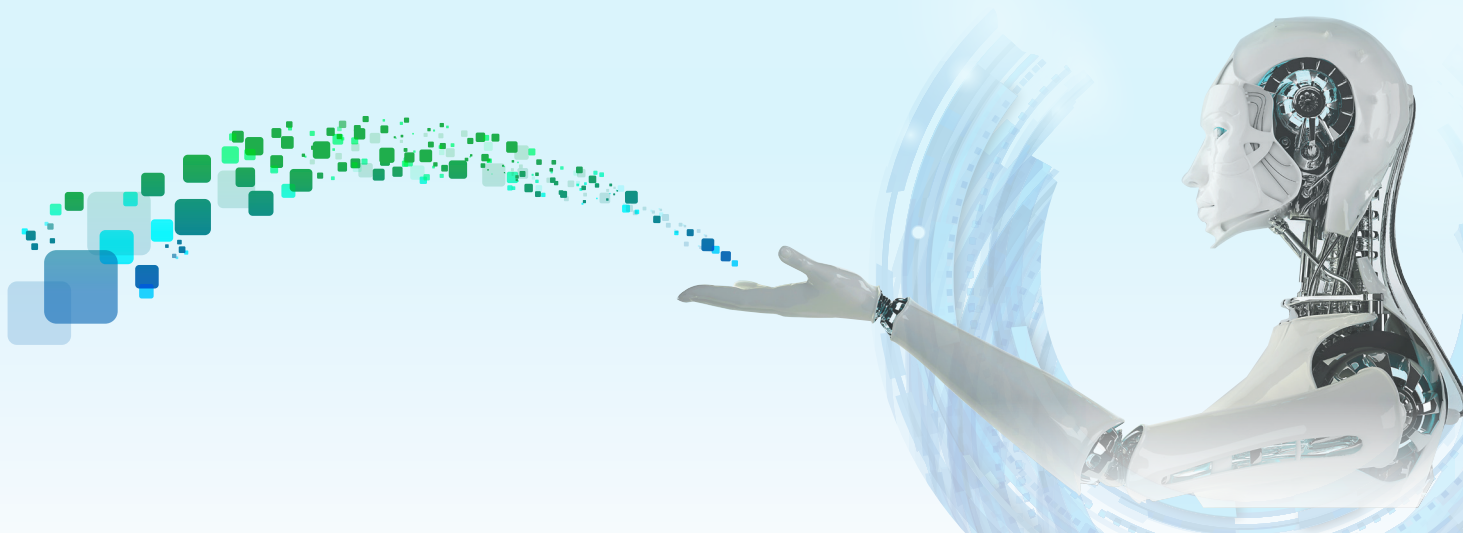


VIDEO

- Real-time intervention at accident site and quick survey

BENEFITS

Excellent Customer Experience • Efficient Claim Processing
Wide Application Scope • Lower Claim Cost • Loss Reduction



SMART SERVICE CENTRE

China Taiping has launched 5 smart service centres in Sichuan, Shandong, Beijing and Guangdong.

4S SERVICE EXPERIENCES

SAFE

Multi-dimensional risk control measures - optical character recognition, facial recognition and privacy protection.

SMART

Intelligent robot and video customer services providing enhanced customer experience.

SWIFT

The first Insurance Automatic Teller Machine (IATM) in the industry offering swift services.

SOCIABLE

A new experience with healthcare and protection coverage for the old folks.

RECEPTION AREA

- You will be welcomed by an **intelligent robot** and will be recognized at first sight through **facial recognition** and **voice interaction**.
- An **intelligent guidance counter** will facilitate you in the navigation through the Centre.

HEALTH EXPERIENCE AREA

- **Facial recognition** for health status detection
- All-in-one machine for **body fat detection**
- **Ultrasonic** height and weight scale
- **Pulse** and **blood pressure** detector
- Exclusive **health reports** available on “中国太平95589” WeChat account.

