

GENERALI PARTNERS WITH GLOBAL LEADER TELADOC HEALTH TO BRING MEMBERS UNLIMITED MEDICAL TELECONSULTATION SERVICES FOR PHYSICAL AND MENTAL WELLNESS

Generali Hong Kong joins hands with **Teladoc Health, Inc.** (NYSE: TDOC), global leader in whole-person virtual care, to offer **unlimited teleconsultation covering physician and psychologist advice** through Generali's "We Care", a dedicated app providing one-stop services to Generali's Employee Benefits members.

As the top insurer in group life and seventh in group medical insurance¹, Generali strives to add value by making professional healthcare-related services more accessible to customers. The new service expansion also makes Generali one of the pioneering companies to offer psychological advisory services, ensuring that member well-being is not just limited to physical health, but includes mental wellness as well.

Increasing demand for remote healthcare and mental wellness services

Teleconsultations have been gaining traction in recent years. With the pandemic, development has undoubtedly accelerated and receptiveness for remote healthcare has grown as people look for safer, more convenient access to medical services given concerns about clustering and cross-infection in clinics.

The pandemic has also given rise to a growing prevalence of mental illnesses according to a bi-annual study² by the Mental Health Association of Hong Kong, demonstrating the need for easy access to the city's mental wellness services. The study estimates that 23% of people suffer from moderate to severe depression as of 2020, a significant increase of 27% in just two years. When asked about the source of pressure, over 60% of respondents pointed to the pandemic, among other factors such as family, health, and work.

Unlimited teleconsultation with qualified doctor network from the comforts of home

Meeting the rising demand for remote healthcare and mental wellness services, Generali's introduction of unlimited free-of-charge medical teleconsultations to its Employee Benefits programme ensures that members can receive timely medical support without any physical limitations or concerns:

- **Doctor consultation for general healthcare**
For all non-emergency medical concerns or questions, members can book video or phone call consultations and receive professional advice and information from physicians³.
- **Psychological guidance for mental wellness**
Members can virtually consult with clinically certified³ psychologists through phone call for well-being concerns, including stress, anxiety and depression, guaranteeing greater peace of mind and care in a familiar space as preferred.

¹ In terms of annual premium; source: Mercer Marsh Benefits MMB Hong Kong Employee Benefits Industry Report – 2nd release, April 2020

² Source: Hong Kong Depression Index Survey 2020, the Mental Health Association of Hong Kong:

<https://www.mhahk.org.hk/index.php/20210121depressionscreening-2/>

³ Certified in Hong Kong.

Services are supported by a qualified medical network³, including 80 general practitioners and 30 psychologists, all with more than 10 years of clinical experience on average.

“We are excited to partner with Teladoc Health, a global virtual care leader serving more than half of the Fortune 500 companies and empowering people to live healthier lives with its network of 50,000 international medical experts. As we strive to become a Lifetime Partner to our customers, we continually seek to enhance and innovate our suites of services, catering to evolving needs. The teleconsultation offering brings a new level of innovation and digitalisation to our Employee Benefits service. We expect to onboard our 40,000 Employee Benefits members into our teleconsultation service over time, enabling them to access professional medical advice from the comforts of their home, as well as from any part of the world in their preferred language either in Cantonese or English”, said **David Fontaine, Interim General Manager and Chief Insurance Officer of Assicurazioni Generali S.p.A – Hong Kong Branch**.

“I am delighted to extend the long-term partnership between two major players into the Asia region. Generali Hong Kong has been an important insurance provider in the city for over 40 years, with proven success in bringing unique and beneficial insurance solutions to policy holders. As a leader in whole-person virtual care, Teladoc Health is committed to offering an integrated service with ‘the technology to connect, expertise you can trust and the power to improve health’”, said **Myra Yu, Managing Director of Teladoc Health Asia**.

For more information, please visit: generali.com.hk



Please download high-resolution images [here](#).

Generali and Generali Hong Kong refer to Assicurazioni Generali S.p.A – Hong Kong Branch.

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About Generali Hong Kong⁴

Since the 1970s, Generali Hong Kong has enabled people to shape a safer future by caring for their lives and dreams. Over the years, we focus on understanding the specific and unique requirements of our customers. This serves as the core of our action in providing solutions to meet our customers changing needs. With our extensive distribution network and partnership with our intermediaries and a combination of our local knowledge with Generali Group's global network and experience, we develop unique, innovative, simple, and flexible financial solutions for our customers.

⁴ Refers to Generali Life Hong Kong Limited and Assicurazioni Generali S.p.A – Hong Kong Branch.



generali.com.hk

About Generali Group

Generali is one of the largest global insurance and asset management providers. Established in 1831, it is present in 50 countries in the world, with a total premium income of more than € 70.7 billion in 2020. With more than 72,000 employees serving 65.9 million customers, the Group has a leading position in Europe and a growing presence in Asia and Latin America. Generali's ambition is to be the life-time partner to its customers, offering innovative and personalized solutions thanks to an unmatched distribution network.

generali.com

About We Care by Generali

Launched in 2018, We Care is a dedicated employee benefits servicing platform for Generali Employee Benefits members, offering a wide variety of services including online claims and claims history, access to teleconsultation, individual employee benefits coverage, clinic and doctor network information. Currently Generali is serving over 40,000 members on We Care.

About Teladoc Health

Teladoc Health empowers all people everywhere to live their healthiest lives by transforming the healthcare experience. As the world leader in whole-person virtual care, Teladoc Health uses proprietary health signals and personalized interactions to drive better health outcomes across the full continuum of care, at every stage in a person's health journey. Ranked best in KLAS for Virtual Care Platforms in 2020, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals. For more information, please visit www.teladochealth.com or follow [@TeladocHealth](https://twitter.com/TeladocHealth) on Twitter.