



# Global Employee Benefits Specialist

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

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# About Us

Pacific Prime is an **award-winning, global corporate insurance and employee benefits specialist**. We have **over two decades 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.



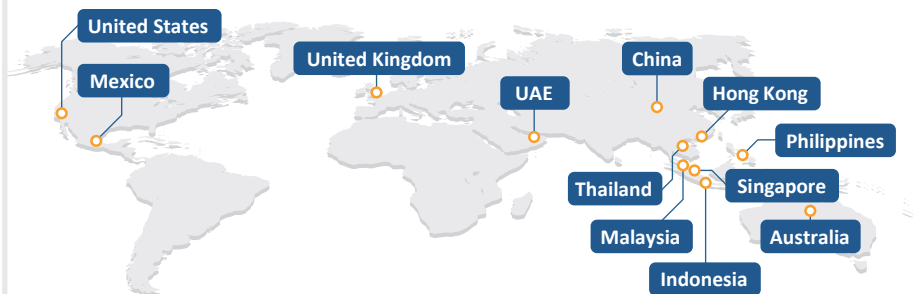


# Pacific Prime - Global Operations and Key Facts

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.



**+1,000**  
Staff Worldwide

We service  
our clients in



**187** countries around  
the world



and offer  
**multilingual  
support in 28  
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 two decades 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 CXA 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 CXA 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 PCP 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**

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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."

## Phil Austin

CEO Domestic Health Europe & Asia Pac  
Head of Global Business Development  
Cigna International Health



**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:



Allianz  Partners



CHUBB®



#### **HONG KONG**

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35th Floor, 1 Hung To Road,  
Kwun Tong, Hong Kong

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#### **SHANGHAI**

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Jakarta Selatan,  
12190, Indonesia

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## **Simplifying Insurance**

[www.pacificprime.com/corporate](http://www.pacificprime.com/corporate)

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