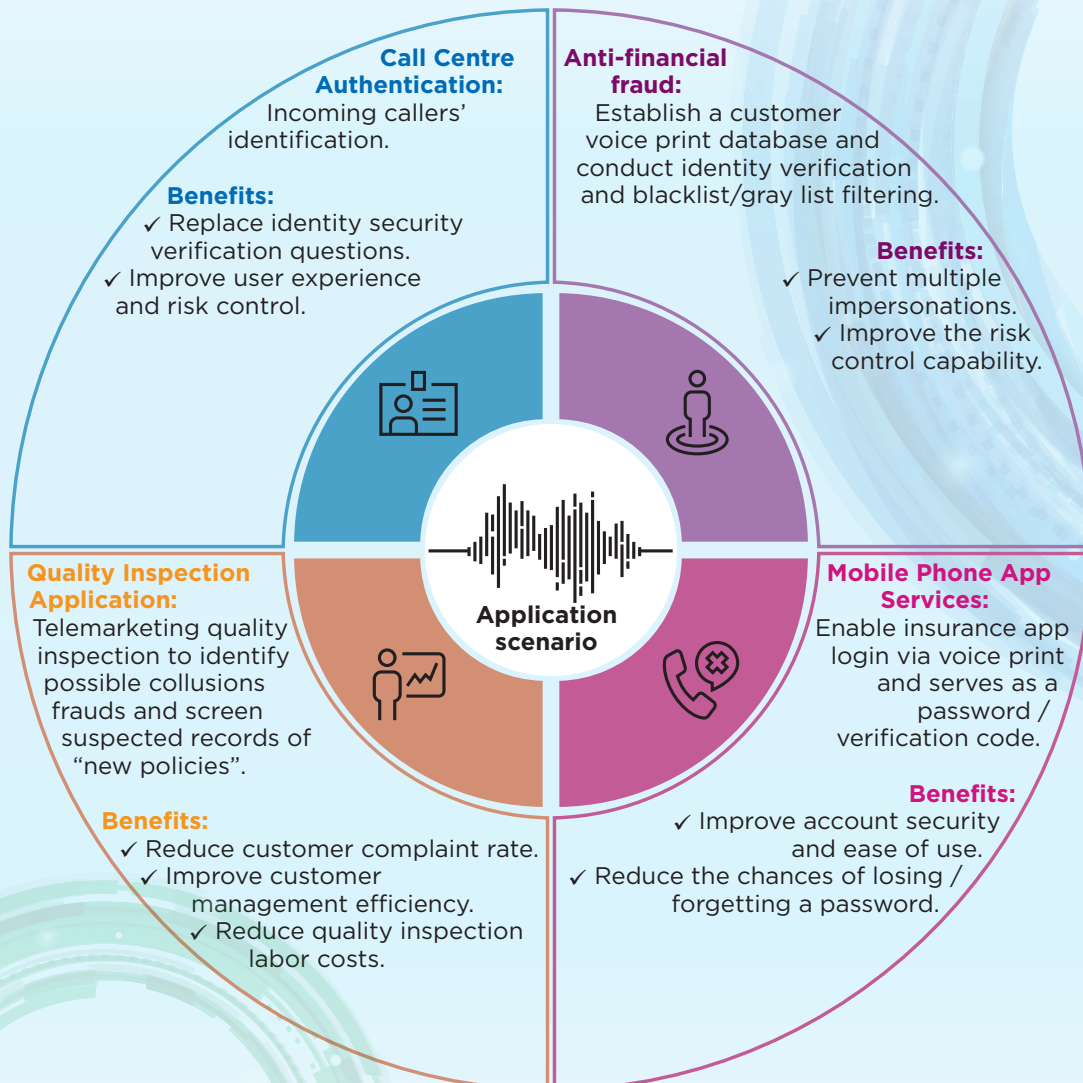
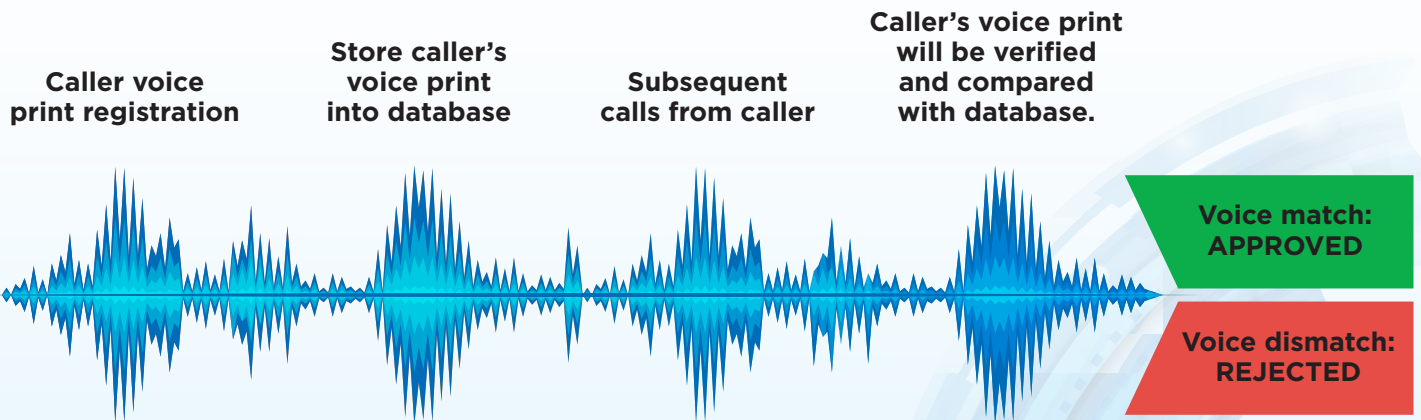
SELF-SERVICE AREA

