

PING AN

Insurance · Banking · Investment

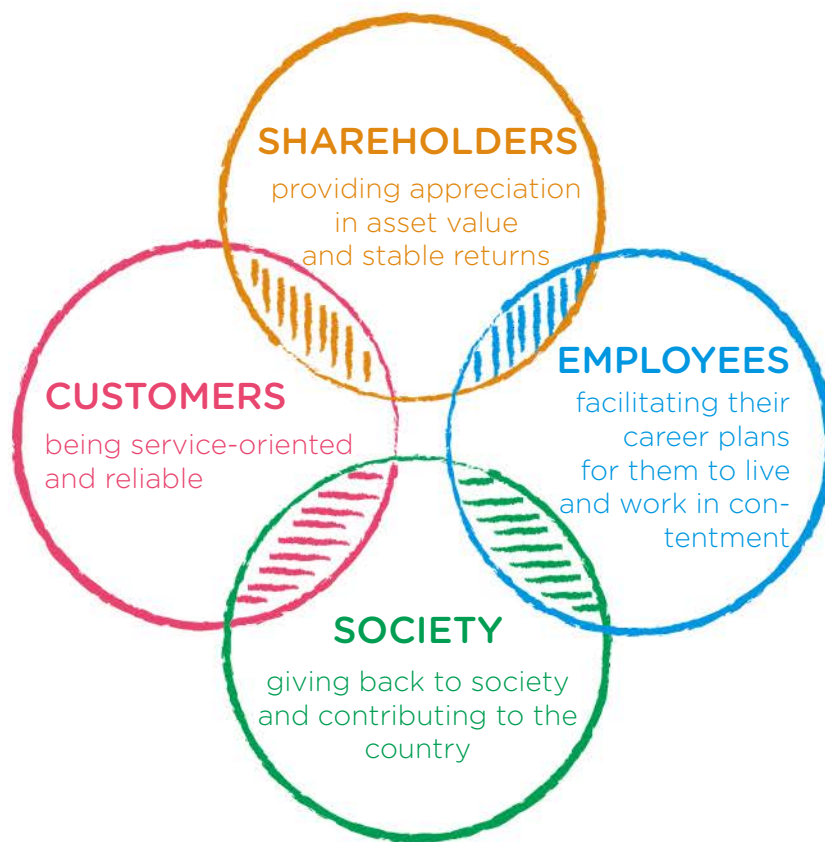
Ping An is always by your side

Ping An 2016 Corporate Social Responsibility Report



Corporate Mission

Cherishing the idea of social commitment, we are dedicated to fulfilling our duties to our shareholders, living up to the trust of our customers, benefiting our employees and contributing, with gratitude to society.



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Chairman's Statement

My father's generation struggled through the hard days of poor, pre-liberation China. My generation witnessed the groundbreaking changes that took place after the birth of the People's Republic of China and the kick-off of the reform and opening-up. My children's generation are studying and growing in a prosperous environment that we totally could not imagine before. With such life experiences, most of us cherish a strong hope of rich Chinese people and strong China. This hope represents a responsibility; as the Confucians put it, "When you are weak, take care of yourself; when you are strong, go save the world." Our country's fast economic growth requires a team of responsible enterprises working hard together. Businesses should fulfill their responsibilities to society. Profit chasing is an enterprise's instinct, but it is only a tiny starting point. It is an enterprise's responsibility to become bigger, stronger, and capable of giving back to society. It should be an enterprise's ambition to maintain peace and prosperity for the country and the nation.

Only with stronger capabilities, can an enterprise take greater responsibilities. Ping An has always cherished the hope. For nearly 30 years since the establishment of Ping An, the hope has kept us in high spirit. Owing to the hard work of 1.40 million people at Ping An, Ping An has become a Fortune Global 50 company, a Forbes Global 20 company, and the No.1 insurance brand in the world. The international recognition not only makes us proud, but also reminds us of our heavy responsibilities.

"When you eat fruits, you should remember the fruit tree; when you drink water, you should remember the water source." In the earliest days of Ping An, we specified the following four responsibilities as Ping An's corporate missions: the responsibility to shareholders, which consists of asset appreciation and stable returns; the responsibility to employees and sales agents, which consists of career planning and peaceful lives; the responsibility to customers, which consists of excellent services and strong integrity; and the responsibility to society, which consists of contributions to society and the country. For 28 years since Ping An was founded, we have always kept up with the tide and proactively pursued innovations. Ping An has changed greatly since it started as a small property insurance company in Shekou with only 13 employees. But what remain unchanged are our determination and action to "seek survival via competition and seek development via innovation" and fulfill our responsibilities and commitments in the process of development.

Ping An's missions and responsibilities are reflected in our contributions to society.

We believe that education can shape the future. In 1994, the first Ping An Hope Primary School was established in Lu'an, Anhui Province. In the past over 20 years, we helped build 114 Hope Primary Schools in 31 provinces across China, and provided more than 300,000 rural children with access to education. We have proactively participated in the state's poverty relief plans, and developed unique education-based poverty relief programs such as the Hope Scholarships, training for school directors and teachers, volunteer programs, online classrooms, book donation initiatives, and mental training for rural teachers so as to upgrade education in remote areas.

We believe that innovation makes life easier. By applying new technologies and new thinking such as mobile connectivity, big data and cloud services to socializing, mobile, specialized and scenario-based services, we have made customers' lives easier, better, and more convenient. When a major disaster strikes, Ping An's agents and surveyors will always be with the customers and their relatives to provide them with professional services and assurance. We attach great importance to training. We have launched over 70,000 courses on the "Zhi Niao" app of Ping An School of Financial Management, constantly promoted mobile learning among employees, and built a robust face-to-face and online course system. We have launched the "Kuai Le Ping An" app, which is a convenient, mobile office platform. And we have created a comfortable workplace environment in Ping An International Financial Center in Shenzhen.

What we seek is "expertise creates value." We focus on health care management and financial asset management, always pursue "expertise", constantly improve our

performance, try to create more value for shareholders, and seek innovative ways to communicate with shareholders and investors to increase the Company's transparency. As at the end of 2016, our total assets had reached RMB 5.58 trillion, and our net profit attributable to shareholders of the parent company was RMB 383.449 bn. Besides the value we created for shareholders, our consolidated tax payment reached RMB 61.147 bn, which means that we are the largest taxpayer in Shenzhen and one of the leading taxpayers in China.

Each day, we seek innovations earnestly. In the new year, as the Company upgrades its status and strength, our ability and willingness to fulfill our social responsibilities will also increase. We will make more efforts to promote education-based poverty relief through robust organization, overall planning, proactive mobilization, and in-depth implementation. We have established the Ping An Education Charity Board, which is in charge of the Company's education charitable cause; I am the chairman of this Board. Under Ping An School of Financial Management, we will establish a social charity development research center, which will direct and manage the research, teaching and academic exchange on the social charitable cause. Going forward, we will continue to focus on Ping An Hope Primary Schools and our education support programs, upgrade our education support programs, uphold the one core philosophy of closing the educational gap between urban and rural areas, utilize the two online and offline channels, implement the three strategies involving teachers, technologies and innovations, provide four kinds of support in terms of hardware, technologies, organization and financial rewards, deepen and strengthen Ping An's education-based poverty relief efforts, help each child to become the best self, and lift each poor village out of poverty as early as possible and for good.

The year 2017 is Ping An's Year of Services. Through excellent services and technological innovations, we hope to: create value continuously and steadily for shareholders so that they have full confidence in us; provide customers with better service experience so as to have their trust; provide employees with a more comfortable workplace environment in which they are better motivated; create more value for partners and achieve more win-win results. We hope to help the society and environment to improve and progress through our proactive efforts.

Achievements depend on hope and diligence. In the new year, as we seek faster, stronger growth of the Company, we will keep Ping An's corporate missions in mind. Let's expect Ping An to achieve higher rankings in the world and better performance in fulfilling its corporate social responsibilities.



Chairman and Chief Executive Officer



Ping An is always by your side

During the past year, we adhered to expertise and continued our commitment to shareholders, customers, employees, society and partners.

In 2016, we entered top 50 in "Fortune Global 500". With great power comes great responsibility. Since the achievements were made with the support and help of the stakeholders, we view them as valuable assets, and feel obligated to give back to society, the public and the stakeholders. Therefore, we strive to provide professional and ultimate service with warmth.

Top **50**
in "Fortune Global 500"

Ping An is always by your side

For shareholders, we actively make investors relations communication, and continuously improve the company's operating results.

Ping An is always by your side

For customers, we adhere to ultimate service and technological innovation, making the customers' life simpler, more convenient and of higher quality.

Ping An is always by your side

For employees, we devote much attention to their development, and provide guarantee for them to live and work in contentment.

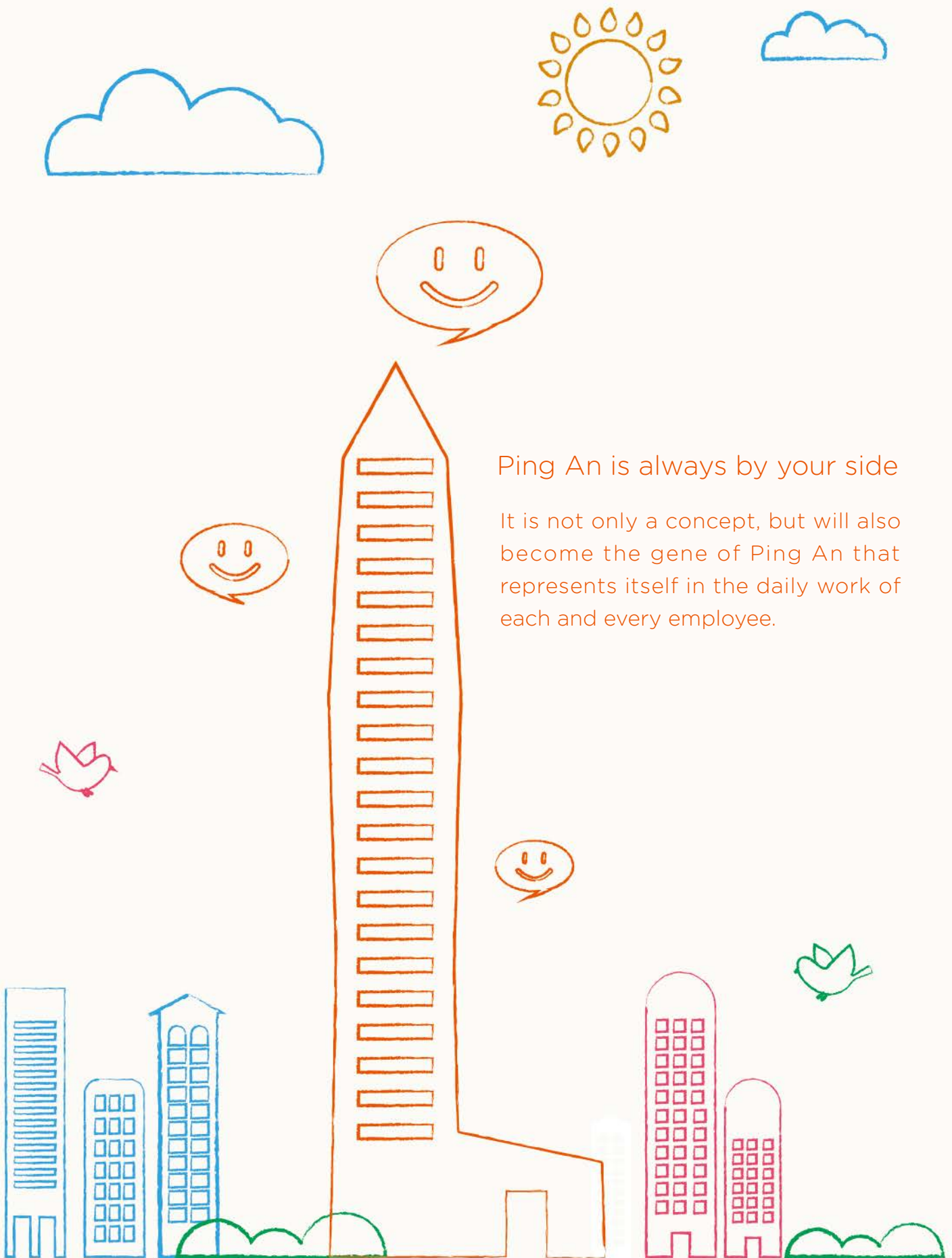
Ping An is always by your side

For society, we keep our commitments and fulfill our social responsibilities, changing the future with education.

Ping An is always by your side

For partners, we attach great importance to the mutual benefit and common development.





Ping An is always by your side

It is not only a concept, but will also become the gene of Ping An that represents itself in the daily work of each and every employee.

Testimonials of stakeholders



Shareholder

Shum Yip Group took Ping An's stakes in 2013. As a long-term strategic shareholder, we witnessed the rapid growth of Ping An, and received substantial asset appreciation and stable cash dividends. Ping An has always been adhering to the governance principle of being responsible to shareholders. The management fully listens to and adopts the opinions and suggestions of shareholders; the company makes continuous efforts in innovation and maintains steady growth. Shum Yip Group as a long-term strategic shareholder and I as a non-executive director, trust completely and full align with Ping An's management team. We believe that Ping An will move towards its goal steadily, achieve sustainable growth, and bring more lucrative return for shareholders.



Liu Chong,
Vice President of Shum Yip Group Limited, non-executive director of Ping An

Customer



Qin Yongxiang,
radio host and TV presenter in Shanxi,
auto insurance customer of Ping An

During my program hosting, many car owners tell their stories about car accident claims with regrets. However, when I encountered a car collision in January this year, I could keep track of the insurance surveyor from the 95511 message and knew that he is getting closer and closer, which relieved my anxiety and made me feel secure. Though it was only a small detail during the claim service, it reflected the considerate and thoughtful services of Ping An, and made me feel that Ping An is always by our side.

I am a client of PAL. Ping An has provided comprehensive insurance services for our family for many years. Besides holiday greetings and regular policy review, Ping An also provides comprehensive online services via Jin Guan Jia app. Ping An also gives me opportunities to join its public welfare activities. In Oct., 2016, I joined a volunteer teaching program in Sanxi Ping An Hope School, Le Chang of Shaoguan City. Every day there was pleasant. I eat, rested, learned, played and sang with my students. I also taught them English songs Merry Christmas and Happy New Year. I want to thank Ping An for letting me join the meaningful event and contribute my efforts to public welfare activities!



Rao Fen, Client of Ping An Life

Employees



Huang Wende,
Internal Control Manager of
Wanjing Sub-branch of PAB Foshan Branch

Ping An is where I start my career. I want to thank Ping An for giving me platforms and opportunities and helping me grow. Ping An's integrated finance strategy provides us with comprehensive training and greater development potential. Being an Internal Control Manager of Ping An Sub-branch helps me know more about risk management awareness and banking business and provide specialized financial services to clients. Ping An, thank you for helping me develop.



Wei Chen,
Claim surveyor of Casualty & Accidental Health Insurance
Claim Department of PA P&C Beijing Branch

I have joined Ping An for 7 years and worked as Safe Trip claim surveyor for 6 consecutive years. When I was on duty during Spring Festival, I knew the importance of my work because every client wanted to return home and reunited with their families. I will improve my expertise to provide quicker and better services for car owners and enable them to enjoy their Spring Festival.



Gui Peipei,
Team leader of No.2 Claim Reporting Area of P&C Customer Service Center
of Ping An Integrated Financial Services

On Sept. 15, 2016, Fujian and Xiamen were hit by Typhoon Meranti and daily claim reporting increased by 50 times. Our Call Center 95511 responded fast and called back clients who reported their losses. We guided clients to take photos on accident sites and arranged rescue cars. I was the chief watchman that night. We distributed over 10,000 callback data in 10 minutes and did not stop calling back until 22:00. After 2 hours and 35 minutes, our Call Center made over 10,000 callbacks and our call-in rate reached 75%. Insurance is to provide our clients with the most considerate benefit. We bring safety to clients when they are most needed.

Society



Lv Xiaojuan,
Teacher of Ping An Sanjie Hope Primary School,
Jindian Town, She County, Handan City of Hebei Province.

I am a teacher of the Hope Primary School and we receive many help from Ping An each year including volunteer teaching and donation of teaching appliance. Our teaching environment is improved and children are looking forward to seeing their volunteer teachers. In Dec.2016, I led 2 students to attend the soccer camp organized by Ping An. The camp was fresh and invigorating. I was excited to see children running on the football field and never giving up. Ping An, thank you for caring us and teaching our children to go ahead and fight for the collective.



Wang Jian,
Chairman of China Youth Development Foundation

Ping An is a socially responsible and caring company. It is an important partner and supporter of Hope Project. As early as 1994, Ping An supported the Hope Project and built the first hope primary school in Shunhe, Lu'an City of Anhui Province. Since then, Ping An has established 114 primary schools nationwide. Meanwhile, it also carried out public welfare projects including scholarship, teacher training and Ping An volunteer teaching. Ping An has joined volunteer teaching for 10 years with over 200,000 hours of teaching have been provided. Ping An is great as few companies can insist on public welfare for over 20 years. Once Ping An has devoted itself into public welfare, it will never give up. Ping An establishes a model of social responsibility.

Partners



Wu Jinjiang,
Business Director of 2nd BU of PAL Shenzhen Branch

Establish in Jul. 1994, our BU is the first batch of BUs of PAL. I joined Ping An in Mar. 1995 and was promoted as the BU manager in 2000. During my over 20 years' work in Ping An, it provides me development opportunities, improves my expertise, income and benefits and promotes my career development. Besides insurance services, we are eager to participate in public welfare activities. Since 2008, I, my team and clients have joined public welfare activities and subsidized in building Guangxi Ping An Ren'ai Hope Primary School. We exchange with the school each year, focus on children's development and organize business partners and clients to visit the school and offer help. Life insurance is a kind of business charity. We are always providing public good.

Strategies and responsibilities

▶ Economic effect

Up by than 2015
17.0%

EPS
3.50_{RMB}

Total assets
5.58 RMBtn

▶ Customer experience

Group's NPS improved by reviewing customer experience: **30%**

Auto insurance claim payout rate of PA P&C
99.85%

PAL clients' overall satisfaction degree
93.5%

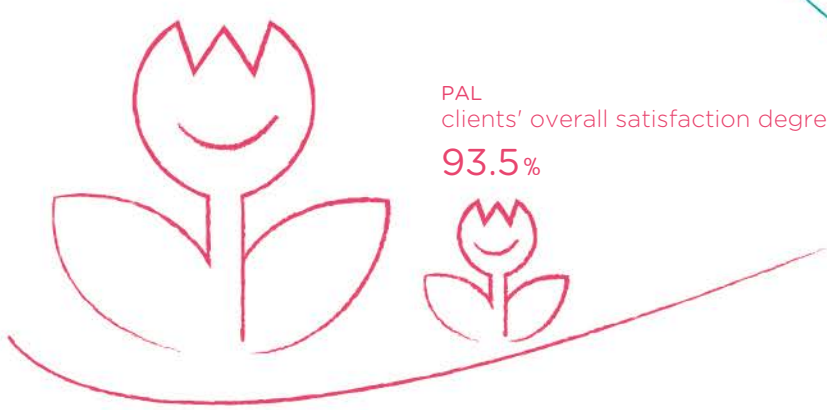
▶ Registered users of internet finance platform

(As of December 31, 2016)

Ping An Good Doctor app users over
130mn

PAL's Jin Guan Jia app users
98.00mn

Finance One Account users
186.73mn



► Society and environment

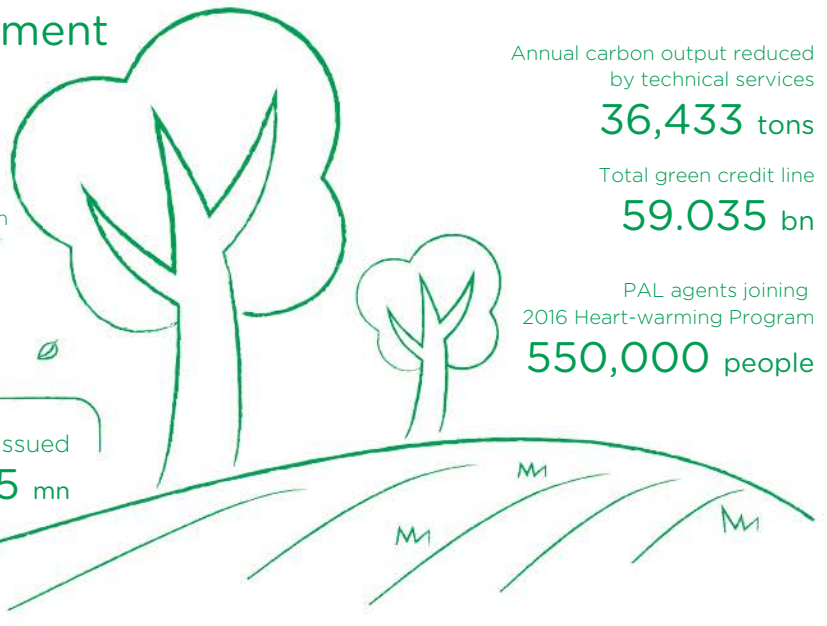
The initial capital for the 1st Education Development Charitable Trust Plan

RMB10.07 mn



Ping An Hope Primary Schools

Volunteer teaching time 28,665 hours
Scholarship issued RMB1.8485 mn



Annual carbon output reduced by technical services

36,433 tons

Total green credit line

59.035 bn

PAL agents joining 2016 Heart-warming Program

550,000 people

► Employee development



Zhiniao APP

Courses launched 71,163 courses

Airplay of courses 48.66 mn times



Benefit amount

115.44 RMB'00mn

Total salary

455.42 RMB'00mn

► Partners

1 Qianbao

Annual trading volume 2.8039 tn



Ping An Good Doctor

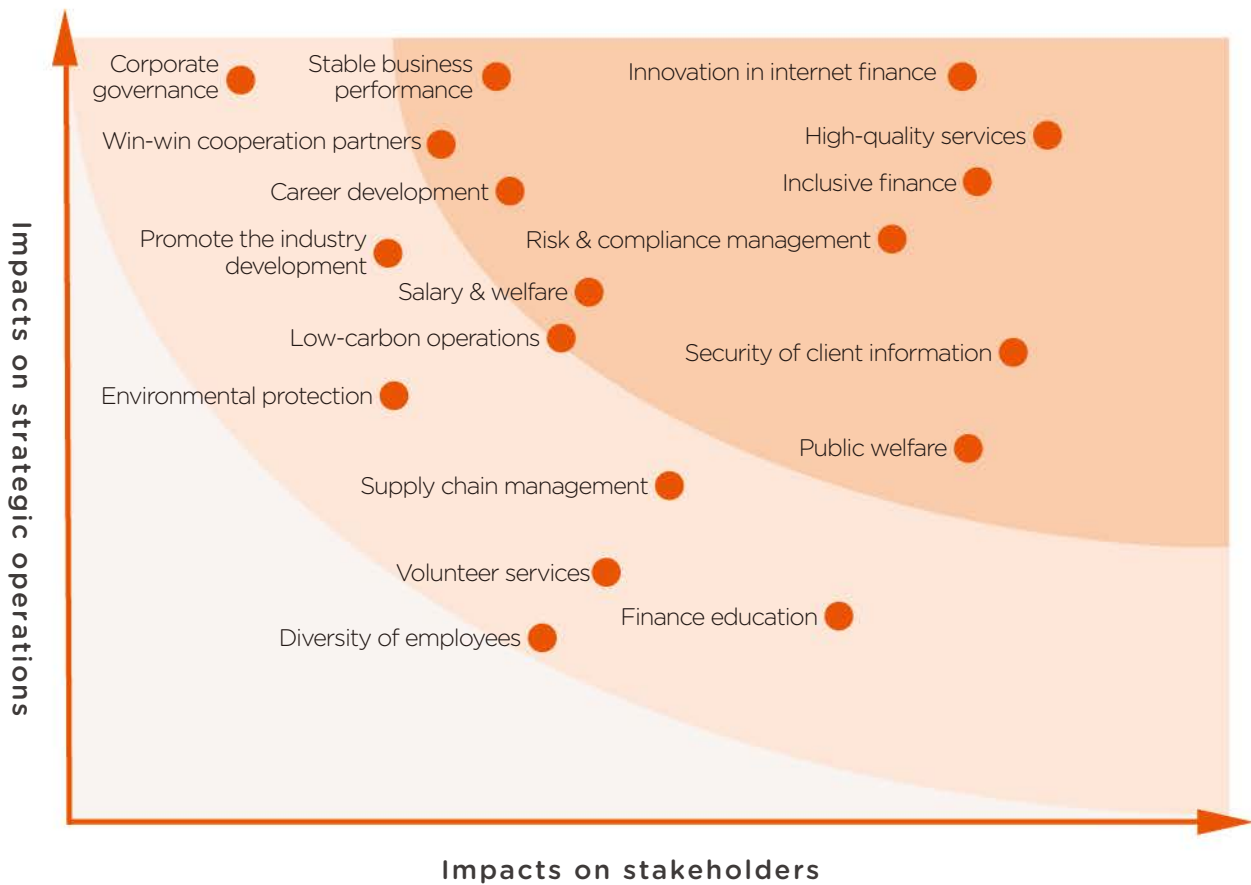
External doctors signed 60,000

3A hospitals' experts signed 5,000

Responsibility issues

Interest management in the Internet Era

In 2016, we streamlined and adjusted Company's sustainable development issues as per HKEX's "Environmental, Social and Governance Reporting Indicators" (hereinafter as the "Guidelines") and principles of the GRI G4 report. We classified, sorted and filtered stakeholders' major focus in line with its impact on strategic operations and stakeholders and nailed down the annual corporate social responsibility issues.



