



Global Employee Benefits Specialist

Hong Kong, China • China • Singapore • Malaysia • Thailand • Philippines
Indonesia • Mexico • UAE • United Kingdom • United States • Australia

Table of Contents

About Us	3
Pacific Prime Global Operations and Key Facts	4
Our Clients	5
Employee Benefits and Corporate Insurance Solutions	6
Providing the Right Solutions	7
Flexible Benefits	8
Prime Care Portal (PCP) - A Bespoke Employee Benefits Platform	9
Core Functions	10
Client-Focused Value Propositions	11
What Insurers Say about Pacific Prime	12
Our Insurance Partners	13

About Us

Pacific Prime is an **award-winning, global corporate insurance and employee benefits specialist**. We have **over 25 years of experience** and have grown to become one of the world's leading and **Asia's third largest employee benefits broker**. Our success is attributed to the expert and impartial advice and value-added services and assistance we offer clients, as well as our industry-leading technological capabilities and technology-driven partnerships.



Pacific Prime - Global Operations and Key Facts

Pacific Prime is a corporate insurance specialist and an owner of the World Broker Network (WBN). Our strategic regional offices allow us to provide uncompromising services to our global clients.

**Founded
in 2000**

in **Hong Kong**
as an insurance
specialist.



WBN

Representing more than 150 brokers in 100+ countries, Pacific Prime is an owner of the WBN with annual revenues of over 10bn USD.

We are one of the
**leading insurance
brokers in Asia**
partnered with top
insurers including: AIA,

AIG, Allianz, AXA, Berkshire,
BUPA, Chubb, Cigna, Ergo,
Liberty, MSIG, Orient, PICC,
Ping An, QBE, Zurich, and more.



We provide bespoke
insurance solutions to over

7,000 companies across
Property, Casualty, Financial Lines,
and Employee Benefits.



+1,300
Staff Worldwide

We service
our clients in



187 countries around
the world and

offer 20+
languages,
including English,
Mandarin, French, Spanish, Arabic,
Hindi, and Thai.



EB Insurtech

10% of our total staff are IT professionals. Our proprietary platform is developed in-house to allow us to provide our clients with innovative solutions.

Our platforms provides:

- CRM Software System
- eWallet
- Self-insurance Plan Technology
- Flexible Benefits Platform

Our Clients

CLIFFORD
CHANCE

GIBSON DUNN

SHANGRI-LA
HOTELS and RESORTS

L'ORÉAL

LVMH
MOËT HENNESSY · LOUIS VUITTON

ReedSmith

McKinsey&Company

THE CARLYLE GROUP
GLOBAL ALTERNATIVE ASSET MANAGEMENT

KIRKLAND & ELLIS
A LAW FIRM SERVING GLOBAL CLIENTS

SONY



VISA



subsea 7



Grab

WALKERS



Sabre



amadeus



CVC

gettyimages®

HALLIBURTON



Jefferies



CHUBB®

RALPH LAUREN



ambition

sanofi

Employee Benefits and Corporate Insurance Solutions

Pacific Prime has over 25 years of experience working with businesses all over the world. Based on these [long-standing partnerships with clients](#), we have developed a nuanced understanding of the hurdles businesses encounter when trying to [provide cost-effective yet competitive employee benefits packages](#) to their workforce.

We have extensive experience working with industries including:



Professional Services Firms



International Schools



Oil & Gas



Food & Beverages



Pharmaceutical



Legal



Mining



Retail



Our extensive knowledge and experience allow us to pinpoint challenges and obstacles to assist our clients in mitigating and managing business risks.

Our offices are [strategically positioned across Asia, the Middle East, Europe, and the Americas](#). Pacific Prime is more than just an official member of the Worldwide Broker Network. As [an owner of the WBN](#), we [represent more than 150 brokers in over 100 countries](#) across the world, with [annual revenues of +10bn USD](#). Pacific Prime is also the [preferred International Private Medical Insurance \(IPMI\) broker](#) for the WBN.



Neil Raymond

Founder and Global CEO of Pacific Prime & Board Member of the WBN



Pierre de Mirman

Deputy Global CEO of Pacific Prime & Member of Steering Committee of the WBN

Pacific Prime offers [best-in-class services](#) across multiple regions and is the [designated broker](#) for the WBN in Hong Kong, China, the UAE, Thailand, Singapore, Malaysia, and Australia.