- Complete self-services through the IATM at your convenience.
- Enquire about products, services and promotions through the interactive video wall with customer service.



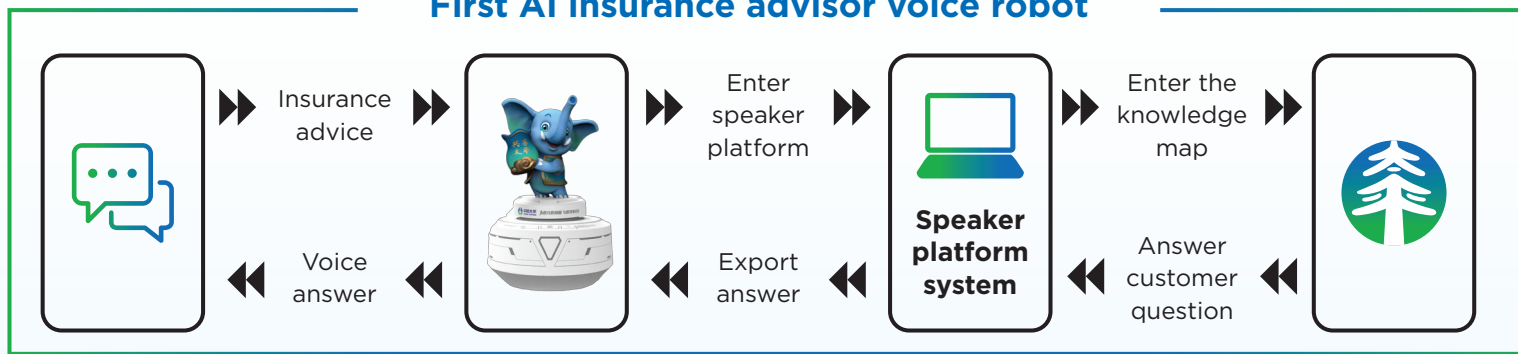
VOICE PRINT RECOGNITION

How Voice Print Recognition works:

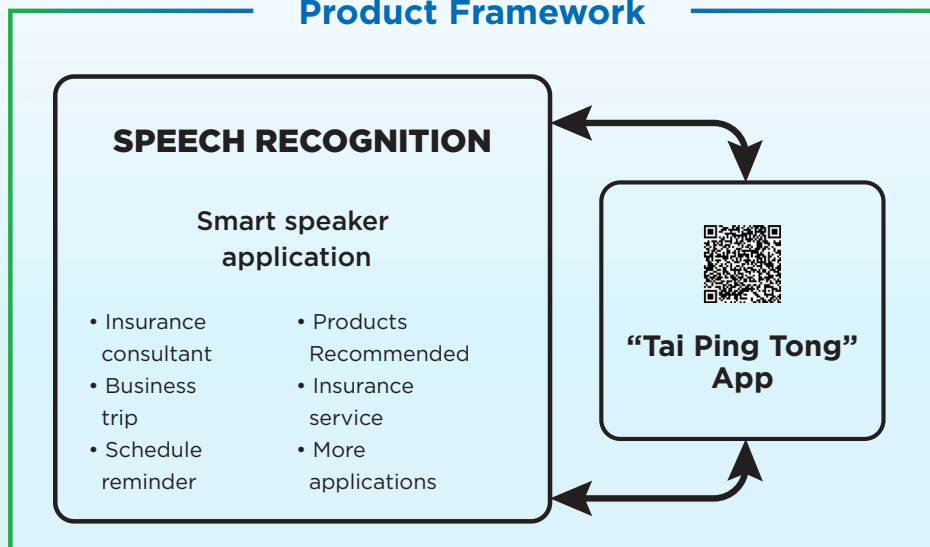


"ELEPHANT OF PEACE" SMART SPEAKER

First AI insurance advisor voice robot



Product Framework



4 Considering Factors

ALGORITHM

- High dependency on algorithm details
- Overfitting
- Algorithm integration capability

COMPUTING

- Very-Large-Scale Searching Space
- Super computing power
- Computing Cluster

DATA

- Domain knowledge
- Deep data know-how and insights
- Capability for data and model integration

BUSINESS

- Business Application Scenarios
- Set the proper optimization target
- Business related characteristic engineering

1. DEEPER

Discover data insights through data mining.

2. BIGGER

High capability computing model in multi-dimensions.

3. RATIONALE

Enable logical decision making without human emotions.

4. SWIFT

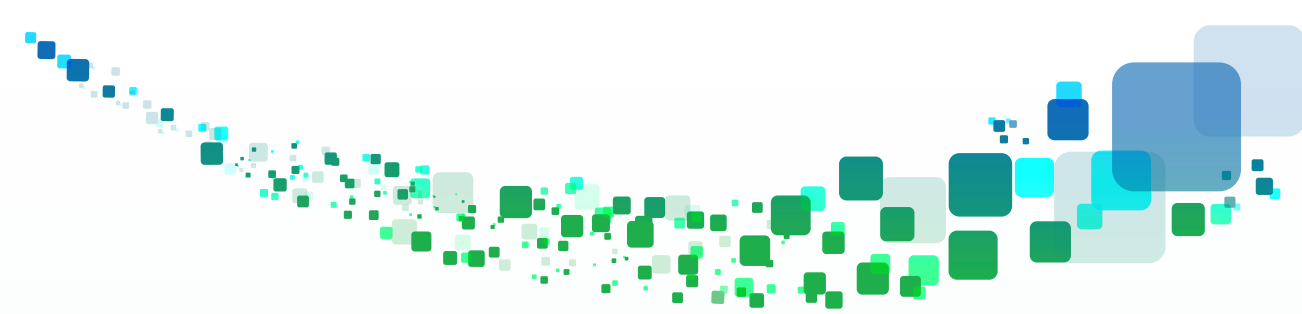
Obtain market knowledge, understand market changes and capture market details.

5. BROADER

Alternative data analysis capability to transform finance, weather and transportation data to text, and apply to investment model.

5 Capabilities of AI





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