Focus of stakeholders and communication channels

Stakeholders	Focus of stakeholders	Communication channels
Shareholders	<ul style="list-style-type: none"> -Whether company's business grow stably and continuously -Standardization and improvement of corporate governance -Whether risk prevention and internal control are effective 	<ul style="list-style-type: none"> -Convene a General Meeting of Shareholders -Annual/mid-year performance release/domestic and overseas roadshow -Daily investment bank meeting/securities companies' strategy meeting -Daily company research -Email/phone communication
Clients	<ul style="list-style-type: none"> -Innovation in service channels and products -Whether convenient and considerate service experience are available. -Whether financial services producing social benefits are available. -Whether financial services can make life better 	<ul style="list-style-type: none"> -Digitalization channel including website, WeChat and app. -Build a Internet financial and life services platform -Fortune's Day and Car Owner's Day -95511 Service hotline -Introduce NPS and customer satisfaction survey -Customer service activities of various kinds -VIP customer activity -Wealth and health management
Employees	<ul style="list-style-type: none"> -Healthy and positive working atmosphere and convenient and efficient working channels -Reasonable salary, benefits and benefit plans. -Personal development platform and promotion potential -Skill training and convenient training channels 	<ul style="list-style-type: none"> -Kuai Le Ping An and Cai Ku app Employee Representatives' Meeting -Appeal email, appeal working group and email, phone and fax No. for whistle-blowing. -Employee development and interaction platform -O2O interactive learning, "Zhi Niao" mobile training platform and F2F training. -TV-based morning gathering, electronic internal magazine, intranet and internal email. -Performance management and communication mechanism
Society and environment	<ul style="list-style-type: none"> -Innovate internet technologies to reduce carbon footprint and protect environment. -Use financial leverage to facilitate sustainable development of environment and society. -Focus on poor and vulnerable groups and join public welfare 	<ul style="list-style-type: none"> -Application of internet platforms and public welfare crowd-funding -Community services -Internal and external volunteer organization -Mobile public platforms including microblog, WeChat and app. -Regular visits, telephone conferences and emails between NGOs -Crossover cooperation and resources utilization
Partners	<ul style="list-style-type: none"> -Team building and capability improvement for agents -Enhance partners' operational efficiency and profitability -Establish a long-term and stable partnership 	<ul style="list-style-type: none"> -Talent plan and SAT communication channel -Cooperation between banks, medical care and real estate industry. Open, transparent and fair procurement. -1 Qianbao partners and Lufax's financial asset trading platform -Procurement management system

Target and Practice

Shareholders

Target for 2016

Continue to improve the company's business performance, continue to do a good job in communication and maintenance of investor relations, timely, accurately, truly and completely disclose the company's significant information, and ensure all shareholders have equal access to the information.

Improve the Group's comprehensive risk management system and promote its implementation. Continuously improve the risk appetite system and its operations and maintenance, improve the asset quality, and reduce operational risks to ensure the smooth running of the company.

Pay close attention to the regulatory requirements and standards of C-ROSS issued by the CIRC, and continuously optimize the operational risks and internal control management system. In addition, improve and continuously optimize internet finance's compliance risk management system.

Support the company's strategy to further strengthen the capability of identifying, monitoring, preventing and controlling risks of investment companies and internet finance companies.

Achievement

"Internet + finance" model in the whole system to start, improve the economic efficiency. (See "China Ping An 2016 Annual Report")

The model of "internet + finance" has been applied in the whole system to steadily enhance the economic return. (For details, please refer to the 2016 Annual Report of China Ping An)

In accordance with the regulatory requirements of FSB and IAIS, we comprehensively reviewed the changes in business and risks and leveraged a professional and comprehensive risk management system to effectively manage the risk identification; established a risk appetite system in accordance with the business strategy; linked the risk appetite to management decisions and business development to promote the healthy operation and development of the Group and its subsidiaries.

To meet the regulatory requirements of G-SII and C-ROSS, we learnt practice from the international advanced industry, actively implemented the G-SII project results, continued to consolidate the foundation for handling operational risks and internal control; established and improved the comprehensive risk management system covering risk identification, assessment, monitoring, control/mitigation, and reporting. Based on comprehensive risk management, carried out a serious of risk management guidelines for strengthening the control of common risks; leveraged compliance review to promote the control of risks in key business areas.

To deal with the internet finance risks, in 2016, we strengthened the risk management & control of internet finance; further enhanced the public's capability of identifying financial risks. Our internet companies have comprehensively established a KYC2.0 system. We leveraged big data technologies to accurately assess investors' risk tolerance to realize the precise matching between investors' risk tolerance and product risks.

Customers

Target for 2016

Continue to increase NPS, optimize the analysis and diagnosis of business touch points and improve the quality of services.

Tap into health and medical sector and upgrade our "family doctor+health management" service model.

Forge a new type of one-stop internet finance to meet the diversified finance and shopping needs of customers.

Achievement

Ping An Bank improved customer NPS monitoring system, set up online and offline customer monitoring touch points, monitored and managed 8 important touch points. The Bank also launched CEI customer experience improvement project to improve the service experience of end customers.

Ping An Life improved NPS-centered appraisal and monitoring system and actively pushed forward with the implementation of 28 customer experience improvement projects. Centered on NPS indicators, Ping An Bank incessantly improved customer experience from three aspects, namely "products", "sale" and "services". In 2016, the NPS value of PAL was increased from 16 to 30%.

In 2016, with our world-leading medical management, health management and disease management technologies, we created "City One Account" which provides 20 plus provinces and 200 plus cities with SHI services and expense control management, SHI account management, health records and other integrated services.

As a platform for access of medical services, Ping An Good Doctor made use of the internet and provided sub-healthy and unhealthy people with one-stop solutions that cover pre-treatment services including preventive care, instructions on first hospital visit and registration as well as post-treatment services including follow-up visits, rehabilitative instructions, chronic disease management and drug use reminders.

PAL focused on health management services and brought the services mainly to life insurance customers. PAL provided regular and customized health consulting services via the four functions of its "JinGuanJia" app, namely Family Doctor, Health Review, Health News and Healthy Habbits.

We built comprehensive and open financial service platforms. Our "Financial One Account" Cloud service platform provided nearly 200 banks and 1500 non-bank financial institutions with customer acquisition, credit information, insurance, transaction, financing, asset exchange and other services with a transaction volume of more than RMB 1 trillion. Meanwhile, it also provided 150 million individual users with account, wealth and life management services. In addition, with the help of our big data cloud platform, we provided credit guarantee and support for consumer finance to bring the benefits of finance to all, to help more people in need and help more people start business, go to school and improve their lives.

Staff

Target for 2016

Enrich EAP activities: care for the physical and psychological health of employees and help them balance work and life.

Optimization of mobile office platform to increase the efficiency of employees

Optimization of course system and development of quality courses: add 5 items for learning, 200 case collections and 5000 quality online mini courses, trained 410 mid-level and high-level mini course lecturers, add 1000 WEKA corporate members, guide the special committees and regional committees and urge them to finish annual work plans to make WEKA more influential. Users of Zhi Niao app total 2 million (employees and agents); activity rate of users should be no less than 50%.

Improve management of performance and expand growth channels for employees

Achievement

In 2016, we continued to carry out "Ping An EAP program". We provided our employees and their family members with professional and convenient physical and psychological health management services via professional third-party physical and psychological consultation hotlines. In 2016, 4,773 problems of employees were solved on the phone and 139 were solved via e-mail. Ping An School of Financial Management offered Stress Management, Decoding EQ and Stress and other courses. The courses were offered 140 times and attended by 3,553 people.

We continued to optimize Happy Ping An app and added talent map, go-out sign-in and other convenient services to make it more user friendly and thus improve the experience of employees. The users of Happy Ping An app totaled 306,468 among which 91.82% rated the app as satisfied. In 2016, Cai Ku app witnessed RMB 500 million in air ticket spending, RMB 130 million in hotel spending and reimbursement of 500 thousand bills totaling RMB 800 million. All the indicators were higher than those of the previous year.

In 2016, Ping An School of Financial Management added and optimized three items including XianCheng NEO, Management PengCheng and PAL direct sales outlet manager promotion drills, added 2,351 case collections and 18,016 quality online mini courses and trained 994 mid-level and high-level mini course lecturers; we turned WEKA into a self-operating organization in which member companies maintained collaboration via WeChat, offline exchanges and visits. This reflects the core values of the organization, namely "a win-win organization shared, built and created by all". Users of Zhi Niao app amounted to 2.24 million with an activity rate of 54%.

We Realized the function of managing performance at mobile end so that employees can communicate and report on work anytime and anywhere.

Environment protection and social responsibilities

Target for 2016

Continue to push forward with the new model of "Internet+public welfare", and introduced internet mechanism into traditional public welfare projects to engage more people in public welfare activities. Continue to increase the number of volunteer teachers and thesis for our Encouragement Plan.

Build public welfare platforms, launch different public welfare programs for employees, customers, agents and university students to meet the needs of the target groups to participate in the programs, so as to engage everyone in public welfare activities.

Expand the scope of green finance business, actively push forward with low-carbon practices in innovative technologies and business and play a leading role in green finance in the sector.

Follow closely on hot issues, spot social needs and motivate our customers and employees to solve social problems together via an internet-based fast response mechanism, so as to fulfill our social responsibilities and repay the society.

Achievement

We continued to explore new models of internet public welfare, focused on left-behind children and education-related public welfare, organized winter camp for volunteer teachers. A total of 4,707 people registered for sports-themed voluntary teaching activities. We raised funds via online crowdfunding to buy sports equipment for children in Hope Primary Schools and upgraded our voluntary teaching action; we linked the Encouragement Plan more closely to the hot issues that concern university students to win their approval of the plan. A total of 760 theses for Encouragement Plan were submitted; as a bridge connecting rural and urban children, the environment public welfare program we participated in by nearly 1000 school children.

We conducted in-depth cooperation with other branches on public welfare programs to respond to hot issues. We cared for left-behind children and migrant workers and conducted a public welfare crowdfunding project named "have a safe journey and take love back home" participated in by 55 thousand PAL customer managers who raised funds by walking. We also rented vehicles to take thousands of migrant workers back home for family reunion and spring festival.

We made use of more technology-based innovative services. In 2016, we approved and used 34 technologies cutting carbon emission by 36,433 tons; we engaged a thousand children in "green mountains and clean rivers" environment protection campaign and donated nearly RMB 100 worth of water purification equipment to Hope Primary Schools. We wrote 2609 policies for environment pollution liability with a total policy limit of RMB 5.26 billion and 1508 policies for ship contamination liability with a total policy limit of RMB 18.83 billion; the green credit granted by Ping An Bank totaled RMB 59.035 billion and the credit balance was RMB 22.382 billion.

The credit balance for green energy business was RMB 6.12 billion; we issued RMB 2.8 billion worth of renewable green bonds-Beijing Enterprises Water Group Green Corporate Bond, the first of its kind in China.

In order to advocate low-carbon driving among Ping An car owners, we cooperated with Ping An Auto Owner app of Ping An Property and Casualty and organized an environment protection public welfare activity themed under "present a tree to the one you love". Ping An auto owners can redeem their award points for the right to donating a sapling and give that right to their beloved ones on May 20. In this way, we managed to disseminate the philosophy of courteous driving and green traveling among auto owners. We also built a Ping An forest of thousands of acres in Qinghai Province. 3,146 auto owners redeemed their award points for the rights to donating a total of 20,318 saplings.

Partners

Target for 2016

Improve the risk management skills and business capacities of agents and increase their income

Improve the management of suppliers and make purchases in a reasonable manner

Conduct win-win cooperation with partners

Promote the healthy development of all sectors

Achievement

We enlarged our team of talents and established a mini-shop model for them using JinGuanJia app. In this way, the general public can start business at no cost and agents' income is increased. We managed to release and share economic dividends.

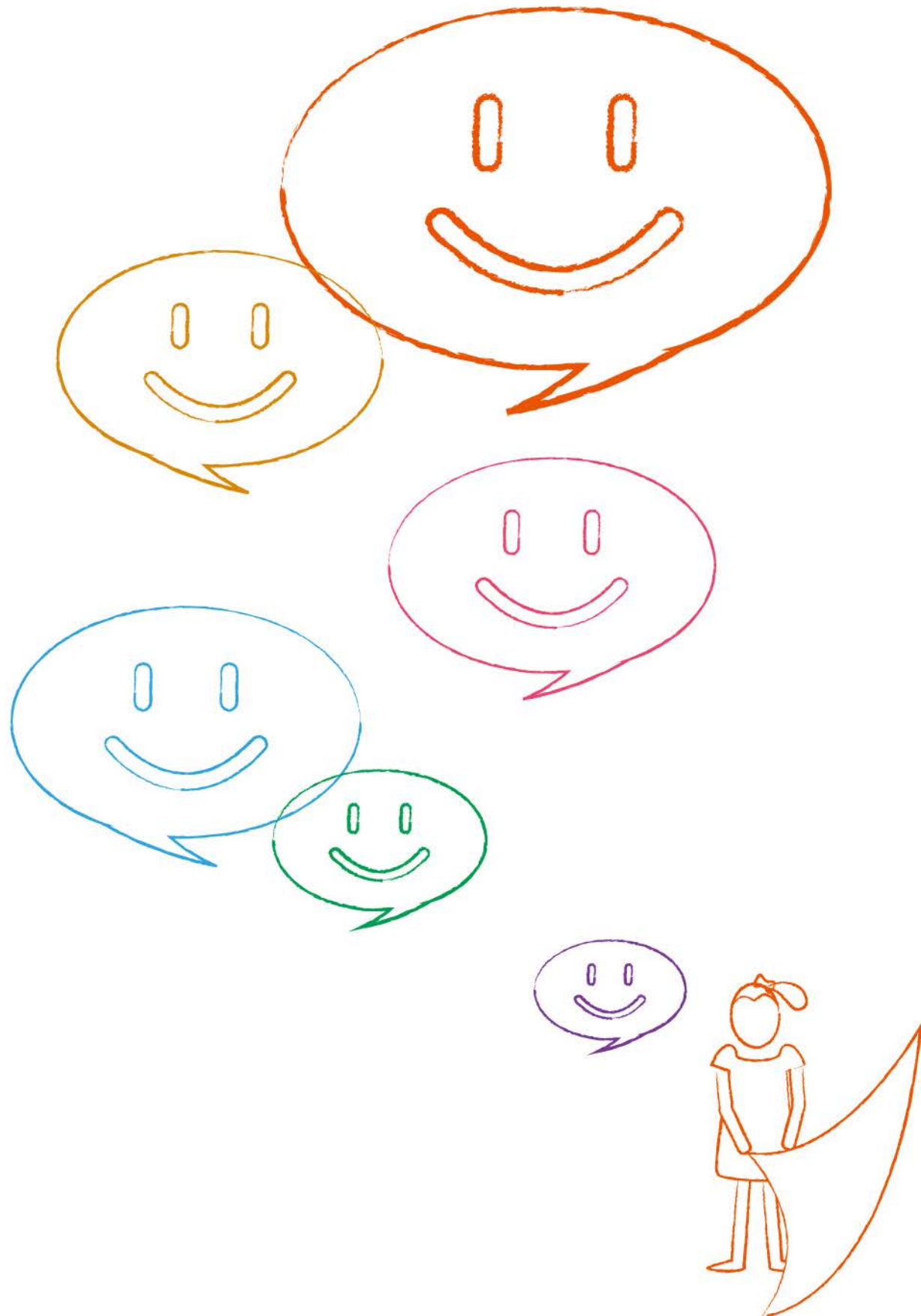
We established various kinds of rules on purchases, strictly abided by the rules, contributed to a better cooperation between suppliers and the company, made purchases at the nearest location possible to reduce energy wasted on the road and saved 14.95% of the energy.

Ping An Annuity assisted its partners with the investigation of 5,414 cases and detected RMB 4.08 billion of inappropriate expenses; the agreement on the smart verification of medical expenses was signed with 168 cities where we launch 146 related projects covering 480 million people.

Yiqianbao Mall boasts 144 partner merchants, 700 partner brands and an annual transaction volume of RMB 3 trillion.

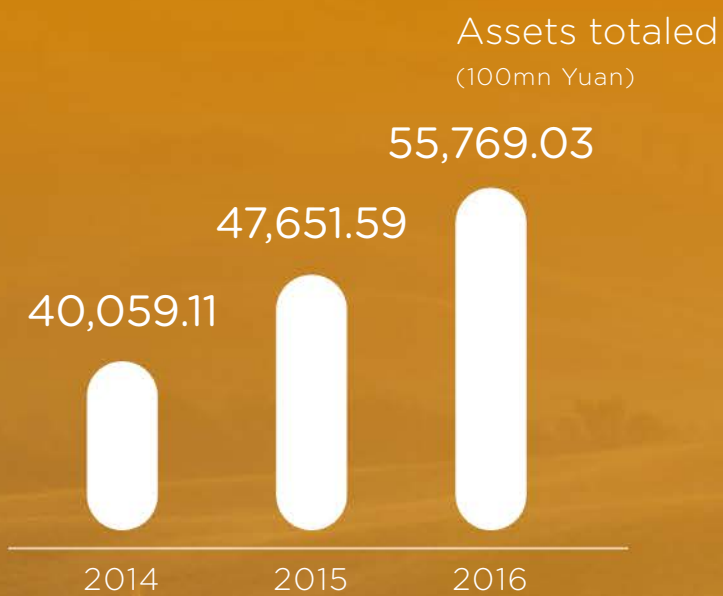
Ping An Good Doctor has signed around 60,000 doctors and cooperated with more than 5000 clinics.

Lufax improved the compliance system for P2P business and played a leading role in the healthy development of P2P sector. Ping An bank saved RMB 39 million in transaction cost and generated RMB 26 million in profit. The Bank also forged integrated financial services for new energy car sector and approved RMB 23 billion in credit for new energy customers.



SHAREHOLDERS

asset appreciation and
stable return





Current state

In 2016, we made the list of top 50 global enterprises, the market value ranked 11th among the world's financial groups, reelected as the biggest insurance group globally. This year, we are no longer confined to Ping An's internal integrated finance, but we open the "internet + finance" development model to the whole industry, work with financial peers to jointly use new technologies to create more powerful, open internet finance service platforms and steadily enhance the economic efficiency. We always stay by your side: through the innovation in business models and products, we further enhanced the customer experience, continued to maintain good business performance, and ensured appreciation of shareholders' wealth; we maintained good communication with the public, disclosed our company's important business numbers to the public in an innovative manner; in operational risk control, we incorporated compliance operation and risk control into our routine management, fully identified various risks caused by the instable external environment; we used the internet for risk control and management, built a systematic management platform, acted in line with international risk control management rules, and achieved an industry-leading level in terms of compliance and risk control.

Comprehensively enhancement of the economic efficiency

Assets totaled

RMB **5.58** trillion yuan

17.0% up from the end of 2015

In 2016, our earnings per share were

RMB **3.5**

In 2016, as China's economy was running smoothly, we provided our shareholders with impressive performance. We still aim to become an "international leading personal financial life service provider", build an all-round management service platform offering wealth, medical, health and life services, and continue to promote the "internet + finance" development. By using mobile internet, big data, cloud services and other new technologies and new concepts, we made our services more social, mobile, professional and scenario-based, so as to make our customers' life more simple, more convenient and more quality, and continue to create value for our shareholders and always stay by our customers' side. As of December 31, 2016, our assets had totaled RMB 5.58 trillion yuan, 17.0% up from the end of 2015. In 2016, our earnings per share were RMB 3.5, the Group's total market value ranked No. 57 among the global listed companies, No. 15 among the global listed financial companies and first among global listed insurance companies.



The Group's total market value ranked

No. 57

among the global listed companies

No. 15

among the global listed financial companies

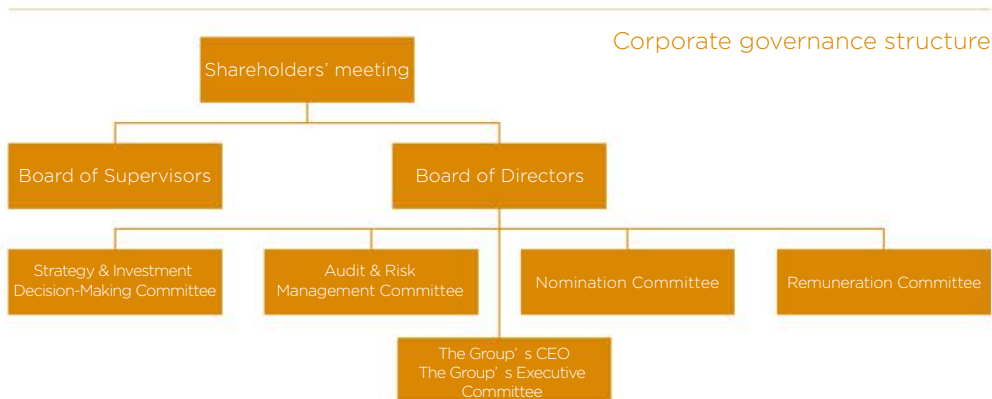
The first

among global listed insurance companies

Stringent corporate governance

When conducting corporate governance and improving our governance structure, we strictly obey the Corporate Law of PRC, the Securities Law of PRC and other laws, follow the rules promulgated by the regulators, and consider our company' s conditions. Our company' s shareholders meeting, board of directors, board of supervisors and senior management perform their respective powers and responsibilities according to the duties granted by the Articles of Association.

Our board of directors consists of 17 members, including 6 executive directors, 5 non-executive directors, and 6 independent non-executive directors. The number of members on the board and its structure are in accordance with the regulatory requirements and the Articles of Association.



Our board of directors has established 4 special committees -- Strategic and Investment Decision-Making Committee, Audit and Risk Management Committee, Remuneration Committee, and Nomination Committee. In each committee, the majority of members are independent directors, who serve as the directors of most of the committees, except that the post of Strategic and Investment Decision-Making Committee' s director is assumed by our company' s Chairman & CEO. Between the company and shareholders, an efficient and smooth communication is thus achieved.

Our board of supervisors is composed of 5 supervisors, including 2 independent supervisors, 1 shareholder representative supervisor and 2 employee representative supervisors. The number of the board of supervisors is in accordance with the regulatory requirements and the Articles of Association.



From left to right
Mr.XIE Yonglin / Mr.YAO Jason Bo / Ms.IP So Lan / Mr.REN Huichuan / Mr.CHEN Kexiang / Mr.MA Mingzhe / Mr.LEE Yuansong / Mr.SUN Jianyi / Mr.CAO Shifan / Ms.TAN Sin Yin / Ms.CAI Fangfang

Example

On December 9, we held a “company strategy day” activity in Xiamen, Fujian, where we elaborated for the first time on the value of Ping An Life, Ping An Group’ s personal business growth model and operating results. To innovate our communication with shareholders, we adopted the form of webcast for the first time: we cooperated with the Xueqiu online platform full of investors to broadcast the activity via WeChat live video + Xueqiu text. The online broadcast enjoyed a total of 206k views, 21k replays and about 5,681 user comments, producing a highly positive result.