[Neil Raymond](#), our Founder and Global CEO, as well as [Pierre de Mirman](#), our Deputy Global CEO, [hold significant positions within the WBN](#).

Providing the Right Solutions

Partnering with all major local and global insurers, Pacific Prime offers a wide variety of employee benefits and corporate insurance solutions that can be tailored to suit the needs of each firm. Our team of insurance advisors have in-depth industry knowledge, enabling them to work closely with you to identify and reduce your business risks, as well as meet your business goals, through the following types of customizable solutions.

Employee Benefits

- Medical
- Wellness, Optical, and/or Maternity
- Life Insurance
- Accidental Death & Dismemberment (AD&D)
- Supplementary Medical Insurance
- Continuation Options

Property & Casualty

- Property & Contents
- Public Liability
- Business Interruption
- Employer Liability
- Professional Indemnity
- Directors and Officers Liability
- Personal Insurance (e.g. Home and Contents, AD&D, Liability, etc.)

Wellness-related Services

- Health Concierge
- Wellness Programs

Technology

- Full Flex Platform
- eWallet
- Self Insurance Plan Management
- Census and Premium Database Solutions
- Proprietary CRM System



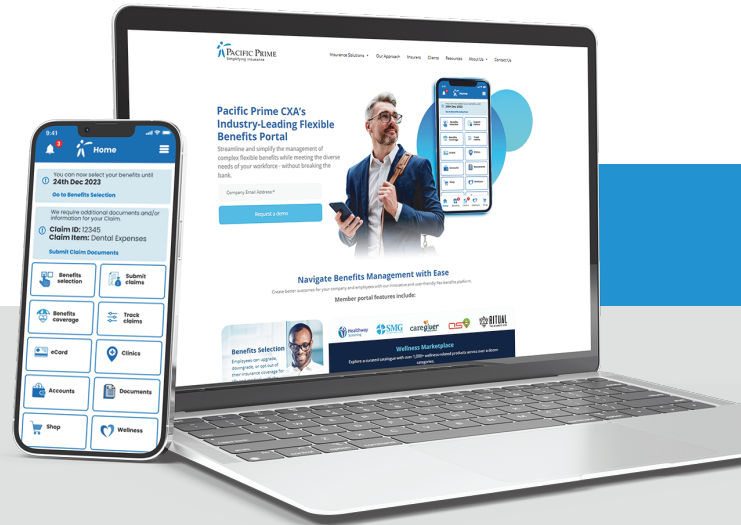
To learn more about the insurance solutions we offer, visit:

<https://www.pacificprime.com/corporate/company-insurance-solutions/>

Flexible Benefits

Technology has always been an integral component in our approach to simplifying the world of insurance for our clients. Our Pacific Prime SG Flexible Benefits Portal is a flexible benefits employee app that allows our clients to effortlessly streamline and simplify the management of complex flexible benefits.

The app is fully customizable and delivers more value to any total rewards/employee benefits program. From benefits selection to a wellness marketplace, our Pacific Prime SG Flexible Benefits Portal allows clients and members to truly take their benefits into their own hands.



Allow employees to select, preview, and checkout **Benefits Selection**



Over 2M Claims Processed Annually

24/7 Multilingual Helpdesk Support for employees whenever and wherever they need it



Multi-tiered **eWallets and Statement of Accounts** to facilitate flexible financial management



Total Rewards Statement for employees to view their benefit coverage and plans whenever they need



Expert curated **Wellness Marketplace** with over 1,000 wellness-related products

To learn more about how the Pacific Prime SG works, you can book a demo with a member of our corporation team or visit:

<https://www.pacificprime.com/corporate/pacificprime-cxa-portal>

Prime Care Portal (PCP) - A Bespoke HR Benefits Management System

The Prime Care Portal (PCP) is a bespoke IT solution, designed to help global HR teams work synchronously on a single, centralized platform. It streamlines every aspect of the benefits administration process, offering ease of access regardless of the insurer or plan chosen.



Available to all our clients free of charge, the PCP is a comprehensive employee benefits tool that can be tailored to suit the clients' requirements and has the following capabilities:

-  **Cascaded HR Access Rights**
-  **Manage Policies Across Multiple Jurisdictions/Countries**
-  **Multiple Insurers Managed on One Platform**
-  **Real-time Updates**
-  **Real-time Invoice & Billing**
-  **Customized Data Analysis**
-  **Renew Global/Regional Policies Synchronously**
-  **Seamless Collaboration & Document Distribution**
-  **Secure Data System with Full Audit Trail**

To learn more about how the PCP works, you can book a demo with a member of our corporation team or visit <https://www.pacificprime.com/corporate/pacificprime-prime-care-portal>

Core Functions



Consulting

Leveraging our multi-jurisdictional knowledge, we can identify legal and compliance issues that will impact our clients across different regions in which they operate. Our extensive industry expertise and innovative solutions allow us to deliver seamless assistance, optimizing plan value, efficiency, and scalability while fostering confidence and peace of mind for our clients.

