

中國平安保險（集團）股份有限公司
Ping An Insurance (Group) Company of China, Ltd.

（於中華人民共和國註冊成立的股份有限公司）
(A joint stock limited company incorporated in the People's Republic of China with limited liability)
(股份代號：2318)
(Stock Code: 2318)

29 March 2019

Dear Shareholder(s),

Ping An Insurance (Group) Company of China, Ltd. (the "Company")
2018 Annual Report, Circular of Annual General Meeting and 2019 First H Shareholders' Class Meeting (the "Current Corporate Communication")

The Current Corporate Communication of the Company has been published in English and Chinese languages. The Current Corporate Communication is also available (in English and Chinese) on the Company's website at www.pingan.cn under "Investor Relations – Announcements" and the website of The Stock Exchange of Hong Kong Limited at www.hkexnews.hk. **Special Note: The Company earnestly promotes low carbon to protect environment. We recommend investors to download and read the electronic version of the Corporate Communication to reduce printing, thank you!**

Please note that you are entitled at any time to change your choice of language and means of receipt of all future Corporate Communication (Note) by giving reasonable notice in writing or simply completing the Change Request Form on the reverse side and send it to the Company's H Share Registrar, Computershare Hong Kong Investor Services Limited, using the mailing label at the bottom of the Change Request Form (a stamp is not needed if posted in Hong Kong). The address of the Company's H Share Registrar is 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong. You may also send an email with a scanned copy of the Change Request Form to pingan@computershare.com.hk. The Change Request Form may also be downloaded from the Company's website at www.pingan.cn or the website of The Stock Exchange of Hong Kong Limited at www.hkexnews.hk.

Should you have any queries relating to any of the above matters, please call the hotline of the H Share Registrar at (852) 2862 8688 during business hours (9:00 a.m. to 6:00 p.m., Monday to Friday, excluding public holidays).

For and on behalf of
Ping An Insurance (Group) Company of China, Ltd.

Note: A corporate Communication includes but is not limited to (a) the directors' report, its annual accounts together with a copy of the auditors' report and, where applicable, its summary financial report; (b) the interim report and, where applicable, its summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; (f) a proxy form and (g) a reply slip.

各位股東：

中國平安保險（集團）股份有限公司（「本公司」）
二零一八年年度報告、股東周年大會及 2019 年第一次 H 股類別股東大會通函（「本次公司通訊文件」）

本公司之本次公司通訊文件備有中、英文版本。閣下亦可在本公司網站（www.pingan.cn）中「投資者關係-重要公告」一欄內或香港聯合交易所有限公司披露易網站（www.hkexnews.hk）閱覽本次公司通訊文件（英文及中文版本）。特別提示：公司切實踐行低碳和環保，為保護環境，建議投資者下載閱讀電子版年報，減少印刷版年報的征訂和印刷，謝謝！

敬請注意：閣下如欲更改今後所有公司通訊（附註）之語言版本及收取方式，閣下有權在任何時間發出合理書面通知或簡單透過填寫背面的變更申請表，並使用變更申請表下方的郵寄標籤（如在香港投寄則無須貼上郵票），寄回本公司 H 股股份過戶登記處，香港中央證券登記有限公司，地址為香港灣仔皇后大道東 183 號合和中心 17M 樓。閣下亦可把已填妥之變更申請表的掃描副本電郵到 pingan@computershare.com.hk。變更申請表亦可於本公司網站（www.pingan.cn）或香港聯合交易所有限公司披露易網站（www.hkexnews.hk）下載。

如對本函內容有任何疑問，請於營業時間內（上午九時至下午六時，星期一至星期五，公眾假期除外）致電 H 股股份過戶登記處熱線(852) 2862 8688 查詢。

中國平安保險（集團）股份有限公司
謹啟

二零一九年三月二十九日

附註：公司通訊文件包括但不限於：(a) 董事會報告、年度財務報表連同核數師報告及如適用，財務摘要報告；(b) 中期報告及如適用，中期摘要報告；(c) 會議通告；(d) 上市文件；(e) 通函；(f) 委任代表表格；及(g) 回執。

Change Request Form 變更申請表

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| To: Ping An Insurance (Group) Company of China, Ltd. (the "Company") (Stock Code: 02318) c/o Computershare Hong Kong Investor Services Limited 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong | 致: 中國平安保險(集團)股份有限公司 (「本公司」)(股份代號: 02318) 經香港中央證券登記有限公司 香港灣仔皇后大道東 183 號 合和中心 17M 樓 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|

I/We would like to receive the Corporate Communication* of the Company ("Corporate Communication") in the manner as indicated below:
 本人/我們希望以下列方式收取 貴公司之公司通訊文件* (「公司通訊文件」):

(Please mark **ONLY ONE (X)** of the following boxes)

(請從下列選擇中, 僅在其中一個空格內劃上「X」號)

- to read all future Corporate Communication published on the Company's website ("Website Alternative") in place of receiving printed copies; and receive a printed notification letter of the publication of Corporate Communication on website; **OR**
 瀏覽所有日後在公司網站發表之公司通訊文件網上版本, 以代替印刷本, 並收取公司通訊文件已在網上刊發之通知信函印刷本; **或**
- to receive the **printed English version** of all future Corporate Communication ONLY; **OR**
 僅收取所有日後公司通訊文件之英文印刷本; **或**
- to receive the **printed Chinese version** of all future Corporate Communication ONLY; **OR**
 僅收取所有日後公司通訊文件之中文印刷本; **或**
- to receive both printed **English and Chinese versions** of all future Corporate Communication.
 同時收取所有日後公司通訊文件之英文及中文印刷本。

Contact telephone number
 聯絡電話號碼

Signature
 簽名

Date
 日期

Notes 附註:

- Please complete all your details clearly.
請 閣下清楚填妥所有資料。
- Any form with more than one box marked (X), with no box marked (X), with no signature or otherwise incorrectly completed will be void.
如在本表格作出超過一項選擇、或未有作出選擇、或未有簽署、或在其他方面填寫不正確, 則本表格將會作廢。
- For the avoidance of doubt, we do not accept any special instructions written on this Request Form.
為免存疑, 任何在本申請表格上的額外手寫指示, 本公司將不予處理。

*Corporate Communication includes but is not limited to (a) the directors' report, its annual accounts together with a copy of the auditors' report and, where applicable, its summary financial report; (b) the interim report and, where applicable, summary interim report; (c) a notice of meeting; (d) a listing document; (e) a circular; (f) a proxy form and (g) a reply slip.

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郵寄標籤 MAILING LABEL

閣下寄回此申請表格時, 請將郵寄標籤剪貼于信封上。
如在本港投寄毋須貼上郵票。
 Please cut the mailing label and stick this on the envelope
 to return this Request Form to us.
No postage stamp necessary if posted in Hong Kong.

香港中央證券登記有限公司
 Computershare Hong Kong Investor Services Limited
 簡便回郵號碼 Freepost No. 37
 香港 Hong Kong