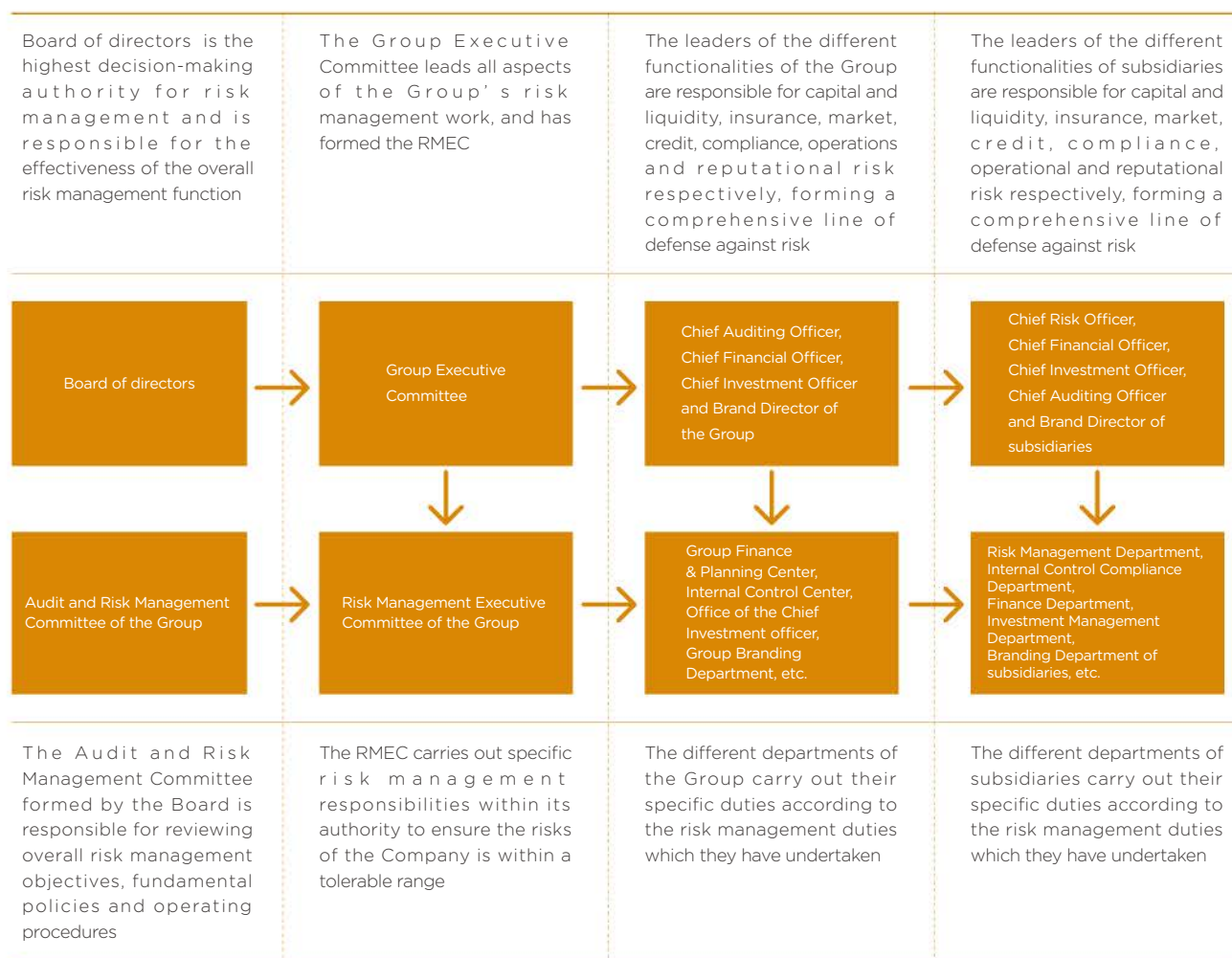
Refined risk-based decision-making mechanism

Since the establishment of the company, we have been viewing risk management as one of the core elements of operational management and business activities; we have established a comprehensive risk management system that matches the Group’s strategy and the business characteristics, and constantly improve the risk management organization structure. To standardize the risk management process, we deploy a combination of qualitative and quantitative risk management methods to conduct risk identification, assessment and mitigation. Under the premise of risk controllability, the company promotes sustained and healthy development of various practices to meet the goal of becoming a world leading personal financial and lifestyle services provider. Risk preference is an integral part of our overall strategy and comprehensive risk management. Based on our company’ s overall strategic design and the development requirements of each subsidiary, we have gradually set up risk preference rules in line with the business strategies; by combining risk preference with management decisions and business growth, we work to promote the sound management and development of the Group and its subsidiaries.

For two consecutive years, we have made the list of Global System Importance Insurance Agency (G-SII), which is jointly announced by the Financial Stability Council (FSB) and the International Association of Insurance Supervisors (IAIS). Under the guidance and support of the CIRC, we have been

actively involved in the design of international regulations, where we have fully reflected the objective situation of China’s insurance market and financial market, strived for an international regulatory environment that will be conducive to developing countries, and safeguarded the interests of our country and the industry. In 2016, in accordance with FSB and IAIS regulatory requirements, we reassessed and updated the G-SII System Risk Management Plan (SRMP), Recovery and Resolution Plan including Liquidity Risk Management Program (RRP including LRMP), and conducted a comprehensive review of the changes in our business and risks by taking into account the latest changes in the indicators. After a comprehensive analysis and assessment, our comprehensive risk management system conducted an effective risk control, to ensure that our risks will only have a limited systematic impact on the whole financial market. At the same time, in accordance with G-SII’ s and C-ROSS’ s regulatory requirements, we learned from the advanced international practice in this industry and actively implemented the G-SII project results. We continuously optimized and improved the risk control system and business norms, effectively prevented risks and potential infection to provide solid risk control for the development of our company’s integrated financial business, especially for the rapid development of innovative business. We also give full play to G-SII -- a financial market stabilizer --to make greater contributions to innovation and development in China’s financial industry.

Risk governance structure



The board of directors, the highest decision-making body for our company's risk management, is responsible for the effectiveness of the overall risk management. The board of directors has set up Audit and Risk Management Committee, who has the duty to fully know our company's major risks and management status and to monitor the effectiveness of the risk management system.



Continued improvement of the risk management system and platform

In 2016, we further improved the legal and compliance structure of the Group and its subsidiaries, as well as the policy and management operation mechanism. The Group's Legal Department and Compliance Department were merged into the Group's Legal and Compliance Department, an effort to integrate the resources, place an emphasis on important departments, keep strengthening the earlier legal and compliance management, and identify, assess and prevent legal compliance risks, so as to promote the Group's effective, sustainable and sound development: continuously improved the operational risk and internal control management foundation, strengthened the implementation efforts, established and refined an all-round operational risk management system for our company, optimized the internal control and operational risk management system, and strengthened the automatic control for the internal control evaluation to enhance its efficiency. In addition, we constantly optimized the related-party transaction management rules, strengthened the identification and audit of such transactions and the fair pricing management, so as to ensure the fairness and equitability, enhance the level of systematic management, optimize the features of the relevant platform for better management results. We strengthened our prevention and control of the normal risks with the Group's legal compliance, and effectively supervised the subsidiaries' efforts to improve their internal control measures and the long-term risk control mechanism. We continued to improve the litigation management rules and the capability of handling lawsuits, to form a unified, standard litigation management system.

At the same time, we carried out an annual competition related to legal compliance and internal control tasks; organized "legal compliance publicity month" activities by

providing courses on the Zhi Niao app, special morning news, on-site forums, journals and other resources to educate all employees on the basic knowledge of legal compliance and further strengthen their awareness.

In 2016, with a rapid development of the Internet, we faced intensifying risks of infringement of intellectual property rights, external default risks, and the risks of false propaganda by external institutions illegally using Ping An's reputation. In order to curb such a situation, we have formulated a mechanism for intellectual property right management and cracked down on illegal use of our company's brand goodwill that constituted infringement and criminal behaviors; we inspected our own corporate propaganda, emphasized the significance of IPR protection, standardized the use of IPR, and optimized the intellectual property rules among all subsidiaries, clarified the protection of authentic IPR of intangible assets, and enhanced intellectual property rights protection. At the same time, we improved the overall ability to respond lawsuits and enhanced our company's risk prevention and control capabilities by enhancing the responding team's skills, strengthening the disposal of lawsuits and taking other measures to effectively fight against external default behaviors. On the basis of the previous precautionary measures to counterfeit false propaganda through illegal use of Ping An's reputation, we formulated special legal compliance guidelines and established ex-ante, in-the-process, ex-post control measures, so as to provide guidance for preventing false corporate propaganda and dealing with reputation infringement.



Stricter control of internet finance risks

In order to cope with internet finance risks, in 2016 we increased the internet financial risk control and further promoted the public's ability to identify financial risks in various forms. Our internet subsidiaries set up an investor suitability management mechanism (KYC2.0) that uses big data for accurate assessment of investors' risk tolerance to match the tolerance level with the product risk level and sell the right products to the right investors.

To strengthen the risk identification and control of the key practices in internet finance, in this year Ping An Bank has issued a number of normative guidelines for the electronic trading market and other practices, and conducted a number

of inspections, so as to minimize the impact of risks. This year, the relevant state ministries and the People's Bank of China promulgated provisions on telecommunications fraud prevention and bank account management, which put forward new requirements for the development of our bank-related practices. In this regard, we earnestly implemented the relevant provisions, transformed and upgraded the relevant business rules, reviewed and optimized the business process, and met the requirements introduced by national policies and regulations.

In reviewing customer loan applications, Ping An Puhui has used the embedded anti-fraud model -- the micro-expression

model -- that predicts the customer's emotions to find out whether there is financial fraud and improve risk control skills. For example, during a video interview with a customer, his/her facial expression, such as happiness, uneasiness or ambiguity, will get a certain score and weight. The use of the micro-expression technology can raise the rate of

discovering negative information by 4 times, which will effectively help to identify the fraud risks; the current accuracy rate has already exceeded 85%. Risk Control Department will continue to optimize the "micro-expression" model in the future in order to further improve its accuracy.

Continued to optimize anti-money laundering management

In 2016, we continued to optimize the anti-money laundering management framework, strengthened the classified and graded management of anti-money laundering, and urged the subsidiaries, especially the innovation subsidiaries and overseas branches, to enhance their anti-money laundering. We also focused on improvement of the internal control rules for anti-money laundering, and building of a comprehensive and dimensional mechanism for developing the anti-money laundering culture. We continued to improve the comprehensive assessment framework for money laundering risk, guided the subsidiaries to enhance their supporting control mechanisms for money-laundering risk assessment, optimized the functions of anti-money laundering systems, further implemented and consolidated the long-term

mechanism for building and improvement of abnormal transaction monitoring indicators, and improved the coverage and effectiveness of abnormal transaction monitoring. Furthermore, we optimized the mechanism for monitoring and screening of terrorism financing, improved the functions of the blacklist database and blacklist monitoring system, deepened the effects of anti-money laundering, anti-embezzlement and anti-fraud inspections, and explored the application of bid data in anti-money laundering, so as to ward off the money laundering risk.



Intensified the anti-corruption campaigns

We have always paid great attention to anti-fraud, anti-corruption, anti-commercial bribery campaigns, and intensified our efforts in development of rules and framework, and holding of anti-corruption education activities. We established the 24-hour emergency response mechanism, actively used big data as well as new techniques and tools, and improved the comprehensive analysis and examination methods for the end-to-end business monitoring. We also carried out various anti-corruption education activities, helped employees establish the value of integrity and self-discipline, and constantly improved the compliance awareness of employees. By holding anti-corruption education activities, and developing the compliance culture of "Everybody should abide by laws and regulations", "compliance +1" and "compliance creates value", we kept strengthening the compliance awareness of all employees.

We further developed the anti-money laundering, anti-embezzlement and anti-fraud mechanisms, pushed forward the fraud prevention of the subsidiaries, raised overall requirements for their fraud prevention, kept tracking their performance, put forward requirements for the organization and operation of fraud prevention for subsidiaries so that they could push ahead with their fraud prevention as planned and develop the rules and frameworks for fraud prevention.

Meanwhile, we ensured that the audit and supervision departments are not subject to the restrictions or interventions by other units or departments at the policy level, effectively guaranteed the independence, impartiality and objectivity of the Audit and Supervision, and protected the legitimate rights and interests of employees in filing appeals and complaints.

Prospect

In 2017, we will:



- Continue to prudently improve the operating performance, create value for shareholders, and realize wealth increase.
- Continue to maintain investor relations, disclose the Company's true and complete material information in a timely and accurate manner, and ensure that all shareholders have equal access to information.
- Improve the risk governance framework and risk management communication mechanism, try to include the risk indicators into the performance appraisal, and incorporate the risk management culture into the development of corporate culture.





- Actively explore and study the risk appetite system, promote and set up a risk appetite system suitable to the business development strategies in an orderly manner, develop risk management guidelines, and standardize the risk management requirements for the subsidiaries; leverage technologies to drive the legal and compliance work, strengthen operational risk management, and push forward the transformation and upgrade; promote intellectual property protection, and improve the framework for litigation risk prevention.
- Continue to develop and improve the quantitative techniques and models for risk management, qualitatively and quantitatively analyze the degree of risk exposure, and assess the impact on the Company's risk bottom line, so as to plan ahead, and take measures to prevent and mitigate risks in time.







CUSTOMER

service first
integrity guaranteed

Group's NPS **30%**

Auto insurance claim payout rate of PA P&C

99.85%

PAL clients' overall satisfaction degree

93.5%

Progress

In 2016, we devoted ourselves to improvement of customer experience through considerate services and technological innovation. We aim to become "a world-leading personal financial and lifestyle services provider" by upholding the concept of "Ping An is always at your side". We strive to provide customers with simple, convenient and secure services, and pay close attention to every contact with customers to enhance service quality, improve service experience, and meet customer needs. We firmly believe that "Expertise makes life easier", insist on technological innovation, and leave complexities to ourselves, so as to help customers lead a simpler and more convenient and quality life.

Ultimate service to enhance customer experience

Since we introduced Net Promoter Score (NPS) [note: $NPS = (\text{number of promoters} / \text{sample number}) \times 100\% - (\text{number of detractors} / \text{sample number}) \times 100\%$] in 2014 as a core indicator to gauge customer experience improvement, we have carried out many events around "NPS improvement", and established the NPS concept and customer experience awareness across the whole Company. We built a multi-channel research platform, made flexible use of different research methods to obtain customer voices, shortened the research cycle by 90% from traditional methods, and supported the internet subsidiaries to achieve rapid iteration of customer experience. Besides a large NPS case and knowledge bank, we also built a multi-level, comprehensive customer touchpoint monitoring system to listen to customer voices and solve their pain points. As of December 31, 2016, the touchpoint monitoring system has covered 92 touchpoints of the Company, and the subsidiaries have carried out a total of 329 NPS improvement projects. With the above initiatives, the Company's NPS witnessed a rise from 23% to 30%.

As of December 31, 2016



The touchpoint monitoring system has covered

92 touchpoints of the Company




The subsidiaries have carried out a total of

329 NPS improvement projects

Ping An Life

To create the ultimate customer experience, Ping An Life is the first in the insurance industry to exempt the waiting time, document completion and round trip for customers. In 2016, more than 60% of the customers going to the counter didn't need to fill in any documents; customers no longer needed to go to our outlets with the help of a series of initiatives, such as electronic services, handling by sales agents, and materials supplementation by mail. We released the appointment service in May 2016 to proactively provide services for customers who have made appointments. With this service, we were able to understand their demand in advance, tell them the outlet address and the materials required, and greatly shorten their waiting period. Nearly 30,000 customers have enjoyed this service so far, and 98% of them felt satisfied.


The family doctor
Comprehensive health management services



Service customers
64 million people

Service satisfaction degree
99%

“An e Pei”



Service customers
1.023 million people

A direct claim rate of
94%

Took **0.33** day
to process a non-complaint
and non-rejection claim

“Ping An Jin Guan Jia” App

Ping An P&C

Ping An Property & Casualty released 10 NPS improvement initiatives for 7 touchpoints, including auto insurance claims, telemarketing representatives, customer service stores, road rescue, etc. The NPS of Auto insurance claims mostly by customers increased by 6 percentage points to 74.43% which is also the industry peak. “Ping An Auto Owner” app is the first in the industry to launch the mobile claims service. The multiple claims portals (including telephone and WeChat) enable customers to file the claims applications in any scenarios via the app. Moreover, the app can provide the most appropriate claims service for customers based on the claims scenarios. So far, 4.13 million customers have experienced this service. Cases involving only one party can be closed within 0.42 day only on average, meaning that 50% of the auto insurance claims can be paid on the same day. In addition, Ping An Property and Casualty also carried out three escort events during the Spring Festival, National Day, and national college entrance examination period. More than 5,000 investigators gave up their holidays, set up more than 862 escort stations, and provided claims advice, road guide, simple emergent rescue and other scenario-based services for nearly 160,000 auto owners.



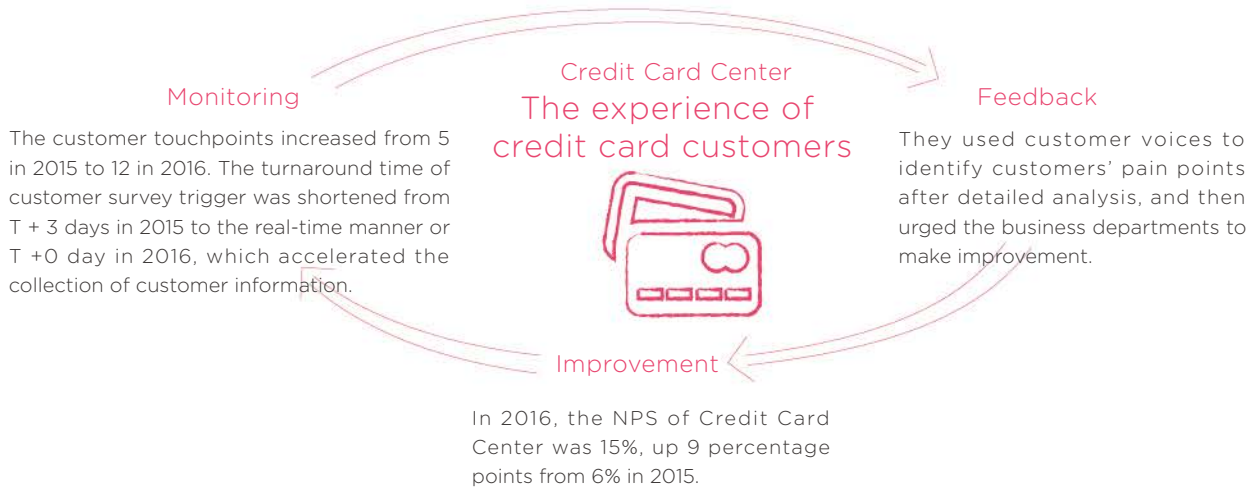
Experienced this service
4.13
million customers

Cases involving only one party
can be closed within
0.42 day
only on average

50%
auto insurance claims
can be paid
on the same day

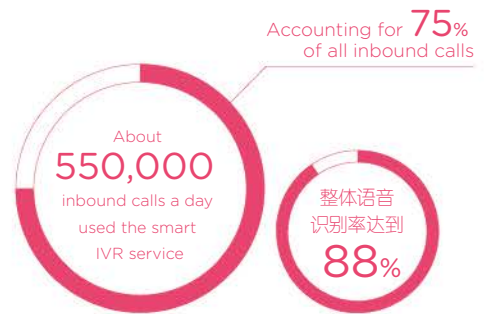


Ping An Bank



Ping An Integrated Financial Services

Regarding the NPS of Ping An Integrated Financial Services, after the smart IVR was put into use, users no longer needed to press the keys to proceed, but only directly voiced out their service needs when calling 95511 as the system could automatically identify and understand their intentions, and direct them to the desired service node. Compared to the traditional key-press model, customers could reach the service node with only 2.2 interactions on average with the help of smart IVR, and the interaction length was shortened by half.



In 2016



95511 (including the hotline 4008)

Served a total of

Subsidiaries **37** | Business lines **308**

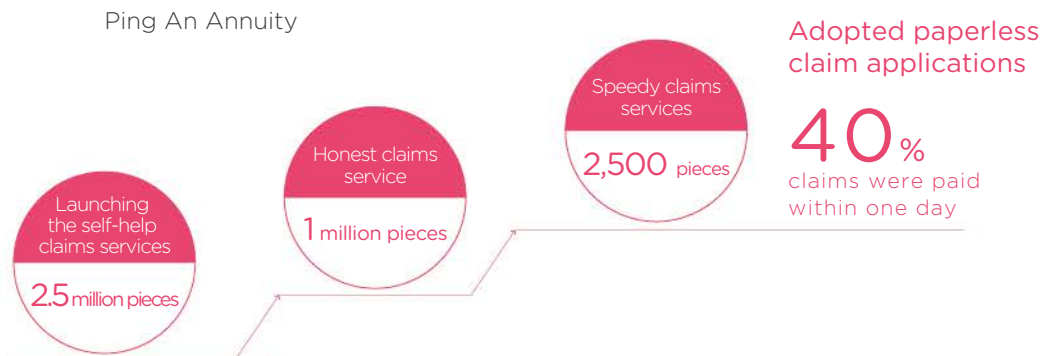
Answered **340** million calls

Service length reached **15** million hours

The NPS increased by **5** percentage points

Ping An Annuity

Ping An Annuity



“Good Welfare” App



In 2016, the NPS of Ping An Annuity increased to 44%, up 19 percentage points year on year. Ping An Annuity maintained its first place in the industry in terms of customer experience.

Service cases

Ping An Life

Immediately after the bus fire in Helan County of Ningxia Hui Autonomous Region, our claims staff provided families of the insureds with psychological counseling and helped with the claims application. Among the claims staff, there was an expectant father whose wife was going to give birth. However, he still left for the accident site at first time and stayed at the hospital to check the insureds' information. Thanks to the joint efforts of the team, Ping An Life paid compensation of RMB200,000 to the insured customers within 24 hours.



Compensation of **RMB200,000** to the insured customers

Service cases

Financial Services



Answered **330,000** calls

After being struck by typhoon Meranti and typhoon Sally Ka successively in 2016, vehicles were destroyed and houses collapsed in the storms. During the typhoon period, our P&C call center agents of the 95511 hot line answered 330,000 calls in total and helped the outlets in Xiamen make 12,009 telephone interviews. Among the call center agents, there was a young mother who planned to visit her child during the holidays as she lived distant from her baby due to work reasons. However, she was notified to stand by. She told her baby: "a lot of cars have been in danger due to the typhoon, so Mama has to stay and help." Her child answered: "did they call you? Mama, please go and help them. The buses also need help, I'll go with you." The simple and touching words conveyed powerful force.

Technology innovation creates easy life

With focus on health care and financial asset management for customers, we firmly believe that expertise makes life easier. By leveraging new technologies such as mobile internet, big data and cloud services, we started with social networking, mobile, professional and scenario-based business. We solved complex technical problems to make customers' life easier, more convenient, healthier and better.

Eco-system for smart health care

For a long time, the healthcare industry has the following legacy problems such as difficulty in accessing medical services, expense medical treatment, unrealistically high drug prices, information opacity, etc. To help solve such issues, we position ourselves to be a smart and efficient provider of managed care and construct the "City One Account" to provide comprehensive services for social health insurance on the payment side; while on the service side, we are committed to building a one-stop, full-process, O2O health management and medical service platform. With such efforts from both the payment side and the service side, we strive to build a smart health care ecosystem to make it easier for people to receive medical treatment, make online queries, conduct health management, etc. and also help governments to improve the medical services and reduce the healthcare costs.

With leading technologies of healthcare management, health management and disease management, our City One Account provides integrated services for users in over 200

cities in 20 provinces, including health insurance services, control of medical insurance reimbursements, management of social security accounts, health records, etc. In addition, we replaced the manual work of the review of enormous and complicated medical expenses with systematic and intelligent review, helped the human resources and social security authorities establish a full set of medical data criteria to accumulate the massive, continuous and quality medical care data for in-depth analysis.

Our Ping An Good Doctor serves 130mn people, boasting over 400,000 in terms of the number of peak queries in 2016. On one hand, we provide health consultation, online appointment/diagnosis, drug delivery, medical O2O services to give full play to quality medical resources to enable more people to enjoy excellent medical resources, lower healthcare costs and good doctors. On the other hand, we help with disease prevention and lower disease incidence through live-streaming programs, online lectures and health plans, etc.

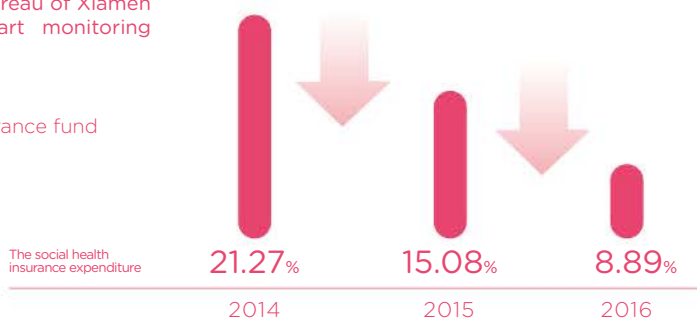
Case

In accordance with statistics released by the official website of Human Resources and Social Security Bureau of Xiamen Municipality, after the launch of the smart monitoring system provided by Ping An in 2016.

The expenditure growth of the medical insurance fund

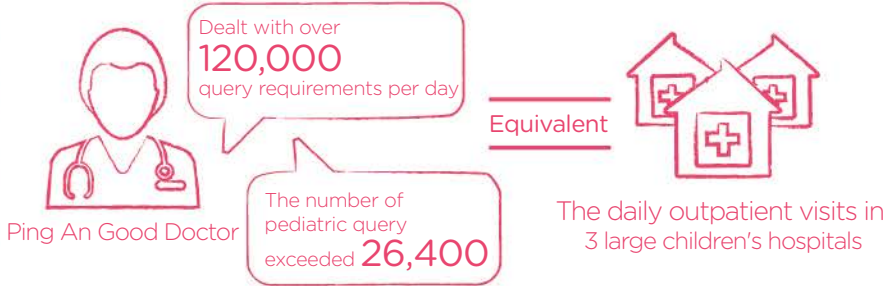
narrowed **6.19%**

As a result, unreasonable medical expenses were reduced with benefits generated for the government and the social health insurance participants.

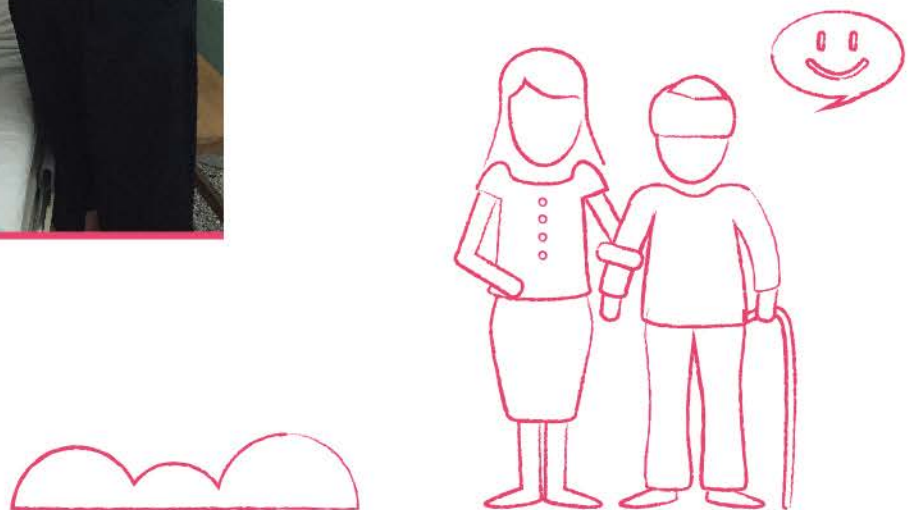


Case

Extreme cold hit China in early 2016, and children's hospitals were crowded with patients.