Policy Broking

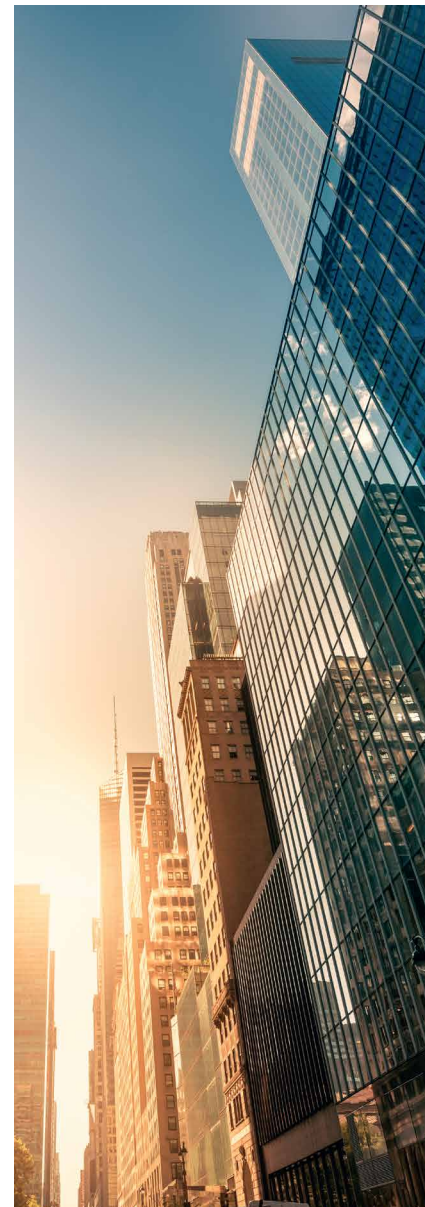
We meticulously benchmark insurers and policies, leveraging data-driven risk assessment and industry expertise to offer tailored coverage solutions and access to diverse options, empowering clients with informed decision-making.

Plan Administration

Our client-centric approach to ongoing plan management includes dedicated local support in all aspects, from claims, account, and benefits explanation ensuring total client satisfaction throughout the lifetime of our client's policy.

Technology

Our staff understands our key corporate objective: to deliver quality service to our clients. This is supported by bespoke IT systems, which enable us to manage the unique requirements of clients at the highest level, and provide dedicated account coverage.





Client-Focused Value Proposition

Culture & Staff

Pacific Prime has the most extensive and well-managed insurance advisor training and development program in the industry. Our staff retention and dedicated focus has enabled us to give [unparalleled advice](#).

One Global P&L

Pacific Prime follows a “One Global P&L” ideal, every regional office works together to provide our clients with [consistent, high-quality services across different regions](#) to ensure [total client satisfaction](#).

Long Term Partnerships

By understanding our clients’ needs, we deliver clear results. We have been able to add value to policyholders by [understanding their objectives](#) and [aligning their insurance coverage accordingly](#). We believe in a transparent relationship that promotes success by establishing trust. To this day, [we have not lost a single key client in RFP](#).

Tailored Solutions

We pride ourselves in providing [tailored insurance solutions for our clients](#). Leveraging our relationship with top insurers, both globally and locally, we can create [flexible employee technology and creative solutions](#) that are [truly unique to you](#) with benefits that may not be commonly offered on the market.

Global Employee Benefits Programs

Pacific Prime is structured in a way to provide optimal support to multinational corporations. 70% of our existing clients operate over 2 countries. [Leveraging our expertise, regional offices, and partnerships](#), we offer [global insurance solutions from different insurers](#) for our clients.

Focused Proposition

We pride ourselves in maintaining a consistent service model and approach to supporting our clients. Whether they are a giant multinational corporation or a SME, [all our clients can expect the same white-glove service from Pacific Prime](#).

