

We have delivered over

20,000

medical services

across 5 countries



We are proud to share how we're doing,
and what our members have to say
about us

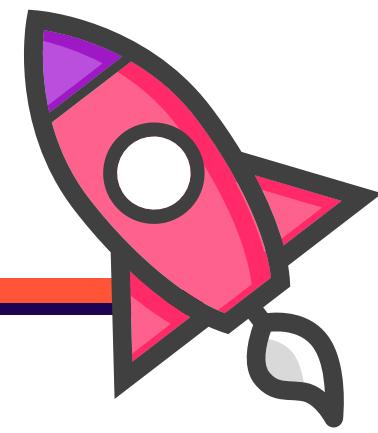


asistensi

Take care of their health from anywhere



We delivered them at **speed**



It took us **less than**



seconds to answer



of **our telemedicine calls** and on average it took us only

= **15** seconds!

It took us **under**

45

minutes to have a doctor arrive at the home of our beneficiaries in



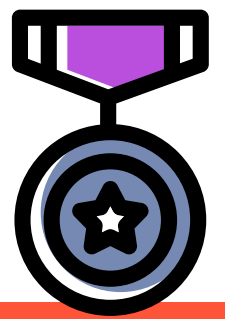
of our primary care visits.

Our promise is swift and timely assistance when it comes to medical emergencies and tending to day-to-day ailments and common illnesses. For this reason **we are always striving to reduce the time it takes us to respond to our members' needs.**





We delivered them with customer satisfaction levels **x3 higher than the industry average:**



On average, our clients' experience with us is



times better than with other insurance companies.

Asistensi NPS (Net Promoter Score)



Average NPS health insurance industry



123

We believe that complete transparency is the only way to earn our members' trust and continuously improve how we deliver our services. We have processed **+20,000 health services** with **~4.3 Trustpilot score**



¹ Average net promote score (NPS) of selected insurance branches in the United States in 2021. Statista: <https://www.statista.com/statistics/1033788/nps-insurance-companies-usa/>

² 25 Insurance NPS Scores for 2022. Experience benchmarks: <https://customergauge.com/benchmarks/blog/nps-insurance-industry-net-promoter-scores>

³ Verint experience index: health insurance. https://www.verint.com/wp-content/uploads/Verint-Experience-Index-Health-Insurance-21.pdf?utm_campaign=&utm_medium=email&utm_source=Eloqua

3

Sometimes however, things don't happen exactly as they should have. Although these cases are rare, and **we resolve them all, our objective is for this to never be the case.**



Less than

1%

of the services we have provided **have resulted in customer complaints or our members requesting additional services.**

Our goal is to focus completely on our members and the quality of our service so that this number eventually becomes

0%

When something that is not perfect occurs, **we treat the case with great care always keeping our members at the center of everything we do.**





Our coverage was effective and sufficed for the vast majority of our members



In over than



of the cases that required inpatient care in a hospital, **our coverage amount was enough to pay for**

100%

of the hospital bill.

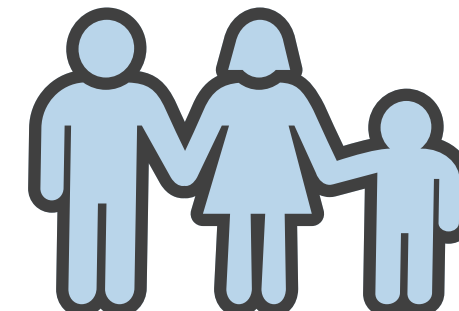


All other services that occurred without inpatient care in a hospital (e.g. medicines, lab tests, ambulances) **were fully covered by our plans.**



5

But don't just take it from us. Here's what some of our members say



"I was treated kindly, and they made me feel confident that I was going to overcome the situation I was in. I would recommend Asistensi, because I feel looked after."

Claudia Hernández



"I fell ill and the doctors and everyone else treated me in an excellent way. I am very glad to be a member of Asistensi".

Milagros Mena



"To the team at Asistensi, keep pushing forward. You have proven that you are capable, worthy and are doing great things. Thanks to you I feel at ease."

Carlos Ascanio



"The truth is their service is excellent, I have no negative feedback to share. The doctors who came to see me were very professional, attentive.

I was examined, they measured my blood pressure, I was even given a shot I needed. That night I finally slept peacefully. I recommend Asistensi to everyone."

Tulia Teresa Suazo



While we are proud to share what we have achieved, this is just the beginning. Stay tuned as we continue to enhance the quality, access, equity and affordability of healthcare.

Join us at asistensi.com



asistensi

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