Hundreds of thousands of people got medical advice via Ping An Good Doctor, avoiding hospital visits and potential worsening conditions. Ping An Good Doctor saves them from long waiting queues and potential cross infection in hospitals.



The one-stop financial service platform

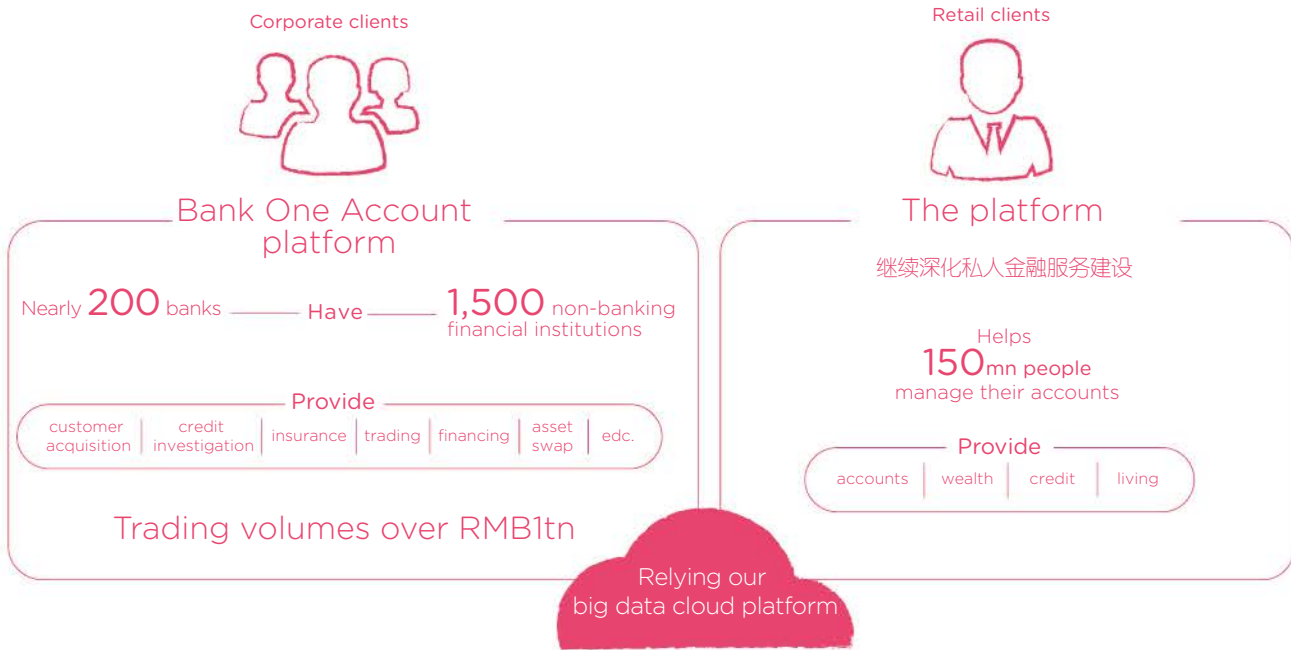
Our comprehensive and open Finance One Account serves nearly 200 financial institutions for 150mn people.

The Bank One Account

The Bank One Account is aimed to become the largest provider and business partner of internet banking solutions, providing regional banks with cooperation plans on all-round direct selling banks including “the cloud platform + financial products and life essential services + internet operations” . In 2016, 30 regional banks were contracted for the Bank One Account and direct selling bank APPs for 20 regional banks were launched, providing 7.12mn users with diverse investment and wealth management products, lending services, insurance products and life essential services, where the sales of investment and wealth management products reached RMB10bn.

The One Account

The One Account Management Services takes “my personal financial services” as the value proposition to build the user-centered and reliable financial services platform that understands its users well. With account-based asset management and diverse financial products as the core competitiveness, the One Account Management Services works with its partners to provide reliable financial services for 200mn users while providing them with more competitive wealth management, insurance and loan products, etc.



We provide credit guarantee and support for consumer finance services to help everyone get access to the finance, helping those in need and helping more people

start businesses, pursue studies and improve lives.

Latest mobile APPs

The “Ping An Jin Guan Jia” APP

The “Ping An Jin Guan Jia” APP provides life insurance customers with five major services, namely, policy management, wealth appreciation, health management, customer services and life essential services.

As of December 31, 2016



9,800mn user

21.14mn customers

Policy Management

In terms of policy management, users can inquire information related to the policies held anytime and anywhere and transact 80% of the policy-related business online 24 hours a day.

Health Management

In terms of health management, the Jin Guan Jia APP has four major functions, namely family doctor, health assessment, health information and health habits to provide its users with normalized and customized health advising services.

Wealth Appreciation

In terms of wealth appreciation, the wealth management sector of the Jin Guan Jia platform provides customers with sophisticated and smart product allocation proposals based on big data.

Life Essential Services

In terms of life essential services, the platform launched services such as legal advising, education advising and e-commerce services to provide users with convenient and quality life services.

Customer Services

In terms of customer services, Jin Guan Jia encourages its users to participate in the “New Life Initiative” advocated by Ping An Life and help them develop the habit of walking five thousand steps everyday as well as healthy life styles, which has attracted participation of 95mn person-times.

“Ping An Securities” APP

After the full upgrade of the “Ping An Securities” APP, the smart market tool and the data center sector went live, and new functions such as “smart online stock selection” , “smart co-investment” , “guess you like it” , etc. were launched to meet different demands of customers and ensure wealth appreciation for customers. With improvement in 2016, the daily activity rate for Ping An Securities APP has exceeded 1.04mn, ranking top two within the industry.

“Ping An Puhui” APP

The robo customer service of “Ping An Puhui” APP was launched in July 2016 to realize the smart and diverse development of customer service channels to bring about brand new advising experience to customers through 24-hour product consultation, business transaction and account-related inquiries, etc.

In November 2016

Over **1**mn persons were served through the robo customer service function

With an increase of **10** times in service capabilities

With super strong semantic comprehension capabilities

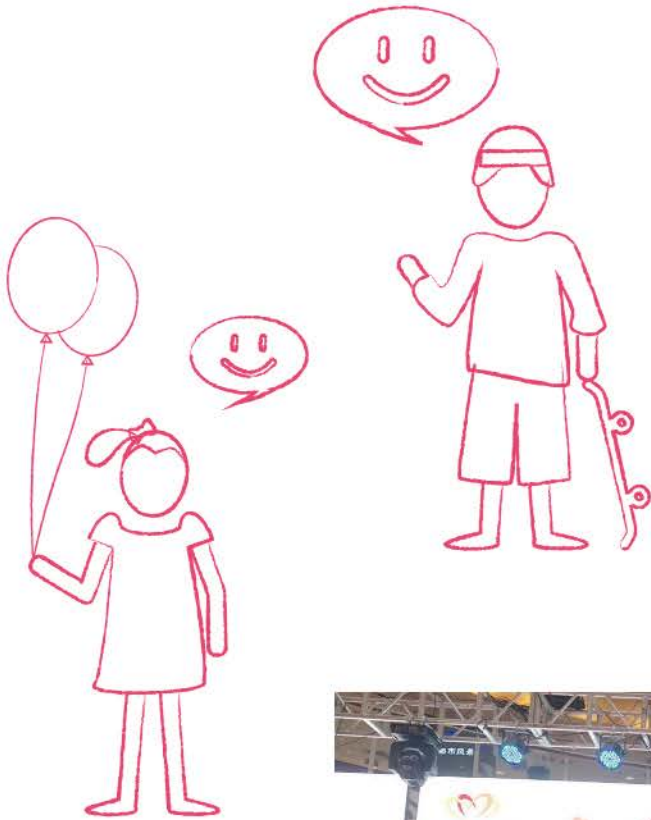
An accuracy rate of **90%**

Providing services for **5.19**mn person-times for the whole year

Innovative products meet diverse customer demands

Ping An Life

Ping An Life innovated and upgraded its flagship protection-oriented product - "PingAnFu". The insured holding a valid policy of PingAnFu (2016) can increase benefits for master insurance and for critical illness by 10% if he/she participates in "Walk for Health•Ping An Run•Vitality" and achieves the agreed exercise targets. Moreover, the insured will be awarded according to achievement of the exercise targets. "PingAnFu" + Ping An Run drive the industry development by adhering to the philosophy of "insurance + health". The efforts not only help customers to be healthier, but also enable active interactions, thus successfully improve customer experience. By the end of December 31, 2016, 400,000 customers have participated in Ping An Run, and 140,000 out of them achieved the agreed exercise targets.



Ping An P&C

Ping An P&C has been pursuing the "insurance + health" philosophy, and devoted to designing products for marathon matches. The products cover all aspects of marathon match, including accidental injuries, sudden and unexpected deaths, electrolyte imbalances after intense exercises as well as athletic injuries. The products provide the comprehensive protection for runners and staff members.



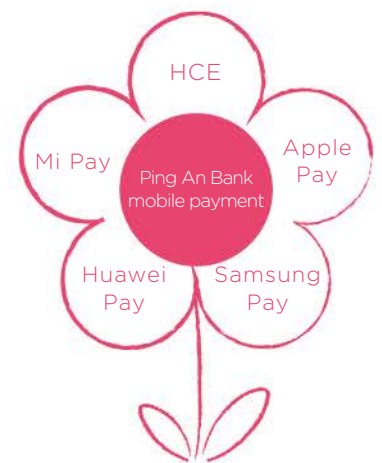
In addition, Ping An P&C developed delay insurance for express service, which was widely acclaimed by "EYouBao" customers of China Postal Express & Logistics. A total of 2.48mn express parcels were insured. The enrollment and claim settlement are automatically processed by the system, providing e-commerce customers with efficient, convenient and prompt services. Ping An P&C improved brand identity and reputation of China Postal Express & Logistics via streamlining its procedures, which was conducive to driving its business growth and achieving a win-win results.

Ping An Bank

Thanks to Ping An Group's 3.0 platform, Ping An Bank absorbs the Internet into the traditional finance and issues payment products supporting mobile quickpass payment services like HCE, Apple Pay, Samsung Pay, Huawei Pay and Mi Pay. It provides the most comprehensive services of mobile payment in China. What is more, Ping An Bank started to develop QR code payment system from mid-2016, for the purpose of improving the mobile payment. Products of QR code payment are expected to be launched in early 2017.

In response to various requirements of online payment and settlement related to B2B, B2C and B2G under the Internet finance background, Ping An Bank paid much attention to clients' requirements and developed a full set of Internet e-account system (Orange epay) to provide customers with account services, based on which the wealth management, payment and settlement and other functions were launched to provide comprehensive Internet financial services and solutions. The services and solutions remarkably improved customer experience and gained wide acceptance in the market.

Issues



It provides the most comprehensive services of mobile payment in China

Inclusive finance helps people build better lives

2016 witnessed our full commitment to the philosophy of "Expertise Creating Value". We have been designing a wide variety of products to help people build better lives, supporting the less advantaged and enhancing public interests. We responded positively to the national strategies and did our part to help rural people lift themselves out of poverty. We have been active in utilizing advanced technologies to drive the inclusive finance for rural development, making the comprehensive, easy, affordable and customized integrated financial service accessible to low-income families and rural consumers.

Provide financial services to visually impaired persons

The concept of "Information Accessibility" originates from the western world. Information provided in formats that allow all users (the able-bodied, the disabled, the young and the old) to equally access content. However, China's information accessibility starts late. A large number of the impaired, particularly the visually impaired, have been hard to be absorbed into the society, let alone having access to easy and convenient services. Given the rapid Internet evolution, they also have demands for insurance products and financial services. However, they are denied access to the Internet as well as insurance products and financial services.

We have been devoted to driving the improvement of information accessibility over the past year. As the first Chinese insurer member of the Accessibility Union, we upgraded the web accessibility so that the visually impaired are able to use our insurance products and financial services through the Internet. In the future, Ping An P&C will launch multiple insurance products for the visually impaired who will be able to enjoy the insurance service.

Help deal with financing difficulties for SMEs

In October 2016, Ping An Puhui worked with Aisino Corporation and launched Jin Shui Dai, an unsecured loan product for small, medium and micro businesses. VAT invoice issuing records by owners of small, medium and micro businesses were assessed, based on which the financing options were customized. The unsecured loan product does not require additional asset certification. Owners apply for loans by using ID Cards and Business Licenses. RMB500,000 lines of credit meet most owners' demands for fund circulation and business expansion. A total of RMB15.059mn has been made to 64 small, medium and micro businesses by the end of 2016.



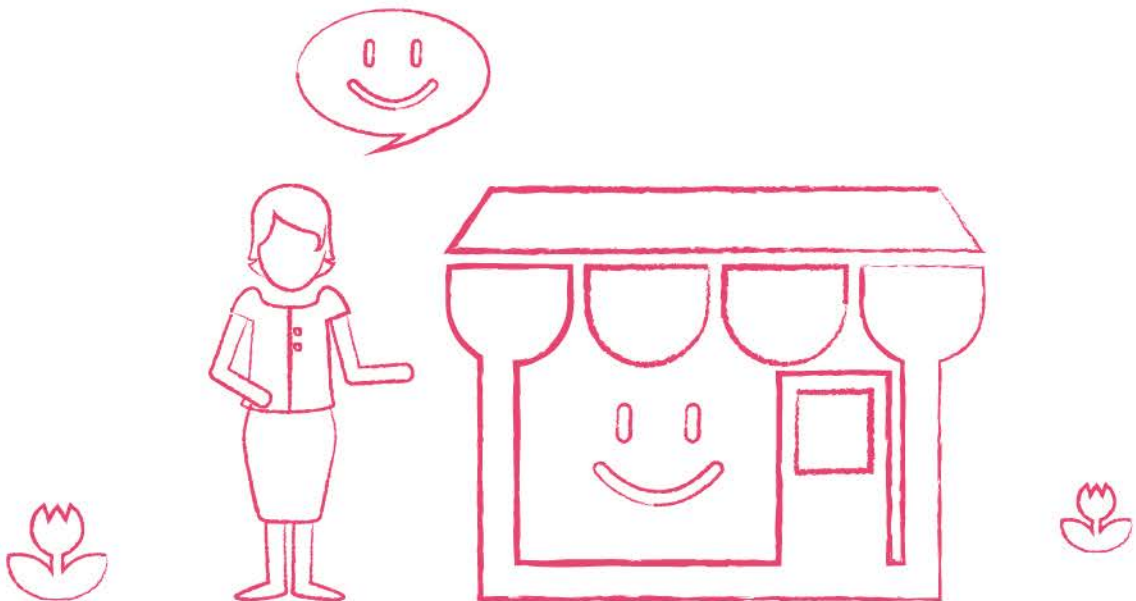
By December 31, 2016

Ping An Bank's SME Department
has served **1.2802**mn SMEs

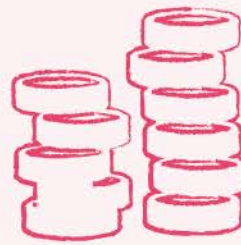
With an increase of **50,800**
from the beginning of the year

Comprehensive protection of customer information security

We have been attaching special importance to management of customer information as well as Internet security related to our products and business. Stringent customer information protection measures have been set up at levels of the Group and subsidiaries, protecting input, transmission, storage and utilization of customer information. We have announced initiatives to prevent data leakage and safeguard client information. In addition, the Group Security Response Center detects potential threats to the Group's information security through the risk management platform of business security and acts promptly to safeguard customer information.



Feature



Ping An's efforts in poverty alleviation

We established the Development Committee of Rural Financial Service (the Committee) in April 2016, devoting ourselves to the rural financial service development. We brought insurance, health insurance, bank service and Internet finance to the countryside by using mobile Internet and Big Data based credit investigation. We channeled great energy into driving the inclusive finance for rural development, ensuring access to good and easy financial services and favorable policies for residents in counties and countries.

Bring insurance service to the countryside

Ping An Life makes sustainable efforts to expand rural insurance market and provides micro life insurance products and mobile Internet based services and management; Ping An P&C designs innovative products like micro P&C insurance, liability insurance for authenticity of agricultural and sideline foods, agricultural equipment insurance and weather index insurance.

The sum of innovative agricultural insurance products at the rural insurance market totaled RMB **4.92**bn

Serving **1.89**mn farmers

Opened **1,894** outlets at county and country levels

Covering **30** provinces, municipal cities and autonomous regions

The number of insurance agents reached **318,000**



Weather index insurance for corn planting

The insurance product launched in Henan Province provides more benefits than traditional corn planting insurance by including drought/rainfall index insurance liabilities and streamlining claim procedures. The product enables automatic compensation and helps strengthen agriculture, benefit farmers, and raise rural living standards. Honored by the 11th Insurance Innovation Awards, the product is widely acclaimed by local government and insured farmers. Ping An Agricultural Insurance is the first insurer to launch innovative products such as land circulation income insurance, price index insurance for aquatic products, liability insurance for authenticity of agricultural and sideline foods and comprehensive accident & contingency insurance for people living in poverty.

Last year, Middle-Lower Yangtze areas suffered heavy rainfall and flooding during June - July and Heilongjiang experienced a severe drought in August. We were active in

helping affected farmers get back to normal and paid out RMB82.81mn for Heilongjiang's drought disaster claims. The agricultural insurance played an important role in taking targeted measures to help people lift themselves out of poverty. Moreover, Ping An P&C is going to take advantage of Ping An's integrated finance services, work actively in conjunction with Ping An Bank, Ping An Trust and Ping An Puhui, to develop the model of agricultural insurance + loans to assist farmers + guarantee insurance, aiming to deal with financing difficulties and high financing cost hindering development relating to agriculture, rural areas, and the rural population as well as help people lift themselves out of poverty.

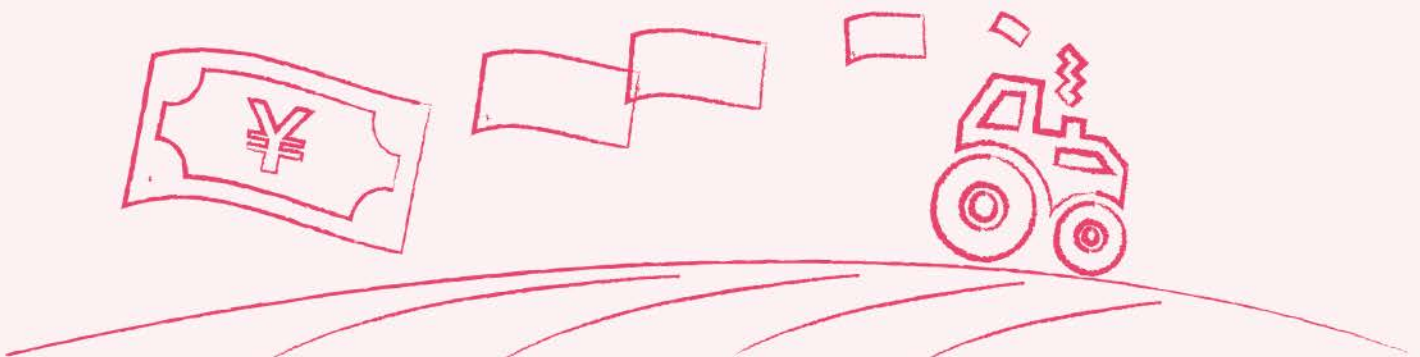


Bring medical insurance to the countryside

In addition to critical illness insurance for farmers, Ping An Annuity offers a new type of rural cooperative medical care service, facilitating medical insurance services and management improvement. Ping An Life is among the first to provide supplementary medical insurance service and one of the first commercial insurers to develop a multi-pillar health insurance system. It responds positively to national policies and provides critical illness insurance service across multiple prefecture-level cities.

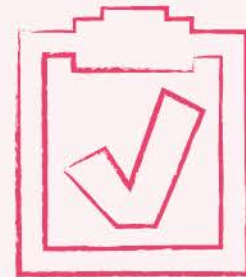
Bring bank service to the countryside

Bank One Account provides rural banks with services like mobile front-end system, customer acquisition, credit investigation and risk management. Ping An Financial Leasing is also marketing financial leasing service for agricultural equipment and other production materials. As early as December 2014, Ping An Bank has established Modern Agriculture Finance Business Unit, becoming one of the few banks in China running modern agriculture finance business on the basis of business units. It also set up centers for marine fishery, husbandry & dairy, alcohol industry, tea industry and characteristic agriculture, helping transform and upgrade the modern agricultural industry.



Agency of third-party escrow

most of rural financial institutions don't have licenses for the third-party escrow, thus they could not provide stock trading services for rural residents. Ping An Bank shares the third-party escrow license with rural financial institutions, and helps rural residents get access to the stock market. As at December 31, 2016, Ping An Bank has partnering 164 rural financial institutions (including provincial rural credit unions, rural commercial banks, rural credit cooperatives, rural cooperative banks and rural banks) to carry out the agency of third-party escrow, serving 250mn retail customers in rural financial institutions.



Distribution of precious metals

Many rural financial institutions are located at remote areas where gold shops are rare. However, residents there have some demands for precious metals at weddings and funerals. On the basis of cooperation, Ping An Bank provides rural financial institutions with physical gold and gold products. The local residents are able to buy physical gold or invest in precious metals without going far away. As of December 31, 2016, Ping An Bank has partnered 14 rural credit institutions in distribution of precious metals, and over 18mn retail customers of rural financial institutions were able to purchase Ping An Gold offered by Ping An Bank.



Ping An Gold

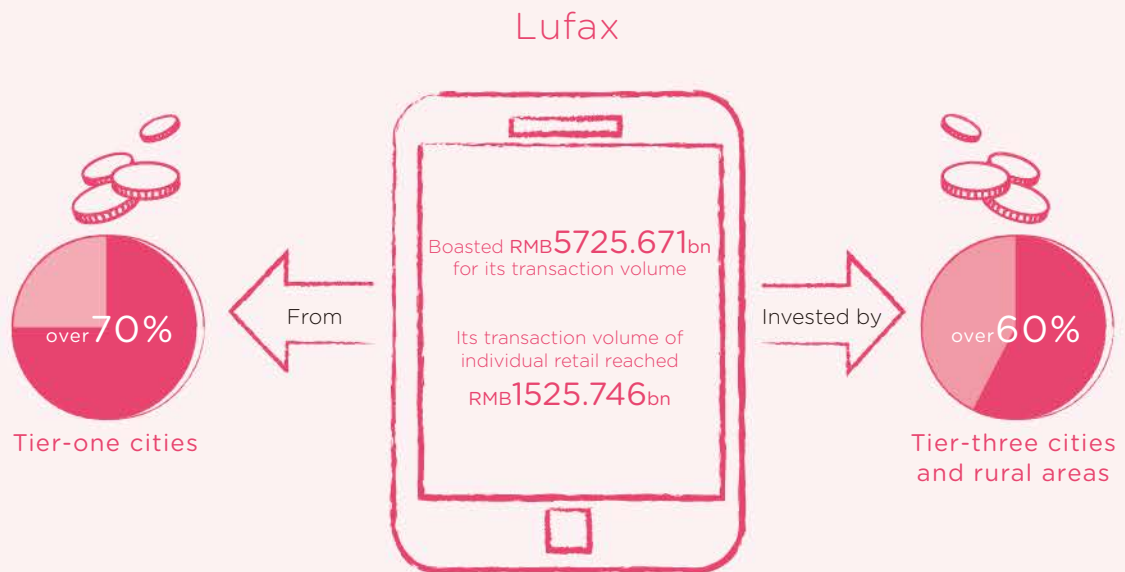
Distribution of wealth management products

given that customers in rural areas have a greater demand for yields and deposits can't meet the demand, illegal fundraising occurred in some rural areas. Most rural financial institutions are not licensed to offer wealth management products and they are weak in management. Through cooperation, they are able to get access to wealth management products offered by Ping An Bank, meeting demands of local residents for capital protection and appreciation. As of December 31, 2016, Ping An Bank has partnered 8 rural credit institutions in distribution of wealth management products, and wealth management services offered by Ping An Bank were accessible to over 85mn retail customers of rural financial institutions.



Bring the Internet finance to the countryside

Ping An Puhui and Lufax provide farmers, rural residents and small & micro businesses with services like micro credit, P2P, wealth management, agricultural products, crowdfunding for farms as well as consulting and payment & clearing, enabling rural market to get access to urban funds. There is good evidence that through utilization of the Internet, Lufax effectively uses financial resources in urban areas to support the rural financial development.



There is good evidence that through utilization of the Internet, Lufax effectively uses financial resources in urban areas to support the rural financial development.