What Insurers Say About Pacific Prime

"Pacific Prime is an important long-term partner of Cigna International Health. We highly value our collaborative engagement as we develop long term solutions and technologies for our mutual clients. Both organizations bring years of experience in health and global market insights which benefits our current and future customers."

Neil Kirby

CEO Global Individual Health,
Cigna International



**Top Producer
Individuals Award**

"It has been an outstanding year of performance with Pacific Prime across our business and individual product segments. As a valued partner of Sukoon and Bupa Global, they continue to strive for excellence by delivering on growth that is sustainable whilst ensuring that their client base is kept well managed."

Zak Ali

Head of Sales, for International Health Plans
at Sukoon and Bupa Global



**Outstanding Achievement -
Top Producer Award**

"As experts in their field, Pacific Prime brings years of knowledge, expertise, and professionalism to the market ensuring they meet and exceed the needs of their clients. Our continued working relationship with Pacific Prime is a testament to our shared business values and commitment to the market."

David Myers

Chief Sales Officer, Allianz Partners Health

Allianz  Partners

**Top Individual
Producer Award**

"Pacific Prime has been a valued and trusted partner of Now Health International for many years. They have a deep understanding of the International health insurance market on a global scale and not only provide customers ready access to a wide range of available products, they also make it easy for customers to navigate the options, recommending solutions specific to each of their client's needs."

Michel Faucher

Managing Director of NOW Health International
and Chief Commercial Officer of Middle East/Africa



Top Distributor Award

"Pacific Prime's passion to deliver a quality service to their customers, their knowledge of healthcare requirements around the world and their global footprint make them an excellent Global Distribution Partner of AXA."

Andy Edwards

Global Head of International Healthcare,
AXA – Global Healthcare



**Top Sales -
International Broker Award**

Our Insurance Partners

Pacific Prime has solid business relationships with over 40 of the world's leading international and local insurers, including:



HONG KONG

+852 3113 6886
Units 1-11, 35/F, One Hung
To Road, Kwun Tong,
Hong Kong, China

SINGAPORE

+65 6536 6173
18 Cross #09-02,
18 Cross Street,
Singapore 048423

DUBAI (ADMINISTRATION OFFICE)

+971 (0) 42 79 3800
10/F, Platinum Tower,
Cluster I, Jumeirah Lakes
Towers, Dubai, UAE

SHANGHAI

+86 21 3279 3500
21/F, Crystal Century Tower,
567 Weihai Road, Jing An
District, Shanghai 200041,
China

CEBU

+63 32 2535066
Unit 504, TGU Tower,
Jose Ma. del Mar. Street,
IT Park, Apas Cebu City 6000,
Philippines

LOS ANGELES

+1 (626) 600 7089
2100 Huntington Drive,
Unit #1-D, San Marino,
CA 91108, Los Angeles
County, United States

BEIJING

+86 10 6464 0611
907, Block B, Winterless
Center, No. 1, Xi Dawang
Road, Chaoyang District,
Beijing 100020, China

BANGKOK

+66 (0)2-0955650
25/F, 548 One City Centre
Bldg., Ploenchit Road,
Lumpini, Pathumwan,
Bangkok 10330, Thailand

MEXICO CITY

+52 55 4124 0118
Plaza Carso II, Piso 15,
Oficina 1502. Calle de Lago
Zúrich 219, Colonia
Ampliación Granada,
Delegación Miguel Hidalgo,
C.P. 11529. CDMX, Mexico

GUANGZHOU

+86 20 3397 2261
Units 1407-1409, Yian Plaza,
No.33 Jianshe 6 Road,
Yuexiu District, Guangzhou
510060, China

KUALA LUMPUR

+60 38 7032440
Suite 13-01-B, G Tower,
199 Jalan Tun Razak,
50450 Kuala Lumpur,
Malaysia

LONDON

+44 203 968 7750
3/F, 70 Gracechurch Street,
London EC3V 0HR,
United Kingdom

SHENZHEN

+86 755 8271 8859
1602-C061, Tower C,
Greater China International
Finance Center,
No.1003 Shennan Avenue,
Futian Street, Futian District,
Shenzhen 518000, China

JAKARTA

+62 21 3952 5925
Level 24, Suite 24.04 - 07,
Wisma 46, Jl. Jend. Sudirman
Kav. 01, Jakarta 10220,
Indonesia

MELBOURNE

+61 418139270
PO Box 86, Briar Hill,
Vic 3088, Australia

Simplifying Insurance

www.pacificprime.com/corporate

Ref: KY-2026-03-09