Outlook

In 2017, we will:

adopt the philosophy of "Expertise Creates Value" and fulfill our service responsibilities well. Setting the year 2017 as the "service year", we at Ping An have been sparing no effort to achieve the goal of providing premium services to our customers. As such, we developed the strategy for improving customer experience. We have formulated the mechanism for improving customer experience and have been improving technological sophistication of internet products. As a customer-centric company, Ping An is committed to providing customers with professional insurance services and unique integrated financial services in an effort to fulfill our promise of "providing the best services with integrity".

- We will keep improving NPS, analysis of business access points, service quality, customer satisfaction and brand image.
- In terms of technological sophistication of internet products, we will team up with Ping An Good Doctor to launch the upgraded 360-degree health management services through Ping An Life's Jin Guan Jia app in a bid to build a new brand image in the healthcare industry.
- We will build the ecosystem for stores, provide smart store services, reduce the frequency of store visits by customers and waiting time, increase customer stickiness and improve customer experience.



- Given the current pain points in claim settlements for auto insurance accidents, we will conduct 10-minute quick surveys, and provide "one-click services" and direct claim settlement services.
- We will optimize the user-friendly and smart limit adjustment process for credit cards, such as scenario-based adjustments, interaction-based adjustments and adjustments at one click on the app, in an attempt to provide customers with convenient limit adjustment services.
- We will keep making technological innovations, build the one-stop integrated financial services system and platform, and enable connections and smart interactions between any channels in an effort to provide convenient services to customers.



EMPLOYEES

Career Planning
Enjoy a good and
prosperous life

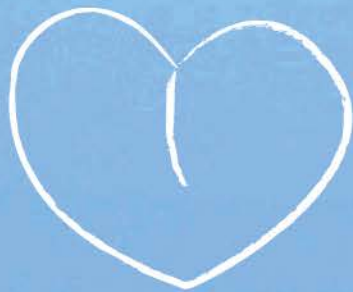
Benefit amount

115.44RMB'00mn

Total salary

455.42RMB'00mn





Progress

Ping An attaches great importance to employee development, putting every employee at ease at Ping An. Ping An has been actively protecting employees' basic rights, realizing gender equality, preventing child labor and forced labor, etc., according to laws and regulations. We have been fully guaranteeing employees' benefits, and have been improving the performance-oriented remuneration mechanism so as to ensure equality, fairness, openness and transparency.

In terms of employee care

Ping An has been implementing the "EAP program of Ping An", providing professional and convenient physical and mental health management services to its employees and their families. Advocating a balance of work and life, we have organized activities such as walking, marathons, Thanksgiving parties and parent-child activities in an attempt to enrich employees' life.



In terms of employee development

Ping An School of Financial Services has been paying attention to employee development, allocating sufficient resources, and improving the training system to realize the goal of "providing the best training at Ping An". We have been improving functions and experience of mobile education and office softwares, such as the "Zhi Niao" app, the "Kuai Le Ping An" app and the "Cai Ku" app, to improve employees' work ability and efficiency.



To ensure employees' rights to appeal

we have created the "appeal e-mail box" as a channel for appeals. We have designated people to deal with appeals of employees who have been punished for violations, and to carry out independent investigations into violations and responsibilities. Meanwhile, we have been keeping the appeal and investigation process strictly confidential, and have confirmed the basic principle of "not imposing heavier punishments on those who have appealed" so as to better protect employees' legitimate rights.



Protecting legitimate rights of employees



To protect employees' legitimate right to appeal and complain, we have established the appeal handling team and the appeal e-mail box, and have designated people to deal with appeals. Ping An has circulated its mailing address, whistle-blowing e-mail address, phone numbers and fax numbers, etc. through multiple channels, and has designated people to handle all whistle-blowing cases, ensuring that these designated people strictly keep whistle-blowers confidential.

We have given full play to the employee representative meeting to safeguard employees' rights and deliberate on the company's rules and significant events. In 2016, we held over 20 employee representative meetings to deliberate on revisions to HR / compliance rules that are closely related to interests of employees, such as paid leaves, overtime work, punishments, accountabilities, performance management and awards. Moreover, employee representative meetings are held to appoint and elect employee supervisors, and organize oral and written reports of employee supervisors. Employee supervisors should collect opinions of employees, and report to the Board of Directors, the Board of Supervisors and the management in a timely manner.

Employee Care

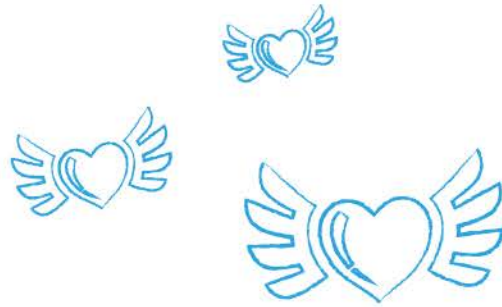
In 2016, we continued to implement the "EAP program of Ping An". Through the "Good Mood Hotline", a third-party mental health advisor, Ping An provides its employees and their families with professional and convenient services for physical and mental health management. Employees can enjoy professional consultation services provided by senior advisors via interviews, phone calls or e-mails, and receive training or on-site consultations organized by the advisor team of the "Good Mood Hotline". Moreover, in order to help new employees quickly adapt to our company, we implemented the "Good Mood Hotline - New Employee Companion Program", actively providing care to new employees and help them resolve difficulties in both life and work in a timely manner.

To better implement the employee care plan, Ping An School of Financial Services offered courses on pressure management, positive attitude, decoding EQ and pressure, workplace interpersonal relationships, etc. in 2016, holding 140 sessions with total presence of 3,533 person-times.



Advocating a low-carbon lifestyle, we held sports events, such as running, fun sport meetings, and football, basketball and badminton matches, and actively joined marathons across the country. Ping An Life organized activities, such as "new life sports", "going healthy with Ping An" and "Ping An Run". Ping An P&C established the Ping An track and field team, organizing team members to join marathons and running activities, and riding the new wave of running.

In 2016, the "Ping An Family" activities were held in 44 cities, and breakthroughs were made in terms of events and forms. Local branches upgraded events according to local geographic features, embedding elements of "environment protection, health, child care, lectures and charity" into activities. These activities have boosted employee participation and satisfaction.



Improving the Zhi Niao training system

Pursuing the goal of “providing the best training at Ping An”, Ping An School of Financial Services allocated sufficient resources, optimized the training system and facilitated employee development in 2016. Ping An School of Financial Services has built the training and management platform. The school has teamed up with training departments of subsidiaries to offer courses concerning management skills, vocational skills, expertise, sales skills, etc. Training serves not only as a means of Ping An to develop culture and source talent, but also as a premium brand of the company for management export.

In 2016, Ping An School of Financial Services accelerated the progress of mobile-based learning by all employees, improved the live interactive courses and online curriculum system to better satisfy business needs, standardize training ops, strengthen lecturer development and management, and help Ping An better implement its strategies.

“Zhi Niao” App



A total of
1.42mn users

A monthly activity of
81.73%

Up to
94.8%

Online course
over **70k** courses

Airplay of courses
48.66mn times

Average completion of
online course studies per
capita standing at **36.5**

Ping An School of Financial Services



With presence of
37,022 employees

Offered **694**
live interactive courses

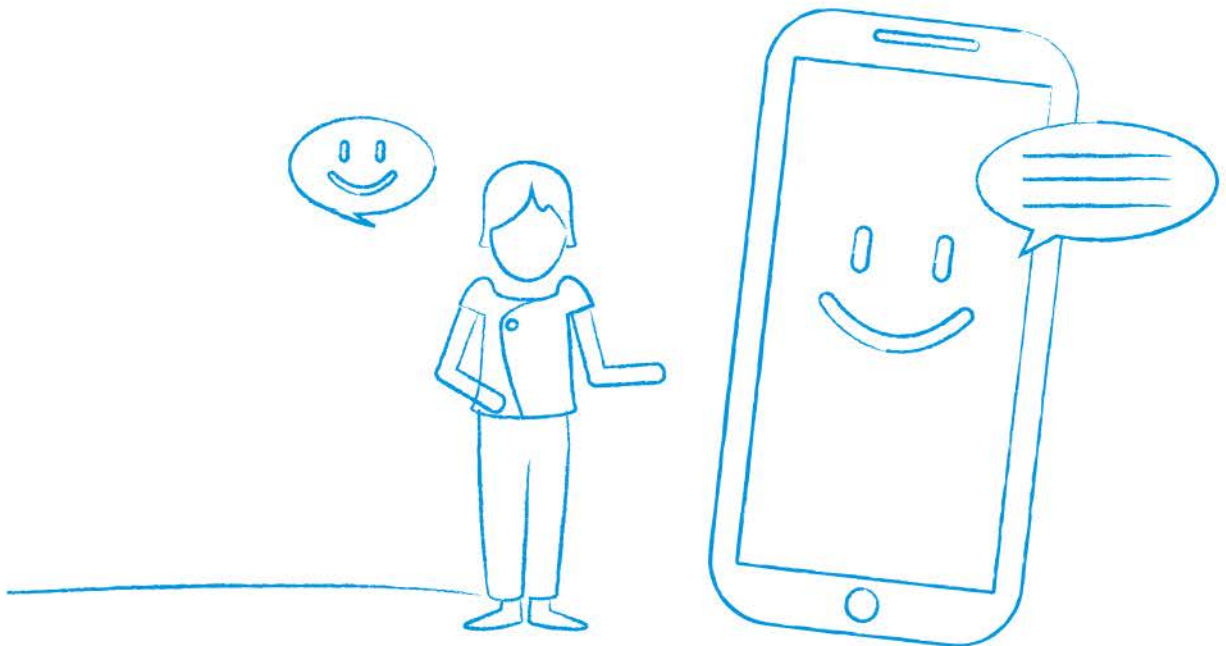
Organized **1,318**
live interactive training session

We developed the "Zhi Niao - Wan Li Tong" learning model, Learning Day activities, compulsory courses, etc., and successfully carried out pilots in Ping An P&C, Ping An Life, Ping An Bank and Ping An Puhui. The monthly activity rate of the "Zhi Niao" app reached 100%, and the rate of learning compulsory courses 98.5%; the average course study per capita reached 13.5 courses, well above that in 2015 and those of non-pilot subsidiaries.

The Zhi Niao live broadcasting platform went live successfully, and we have completed 240 pilot broadcasting programs. We reviewed the university curriculum system and the live interactive courses, and developed the dashboard of Ping An Group's training courses so as to precisely remedy employees' deficiencies. In 2016, we developed and introduced seven live interaction courses, and offered more open class courses than we expected. In 2016, we completed 330 open class sessions, achieving 122% of the target and covering 100% of key groups.

Data for 2016

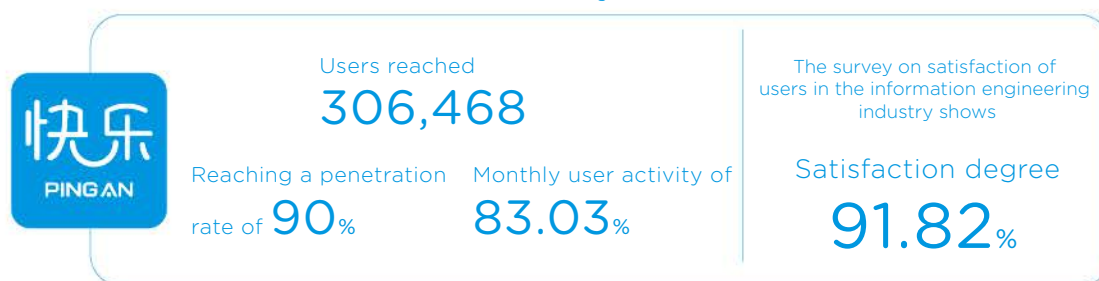
Training: person-times	37,022 person-times
Total training budget of the company	RMB814.8mn
part-time lecturer of Ping An School of Financial Services	779 persons
Online tests	446,269 person-times
Hours of online learning	333,239.54 hours
Online courses completed	704,440



Improve work efficiency through the mobile office platform

We have been improving functions of the "Kuai Le Ping An" app so as to provide employees with the most used and the most convenient services. As of Dec. 31, 2016, the "Kuai Le Ping An" app has provided a series of convenient services, such as EOAs, booking conference calls and e-meetings, searching company contacts, viewing announcements, checking attendance, performance, salaries and the talent map, and check-ins, in an effort to improve internal communication and work efficiency. For instance, approving EOAs through mobile devices can help improve approval efficiency; online meetings help alleviate the situation of considerable demand for meeting rooms at workplaces; "im instant communication" improves work and communication efficiency.

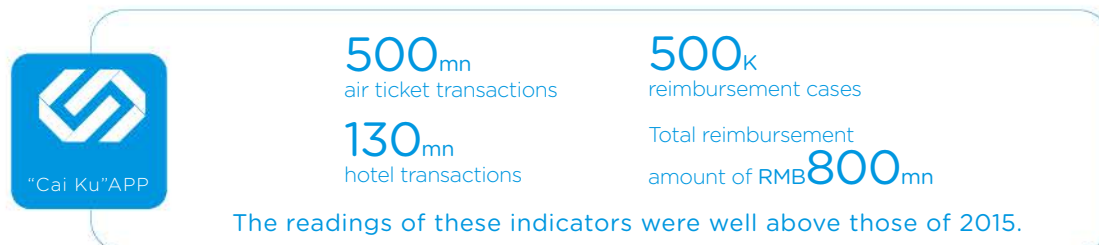
As of Dec. 31, 2016, the number of "Kuai Le Ping An"



Cai Ku, an innovative financial services app, facilitates innovations and helps improve financial services and management under the internet model. Apart from air tickets, hotel and quick reimbursement services, Ping An provided car services to employees through cooperation with renowned car hailing platforms in 2016, promoting the reform on car use in the sharing economy. Thanks to the HQ-to-HQ invoice services, employees are exempted from providing paper invoices for reimbursements, which greatly improves reimbursement experience, simplifies the financial review process and overall work efficiency. Through Ku Community and Ku Bao Xiang functions, Ping An provides its employees with online financial information inquiry services and Q&A services, facilitating interaction between Finance staff and other employees.

As of Dec. 31, 2016, the Cai Ku app had provided services to over 310k employees, 30+ subsidiaries of Ping An Group and Ping An's clients, penetrating into a number of industries, such as finance, garment and medicine.

As of Dec. 31, 2016, the number of "Cai Ku" app



Talent training for career development

To meet diversified needs, we optimized performance management methods and improved the rankings and proportions of some internet subsidiaries' performance appraisal. Besides, performance management is available on the app, which enables employees to communicate and report on work any time any where.

We insist on basing personnel management on performance appraisal results, and linking employees' performance appraisal results with their performance and contribution. For senior managers and mid-level managers in some key business lines, accountability KPIs for the next three years should be developed each year.

In 2016, we also pushed ahead with career development projects. Apart from diversifying career development channels, we optimized each unit' s personnel rank system and their corresponding management mechanism, determined the career development channels for different employees, improved the promotion and allocation mechanism and the appraisal mechanism, so as to have clearer development channels, more effective mechanisms and more comprehensive systems.



Better remuneration mechanism to protect employee benefits

To attract and retain talent, we bettered out remuneration mechanism in 2016. In line with the principle of being fair, just, open and transparent, we reviewed remuneration rules in a democratic process and announced the results among all employees. We carry out regular remuneration surveys, consistently check the competitiveness of our employees' remuneration, and ensure a reasonable and steady increase in their income. We pay more to outperforming employees and link employees' bonus with their performance appraisal results and contribution.

We ensure sufficient benefits for employees. Apart from enrolling in social insurance schemes for employees as per national policies, the Company also grants festival, heating and cooling allowances, and provides annual checkup and psychological consulting services.

We provide employees with comprehensive welfare coverage for free, which gives them reasonable and timely aid and compensation for critical illnesses, accidents, death and hospitalization. For employees' family members, we offer cost-effective welfare schemes and high-end medical insurance plans. Our health maintenance and improvement services can reduce employees' worries and promote happiness.

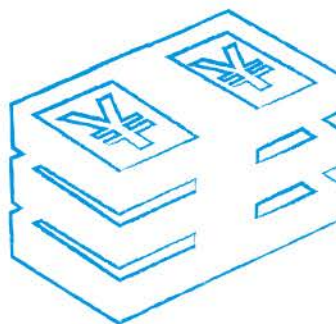
In 2016, we paid total remuneration of RMB 455.42mn and benefits of RMB 115.44mn .

Annuity system

2016

105,490 employees enrolled in the annuity scheme

A total expense of RMB 465 million



(As at December 31, 2016)

$\frac{\text{An employee's monthly contribution to annuities}}{\text{His/Her monthly remuneration}} \approx 1.54\%$

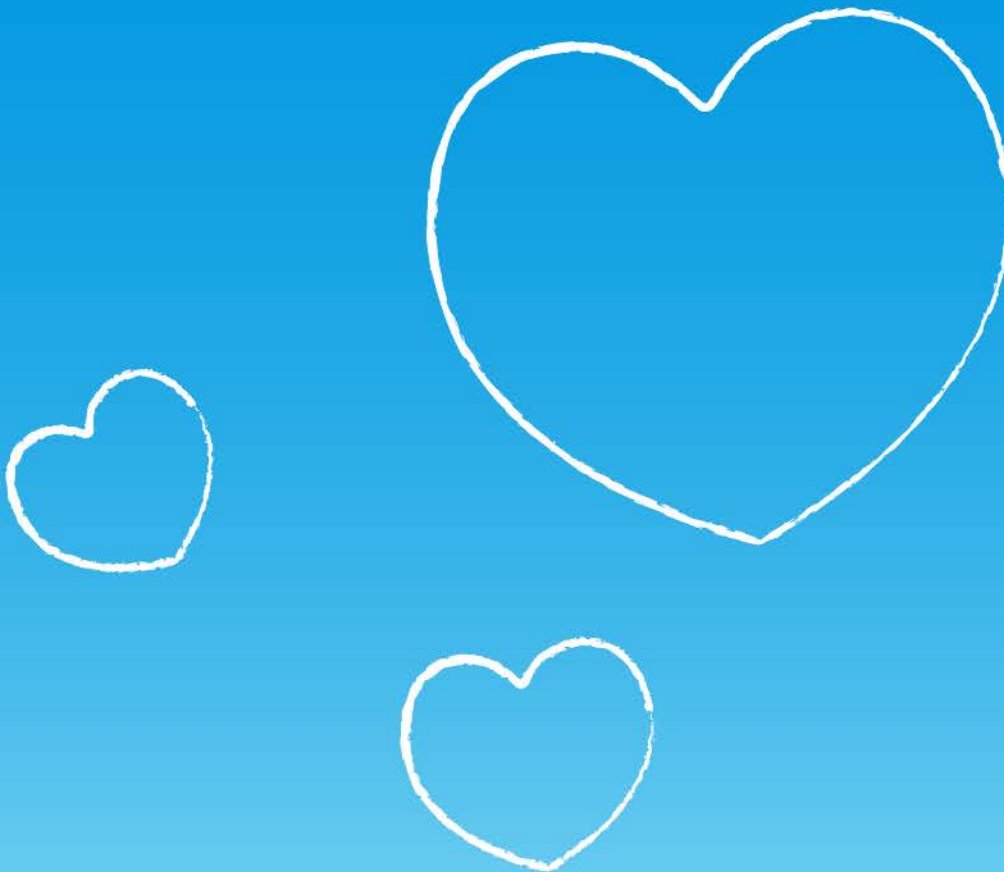
$\frac{\text{The Company's contribution for an employee}}{\text{His/Her monthly remuneration}} \approx 2.25\%$

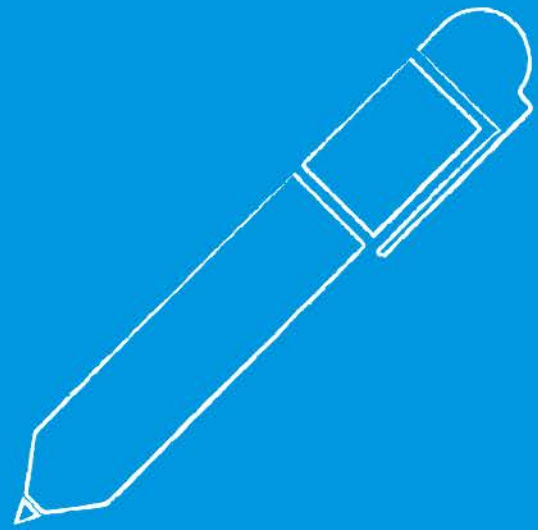
Annuities totaled RMB 4.28 billion

Outlook

In 2017, we will:

- Improve employee relationship management: We' ll carry out diversify employee care activities, improve employee stickiness and awareness of happiness, continue to develop an employment system with legality and compliance, and protect employees' rights and interests.
- Optimize mobile office devices and upgrade Zhi Niao learning app: We' ll establish an online university, apply a variety of teaching methods, optimize the existing course system, reinforce the lecturer team, and meet internal and external training needs. We' ll also explore new O2O training models based on live streaming to better training results and experience.





- Facilitate employees' career development: We' ll better manage employees' performance results, facilitate their career development, improve standards, and increase the number of employees with better quality. We' ll push ahead with talent development projects, develop platforms for talent identification, classification and development, manage potential talent management and echelon development, instruct and urge heads at all levels to better management and develop talent.
- Optimize internal remuneration and benefit mechanism: We' ll continue to improve the remuneration mechanism and rules, and make good use of their role in retaining and motivating employees. We' ll pay close attention to internal and external best practice in granting benefits, and continue to improve the remuneration system.
- Improve the course mechanism and develop more quality courses.





SOCIETY AND ENVIRONMENT

reward the society
and build the country



Volunteer teaching time of
Ping An Hope Primary Schools

28,665hours

Total green credit line

59.035bn

Progress

While scaling up our business and improving our strength, we focus more on keeping promises and fulfilling responsibilities. We increased input in education charity, continued to aid impoverished leftover children, and upgraded volunteer teaching by making good use of our internet advantages, so as to provide children in rural areas with the same education opportunities. Besides, we helped migrant workers reunite with their children. We also continued innovation to provide academic support for institutions of higher education, motivate college students to innovate and build a platform for talent. We pay close attention to environmental protection, facilitate development of green finance and call on the public to perform green duties. In the meantime, we proactively responded to the government's overall plan for poverty alleviation by carrying out poverty relief and charity activities with our own characteristics. By integrating charity with the internet, we keep innovating on charity patterns and contents, so as to let us stay by your side, and charity stay by our side.

Focus on education charity and youth development

Volunteer teaching

Since we established the first Hope Primary School in Liu'an of Anhui Province in 1994, our Hope Primary School Program has been implemented for 22 years.



Have built **114**
Hope Primary Schools nationwide

volunteer teaching of
10 years



Volunteers
4,810 people

Teaching over
220,000 hours

Help students
100,000 people

2016



A total of

3154 students

Primary school	Elementary school graduates	Middle school graduates
2815 students	226 students	113 students

Donated scholarships of
RMB **1.8485** million

From facilities to intangible support, Ping An has developed a standard and comprehensive aid model. Major projects include the 1-million Maintenance Plan centering on facilities renovation of Hope Primary Schools, Hope Scholarships to excellent students from impoverished families, volunteer teaching in rural areas, headmaster training for Hope Primary Schools and teacher training to improve their expertise.

In this Olympic year of 2016 themed sports and dreams, 707 volunteers spent 28,665 hours in aid teaching activities at 34 Hope Primary Schools. Our “sports volunteer teaching”, “winter training camp” and “sports equipment donation” enabled impoverished children to know more about sports, raised rural schools’ awareness of sports teaching, and let them experience the charm of sports. At the end of this year’s volunteer teaching, we partnered with the China Youth Development Foundation in organizing a football winter training camp for PE teachers and 35 students from 114 Hope Primary Schools. We engaged professional PE teachers for the 5-day closed training, in which Evergrande players Gao Lin and Yu Hanchao shared their skills and experience. The camp improved the skills of PE teachers in rural areas, widened students’ horizon through training, and raised their awareness of feeling grateful.



Case

This year, 14 PE majors from Xi'an Physical Education University participated in volunteer teaching for one and a half months at Hope Primary Schools in 14 provinces including Guangdong, Fujian, Gansu, Shandong, Liaoning and Shaanxi. They gave a set of PE lessons and built football teams there.

Wang Yi, a PE major from Xi'an Physical Education University, became a volunteer teaching at the Hope Primary School in Shuanghe Village, Zhidan County of Shaanxi Province. Except for the one-hour football game from 16:30 to 17:30 every day, he was also responsible for the morning training at 6:30 in the morning and the training around 20:00. Under his instruction, the children became interested in sports, honed their football playing skills, and even improved their behaviors. They began to observe discipline and have good manners. One day, a student apologized to another after bumping into his companion by accident. Wang was delighted to see this, believing that he taught both football playing skills and sportsmanship.



Case

In 2016, Ping An Property & Casualty focused on mental health of leftover children by donating RMB1.05 million to All For Love Charitable Foundation, and providing psychological consultant training to aid leftover children in 18 counties of Ganzhou City, Jiangxi Province. 1,800 teachers at 1,800 schools participated in our psychological consultant training, so as to tackle psychological problems of leftover children.



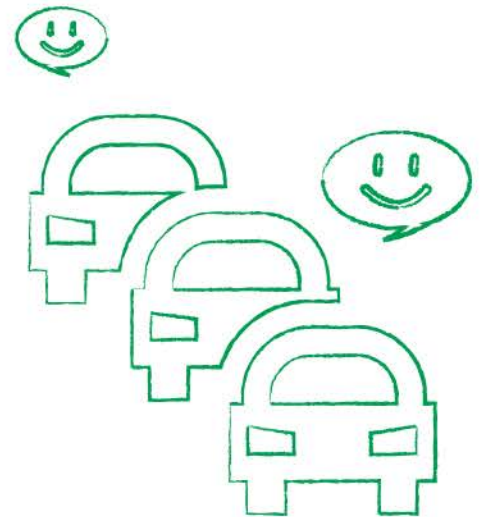
Mutian Book Donation, a charitable activity launched by Ping An Life, has the largest number of offline book collecting outlets. Ping An Life is the first insurer to have such a grand charity cause. Within two months, it received and donated more than 100,000 books to remote areas. Joining hands with the China Charities Aid Foundation for Children, Ping An Life launched the Orange Care Program in its Customer Service Festival, which donated RMB1 million to the Critical Illness Insurance Scheme to provide orphans, waifs, dropouts and children with special difficulties with more health protection.

Safe All the Way Home

We always care about left-behind children in poverty-stricken areas. Over the past few years we have helped migrant workers reunite with their children. For two years we have run the Safe All the Way Home campaign, which helped grassroots migrant workers return home to celebrate the Spring Festival with their families. On January 24, 2016, the first day of the year's Spring Festival travel rush, we held at the Shenzhen Bao'an Bus Terminal the hit-the-road ceremony for the Safe All the Way Home with Ping An campaign in partnership with Ctrip and China Youth Development Foundation. Over 1,000 migrant workers set off on 14 coaches from Beijing, Shanghai, Guangzhou and Shenzhen

on a journey home to eight major cities including Chengdu, Nanning, Changsha, Nanchang and Jinan.

During the campaign, Ping An Annuity offered the passengers 1,300 free "Home-Returning Insurance" policies with the benefit limits totaling RMB65 million. Ping An Good Doctor provided 1,300 coupons, with which the passengers on their road could access free tele-consultation services with famous doctors on the Ping An Good Doctor app.



Case

On January 24, 2016 when the hit-the-road ceremony was held for the "Safe All the Way Home with Ping An" campaign, a "super cold wave" gripped Shenzhen, where the temperature dropped to a ten-year low. Soft hail fell in a city that had not seen snow for decades. The cold caused much inconvenience for those heading home.

Mr. Zhao Haijun from Shaanxi, a client of Ping An Life, signed up for the event. He had worked as a chef in Shenzhen for three years, during which period he went home only twice. In 2013, he managed to buy a train ticket at a high price from a scalper. He did not go home during the Chinese New Year in 2014. To reunite with his family during the 2015 Spring Festival, he headed home in as early as October the prior year. A train ticket to home was wildly sought after before the travel rush. This year, he saw our campaign on WeChat. Eager to go home, he signed up though no route to his hometown was planned. The journey took him to Chengdu, a nearby city, from where he took a five-hour ride on three buses in succession and finally managed to return to his home in Hanzhong, Shaanxi.



Motivation Program

For 13 consecutive years we have run the Motivation Program, which encourages college students to engage in academic innovation and social practice. Up to now the program has granted RMB17.90 million in scholarships to 5,375 college students.

In 2016, our Motivation Program focused on campus life. Leveraging mobile internet, we offered innovative “internet + charity” campus events. We initiated the “72-hour exchange of majors” experience, which helped students have a close look at majors which they like but don’t have the chance to pursue. Paired students had the opportunity to gain a good understanding of each other’s major by completing a series of tasks, such as “be an auditor”, “study each other’s major” and “live each other’s life”. The event attracted wide attention, and over 6,000 college students signed up. Two pairs of students were invited to the 2016 Motivation Program Awarding Ceremony, where they exchanged ideas on choosing a major with Mr. Huang Zhizhong.

Apart from innovative activities, we stuck to high academic standards for the Best Paper Award. This year the Motivation Program’s paper submitting page received over 110,000 visits. We received from over 100 universities 760 papers, of which 430 were selected for review, 50% higher than in 2015. 68 scholars and professors from over 30 well-known institutes and universities reviewed the papers. They picked 120 winning papers through strict pre-review and final review, which ensured the authority, fairness and professionalism of the awarding process. This year, of the award-winning papers, a greater number had been published on top grade

national periodicals and some had been published on foreign academic media. Most of the winning papers dealt with urbanization, securities markets, internet economy and other topics related to social and economic development.



Encourage college students Grant scholarships of
5,375 students **RMB 17.90** million

Case

As a charity program for college students, the awarding ceremony of the Motivation Program offered a debate over the common issue of major selection. Debaters from Peking University and Tsinghua University debated fiercely on “whether to stick to a major or change to one you are passionate about”. The event was intended to encourage innovative thinking.



Low-carbon initiatives

We have been exploring news ideas and ways to protect the environment. We have developed plans for energy saving and emission reduction and pursued low-carbon business operation to great effect. We have run the "Low-Carbon 100" initiative for six consecutive years, implementing some 100 low-carbon measures in all business steps. In 2016, we launched the "Environment Protection + Art" campaign, in which urban children showed care about the drinking water quality of their rural counterparts. The Green Hills and Blue Waters and other Low-Carbon 100 events helped urban and rural kids bond with one another. Our own property manager have introduced a series of energy saving and emission reduction practices, such as garbage sorting, domestic water recycling, and water and power saving upgrade programs. Meanwhile, we keep innovating in green finance to advocate sustainable development in the financial area.

In our day-to-day operation, we leverage internet platforms and other new technologies to provide customers with convenient services with streamlined processes and greater efficiency while cutting operation resources and energy consumption. In 2016, we reduced carbon emissions by 36,433 tons through 34 technology-driven services.

In 2016

Technology-driven services

34 item

Reduced carbon emissions by

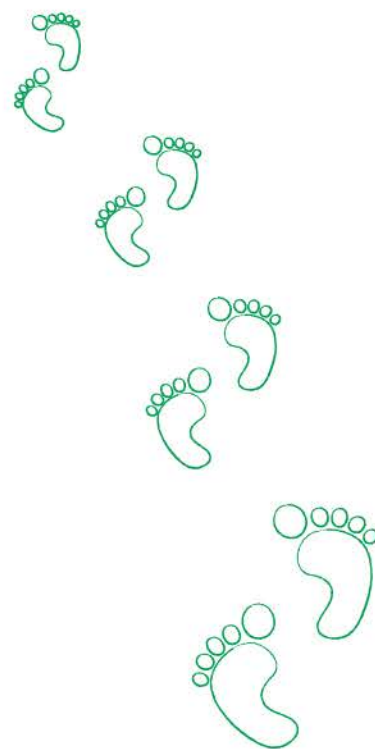
36,433 tons



Reduce carbon emissions

Subsidiary	tCO2e
Total carbon emissions cut by Ping An Property & Casualty	22,098.6
Total carbon emissions cut by Ping An Life	6,208.3
Total carbon emissions cut by Ping An Bank	4,547.3
Total carbon emissions cut by Ping An Health	45.4
Total carbon emissions cut by Ping An Annuity	1,021.0
Total carbon emissions cut by Ping An Puhui Financial	204.4
Total carbon emissions cut by Ping An Technology	2,308.0
Total carbon emissions cut	36,433.0

Note: In 2016, through technology-driven services we cut carbon emissions XX times higher than in 2015, primarily thanks to the promotion of internet-based and paper-free business in the Group and its subsidiaries, which increased the measures to cut carbon emissions from 18 to 34. The existing measures produced greater effects, while the new ones also contributed significantly to our reduction of carbon emissions. Ping An Property & Casualty's widely used E-Investigation app helped significantly reduce the carbon emissions by loss assessment cars. The amount thus reduced was 6.8 times higher than in 2015 and accounted for 73.6% of the total carbon emissions cut in 2016.



Green finance

In the area of green finance, we place importance on investments in environment protection and renewables as well as green credit. In 2016, we issued 2,609 environmental liability insurance policies with the benefit limits totaling RMB5,260 million and 1,508 vessel environmental liability insurance policies with the benefit limits totaling RMB18,830 million.

Assisted by data purchased from external providers, Ping An Property & Casualty has developed in the DRS system the environment pollution risk map, which helps businesses, governments and insurers better understand environmental pollution risks in their geographical coverage for the purpose of targeted risk management, underwriting and pricing. The environmental pollution risk map shows the risks in population density, total production value, number of employees, transportation, waters, and ecosystems in any given area and provides comprehensive assessment of environmental pollution risks.

On June 12, 2015, Ping An Huitong, a subsidiary of Ping An-UOB Fund, initiated the "Special Plan for Ping An-Kaidi Power Line Communication-Related Fee Collection Right", raising RMB1,100 million for the transfer of the PLC-related fee collection right associated with the biomass power generation business of the original title holders, which are three subsidiaries of Kaidi Ecological Environment Technology Co., Ltd. Biomass power generation is Kaidi's core technology and major source of income. The technology generates power through heat created from the burning of straws and other biomass or combustible gas produced therefrom. In the past, straw burning, a common practice in most rural areas in China, aggravated the spread of smog. With the biomass power generation technology, the Ping An-Kaidi PLC project harnesses renewable energy and helps farmers increase their incomes while avoiding environmental pollution arising from straw burning. Since its initiation in 2015, the project has seen smooth operation of underlying assets and stable running of the business, with timely repayments and interest payments made as agreed in the contract. In 2016, Kaidi generated biomass power of 5,982.2534 million kWh with zero carbon emissions, creating a sustainable development model of "increased incomes for farmers, better development of businesses, environment friendliness, and an all-win situation".

In respond to the state's call to eliminate outdated production capacities, Ping An Bank spared no effort in supporting a circular economy. In 2016, it granted green

credit lines totaling RMB59,035 million. The amount of credit loans outstanding reached RMB22,382 million, up 36.46% from the start of the year.

Meanwhile, Ping An Bank enhanced its services to promote the new energy sector fund business. As at the end of 2016, the amount of credit lines outstanding of its green energy business amounted to RMB6,120 million, which was mainly used to support the building and operation of solar power plants by the world's leading solar power companies.

To support the development of the green industry, Ping An Securities has deeply explored the financing needs of bond issuers and developed an innovative financing program targeting "renewable bonds" and "green bonds". In September 2016, Ping An Securities issued China's first renewable Green Bond - Green Corporate Bond for Beijing Enterprises Water Group, with the actual issuance size being RMB2.8bn and the coupon rate being 3.68%. Funds raised will be fully invested in green industry projects.

The Green Corporate Bond for Beijing Enterprises Water Group has the characteristics of "renewed bonds" and "green bonds" which enrich the financing channels for green economy. The project saw an over-allotment of RMB1.8bn. It solved the issuer's financing needs effectively and reduced the issuer's financing costs, setting a benchmark for directing social capital to the green industry.



Green Company

In respect of the Company' s operations, its 12 proprietary properties all saw improvements in energy saving, watering, garbage collection and other aspects over the previous year. In 2016, Shanghai Zhangjiang collected 38 tons of garbage including package bags, cartons and plastic bottles, etc. Shanghai Ping An Building, where labels advocating low-carbon lifestyle can be seen everywhere to encourage everyone to carry out the low-carbon 100 initiatives, saved about 1.2mn kilowatt-hours by replacing the light sources in its fire elevators, removing half of the light sources in the garage, and installing Daikin' s intelligent control system. In the newly completed Shenzhen Ping An Financial Center, green operation can be seen everywhere.



Case

Shenzhen Ping An Financial Center (PAFC) which was completed in December 2016, is so far the highest building in South China. The building applies self-adapting control system to its curtains where the intensity of indoor lighting can change automatically with the outdoor sunlight. In addition, the use of ice storage air conditioning system and other green technologies help reduce the energy consumption significantly. PAFC' s energy consumption is 46% less than other similar buildings, and 18-25% less than the ASHRAE standard.

With its excellent quality and international influence, PAFC was elected as the world' s top one skyscraper in 2016 by Council on Tall Buildings and Urban Habitat (as reported by The Guardian), was included in the list of CNN' s 2016 Top Nine New Construction, and won the "LEED core structure gold level" certification awarded by the US Green Building Council and Green Building Certification Association. The well-known US-based documentary producer Discovery Channel also produced a special documentary on the green and smart technology of PAFC. In 2016, PAFC' s North Tower was awarded China' s 3-star Green Building Design Label, Shenzhen' s golden certificate in green building design, the British' s 3-star BREEAM green building certification, and was named as Shenzhen' s pilot project for advancing motor efficiency.



Case

The health resort project under Ping An Real Estate - YueJingZhuang • Xishuangbanna is located in a tropical rain forest belt with the latitude from 15 to 25 degrees. Due to years of unplanned development, the original ecological environment system had been destroyed greatly, causing serious soil erosion. YueJingZhuang • Xishuangbanna project started a rainforest reconstruction project, using tropical rain forest trees and a large number of rare seedlings to restore a 15,000-mu rain forest.

The tropical rainforest restoration project will have a positive impact on the local ecological environment in various aspects: it can help purify air, improve the epidemic prevention, create natural oxygen, reduce various types of noise, accelerate the air conversion, change the low air flow, remove dust and filter water, prevent soil erosion, and provide habitat for a variety of creatures, which is conducive to the efficient breeding of species.



Green public benefit

In 2016, Ping An's "low carbon 100" campaign ushered its "Internet + public" 3.0 version. By using the "Safe drive" function in the Ping An Good Car Owner" app, Ping An engaged the car owners and users into the environment protection project where Ping An car owners get low-carbon driving points through good driving habits and exchange the points for public welfare seedlings which will be planted in the Ping An Wood in Qinghai area in the name of the users. This interactive environment protection campaign has effectively enhanced the users' participation in the public welfare, and their awareness about "civilized driving and green travel". On May 20, 2016, we went to Qingdao together with the China Youth Development Foundation to hold the "Ping An Wood Qinghai Station Launch Ceremony" and plant the seedlings exchanged by users with their driving points. Up to now, Ping An Wood has planted trees covering 17,000 mu across the country.



As a new landmark in Shenzhen, Shenzhen Ping An Financial Center has always insisted on the interaction between construction, humanity and society, with the hope to bring better life experience to the citizens. On the morning of September 24, 2016, the "Green Mountain Green Water • Ping An Future" campaign organized by PAFC was officially launched at No.3 Hall of Shenzhen Convention and Exhibition Center. Internationally-renowned artist Mr. Gu Wenda led 1,500 children to create a huge painting with the theme of "green mountains and green water", in a bid to arouse the public awareness about the environmental protection. During the campaign, we also donated water purification equipment worth RMB1mn to ten Ping An hope primary schools to secure the safety of drinking water for 3,000 children studying in the primary schools. In the team of 1,500 schoolchildren, there is a special team - student representatives from Ping An Hope Primary Schools and Shenzhen Yuanping Special School. The campaign that one city child's painting can help two rural children drink pure water can get children involved in the environmental protection.



Ren Huichuan, President of Ping An Group said at the launch ceremony that Ping An is a company with social responsibility which has been fulfilling its corporate social responsibility while continuously creating its business value. The campaign is not only a performance art, but also an action for arousing the public awareness of environmental protection.



Feature



PA-type poverty alleviation

The "13th five-year" plan said that in the next five years China will help its poverty population in rural areas out of poverty, and solve the poverty issue in general. In recent years, China has made great progress in poverty alleviation, but still failed to realize the "poverty alleviation" in the spiritual level. As a result, the poverty population themselves are not inspired to get rid of the poverty. In the government's latest requirement for precision poverty alleviation, the country will try to realize the change from "blood transfusion" type to "hematopoietic" type poverty alleviation.

In order to effectively solve the problem of limited educational resources and poor schooling in poverty areas, we have persisted in using education for poverty alleviation, using education to help rural children change their minds and change their hometowns with their own hands. This practice has achieved a good result.

Ping An of China has been focusing on poverty alleviation with education for 22 consecutive years.

📍 Helping build **114** hope primary schools

📍 Helping **300,000** rural children to finish school

Carrying out the education support for 10 years.

📍 Nearly **5,000** volunteers provided the education

📍 Support for accumulatively **220,000** hours

📍 Students up to **100,000**



Through hope scholarships, principal training, voluntary education support, network classroom, book donation, psychological training to rural teachers and other actions, Ping An has tried its best to improve the education in remote areas and narrow the huge gap in education between urban and rural areas.

In 2016, we used the issuance of the new Charity Law as an opportunity to build a more viable model in the field of education charity, and established the first "Education Development Charity Trust Scheme" in China dedicated to charity projects for education. The first RMB10.7million was raised from Ping An Group as well as its subsidiaries and employees. Ping An Trust not only acts as the trustee, but also contributed RMB2mn out of its own capital to the project. In 2016, "Ping An of China Education Development Charity Trust Project" implemented 5 projects in the first batch, investing nearly RMB3.16mn of the charitable funds in network classroom building for Mingyuan Primary School, left-behind children's families - farmers entrepreneurship project, Ping An Inspirational Paper Award, Ping An hope primary school - football winter training camp, and Ping An road accident education development fund project.



Tasks for poverty alleviation

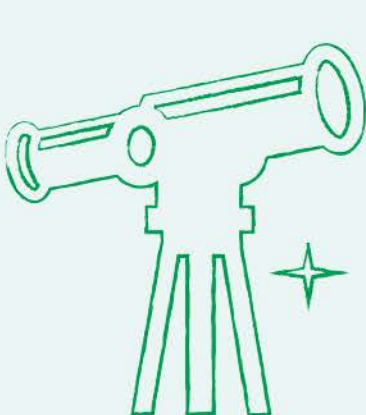
56 item

Invested

RMB4.855mn

Benefiting

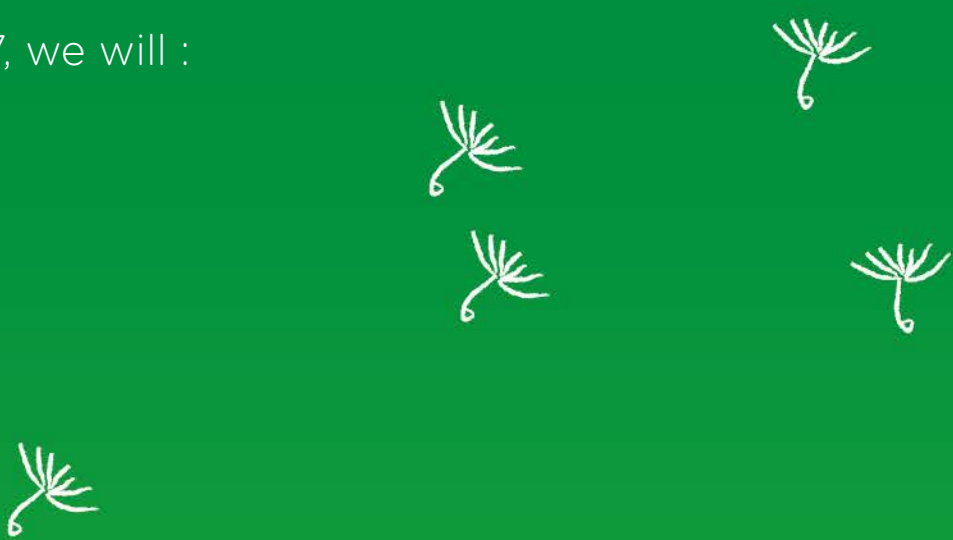
18,325 poor people



In the future, we will embrace the trend of "Internet +" and "Integrated Finance +", and continuously explore the rural financial market to enable residents in both counties and rural areas to enjoy better financial services, and enable more farmers to benefit from all kinds of policy dividends and efficient financial services, making more contribution to the country in achieving the strategic target of poverty alleviation.

Outlook

In 2017, we will :



- For public welfare education, we will continue to push ahead with the new model of “internet + public welfare” , upgrade the project by building the hardware facility, improving the quality of teachers, and granting fellowships and scholarships, introduce the core concept of filling the gap between urban and rural education, use online and offline channels, adopt the three strategies of teachers, technology and innovation, and provide hardware, technical, organizational and scholarship support, in a bid to promote the development of the rural education in a down-to-earth manner.
- We will continue to expand the green finance business area, promote the low-carbon practice in innovative technologies and business services, and advocate green finance in the industry.

- We will continue to carry out the State' s requirements of targeted poverty alleviation, and support the countryside in getting rid of poverty. Meanwhile, we will use business advantages of a financial enterprise to support the agricultural development, and help peasants get rich.
- iWe will focus on hot issues, respond to social demand, use the internet to create a quick response mechanism, and motivate customers and employees to take an active part in resolving the social issues, fulfilling the social responsibility, and giving back to society.



PARTNERS

Mutual benefit
a win-win situation

Ping An Good Doctor
External doctors signed

60,000

1 Qianbao
Annual trading volume

2.8039_{tn}





Progress

In 2016, we still attached importance to the mutual benefit and win-win relationship with partners. Through perfect services, and professional platform and system building, we helped our partners improve efficiency, increase profitability, and promoted the sound, stable and sustainable development of our partners. Due to the strong sense of corporate social responsibility, we helped our partners enhance the awareness of making contributions to the society and improve their sense of social responsibility.

Promoting the growth of the team of agents

Providing a comprehensive learning and training platform for agents

In 2016, we leveraged the online learning platform (mainly ZhiNiao) to comprehensively sort out the online and offline training courses for agents. Through establishing the micro learning course and case study platform, and the classroom on the air, we formed an online training system on top of offline courses, and gradually realized a “primarily online” training model and management system

With regard to offline training, we pushed ahead with the “Spring Semester” and the “Autumn Semester” training for 2016 Certified Financial Planner Exam. In 2016, we provided a total of 127 sessions of training for 9,115 people, and 6,721 of them took the exam.



With regard to offline training

Training for **9115** people Take the exam **6721** people

Beefing up the team of talent, and sharing the economic benefits

In 2016, regarding agents, besides continuing to carry out the past talent plan, we further beefed up our team. In addition, we used the abundant products and service resources provided by Ping An Jin Guan Jia app to gather together unemployed individuals from the society, open up the model of Jin Guan Jia WeChat store, and help them start a business without any cost. On one hand, this approach introduced an innovative way to expand the team of agents, attracting cross-industry, high-quality talent; on the other, it increased the income source for agents, fully offering and sharing the economic benefit.

Improving the supplier management

Standardizing the procurement process for suppliers

In 2016, according to the requirements of “integrity and legality” , and based on the principle of “openness, fairness, impartiality, and effectiveness” , Ping An’ s Centralized Procurement Management Center accepted the supervision from users and suppliers in terms of the bidding process, bidding opening and evaluation, and complaint handling, to guarantee the interests of each party.

While guaranteeing the interests of each party, we also continued to improve the access standards and environmental protection of suppliers in the aspect of environmental protection. All of our operations were completed within the procurement management system thus reducing the wastage of paper, with the ratio of saving up to 14.95%. All of our furniture suppliers have the China Environmental labeling products certification, which is the highest grade and the most authoritative certification for the environmental protection of furniture enterprises in the mainland China.



Joining hands with partners to bring about a win-win situation

PA Annuity has established a standard remote inquiry system service platform

In order to achieve the goal of “100% government satisfaction, zero complaint from insureds” , Ping An Annuity has established a standard remote inquiry system service platform by leveraging the nationwide operation platform, to provide quality and efficient remote inquiry services for the Social Health Insurance (SHI) departments of local governments. In 2016, we helped with the remote inquiry of 5,417 cases for 15 institutions and 32 SHI projects, with a total of over RMB4.08 million unlawful expenses being identified.

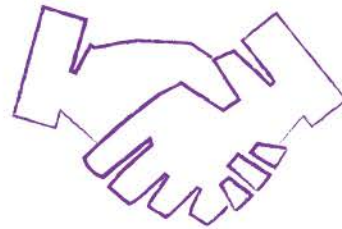
We used the medical expense intelligent review system, and leveraged professional medicine knowledge base and advanced review engine to identify, monitor, manage, compile statistics of, and analyze potential fraud, waste and abuse in medical expenses through ex-ante reminder, in-the-process monitoring and ex-post review of the treatment behavior, so as to reduce unnecessary medical expenses. In 2016, we signed contracts with a total of 168 cities, launched 146 projects, with review services covering a population of about 480 million people. Through the regulation of treatment behavior in the whole process, the comprehensive monitoring of operating risks of the fund, and the control over the growth of medical expenses, we helped the government cut down costs, increase protection and improve services.

1 qianbao achieved cross-area cooperation in loyalty points

In 2016, 1 qianbao achieved cross-area cooperation in loyalty points with many large/medium-small-sized banks, bringing a potential customer base of high-quality financial users. For example, 1 qianbao cooperated with a total of 10 banks, including Shanghai Bank, Bohai Bank, and Taizhou Bank in loyalty points and completed the launch. Of them, the cooperation with CCB (China Construction Bank) connected the exchange between CCB credit card loyalty points and Wanlitong loyalty points; in less than 2 months of the launch of this loyalty points project, the loyalty point trading size exceeded RMB600 thousand. In the whole year of 2016, 1 qianbao trading size approached RMB3 trillion, increasing by 15 times in 2 years to reach RMB2.8 trillion.

1 qianbao established the loyalty point platform, and created a loyalty point alliance based on Wanlitong loyalty points, thus taking the lead in the development of the loyalty point market, and kicking off the industry development. In 2016, based on the loyalty point cooperation with China Mobile, we realized strategic cooperation with China Telecom and China Unicom, driving the interconnection of loyalty points. In addition, we established business cooperation with airline & business travel companies, hotels and online retailers, leading to a big increase in the overall trading size of Wanlitong loyalty points.

We have been committed to becoming a quality online retailer and introducing quality cooperative brands. In 2016, the number of partners of 1 qianbao reached 144 in 2016, with 700 cooperative brands. The trading volume of online shopping mall increased significantly. The GMV of the shopping mall reached RMB2.5 billion in 2016. The daily peak in trading exceeded RMB10 million during the large-scaled interactive marketing activity "920", with the daily trading volume going beyond RMB2.1 billion. We tapped on the cooperation model of direct supply from the place of origin, to meet users' growing demand for quality shopping.



Ping An Good Doctor builds the health care ecosystem

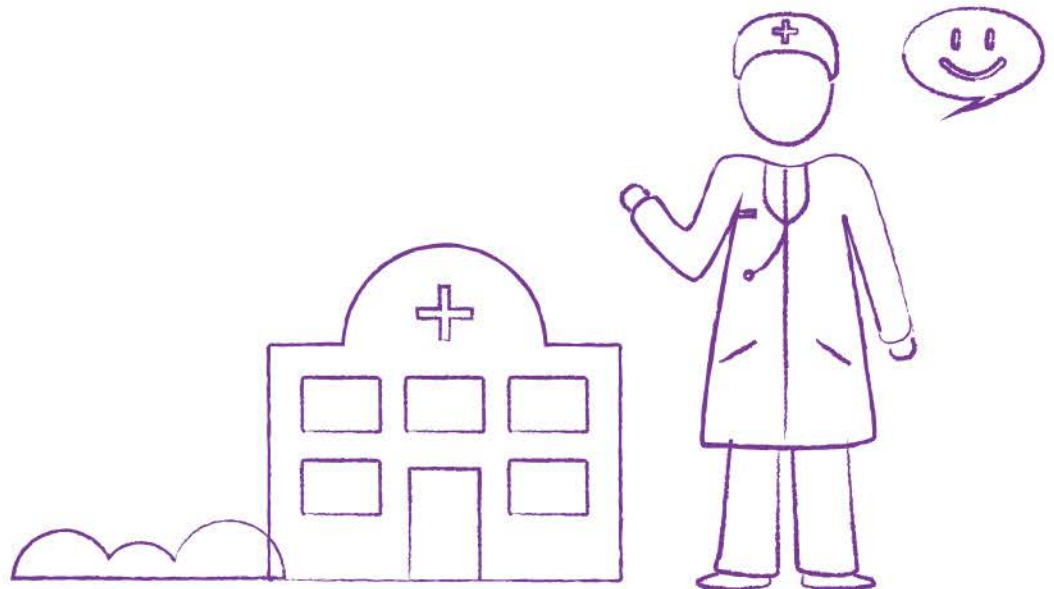
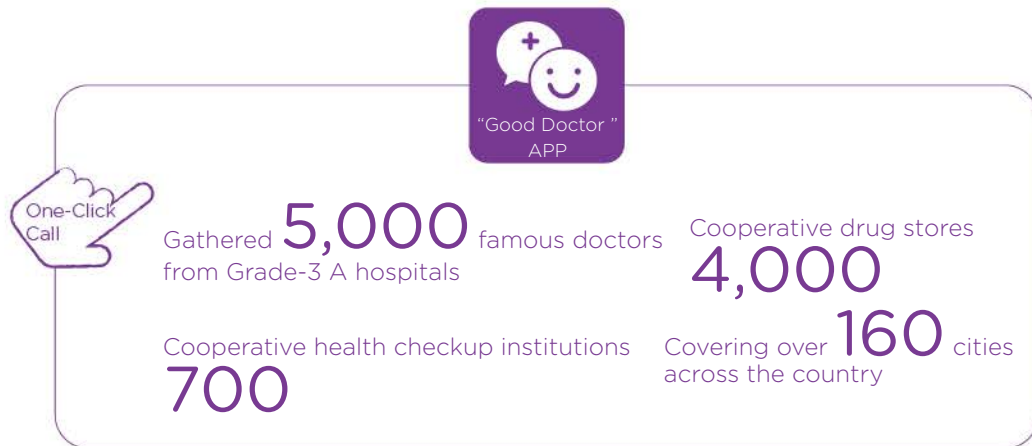
In 2016, Ping An Good Doctor worked to build a healthcare ecosystem, which becomes a helpful supplement to the existing healthcare system. Through cooperation with such large-sized public hospitals as Chongqing Southwest Hospital, Shenzhen Hospital of Southern Medical University, and Foshan Hospital of TCM, Ping An Good Doctor is aimed at building an internet hospital. Ping An Good Doctor opened its first joint-stock clinic "Human Health" in the mainland China, introducing a closed loop of offline medical treatment and insurance payment, implementing the managed care HMO model in China, launching a new model of "internet+ insurance+ hospital", and working together with partners to create a win-win situation.

In 2016, Ping An Health Cloud signed contracts

Signed contracts with more than **60,000** doctors



In 2016 "Ping An Good Doctor"



Promoting healthy development of various industries

Lufax leads the P2P industry in the standard and healthy development

In 2016, Lufax launched “ZhongYing-AnE” product on the basis of traditional WenYing products by leveraging Ping An Puhui’ s 10 years of consumer finance experience and Lufax’ s product innovation, substituting Fintech means for traditional guarantees and insurance for credit enhancement, and realizing capital-light operation. Under this model, risk and return are correlated, which can help promote risk education among investors in the society, and getting the whole P2P industry onto the right track.

Meanwhile, Lufax actively responded to the requirements as stipulated in the provisional Administrative Measures for Business Activities of Online Lending Information Agencies by establishing an independent operating mechanism for the P2P business, completing the connection to bank escrow of P2P funds, improving the information disclosure standards and processes, and guiding the P2P industry towards healthy development.



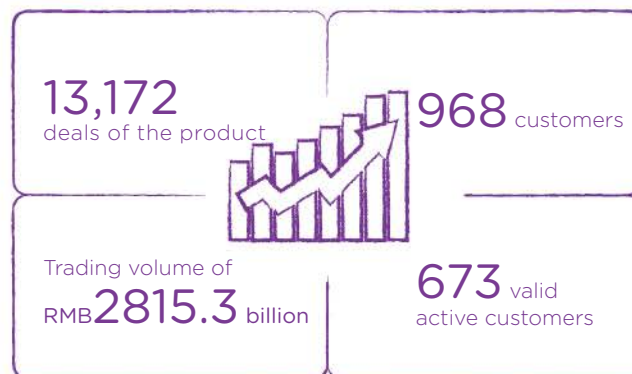
Ping An Bank builds the integrated finance platform of “ET-Bank”

Ping An Bank actively responded to the state’ s “internet +” strategy by building the integrated finance platform of “ET-Bank” , in a bid to develop online financial institution-oriented interbank financial products, and establish the first integrated, interactive financial services and product sales systems in the mainland China in terms of channels, channels, customers and value-added services. The building of interbank financial products not only targets at

the product development, trading and services, but also includes the product-related customer management, product management, trading and clearing, marketing management, data management and information services, which is aimed at providing services for nationwide small/medium-sized banks and non-bank financial institutions by offering online quality interbank products.

In 2016, the launch of online interbank financial products was of great significance for cooperating with interbank customers in the mainland China, enlivening the financial market, expanding asset management and financing channels, increasing the intermediate business income and building the interbank brand.

(As of Dec. 31, 2016)



As transactions were carried out on the line, it saved trading costs of about RMB **39** million for cooperative financial institutions.

As the process optimization and electronization led to an improvement in the efficiency, it brought about additional income of about RMB **26** million for cooperative institutions.

Ping An Property & Casualty becomes the first in the industry to launch whole-process self-service claims at repair factories

In 2016, with regard to repairing caused by the insurance accident, Ping An Property & Casualty joined hands with 10 thousand cooperative repair factories to become the first in the industry to launch the whole-process self-service claims, establish the self-service "claim settlement + repair" model and realize three core functions of transparent process of claim settlement/repair, online real-time evaluation and feedback of repair results, and guarantee of repair quality. During the whole process, no customer participation is required. Currently, more than 1 million customers have experienced this service. By using this self-service system, repair factories could assist customers in reporting the case directly through Ping An Good Auto Owner app, and help customers with loss assessment and receipt of materials, and there' s no need for loss adjustors to arrive on the scene for handling, which has greatly enhanced the efficiency of repair factories. In 2016, 189 thousand the self-service claim cases were completed, with the turnaround time being 7.5 days less than that of standard cases.

In addition, by leveraging the online Ping An Good Auto Owner platform, in 2016, more than 3,800 cooperative repair factories conducted multiple campaigns for car repairing at discounts, with 4.50 million page views in total. Customers received 210 thousand coupons in total, which increased the partners' customer acquisition.

Meanwhile, Ping An Property & Casualty promoted the development of the auto aftermarket. It joined hands with NSF (National Sanitation Foundation) to establish a professional certification company, and worked together with the auto parts B2B trading platform "CheJianEr" to enhance the core service capability of the repair factory network. This trading platform realized the sharing and gathering of auto parts inventory across the country. Through this platform, the repair factory can improve the auto parts shopping precision, guarantee the auto parts quality, and ensure the procurement is carried out in a cost-effective, time-saving, labor-saving and worry-free manner. As at December 31, 2016, the number of registered repair factories reached 34,824 in total, with the total trading volume exceeding RMB200mn.



The number of registered repair factories reached **34,824**

The total trading volume exceeding RMB**200**mn

Ping An Haofang helps property developers to find a market

In 2016, Ping An Haofang continued to facilitate property developers to find a market. Leveraging its own resources, Ping An Haofang initiated HQs-to-HQs cooperation with 33 Top 100 property developers like Vanke, Country Garden, Greenland and CFLD, reaching 595 cooperative projects with a total value of RMB 639.2bn. With Haofang' s rich client resources and strong channel integration capability, Haofang has successfully facilitated major property developers to take a great leap forward.

The number of cooperative projects reached **595**

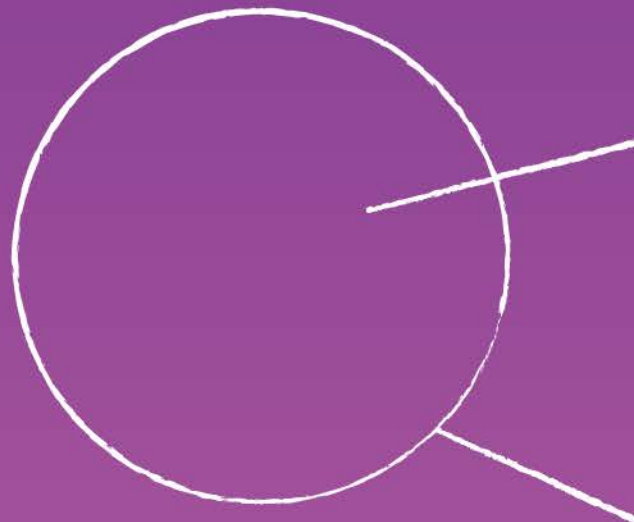
A total value of RMB **639.2**bn



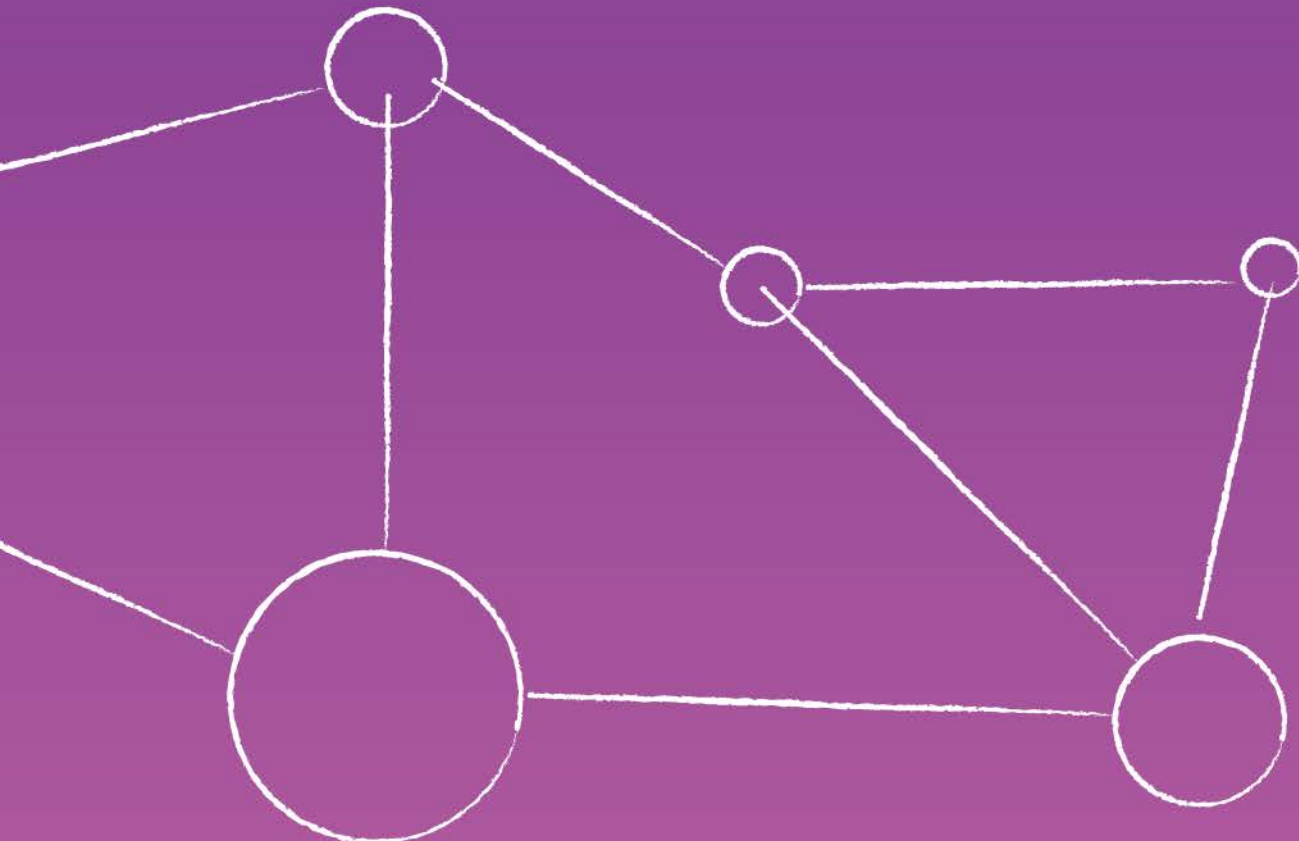
Outlook

In 2017, we will :

- promote the business model of leveraging “two ecosystems” ; at the platform with Jin Guan Jia as the core, fully unleash the power of “product+” and “IT+” to help agents to break their development bottleneck and to increase their income via product optimization, cross-selling, client management and staff encouragement; leverage Zhi Niao App and remote HD video to fully develop online training programs for agents (it is projected that around 10,000 live streaming lectures will be launched at the platform); screen regulatory risks to meet the compliance requirements; strengthen the education for agents on compliance; establish and improve the risk management system; systematically identify and control agents' risks.
- Sourcing Center will continue to prioritize environment-friendly products and suppliers on equal conditions, and strengthen the supervision of the compliance of sourcing procedures so as to achieve a saving ratio of 13% on average.



- Yiqianbao will keep leading the point market and lead the industry development: enhance the loyalty management, actively cooperate with airlines, hotels, and retail e-commerce companies, keep introducing high-quality partners and brands and create value for partners.
- Lufax will continue to improve its P2P website, complete the fund custody for all P2P products, improve the information disclosure mechanism according to regulatory rules and lead P2P industry' s healthy development.
- Ping An Health Cloud will actively sign contracts with well-known TCM doctors and cooperate with reputable TCM manufacturers to produce TCM particles and to enable door-to-door delivery; and encourage traditional media and we media to draft high-quality contents on health.



Social Recognition

Honors & Awards

In 2016, Ping An' s brand value continued to lead the market. Ping An has been widely recognized and awarded by domestic and overseas rating institutions and media in terms of comprehensive strength, corporate governance, and corporate social responsibility.



Corporate Strength

USA
 <Fortune>
 Fortune 500
 -No. 41
 No. 1 among Chinese insurance companies

USA
 <Fortune>(Chinese edition)
 Fortune 500 in China
 -No. 8
 Most Admired Companies in China-No. 20
 No. 1 in China's finance industry

USA
 <Forbes>
 World's 2,000 Largest Public Companies
 -No. 20
 No.1 among Chinese insurance companies

CCTV
 2016 Top 10 Public Companies in China

USA
 <Institutional Investor>
 Most Honored Company in Asia

Chinese Entrepreneur Association & China Enterprise Confederation
 Top 500 Chinese Companies
 -No. 9

Shenzhen Association for Quality
 Quality Award granted by the Mayor of Shenzhen

Corporate Governance

Institutional Investor

- Best Investor Relations
- Best Analyst
- Best Website
- Best CEO-Ma Mingzhe
- Best CFO- Yao Bo

Corporate Governance Asia

- Best CEO (investor relations)
- Best CFO (investor relations)
- Best Investor Relations in China

The Asset

- 3A Company Award - Platinum Award

China Association for Public Companies,
Shanghai Stock Exchange, Shenzhen Stock Exchange

- Best Practice Award in terms of Board of Supervisors

Directors & Boards

- 12th Round Table Awards for Chinese
Public Companies' Boards of Directors - Best Board of Directors Award

Corporate Social Responsibility

The Economic Observer & Case Management Center
of Peking University

- China's Most Admired Company

World Economic and Environmental Conference

- International Carbon-Value Award-Carbon-value
Ecological Practice Award

CSR China Education Award

- Best Sustainable Development Award
- New Media CSR Video Award

Yicai.com

- Best Chinese Companies in terms of CSR
Award for Corporate Excellence

Nanfang Weekly

- Award for Outstanding CSR Contribution

People.cn

- 11th CSR Award-Best Case Award

6th China Charity Festival

- 2016 Accountable Brand Award

Brand

Millward Brown&WPP

- BrandZ Most Valuable Global Brands-No. 57,
No.1 among global insurance brands
- BrandZ Top 100 Most Valuable Chinese Brands-No. 10,
No. 1 among Chinese insurance brands

FutureBrand

- Top 100 Global Brands according to FutureBrand Index 2016-No. 17,
No. 1 among global financial companies
No. 1 among Chinese companies

World Brand Lab

- 2016 Top 500 World Brands-No. 255

Hurun Research Institute

- Top 10 Chinese Private Companies with Most Valuable Brands
according to 2016 Hurun Brand List-No. 6

Third-party verification

Deloitte.

德勤

Independent Assurance Report

To the Board of Directors of Ping An Insurance (Group) Company of China, Ltd (the "Board of Directors"):

We have been engaged by the Board of Directors of Ping An Insurance (Group) Company of China, Ltd ("PING AN") to perform a limited assurance engagement on its *2016 Corporate Social Responsibility Report* (the "CSR Report") for the period from 1 January 2016 to 31 December 2016.

Responsibilities of the Board of Directors

The Board of Directors is responsible for preparing the *CSR Report* in accordance with *Sustainability Reporting Guidelines (G4)* issued by Global Reporting Initiative (GRI), and its presentation (including reporting guidelines, limitations, reporting data and relevant identification procedures).

The Board of Directors is also responsible for determining PING AN's objectives in respect of social responsibility performance and reporting, including identifying stakeholders and their focus issues, establishing and maintaining appropriate performance management system and internal control system regarding the report performance information generation, and maintaining adequate records.

Our Responsibilities

In accordance with the agreed terms with PING AN, we are responsible for the limited assurance engagement ("Engagement"), performing limited assurance process on the key social responsibility indicators in *2016 CSR Report*, and expressing an opinion on whether the *CSR Report* is in compliance with the principles of materiality and inclusiveness required by *G4*. This *Independent Assurance Report* ("this Report") is only for the Board of Directors, and for no other purpose. We do not accept or assume liability to any third parties for our work or the content in this Report.

Our Independence and Quality Control

We conducted our engagement in accordance with the independence and other ethical requirements in the *Code of Ethics for Professional Accountants* issued by the International Ethics Standards Board for

Accountants. Our firm applies *International Standard on Quality Control*.

Basis of Our Work

We conducted our work in accordance with *International Standard on Assurance Engagements 3000: Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Federation of Accountants. We planned and performed our work so as to obtain all the information and explanations which we considered necessary in order to provide sufficient evidence to form conclusions.

Procedures, Scopes and Limitations of Our Work

Our procedures performed include interviewing with PING AN's personnel responsible for collecting, compiling and presenting the information, analyzing the information obtained, and other procedures relevant to the collection of necessary evidence. Specifically our procedures include:

- Interviewing the management and staff responsible for collecting, collating and disclosing the information, to understand the procedure of identifying stakeholders and major issues concerned by key stakeholders, and controls relating to preparing the *CSR Report*;
- Through interviewing and consulting relevant supporting documents, to understand PING AN's communication mechanism with stakeholders, stakeholders' expectations and needs, and how PING AN implements and responds to these expectations and needs;
- Establishing the key social responsibility indicators and assurance standard in the independent and limited assurance on the *2016 CSR Report* with PING AN;
- Sampling PING AN's key social responsibility indicators, reviewing the consistency with our work results, and the effectiveness of the control on the *CSR Report* preparation procedure.

Limited assurance conducts process to confirm the credibility of information, and its scope is smaller than that of reasonable assurance. Our assurance engagement and report will not express an opinion on

the effectiveness and performance of PING AN's management system and procedure.

We performed our limited assurance engagement on the head office of PING AN in Shenzhen and Shanghai. We did not carry out limited assurance engagement at any other branches and subsidiaries of PING AN, nor involve interview with external stakeholders. Moreover, historical data and financial information are not within the scope of our work.

Our Conclusions

- Based on our work performed, nothing has come to our attention that causes us to believe that the *2016 CSR Report* is not prepared in compliance with materiality and inclusiveness required by *G4*; and
- Based on our work performed, nothing has come to our attention that would lead us to believe that there is any material misrepresentation related to the key social responsibility indicators in the *2016 CSR Report*.

This is translation of the Chinese language version of the Independent Assurance Report. If there is any conflict between the Chinese and English version, the Chinese version will prevail.

Deloitte Touche Tohmatsu Certified Public Accountants LLP

22 March 2017



Index Table

ESG Index Table

Code	Substantiality	Degree of disclosure	Location in the Report
A1 emissions			
General Disclosure	High	Full disclosure	Society & Environment/Green public benefit
A1.1	High	Full disclosure	Society & Environment/Green public benefit; Appendix: Index
A1.2	High	Full disclosure	Society & Environment/Green public benefit; Appendix: Index
A1.3	Not Applicable	Undisclosed	
A1.4	Medium	Undisclosed	
A1.5	High	Full disclosure	Society & Environment/Green Company, Green public benefit
A1.6	Medium	Partial disclosure	Society & Environment/Environmental Protection, Green Company
A2 resources utilization			
General Disclosure	High	Full disclosure	Society & Environment/Green Company, Green Public Benefits; Employees/Optimizing the mobile working platform and enhancing employees' working efficiency
A2.1	High	Full disclosure	Appendix: Index
A2.2	High	Full disclosure	Appendix: Index
A2.3	High	Full disclosure	Society & Environment/Green Company, Green Public Benefits
A2.4	Low	Partial disclosure	Society & Environment/Environmental Protection, Green Company
A2.5	Not Applicable	Undisclosed	
A3 Environment and natural resources			
General Disclosure	High	Full disclosure	Society & Environment/Green Finance, Green Public Benefits
A3.1	High	Full disclosure	Society & Environment/Green Finance, Green Public Benefits
Employment and Guidelines—B1 Employment			
General Disclosure	High	Full disclosure	Employees/Progress. Improve the talent training system, broaden the channel for staff development, fully play the function of the staff representative's meeting, protect employees' rights and interests, improve the system for remuneration management, strengthen the benefit plan for employees, promote the corporate annuity plan and implement the benefit plan covering employees and their family members
B1.1	High	Full disclosure	Appendix: Index
B1.2	High	Undisclosed	
Employment and Guidelines—B2 Health & Safety			
General Disclosure	High	Full disclosure	Employee/Employee care and low carbon lifestyle
B2.1	High	Undisclosed	
B2.2	High	Undisclosed	
B2.3	High	Full disclosure	Employee/Employee care and low carbon lifestyle
Employment and Guidelines—B3 Development & Training			
General Disclosure	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
B3.1	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
B3.2	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
Employment and Guidelines—B4 Employment Guidelines			
General Disclosure	Medium	Full disclosure	Employees/Progress
B4.1	Medium	Partial disclosure	Employees/Progress
B4.2	Medium	Partial disclosure	Employees/Progress

Code	Substantiality	Degree of disclosure	Location in the Report
Operations Routine—B5 Supplier management			
General Disclosure	High	Full disclosure	Partnership/Supplier Management
B5.1	Medium	Undisclosed	
B5.2	Medium	Full disclosure	Partnership/Supplier Management
Operations Routine—B6 Product liability			
General Disclosure	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management; Client/Ultimate service to enhance customer experience, Technology innovation creates easy life
B6.1	Not Applicable	Undisclosed	
B6.2	High	Full disclosure	Client/Ultimate service to enhance customer experience
B6.3	Medium	Partial disclosure	Shareholders/Integrate resources and press ahead legal & compliance
B6.4	Not Applicable	Undisclosed	
B6.5	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management; Client/Technology innovation creates easy life
Operations Routine—B7 Anti-corruption			
General Disclosure	High	Full disclosure	Shareholders/Consolidate anti-corruption education, advocate integrity and self-discipline, integrate resources, press ahead legal & compliance, optimize anti-money laundering management and comprehensively ward off the money laundering risk
B7.1	High	Undisclosed	
B7.2	High	Full disclosure	Shareholders/Continued to optimize anti-money laundering management, ward off the money laundering risk, integrate resources, press ahead legal & compliance, consolidate anti-corruption education, and advocate integrity and self-discipline
Community—B8 Community Investment			
General Disclosure	High	Full disclosure	Society & Environment/Education charity
B8.1	High	Full disclosure	Society & Environment/Education charity/Education Supporting, Home Return Activity, Motivation Plan
B8.2	High	Full disclosure	Society & Environment/Education charity/Education Supporting, Home Return Activity, Motivation Plan

GRI 4.0 Index Table

Code	Substantiality	Degree of disclosure	Location in the Report
G4-1	High	Full disclosure	Chairman's statement; Strategy and responsibilities
G4-2	High	Full disclosure	Chairman's statement
G4-3	High	Full disclosure	Company profile
G4-4	High	Full disclosure	Company profile
G4-5	High	Full disclosure	Back cover
G4-6	High	Full disclosure	Company profile
G4-7	High	Full disclosure	Company profile
G4-8	High	Full disclosure	Company profile
G4-9	High	Full disclosure	Company profile
G4-10	High	Full disclosure	Appendix: Index
G4-11	Medium	Full disclosure	Employee/Employee care and low carbon lifestyle
G4-12	High	Full disclosure	Partnership/Improving the supplier management
G4-13	High	Full disclosure	Company profile
G4-14	High	Full disclosure	Company profile
G4-15	High	Full disclosure	Company profile; Social recognition
G4-16	High	Full disclosure	Company profile; Social recognition

	Code	Substantiality	Degree of disclosure	Location in the Report
Substantive aspects and boundaries	G4-17	High	Full disclosure	Strategy and responsibilities
	G4-18	High	Full disclosure	Strategy and responsibilities
	G4-19	High	Full disclosure	Strategy and responsibilities
	G4-20	Medium	Full disclosure	Strategy and responsibilities
	G4-21	Medium	Full disclosure	Strategy and responsibilities
	G4-22	High	Full disclosure	Strategy and responsibilities
	G4-23	High	Full disclosure	Strategy and responsibilities
Engagement of stakeholders	G4-24	High	Full disclosure	Stakeholders' responsibilities comments; Strategy and
	G4-25	High	Full disclosure	Stakeholders' responsibilities comments; Strategy and
	G4-26	High	Full disclosure	Stakeholders' responsibilities comments; Strategy and
	G4-27	High	Full disclosure	Stakeholders' responsibilities comments; Strategy and
Overview of the report	G4-28	High	Full disclosure	About this Report/reporting range
	G4-29	High	Full disclosure	About this Report/reporting range
	G4-30	High	Full disclosure	About this Report/reporting range
	G4-31	High	Full disclosure	About this Report/Release form of the Report
	G4-32	High	Full disclosure	Third party verification
	G4-33	High	Full disclosure	About this Report/Data description and guarantee mode of the Report
	G4-34	High	Full disclosure	Shareholders/Standardization and improvement of corporate governance
Governance	G4-35	High	Undisclosed	
	G4-36	High	Undisclosed	
	G4-37	High	Full disclosure	Stakeholders' responsibilities comments; Strategy and
	G4-38	High	Full disclosure	Appendix: Index
	G4-39	High	Full disclosure	Shareholders/Standardization and improvement of corporate governance
	G4-40	High	Full disclosure	Appendix: Index
	G4-41	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management
	G4-42	High	Full disclosure	Corporate mission; Strategy and responsibilities
	G4-43	Medium	Partial disclosure	Strategy and responsibilities
	G4-44	Medium	Undisclosed	
	G4-45	High	Partial disclosure	Strategy and responsibilities
	G4-46	Medium	Undisclosed	
	G4-47	High	Undisclosed	
	G4-48	High	Undisclosed	
	G4-49	High	Undisclosed	
	G4-50	High	Undisclosed	
	G4-51	High	Undisclosed	
G4-52	High	Undisclosed		
G4-53	Medium	Undisclosed		
G4-54	Medium	Undisclosed		
G4-55	Medium	Undisclosed		
Business ethics and integrity	G4-56	High	Full disclosure	Corporate mission
	G4-57	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management
	G4-58	High	Full disclosure	Shareholders/Consolidate anti-corruption education, and advocate integrity and self-discipline

	Code	Substantiality	Degree of disclosure	Location in the Report
Disclosure of management measures	G4-DMA	High	Partial disclosure	Shareholders/Improving the system and effectiveness of risk management; Client/ Ultimate service to enhance customer experience; Innovative products meet diverse customer demands; Advocate inclusive finance; Employees/Enhancing the remuneration management mechanism and employee benefits; Society & Environment/Green public benefit; partnership/promote the growth of the team of agents
	Economic performance			
Economy	G4-DMA	High	Full disclosure	Shareholders/Comprehensively enhance the economic efficiency and create business value
	G4-EC1	High	Full disclosure	Shareholders/Comprehensively enhance the economic efficiency and create business value;Employees/Progress, Fully play the function of the staff representative's meeting, protect employees' rights and interests, improve the system for remuneration management, and strengthen the benefit plan for employees; Society & Environment
	G4-EC2	High	Partial disclosure	Society & Environment/Green public benefit
	G4-EC3	High	Full disclosure	Employees/Implement the benefit plan covering employees and their family members
	G4-EC4	Low	Undisclosed	
	Market performance			
	G4-DMA	High	Full disclosure	Shareholders/Comprehensively enhance the economic efficiency and create business value
	G4-EC5	High	Partial disclosure	Appendix: Index
	G4-EC6	High	Undisclosed	
	Indirect economic impacts			
	G4-DMA	High	Full disclosure	Client/Inclusive Finance; Society & Environment/Green Finance; Education Supporting, Home Return Activity, Motivation Plan
	G4-EC7	Medium	Full disclosure	Client/Inclusive Finance; Society & Environment/Green Finance
G4-EC8	High	Full disclosure	Client/Inclusive Finance; Society & Environment/Green Finance; Education Supporting, Home Return Activity, Motivation Plan	
Sourcing behaviors				
G4-DMA	High	Full disclosure	Partnership/Supplier Management	
G4-EC9	High	Full disclosure	Partnership/Supplier Management	
Environment	Materials			
	G4-DMA	Not Applicable	Undisclosed	
	G4-EN1	Not Applicable	Undisclosed	
	G4-EN2	Not Applicable	Undisclosed	
	Energy			
	G4-DMA	High	Full disclosure	Society & Environment/Green public benefit
	G4-EN3	High	Full disclosure	Appendix: Index
	G4-EN4	High	Undisclosed	
	G4-EN5	High	Partial disclosure	Appendix: Index
	G4-EN6	High	Full disclosure	Society & Environment/Green public benefit
G4-EN7	High	Full disclosure	Society & Environment/Green public benefit	
Water				
G4-DMA	High	Full disclosure	Society & Environment/Green public benefit	
G4-EN8	High	Full disclosure	Appendix: Index	
G4-EN9	Medium	Undisclosed		
G4-EN10	Low	Undisclosed		
Biological diversity				
G4-DMA	Low	Partial disclosure	Society & Environment/Green Company	
G4-EN11	Low	Partial disclosure	Society & Environment/Green Company	
G4-EN12	Low	Undisclosed	Society & Environment/Green Company	

Index Table

Code	Substantiality	Degree of disclosure	Location in the Report
G4-EN13	Low	Partial disclosure	Society & Environment/Green Company
G4-EN14	Not Applicable	Undisclosed	
Exhaust emission			
G4-DMA	High	Partial disclosure	Appendix: Index
G4-EN15	High	Partial disclosure	Appendix: Index
G4-EN16	High	Partial disclosure	Appendix: Index
G4-EN17	High	Undisclosed	
G4-EN18	High	Undisclosed	
G4-EN19	High	Partial disclosure	Society & Environment/Environmental Protection
G4-EN20	Not Applicable	Undisclosed	
G4-EN21	Not Applicable	Undisclosed	
Sewage and waste			
G4-DMA	Low	Undisclosed	
G4-EN22	Low	Undisclosed	
G4-EN23	Low	Undisclosed	
G4-EN24	Not Applicable	Undisclosed	
G4-EN25	Not Applicable	Undisclosed	
G4-EN26	Not Applicable	Undisclosed	
Products and services			
G4-DMA	High	Full disclosure	Society & Environment/Green Company; Green public benefit
G4-EN27	High	Full disclosure	Society & Environment/Green Company; Green public benefit
G4-EN28	Low	Undisclosed	
Compliance			
G4-DMA	Medium	Undisclosed	
G4-EN29	Medium	Undisclosed	
Transportation			
G4-DMA	Medium	Full disclosure	Partnership/Supplier Management
G4-EN30	Medium	Full disclosure	Partnership/Supplier Management
Overall environment			
G4-DMA	High	Partial disclosure	Society & Environment/Green Finance
G4-EN31	High	Partial disclosure	Society & Environment/Green Finance
Suppliers' Environment Assessment			
G4-DMA	Medium	Full disclosure	Partnership/Supplier Management
G4-EN32	Medium	Undisclosed	
G4-EN33	Medium	Partial disclosure	Partnership/Supplier Management
Mechanism of complaining about environmental issues			
G4-DMA	Medium	Undisclosed	
G4-EN34	Medium	Undisclosed	
Employment			
G4-DMA	High	Full disclosure	Employees/Progress
G4-LA1	High	Full disclosure	Appendix: Index
G4-LA2	High	Full disclosure	Employees/Enhancing the remuneration management mechanism and employee benefits
G4-LA3	High	Undisclosed	

Code	Substantiality	Degree of disclosure	Location in the Report
Labour Relations			
G4-DMA	High	Full disclosure	Employee/Employee care and low carbon lifestyle
G4-LA4	High	Full disclosure	Appendix: Index
Occupational health and safety			
G4-DMA	High	Full disclosure	Employee/Employee care and low carbon lifestyle
G4-LA5	High	Undisclosed	
G4-LA6	High	Undisclosed	
G4-LA7	Medium	Undisclosed	
G4-LA8	High	Undisclosed	
Training and education			
G4-DMA	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
G4-LA9	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
G4-LA10	High	Full disclosure	Employee/Improving the Zhi Niao training system, Providing the Best Training at Ping An
G4-LA11	High	Undisclosed	
Diversification and equality of opportunity			
G4-DMA	High	Undisclosed	
G4-LA12	High	Full disclosure	Appendix: Index
Equal pay for men and women			
G4-DMA	High	Undisclosed	
G4-LA13	High	Undisclosed	
Assessment of suppliers' labor practice			
G4-DMA	Not Applicable	Undisclosed	
G4-LA14	Not Applicable	Undisclosed	
G4-LA15	Not Applicable	Undisclosed	
Mechanism of complaining about labor issues			
G4-DMA	Not Applicable	Undisclosed	
G4-LA16	Not Applicable	Undisclosed	
Investment			
G4-DMA	Not Applicable	Undisclosed	
G4-HR1	Not Applicable	Undisclosed	
G4-HR2	Not Applicable	Undisclosed	
Non-discrimination			
G4-DMA	High	Undisclosed	
G4-HR3	High	Undisclosed	
Freedom of association and collective bargaining			
G4-DMA	Not Applicable	Undisclosed	
G4-HR4	Not Applicable	Undisclosed	
Child Labour			
G4-DMA	High	Partial disclosure	Employees/Progress
G4-HR5	High	Undisclosed	

Environment

Labor practice and decent work

Labor practice and decent work

Human rights

	Code	Substantiality	Degree of disclosure	Location in the Report
Human rights	Forced and compulsive labor			
	G4-DMA	High	Full disclosure	Employees/Progress
	G4-HR6	High	Undisclosed	
	Security measures			
	G4-DMA	Low	Undisclosed	
	G4-HR7	Low	Undisclosed	
	Indigenous rights			
	G4-DMA	Medium	Undisclosed	
	G4-HR8	Medium	Undisclosed	
	Assessment			
	G4-DMA	Medium	Undisclosed	
	G4-HR9	Medium	Undisclosed	
	Assessment of suppliers' human rights			
	G4-DMA	Medium	Undisclosed	
	G4-HR10	Medium	Undisclosed	
	G4-HR11	Medium	Undisclosed	
	Mechanism of complaining about human rights issues			
	G4-DMA	High	Undisclosed	
G4-HR12	High	Undisclosed		
Society	Community			
	G4-DMA	High	Full disclosure	Society & Environment/Education charity
	G4-SO1	High	Partial disclosure	Society & Environment
	G4-SO2	High	Undisclosed	
	Anti-corruption			
	G4-DMA	High	Full disclosure	Shareholders/Consolidate anti-corruption education, advocate integrity and self-discipline
	G4-SO3	High	Undisclosed	
	G4-SO4	High	Full disclosure	Shareholders/Consolidate anti-corruption education, advocate integrity and self-discipline
	G4-SO5	High	Full disclosure	Shareholders/Consolidate anti-corruption education, advocate integrity and self-discipline
	Public policy			
	G4-DMA	Not Applicable	Undisclosed	
	G4-SO6	Not Applicable	Undisclosed	
	Anti-competition behavior			
	G4-DMA	Not Applicable	Undisclosed	
	G4-SO7	Not Applicable	Undisclosed	
	Compliance			
	G4-DMA	High	Undisclosed	
	G4-SO8	High	Undisclosed	
	Assessment of suppliers' social impacts			
	G4-DMA	High	Undisclosed	
	G4-SO9	High	Undisclosed	
	G4-SO10	High	Undisclosed	
Mechanism of complaining about issues with social impacts				
G4-DMA	High	Undisclosed		
G4-SO11	High	Undisclosed		

	Code	Substantiality	Degree of disclosure	Location in the Report
Product liability	Clients' Health and Safety			
	G4-DMA	High	Undisclosed	
	G4-PR1	High	Undisclosed	
	G4-PR2	High	Undisclosed	
	Products & Services Identification			
	G4-DMA	High	Undisclosed	
	G4-PR3	Medium	Undisclosed	
	G4-PR4	High	Undisclosed	
	G4-PR5	High	Full disclosure	Appendix: Index
	Marketing			
	G4-DMA	High	Undisclosed	
	G4-PR6	High	Undisclosed	
	G4-PR7	High	Undisclosed	
	Customer's privacy			
	G4-DMA	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management; Client/Technology innovation creates easy life
	G4-PR8	High	Undisclosed	
	Compliance			
	G4-DMA	High	Full disclosure	Shareholders/Improving the system and effectiveness of risk management
G4-PR9	High	Undisclosed		

GRI finance industry's supplementary indicators

	Code	Substantiality	Degree of disclosure	Location in the Report
Disclosure of management measures	Economy			
	G4-DMA	High	Full disclosure	Society & Environment/Education charity
	G4-EC1	High	Full disclosure	Society & Environment/Education charity
	Environment			
	G4-EN15	High	Partial disclosure	Appendix: Index
	G4-EN16	High	Partial disclosure	Appendix: Index
	G4-EN17	High	Partial disclosure	Appendix: Index
	G4-EN23	Low	Undisclosed	
	Society			
	G4-DMA	High	Full disclosure	Shareholders/Continued to optimize anti-money laundering management, ward off the money laundering risk
	G4-FS6	High	Full disclosure	Client/Advocate inclusive finance/Help SMEs to solve the financing problem
	G4-FS7	High	Full disclosure	Client/Advocate inclusive finance/Provide financial services for disadvantaged groups
	G4-FS8	High	Full disclosure	Society & Environment/ Green Finance
	G4-FS10	High	Undisclosed	
	G4-FS11	High	Undisclosed	
	G4-FS13	High	Full disclosure	Client/Provide financial services for disadvantaged groups
	G4-FS14	High	Full disclosure	Client/Provide financial services for disadvantaged groups
	Human rights			
G4-HR1	High	Undisclosed		
Product liability				
G4-DMA	High	Full disclosure	Client/Innovative products meet diverse customer demands	

Appendix

Economy

2014-2016 Performance of China Ping An

In million yuan	2016	2015	2014
Total assets	5,576,903	4,765,159	4,005,911
Total revenue	712,453	619,990	462,882
Basic earnings per share (Yuan)	3.50	2.98	2.47
Remuneration paid	45,542	43,321	32,071
Tax paid	61,147	55,641	37,936
The Group's solvency margin ratio (%)	210.0	195.4	205.1

Personnel structure of Board of Directors and Board of Supervisors

Year	Board of Directors					Board of Directors				
	Gender		Age			Gender		Age		
	Male	Female	≤30	>30 and ≤50	>50	Male	Female	≤30	>30 and ≤50	>50
2016	88.2%	11.8%	0	18%	82%	80%	20%	0	60%	40%
2015	88.24%	11.76%	0	29.41%	70.59%	80%	20%	0	60%	40%
2014	84.20%	15.80%	0	26.30%	73.70%	85.70%	14.30%	0	42.90%	57.10%

Clients

Subsidiary	NPS indicators	2016	2015
Ping An Life	NPS	21%	16%
	12-month rolling complaint rate	0.044%	0.06%
	Comprehensive customer satisfaction	93.5%	93.7%
Ping An P&C	NPS	47%	47%
	Avg. TAT of auto insurance claims settlement (<RMB 10,000)	14.42 days	15.38 days
	Ratio of successful auto insurance claims settlement	99.85%	99.24%
Ping An Annuity	NPS	44%	25%
	customer satisfaction	4.62 points (five-grade marking system)	4.63 points (five-grade marking system)
Ping An Health	NPS	22%	21%
	12-month rolling complaint rate	0.02%	0.02%
	Ratio of reply within 4 hours after reservation	95.15%	93.06%
Ping An Bank	NPS	23%	23%
	customer satisfaction regarding retail business	79.00%	77.00%
Credit Card	NPS	15%	6%
	customer satisfaction regarding credit card business	83.00%	81.00%
Ping An Trust	NPS	51%	~
	Customer service call completing rate	96.73%	~
Ping An Securities	NPS	3.50%	~
	customer satisfaction regarding telephone services	98.06%	~
Ping An Health Cloud	NPS	52%	~
	customer satisfaction	98.69%	~
Ping An Puhui	NPS	21%	~
	Ratio of complaint settlement within required TAT	92.00%	~

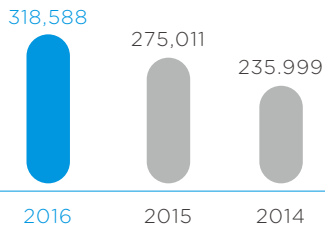
Note: Since NPS project hasn't been fully applied in Ping An Trust, Ping An Securities, Ping An Health Cloud and Ping An Puhui in 2015, there are no data for 2015.

Staff

Scale & Diversity (Range: the whole system of Ping An)

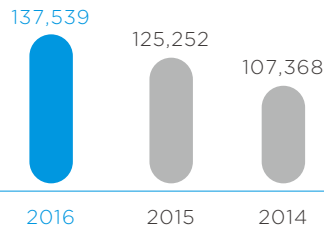
Total human resources

(Unit: headcount)



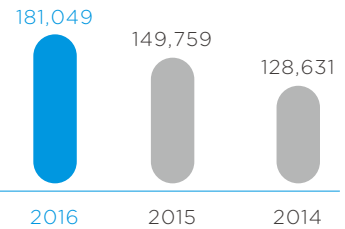
Non-sales staff

(Unit: headcount)



Sales staff

(Unit: headcount)

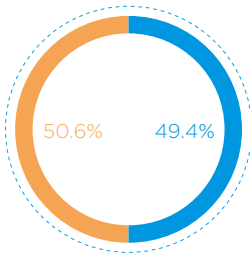


Note:

Distinguishing non-sales staff from sales staff is for the Company's internal management. The latter one refers to employees directly related to doing business.

By gender

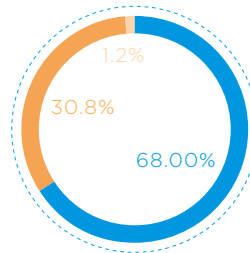
- Female
- Male



Year	Male	Female
2016	50.6%	49.4%
2015	50.07%	49.93%
2014	48.4%	51.6%

By age

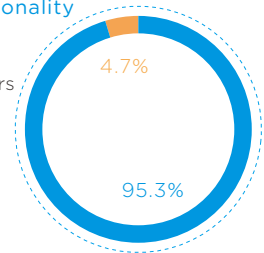
- ≤30
- >30 and ≤50
- >50



Year	≤30	>30 and ≤50	>50
2016	68.00%	30.8%	1.2%
2015	65.89%	32.76%	1.35%
2014	69%	29.8%	1.2%

By nationality

- Han
- Others



Year	Han	Others
2016	95.3%	4.7%
2015	95.5%	4.5%
2014	95.6%	4.4%

Rules and expenses for overtime work

Year	Expenses	Rules	Range of the data
2016	RMB 267.1472mn, (0.59% of HR expenses)	Ping An Group and all its subsidiaries have drafted measures on managing overtime work which have been issued after being discussed by staff.	The whole system
2015	RMB 198.02mn(0.46% of HR expenses)	Ping An Group and all its subsidiaries do not encourage or force employees to work overtime. If necessary, overtime work should be arranged after going through internal approval procedures.	
2014	RMB 136.43mn (less than 1% of HR expenses)	Ping An Group and all its subsidiaries will pay salary for overtime work in accordance with the provisions of the National Labor Law.	

Note: HR data are partially sourced from MIS system

MIS (Management Information System) is a system consisting of people, computers and other peripheral equipment that can collect, transmit, store, process, maintain and use information. Its main task is to maximize the use of modern computer and network communications technology to strengthen a company's information management, to establish accurate data by doing investigation in a company's human resources, properties, finance, equipment and technologies, and to provide information for managers after processing the data so as to facilitate managers' decision making and to enhance the company's management and economic return.

Environment

Energy consumption

Source	2016	2015	2014
	Proprietary property (incl. Ping An School of Financial Management)	Proprietary property (incl. Ping An School of Financial Management)	Proprietary property (incl. Ping An School of Financial Management)
Electricity (Unit: kwh)	87,104,719	73,589,670	73,198,213
Water (Unit: ton)	816,488	754,597	836,571
Population (Unit: headcount)	45,894	38,256	38,888
Electricity per person (Unit: kwh)	1,898	1,924	1,882
Water per person (Unit: ton)	17.79	19.72	21.512
Carbon emission (Unit: kg)	79,988,263	67,577,394	67,217,919
Note: carbon emission caused by natural gas consumption (Unit: kg)	4,871,571		

2016 carbon emission
(Unit: kg) incl. carbon emission caused by natural gas 84,859,835

Note:

- The range of statistics for 2016 includes 13 proprietary properties, namely Ping An Building in Shanghai, Ping An School of Financial Management, Ping An Financial Center in Shenzhen, 826 Building in Shenzhen, Xinghe Building in Shenzhen, Zhangjiang IOC Center in Shanghai, Jin' an Plaza in Shanghai, Ping An Financial Center in Shanghai, Ping An Building in Beijing, Dalian, Zhuhai, Hefei and Fuzhou. Compared to the range of statistics for 2015, Ping An Building in Shanghai is newly added into this list;
- As for the population of Ping An School of Financial Management and Shenzhen 826 Building, the calculation method for 2016 is the same with that for 2015: in addition to office staff, the population of visitors for 2016 will be pro rata converted according to the formula (population of trainees and agents/365 days).
- Since some office rooms of Ping An Building in Beijing, Dalian, Zhuhai, Fuzhou and Hefei have been rent to other companies, the calculation of the energy consumption is based on the actual expenses for electricity and water. If Ping An has not divided its energy consumption records from other companies, the final calculation is based on the population from which non-Ping An staff has been deducted.
- The calculation of the electricity consumption does not cover the electricity of machine rooms at Zhangjiang IOC Center, Ping An School of Financial Management and Ping An Building in Shenzhen, which is the same with that for 2015.
- The calculation of energy consumption for Xinghe Building in Shenzhen is the same with that for 2015, which has deducted the electricity and water for air conditioners.
- Calculation of carbon emission: according to China' s latest rule for calculating carbon emission: 1 kwh electricity =0.9183 carbon dioxide

Paper saved (Unit: ton)

	MIT mobile business development	Electronic policy	Electronic email	Electronic bill
2016	1,081.91	0	768.87	2,886.16
2015	1,259.09	65.45	597.03	1,765.42
2014	911	18.71	477.74	1,115

Note:

Note: The data on MIT mobile business development, electronic policy and electronic email are for life insurance business; the data for electronic bill are for credit card business.

Partnership

Yiqianbao's cooperation with business circles

Year	Points granted		
	2016	2015	2014
Index value	14.245bn	6.5bn	1.5bn

Note:

Ping An Bank's cooperation with peers

Year	Number of peer institutions at "Xing E Tong" platform		
	2016	2015	2014
Index value	1,410	515	329

Note: