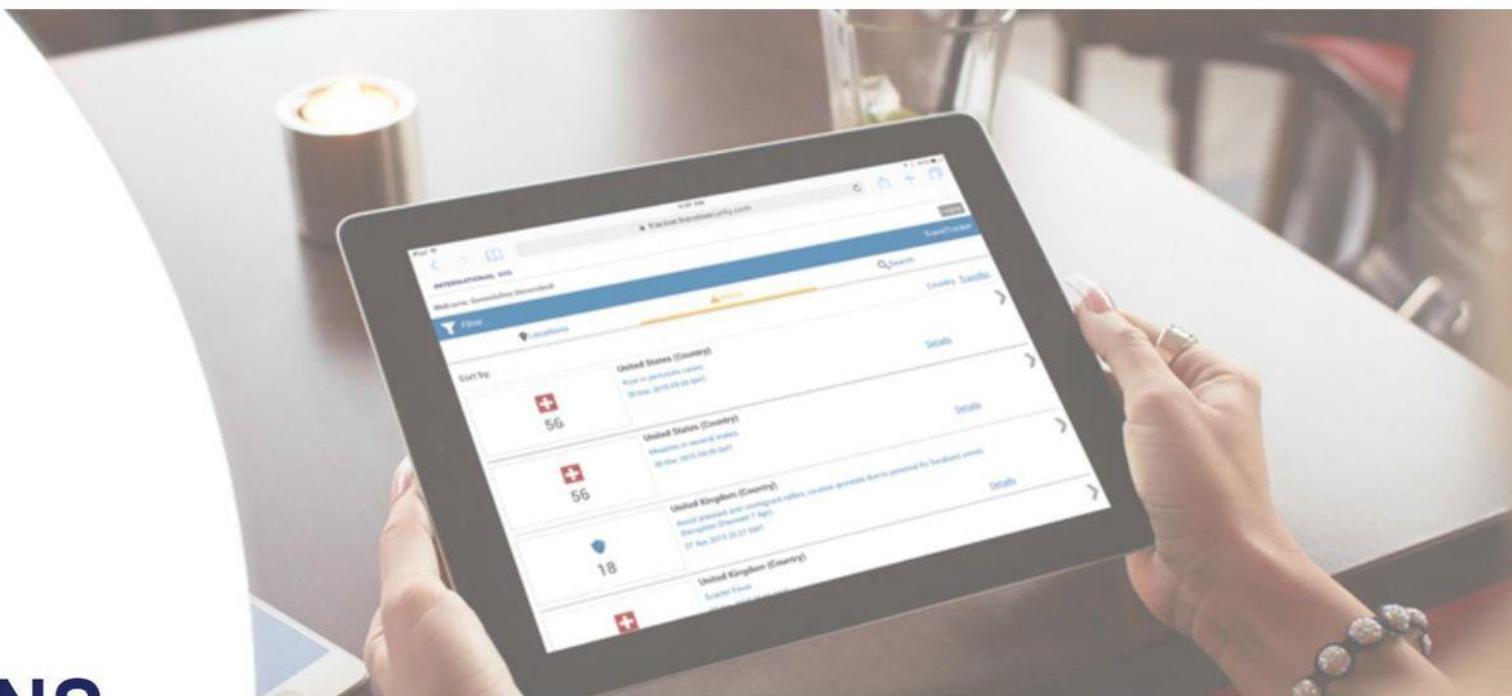


# SAMPLE PRESENTATIONS



→ Select Client



# **CLIENT UTILISATION OVERVIEW**



# GLOSSARY (1/2)

## ASSISTANCE

### Information, Advice and Other services (I&A)

Listening to concerns, providing advice, and, if necessary, directing members to the appropriate center of medical excellence for treatment, referral to credentialed security provider. Replacement and provision of medication, first-aid equipment, or other supplies.

### Out-patient

A patient who receives medical services whether face-to-face in a clinical setting or via phone/video-based Teleconsultation and is not admitted as an inpatient by the treating physician.

### In-patient

A patient who receives medical services at a medical facility and the treating physician has written an order to admit him/her as an inpatient.

### Evacuation

In the event of a medical emergency, evacuation of members to a medical center of excellence capable of providing the necessary care. In the event of an emergency, activation of security related contingency plans and evacuation to the nearest safe haven. There must be an invoice for the evacuation. Until an invoice is received, the case is considered I&A.

### Repatriation

Repatriation after an evacuation for members and their companions. There must be an invoice for the repatriation. Until an invoice is received, the case is considered I&A.

### Repatriation of Mortal Remains (RMR)

In the event of death, repatriation of mortal remains.

### Security Assistance Cases

Security Assistance cases are broken down based on the type of security assistance provided to a member. Some examples of security assistance include security advice and information, hotel security, active monitoring and more.

### Travel Assistance Cases

Travel Assistance cases are related but not limited to travel related inquiries such as travel restrictions, lost/stolen travel documents, lost/delayed luggage, claims inquiry and more.

# CLIENT UTILISATION OVERVIEW

January 2023 - August 2023

## DECLARED POPULATION

(by 04 December 2023)

**1,203,024**

CONTRACTUAL POPULATION

**62,473**

INTERNATIONAL TRAVELLERS

**1,117**

ASSIGNEES

**1,020,713**

DOMESTIC EMPLOYEES

**118,721**

DOMESTIC TRAVELLERS

## ASSISTANCE ACTIVITY

**486**

TOTAL CASES

**373**

MEDICAL

**47**

SECURITY

**66**

TRAVEL

**332**

INFORMATION &  
ADVICE

**134**

OUT-PATIENT

**7**

IN-PATIENT

**13**

EVACUATION,  
REPATRIATION & RMR

## TRACKER ACTIVITY

**151,830**

INTERNATIONAL TRIPS

**140**

INTERNATIONAL  
DESTINATIONS

**446,532**

DOMESTIC TRIPS

**59**

DOMESTIC  
DESTINATIONS

**65**

PLATFORM  
USERS

## MOBILE APP

(available since Apr 2022)

**8,591**

TOTAL USERS

**5,250**

NEW USERS

## ADDITIONAL PRODUCTS

**258**

PANDEMIC  
WEBSITE LOGINS

**461**

ELEARNING  
USERS

**17**

MANAGER VIEW  
USERS

**9**

WEBINAR  
PARTICIPANTS

**61,492**

ALERTS TO:  
TRAVELLERS



# DECLARED POPULATION OVERVIEW

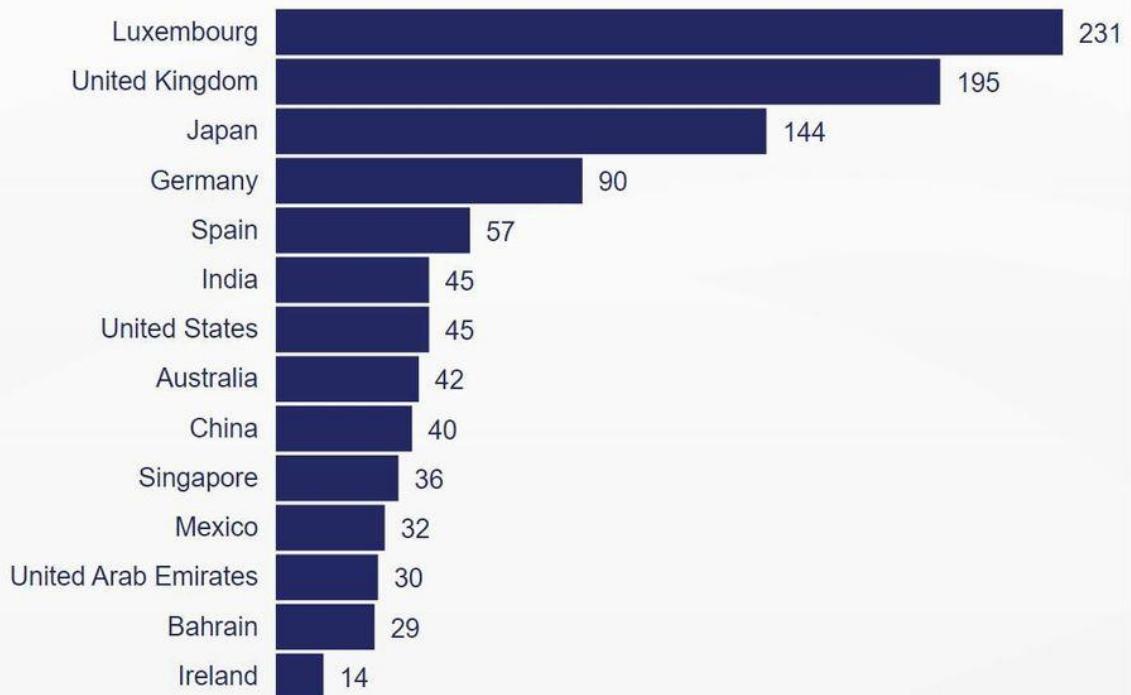
by 04 December 2023

**1,203,024**DECLARED  
POPULATION**62,473**INTERNATIONAL  
TRAVELLERS**1,117**

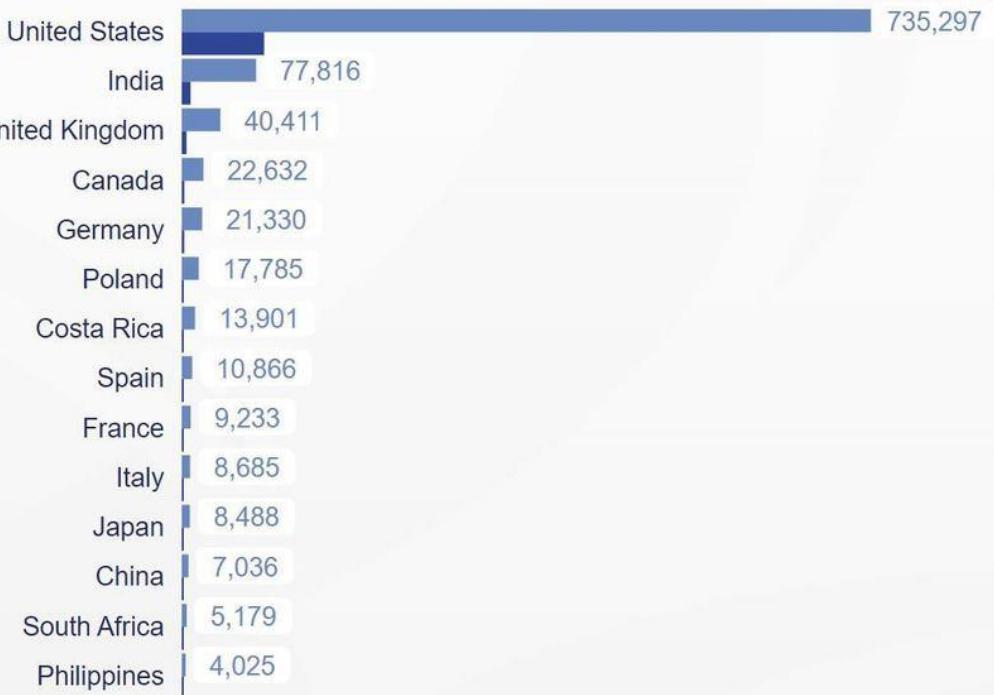
ASSIGNEES

**1,020,713**DOMESTIC  
EMPLOYEES**118,721**DOMESTIC  
TRAVELLERS

## Country Assignments (International Assignees)

**● Assignees**

## Country Assignments (Domestic Employees & Travellers)

**● Domestic Employees   ● Domestic Travellers**

# ASSISTANCE ACTIVITY OVERVIEW

January 2023 - August 2023

**486**

TOTAL CASES

**373**

MEDICAL

**47**

SECURITY

**66**

TRAVEL

**Total Invoiced (USD)**

Insurer

148,340.7

Client

77,806.9

**332**

INFORMATION &amp; ADVICE

**134**

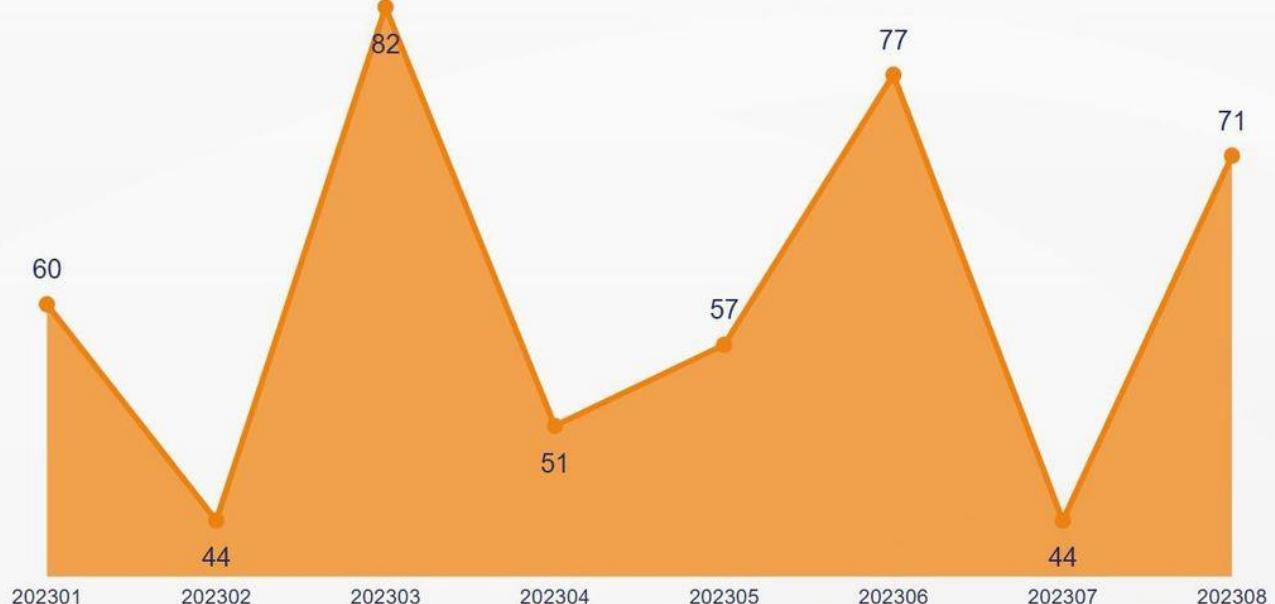
OUT-PATIENT

**7**

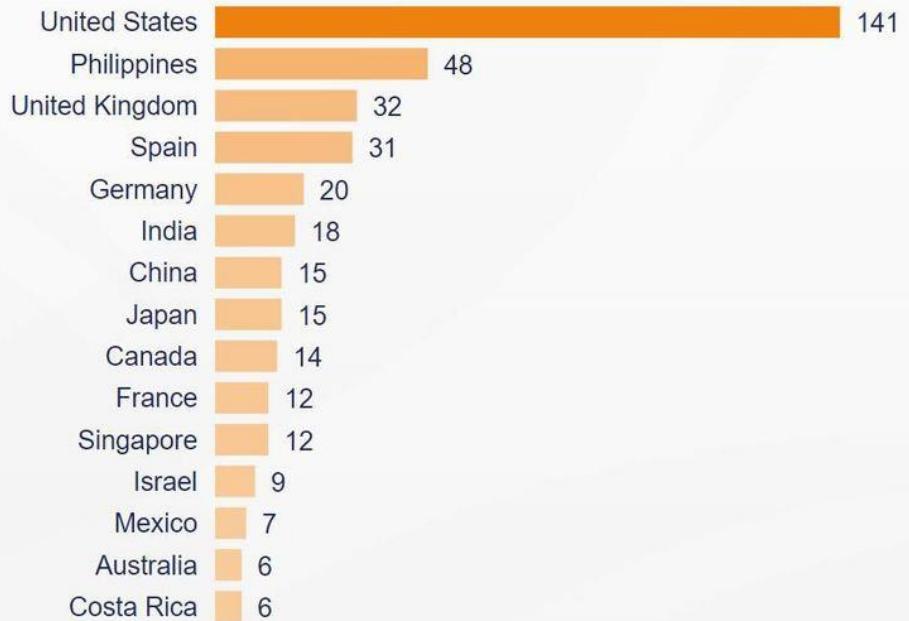
IN-PATIENT

**13**EVACUATION,  
REPATRIATION & RMR

## Assistance Activity - Trend of cases



## Incident Locations



# INTERNATIONAL TRIPS and UNIQUE TRAVELLERS

January 2023 - August 2023



**151,830**

INTERNATIONAL TRIPS



**140**

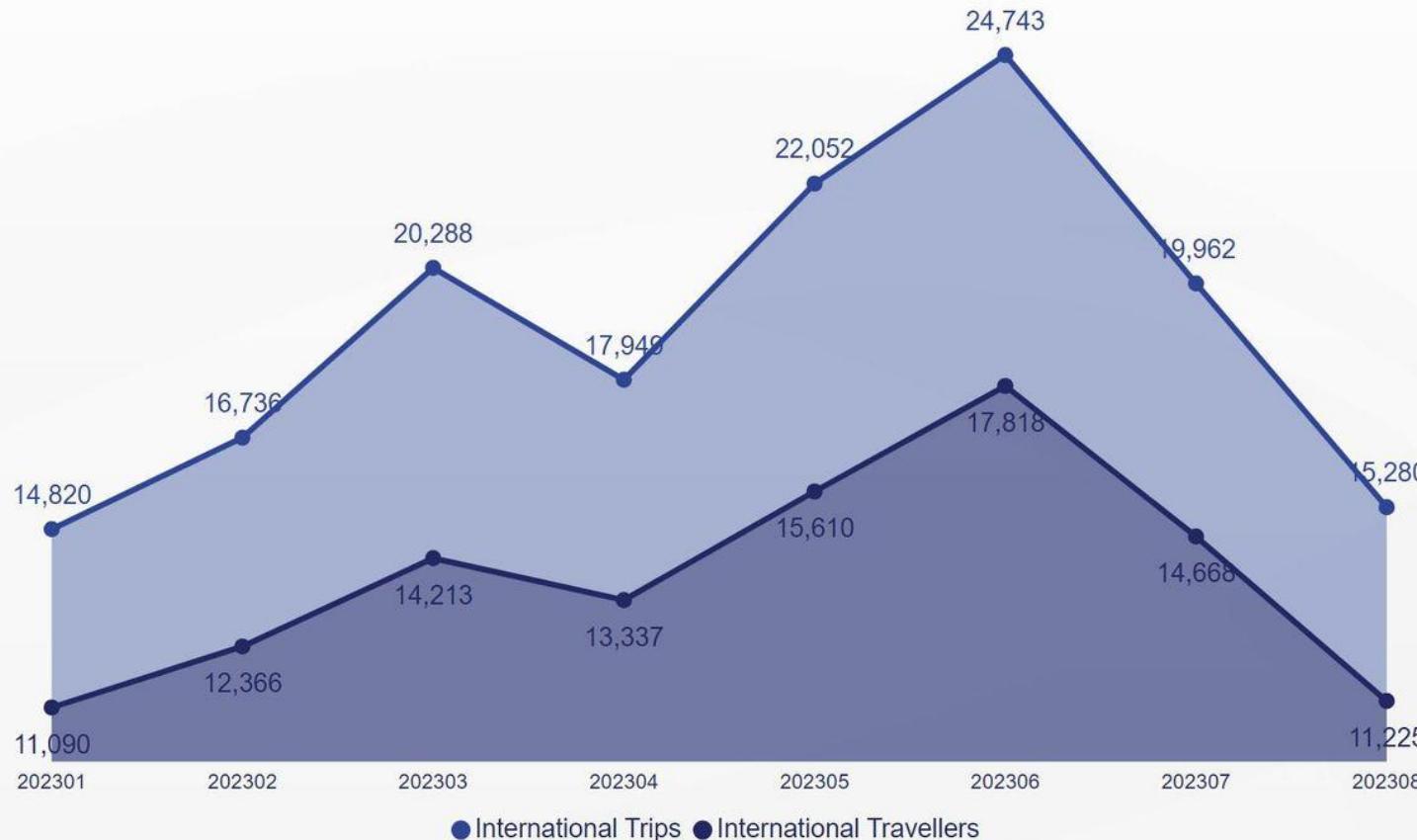
DESTINATIONS



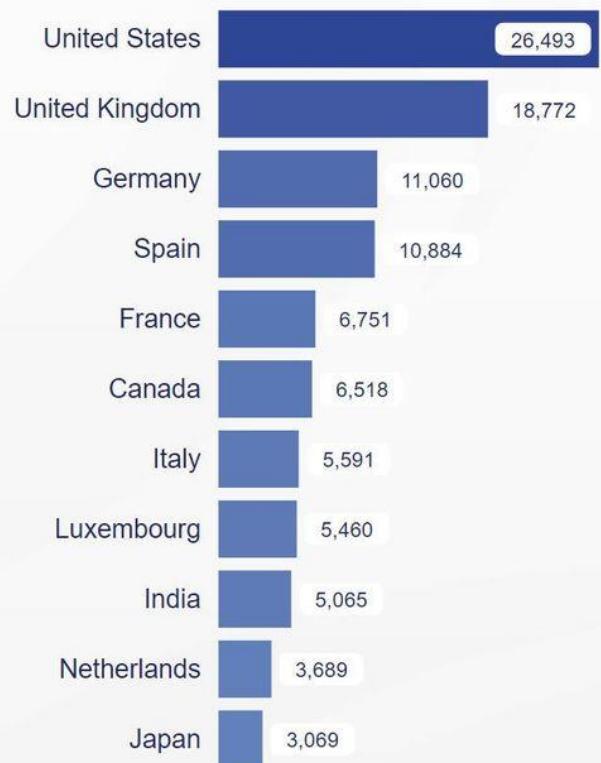
**65**

PLATFORM USERS

## International Trips



## International Trips - Destination Country



# DOMESTIC TRIPS and UNIQUE TRAVELLERS

January 2023 - August 2023

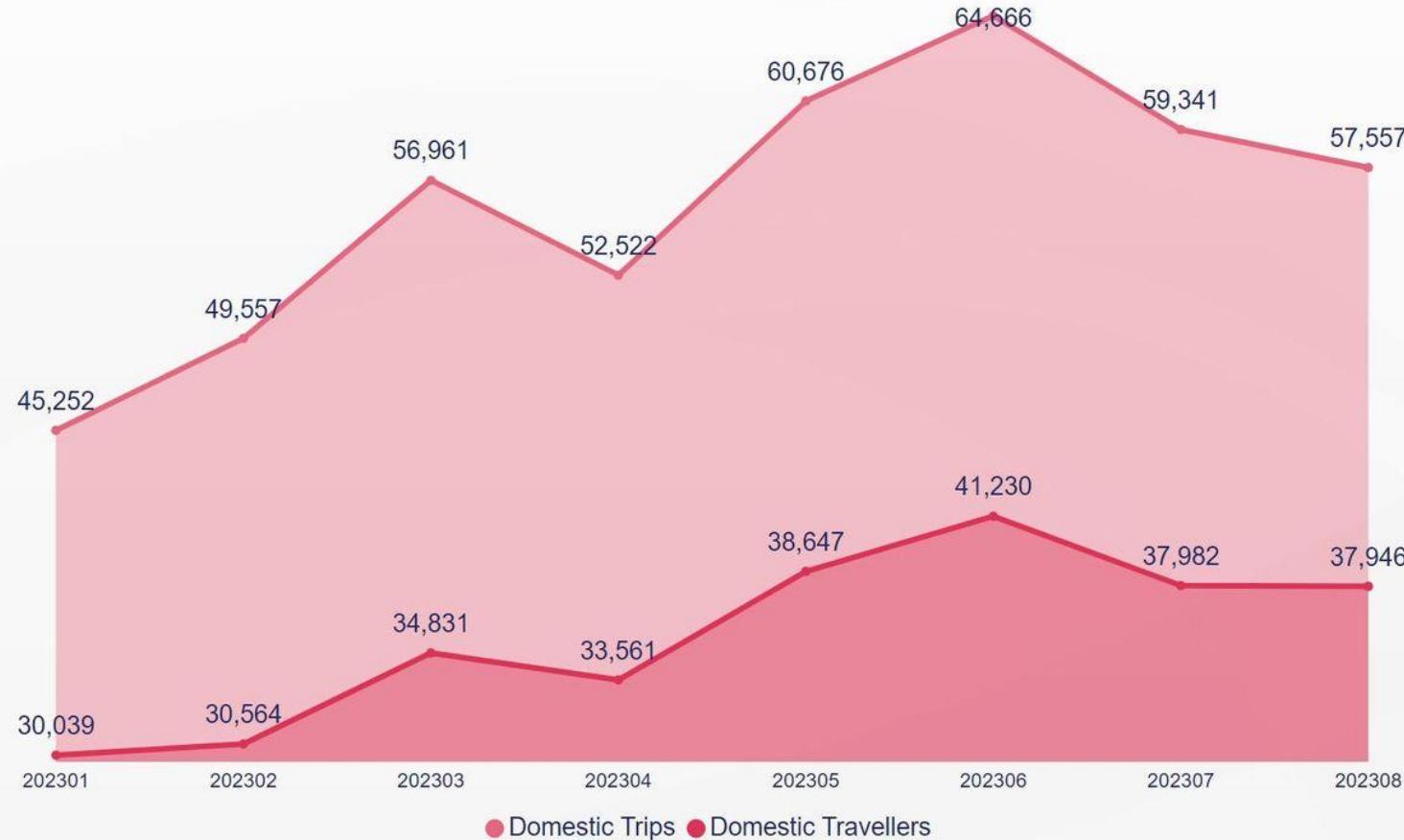


**446,532**  
DOMESTIC TRIPS



**59**  
DESTINATIONS

## Domestic Trips



## Domestic Trips - Destination Country



# PREVENTION AND DIGITAL SERVICES

January 2023 - August 2023

## APP ACTIVITY

**8,591**

ACTIVE USERS  
available since Apr 2022

**5,250**

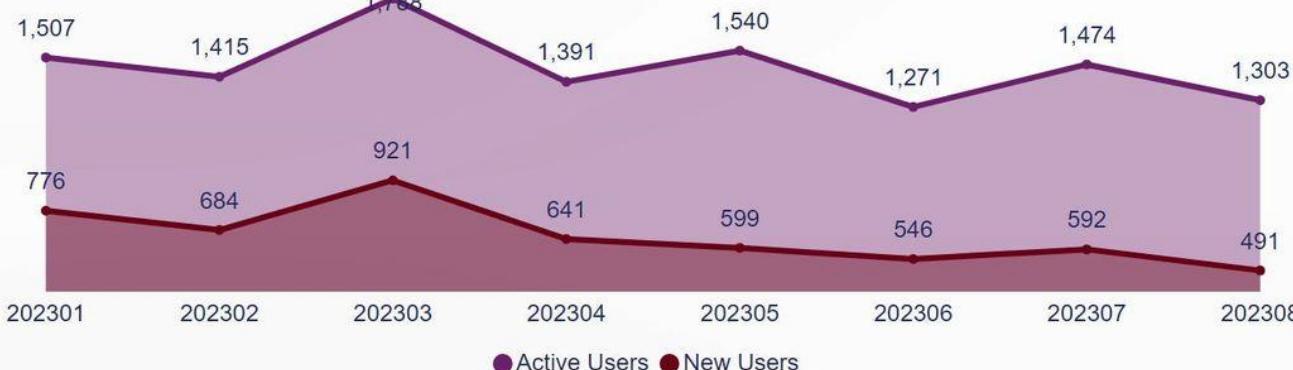
NEW USERS  
available since Apr 2022

## PORTAL v3

**71**

AVERAGE USERS PER  
MONTH

## App Users



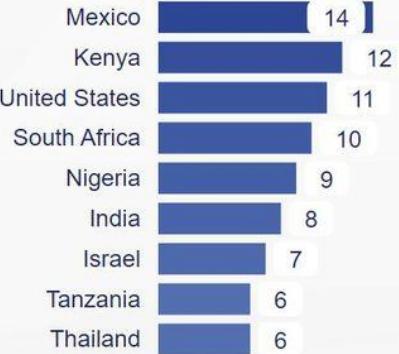
## App Users - Home Country



## Portal Users: v3



## Country Guides Sessions



## ADDITIONAL PRODUCTS

**258**

PANDEMIC PORTAL LOGINS

**461**

ELEARNING USERS

**17**

MANAGER VIEW USERS

**9**

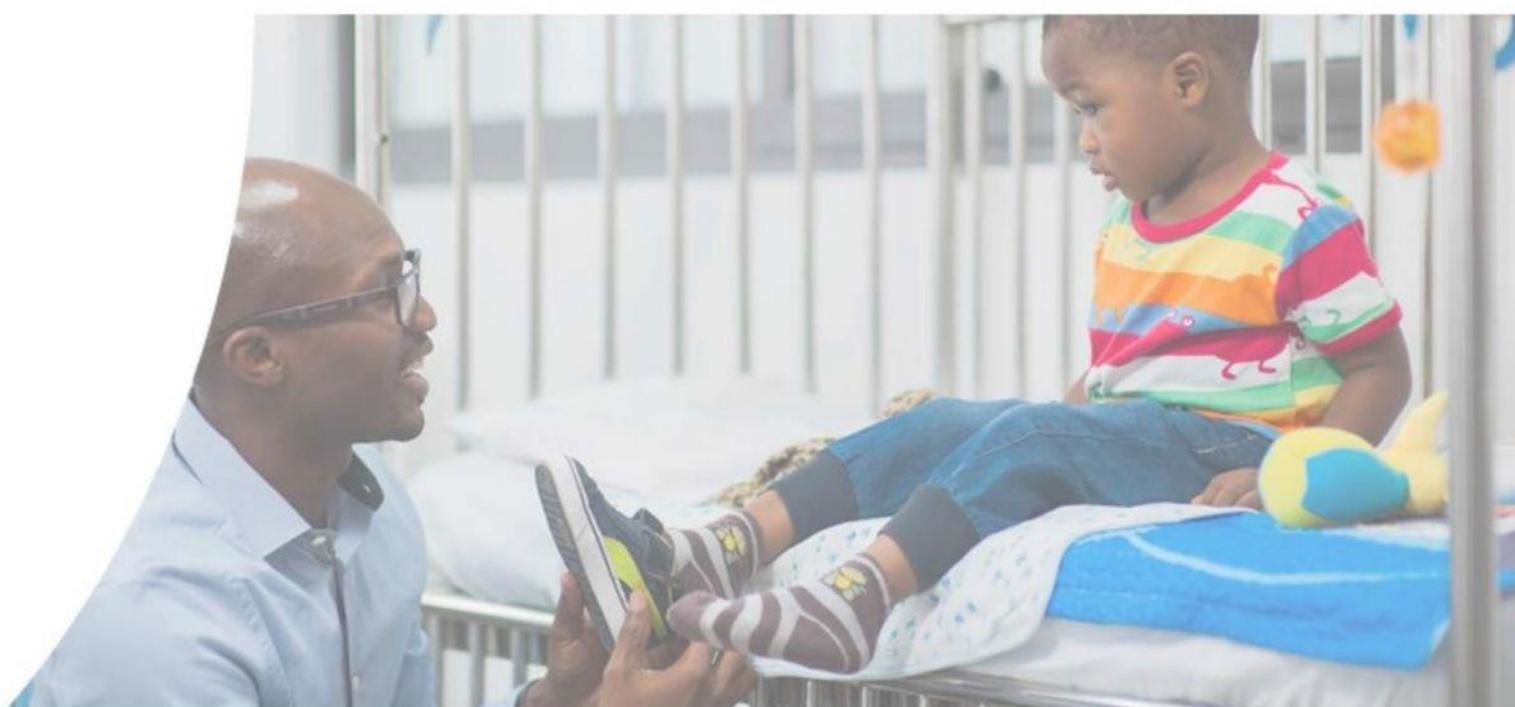
WEBINAR PARTICIPANTS

**61,492**

ALERTS TO: TRAVELLERS



# ASSISTANCE ACTIVITY



# Glossary

## Information, Advice and Other services (I&A)

Listening to concerns, providing advice, and, if necessary, directing members to the appropriate center of medical excellence for treatment, referral to credentialed security provider. Replacement and provision of medication, first-aid equipment, or other supplies.

## Out-patient

A patient who receives medical services whether face-to-face in a clinical setting or via phone/video-based Teleconsultation and is not admitted as an inpatient by the treating physician.

## In-patient

A patient who receives medical services at a medical facility and the treating physician has written an order to admit him/her as an inpatient.

## Evacuation

In the event of a medical emergency, evacuation of members to a medical center of excellence capable of providing the necessary care. In the event of an emergency, activation of security related contingency plans and evacuation to the nearest safe haven. There must be an invoice for the evacuation. Until an invoice is received, the case is considered I&A.

## Repatriation

Repatriation after an evacuation for members and their companions. There must be an invoice for the repatriation. Until an invoice is received, the case is considered I&A.

## RMR

In the event of death, repatriation of mortal remains.

## Serious Cases

In-patient, Evacuation & Repatriation, RMR.

## Quick Advice

Assistance case with no Incident country captured.

## Security Assistance Cases

Security Assistance cases are broken down based on the type of security assistance provided to a member. Some examples of security assistance include security advice and information, hotel security, active monitoring and more.

## Travel Assistance Cases

Travel Assistance cases are related but not limited to travel related inquiries such as travel restrictions, lost/stolen travel documents, lost/delayed luggage, claims inquiry and more.

## Risk Rating Categorization

Discover the definition behind each medical and travel security risk rating [here](#).

## Custom Risk Rating

Clients with Tracker can define their own risk rating for a certain destination. Risk rating of the case is defined by the case's primary account. Custom risk rating changes are refreshed once a month in this report.



# Assistance Activity - Global Overview

January 2022 - October 2023

2,093

Total Cases

3%

Serious Cases



**1,617**

Medical Assistance



**191**

Security Assistance



**285**

Travel Assistance



**19**

Emotional Support



**7**

Teleconsultations



**12**

Active Monitoring



**1,536**

Information and Advice



**501**

Out-Patient



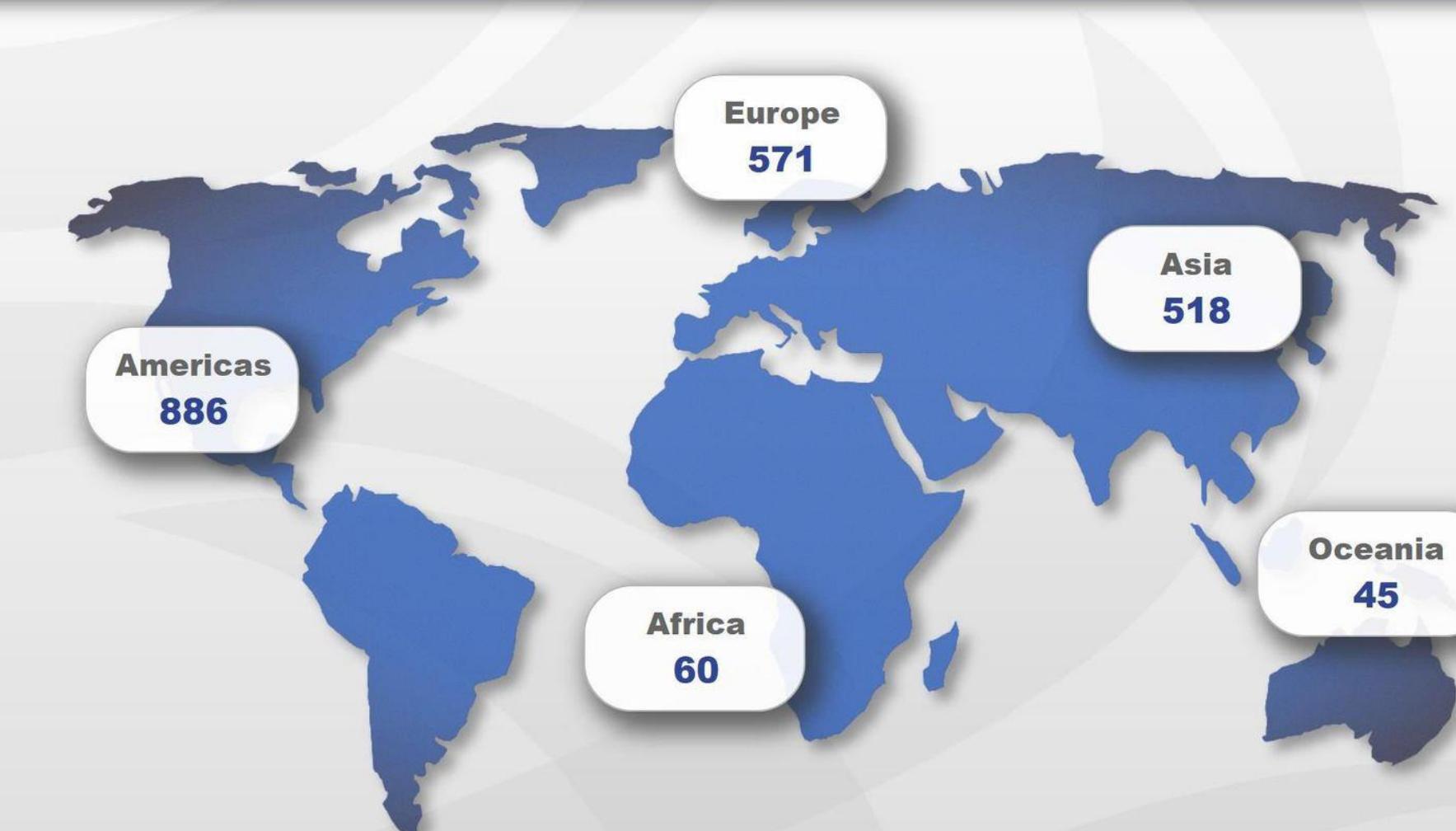
**35**

In-Patient



**21**

Evacuation / Repat, & RMR





# Regional Activity - Risk Rating

January 2022 - October 2023

**2,093**

Total Cases

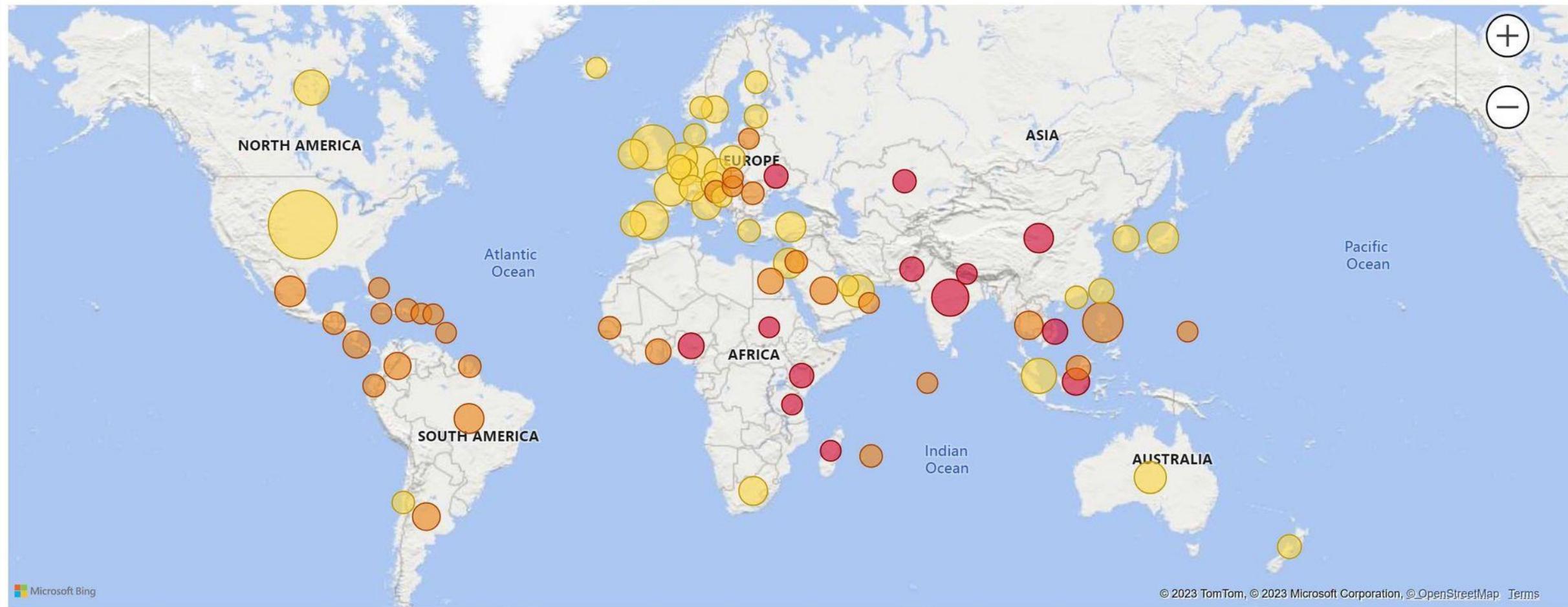
**3%**

Serious Cases

**13**

Quick Advice

## Assistance Activity by Default Medical Risk Rating



Risk Rating ● 1.Low ● 2.Medium ● 3.High

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# Assistance Activity - Incident Locations

January 2022 - October 2023

**2,093**

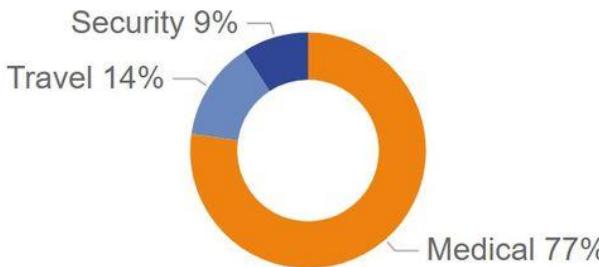
Total Cases

**56**

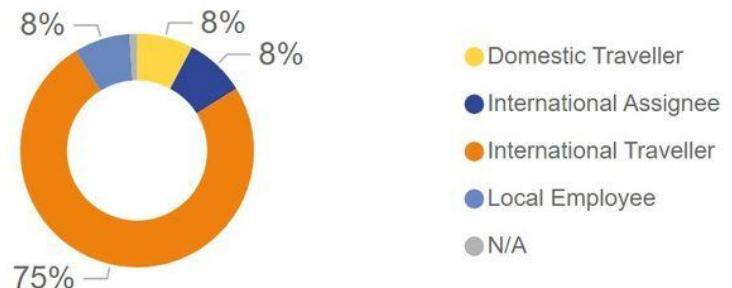
Serious Cases

Country	#Cases	I&A	Out-Patient	In-Patient	Evacs/Repats & RMR
United States	699	547	133	6	13
United Kingdom	183	120	59	3	1
Philippines	119	93	21	3	2
Spain	96	53	41	2	
India	83	65	16	2	
Canada	66	57	6	2	3
Germany	64	38	24	2	
Singapore	64	43	18	3	
France	51	39	12		
United Arab Emirates	42	25	15	2	
Australia	40	26	14		
Japan	35	18	16	1	
Mexico	31	18	12	1	
Israel	29	26	3		
Netherlands	27	22	5		
Turkey	27	18	8	1	
Brazil	26	20	6		

## Assistance Type



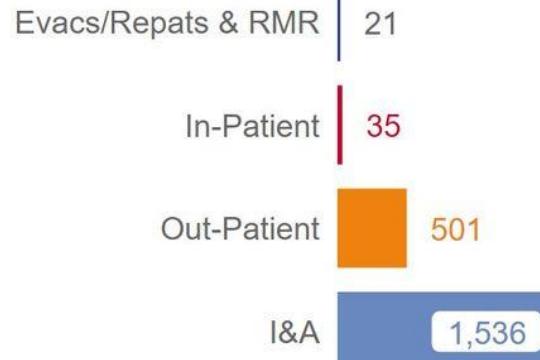
## Domicile Category



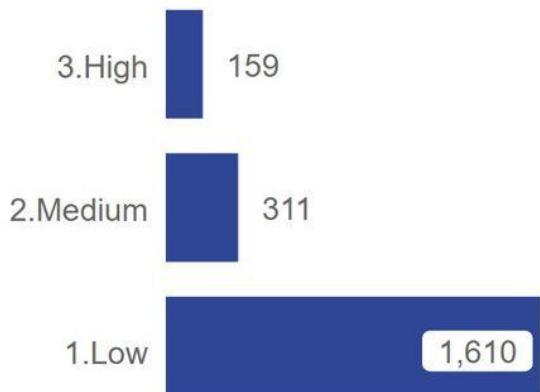
## Incident City

Seattle	222
London	146
Manila	62
Singapore	62
Cebu	51
Madrid	47
New York City	39
Dubai	37
Barcelona	31
Paris	30
Las Vegas	29
Sydney	27
Los Angeles	26
Dublin	24
Tokyo	23
Amsterdam	21

## Case Type



## Default Medical Risk Rating





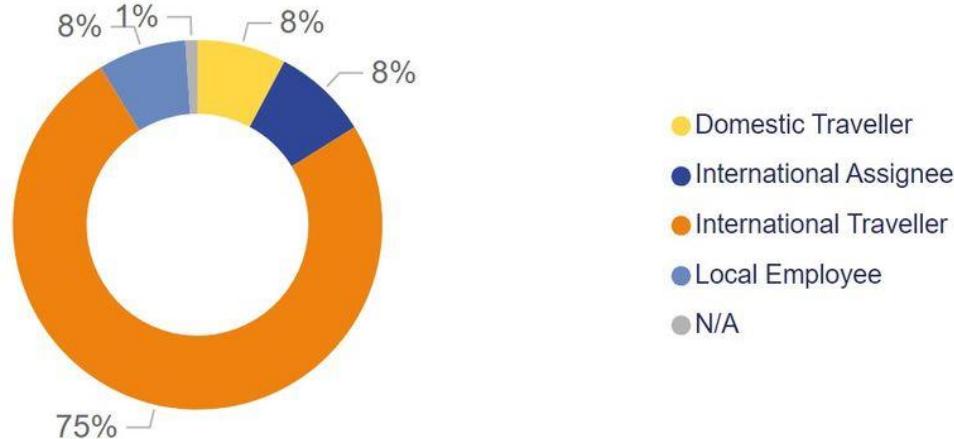
# Assistance Activity - Demographics

January 2022 - October 2023

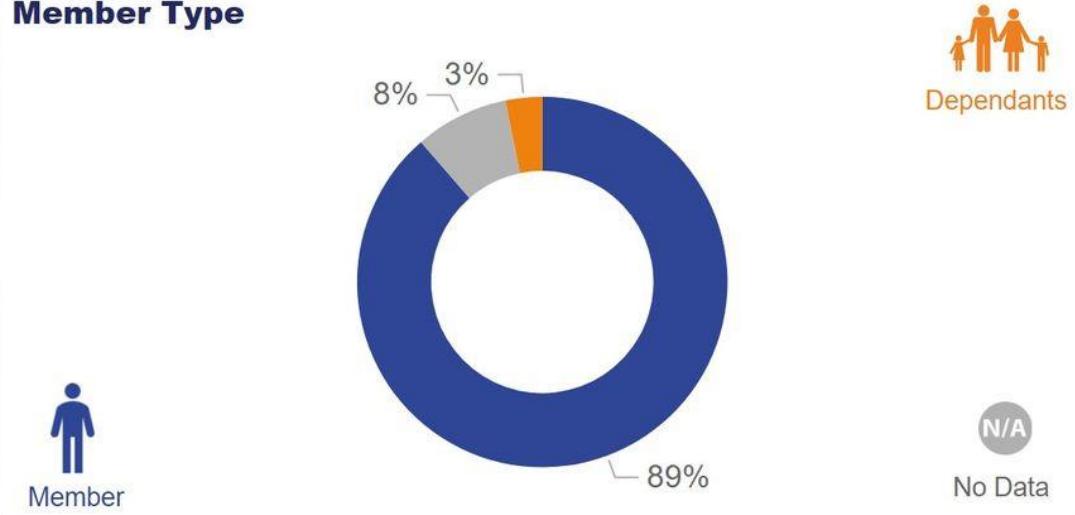
2,093

Total Cases

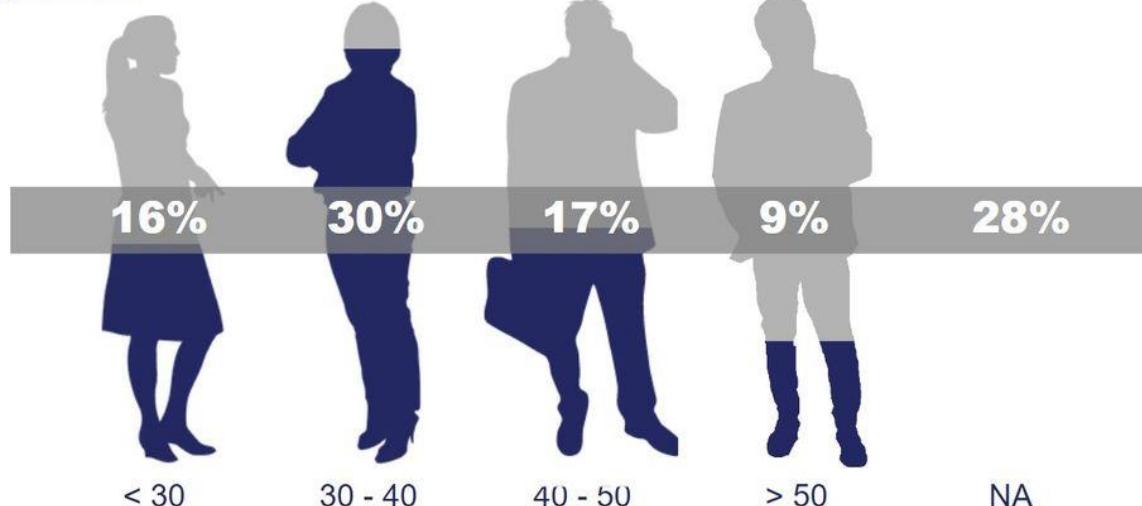
## Domicile Category



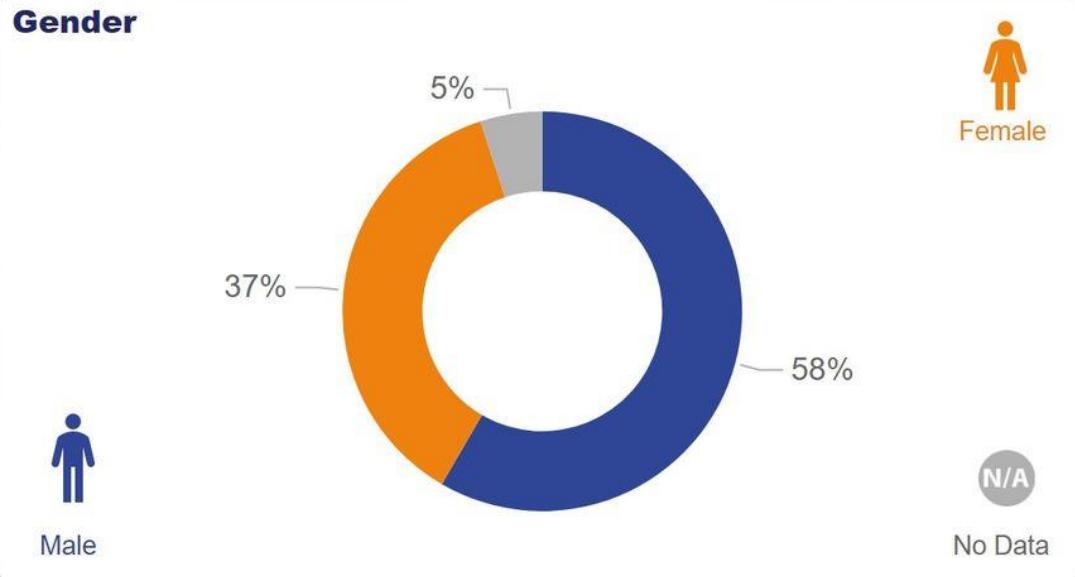
## Member Type



## Age Band



## Gender





# Assistance Activity - Trends

January 2022 - October 2023

Total

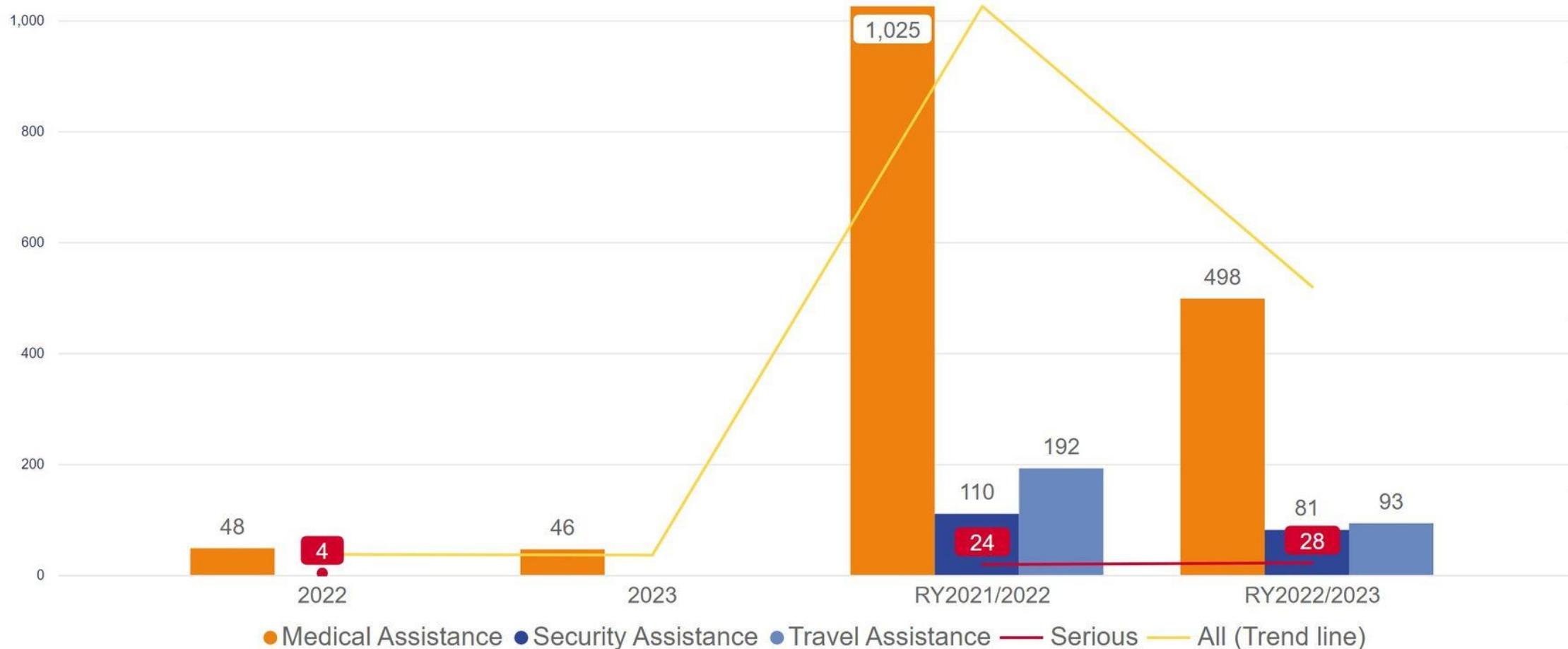
**2,093**

Total Cases

**56**

Serious Cases

## Assistance Activity





# Assistance Activity - First Assistance Center

January 2022 - October 2023

2,093

Total Cases

56

Serious Cases

## Assistance Cases by First Assistance Center



## First Assistance Center

Philadelphia	1,193
London	229
Manila	112
Paris	106
Mumbai	81
Philadelphia - FDP	72
Dubai	63
Singapore	60
Frankfurt	38
Tokyo	31
Sydney	27
Beijing	21
Johannesburg	16
Bangkok	9
Jakarta	8
Taipei	8
Seoul	7
Kuala Lumpur	5
Mexico	4
Ho Chi Minh	3

# COVID-19 Related Assistance

January 2022 - October 2023

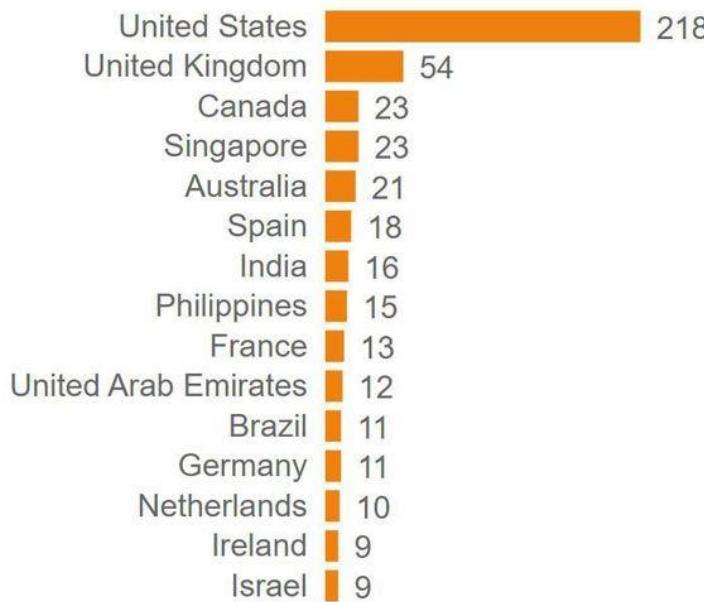
2,093

Total Cases

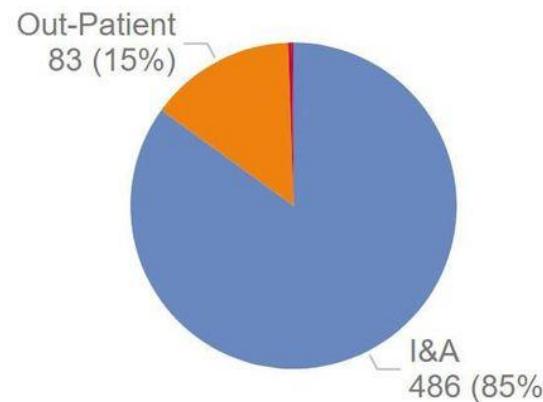
572

Covid Related Cases

## By Country



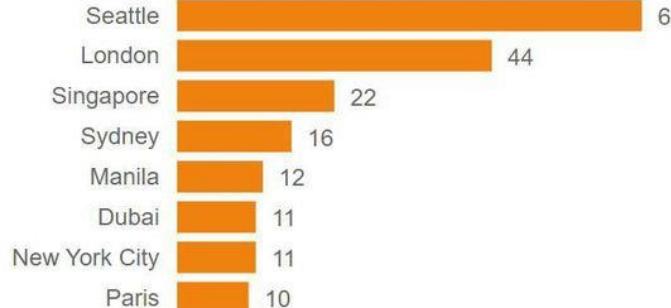
## Case Type



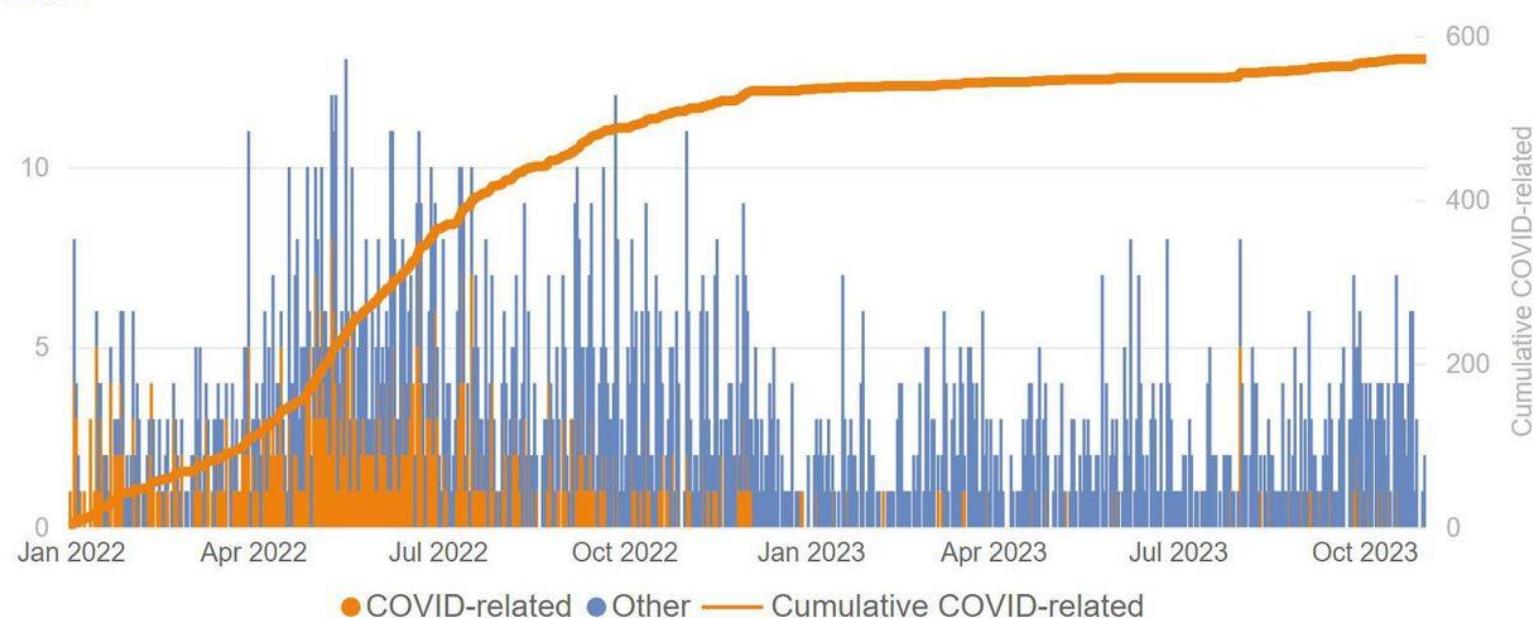
## COVID-19 Related Cases



## By City



## By Date





# Evacuations and Repatriations

January 2022 - October 2023

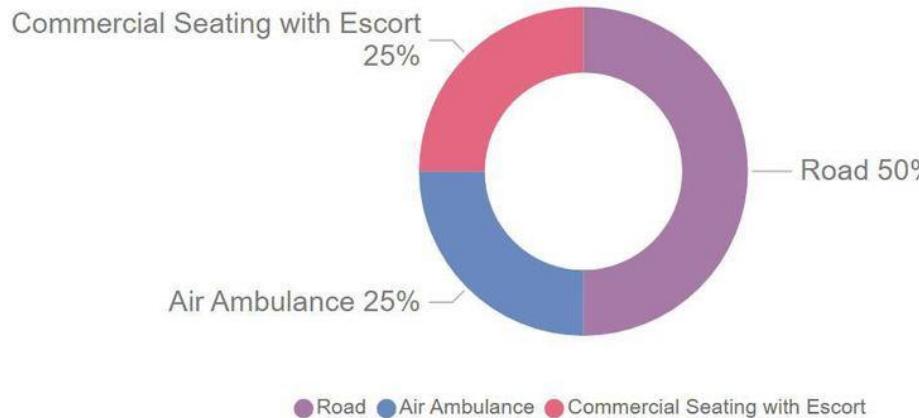
2,093

Total Cases

4

Evacuations and Repatriations

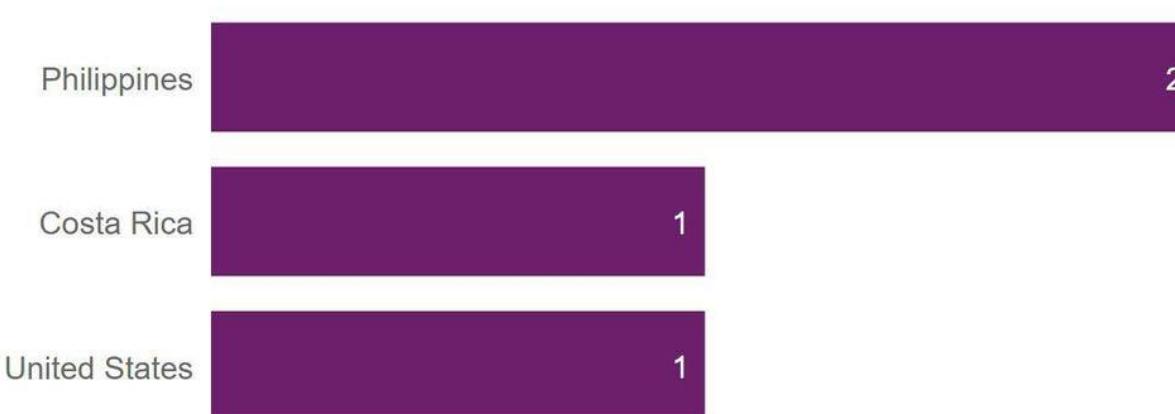
## Service Type



## Evacuations and Repatriations



## Incident Country



## Incident City





# Active Monitoring Cases

January 2022 - October 2023

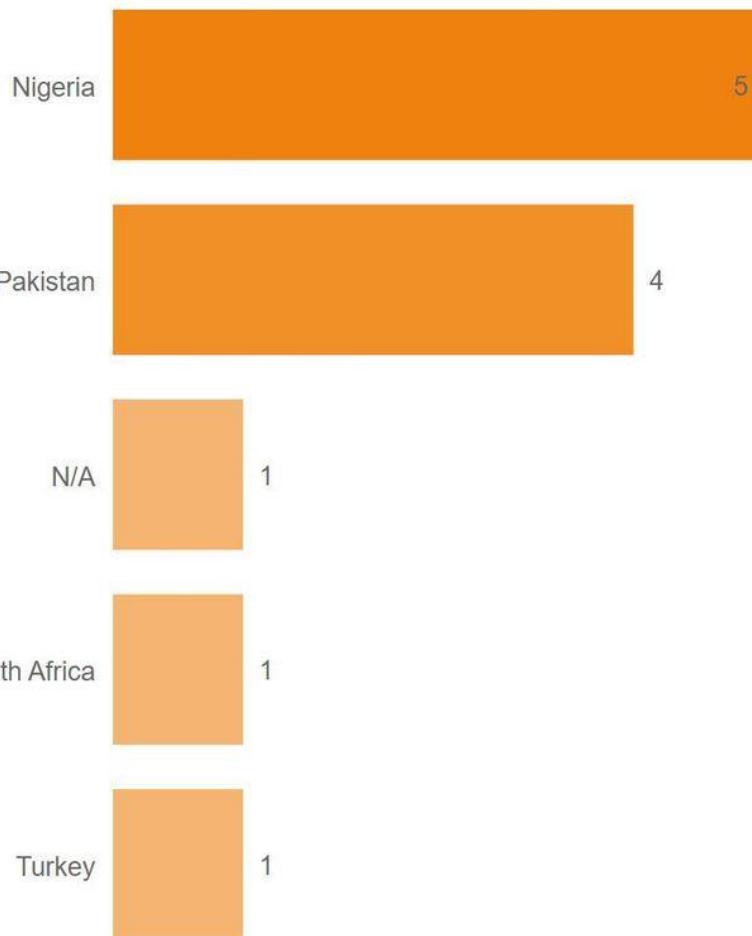
2,093

Total Cases

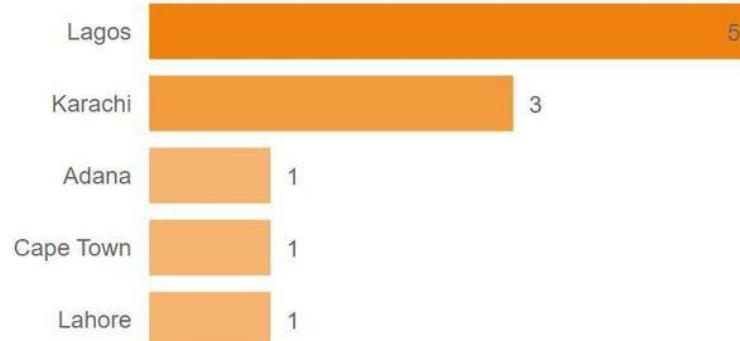
12

Active Monitoring

## By Country



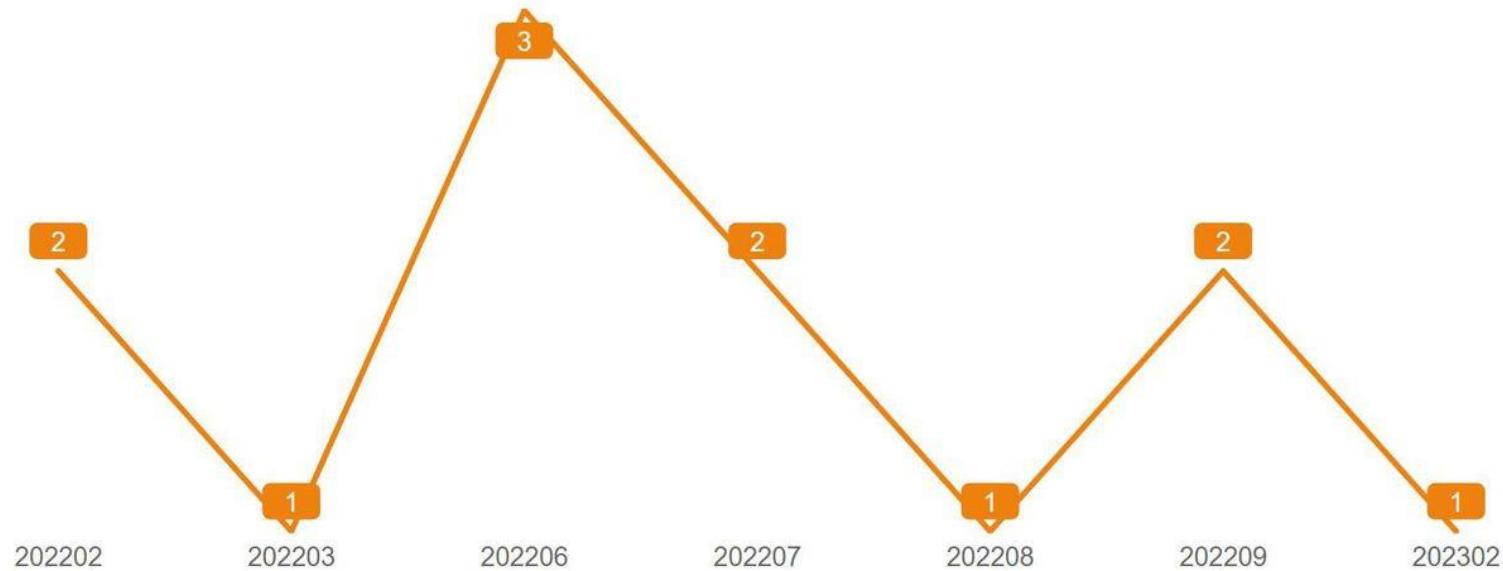
## By City



## Active Monitoring Cases



## By Date



\*Data available since January 2021.



# Assistance Activity - Case Volume vs. Total Costs

January 2022 - October 2023

RY

**2,093**

Total Cases

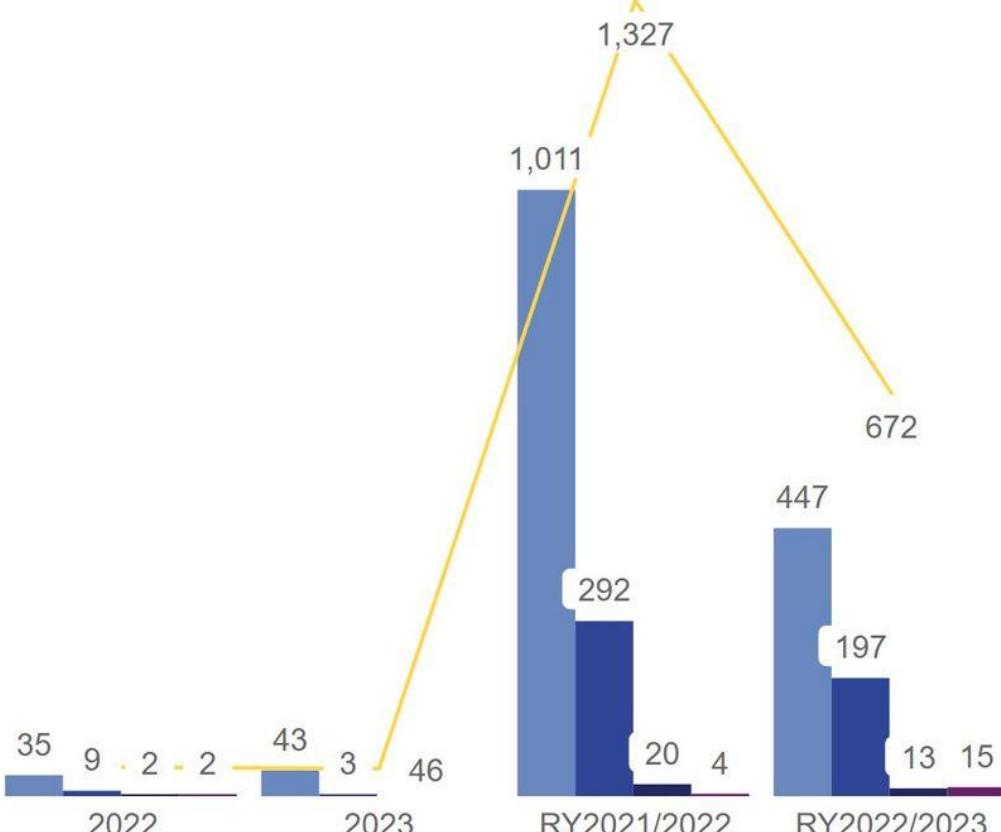
**157**

Cases with Additional Costs

**438,121.0 USD**

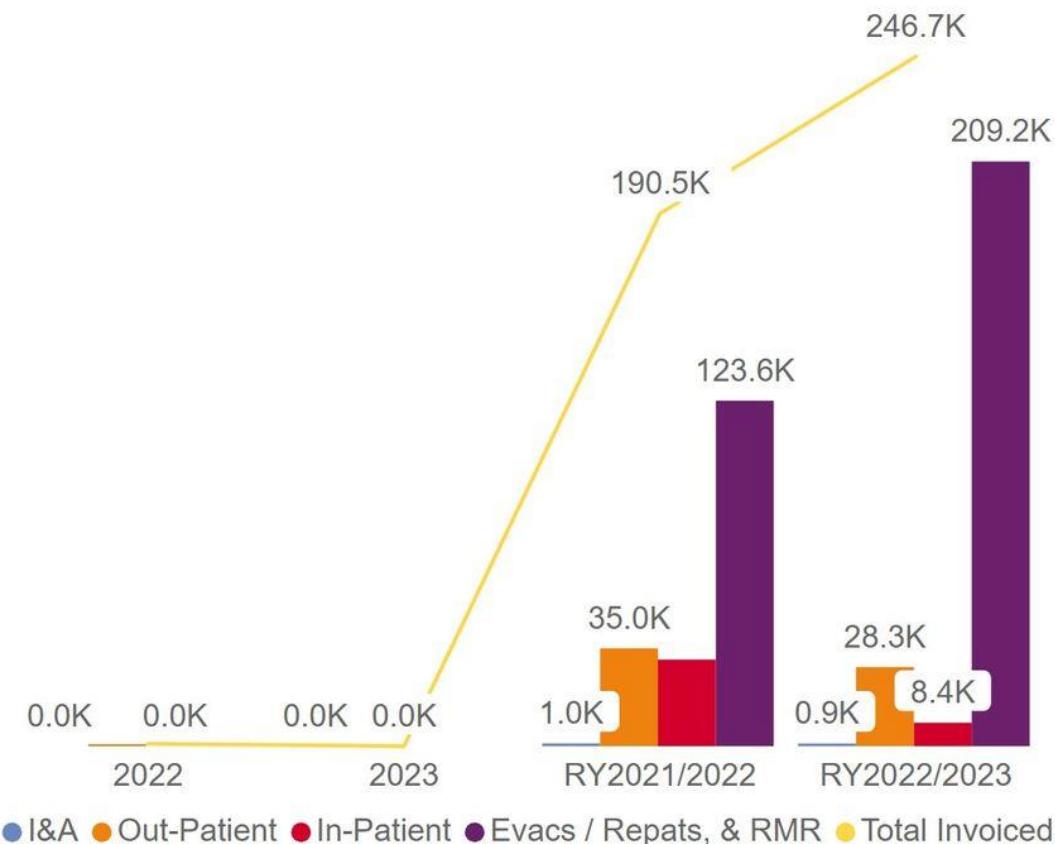
Total Invoiced

## #Cases by Case Type



● I&A ● Out-Patient ● In-Patient ● Evacs / Repats, & RMR ● All (Trendline)

## Total Cost of Assistance Cases (USD)





# Financial Breakdown

January 2022 - October 2023

**2,093**

Total Cases

**438,121.0 USD**

Total Invoiced

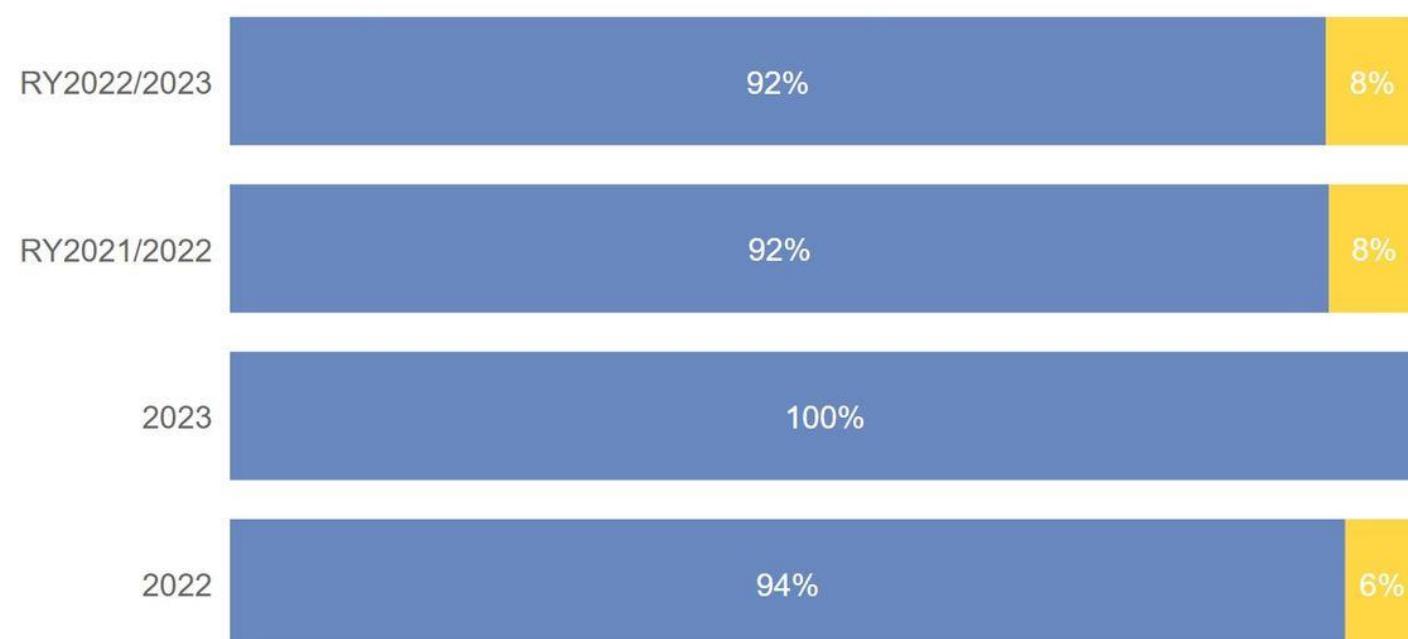
RY

RY	Cases with Costs	Total Cases	Total Invoiced
▼			
RY2022/2023	53	672	246,728.2
RY2021/2022	101	1,327	190,528.7
2023		46	0.0
2022	3	48	864.1

Case Type	Cases with Costs	Total Invoiced
Evacs/Repats & RMR	20	333,300.2
Out-Patient	122	63,609.4
In-Patient	10	39,309.3
I&A	5	1,902.2

## Covered vs. Invoiced costs

Country	Cases with Costs	Total Invoiced
United States	27	235,591.4
United Kingdom	26	46,716.7
Costa Rica	1	44,614.6
Canada	3	42,757.8
Spain	8	23,951.9
Argentina	1	13,435.7
Germany	7	5,561.3
Saudi Arabia	10	5,292.1
Japan	12	3,878.6
Indonesia	5	2,954.2
United Arab Emirates	7	1,806.3
Sweden	1	1,357.8
Singapore	4	1,201.4
France	6	1,172.6
Mexico	3	1,158.8
Philippines	4	1,005.1
China	2	747.5
Netherlands	3	725.8
India	4	718.2
Israel	1	628.5
Thailand	1	441.3
Australia	5	423.9
Brazil	1	415.8



● Included in the subscription ● Additional costs incurred



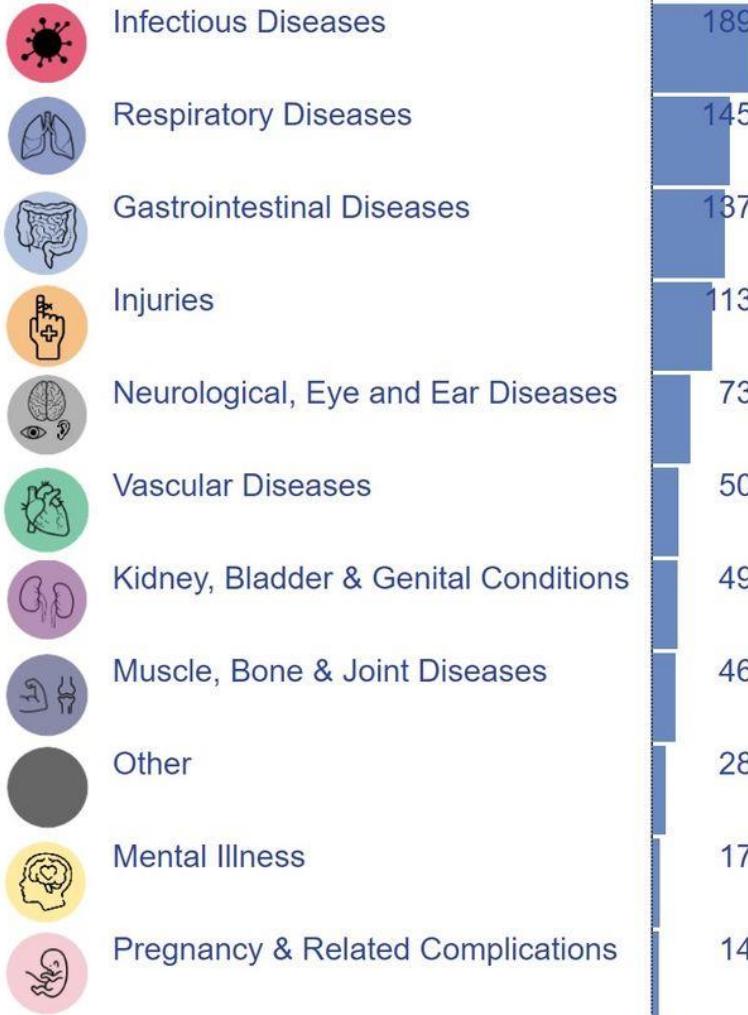
# Medical Assistance Activity

January 2022 - October 2023

1,617

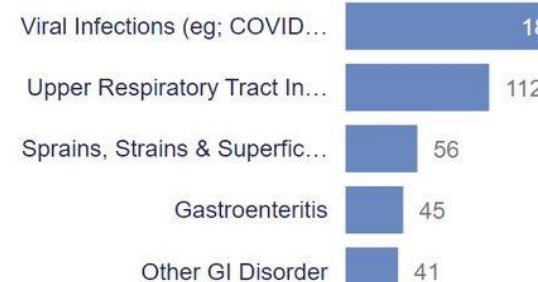
Medical Assistance Cases

## Diagnoses Groups

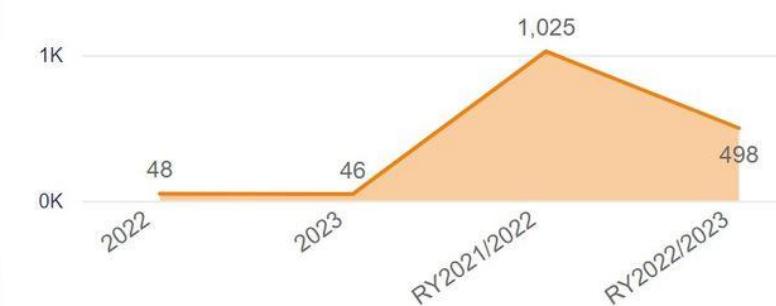


Country	#Cases	I&A	Out-Patient	In-Patient	Evacs/Repats & RMR
United States	574	422	133	6	13
United Kingdom	143	80	59	3	1
Philippines	110	84	21	3	2
Spain	77	34	41	2	
India	56	38	16	2	
Singapore	56	35	18	3	
Canada	50	41	6		3
Germany	50	24	24	2	
Australia	34	20	14		
France	34	22	12		
Japan	29	12	16	1	
United Arab Emirates	29	12	15	2	
Mexico	26	13	12	1	
Ireland	22	16	5	1	
Netherlands	20	15	5		
Brazil	19	13	6		
China	19	12	6	1	

## Top Diagnoses



## Trend: Medical Assistance Cases

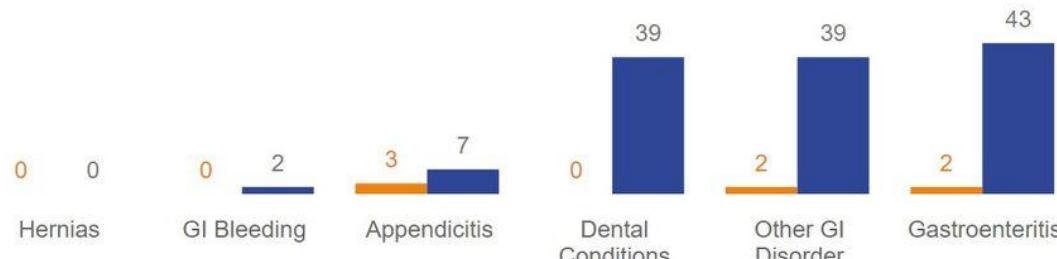




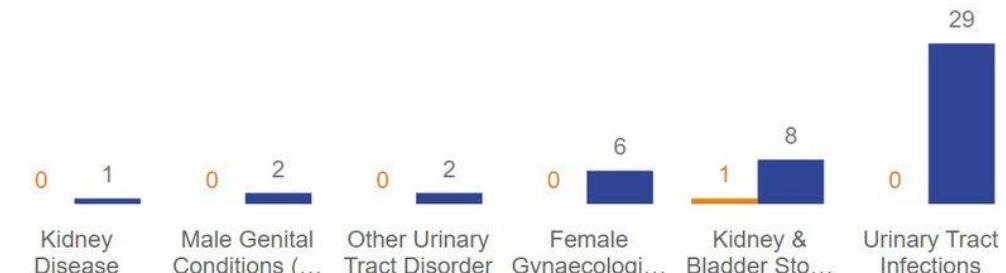
# Medical Assistance Activity

January 2022 - October 2023

## Gastrointestinal Diseases



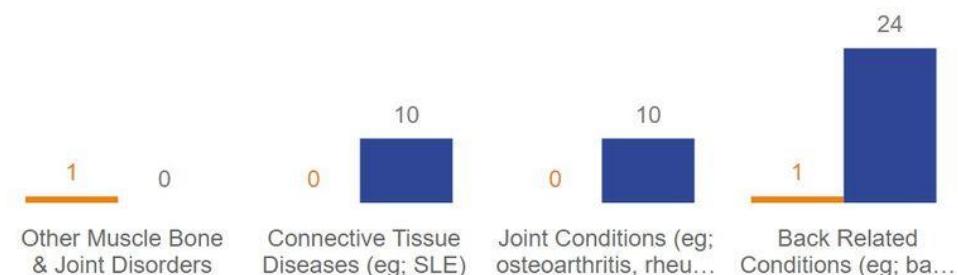
## Kidney, Bladder & Genital Conditions



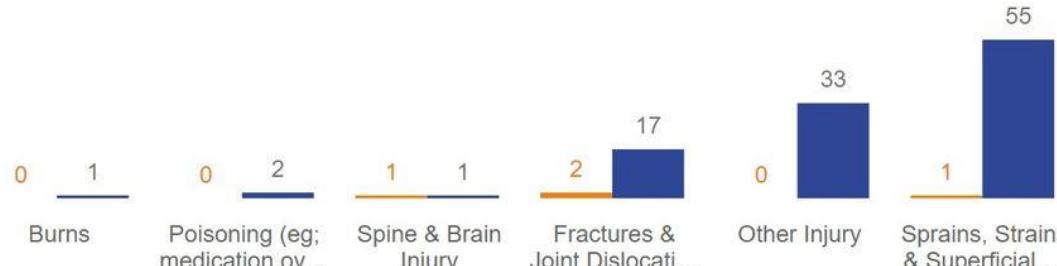
## Infectious Diseases



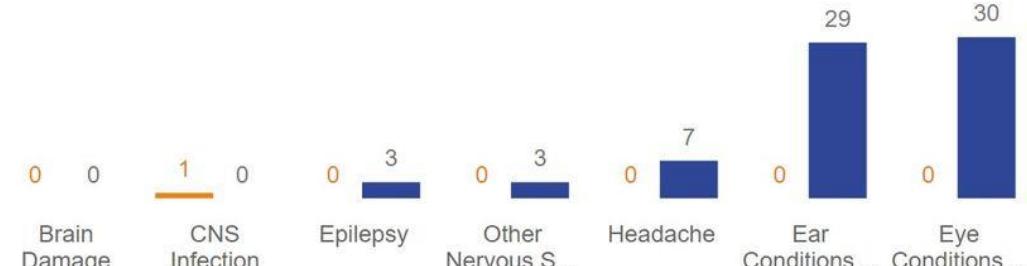
## Muscle, Bone & Joint Diseases



## Injuries



## Neurological, Ear and Eye Diseases



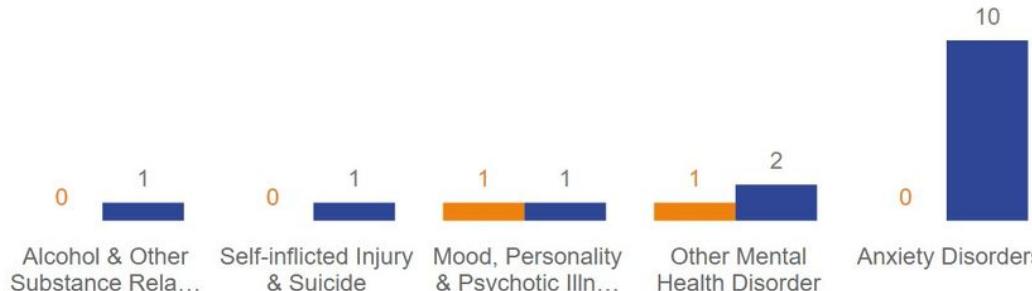
● Non-Serious ● Serious



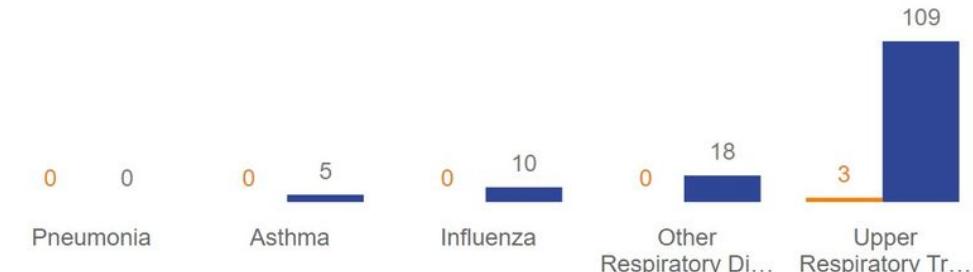
# Medical Assistance Activity

January 2022 - October 2023

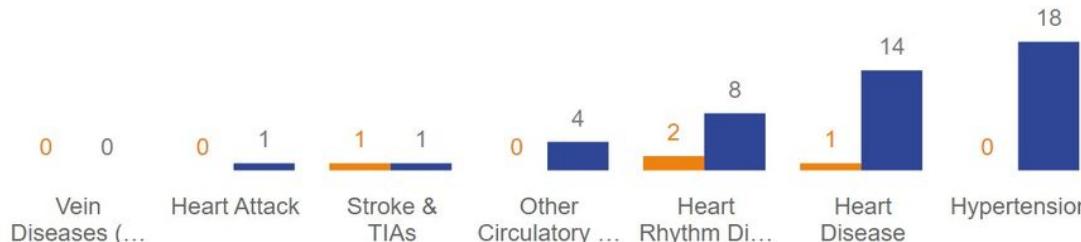
## Mental Illness



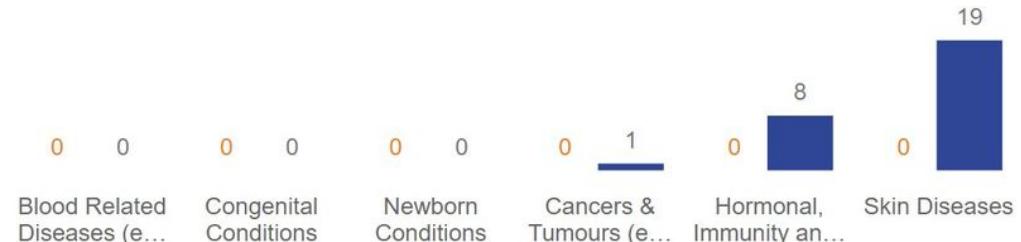
## Respiratory Diseases



## Vascular Diseases



## Other

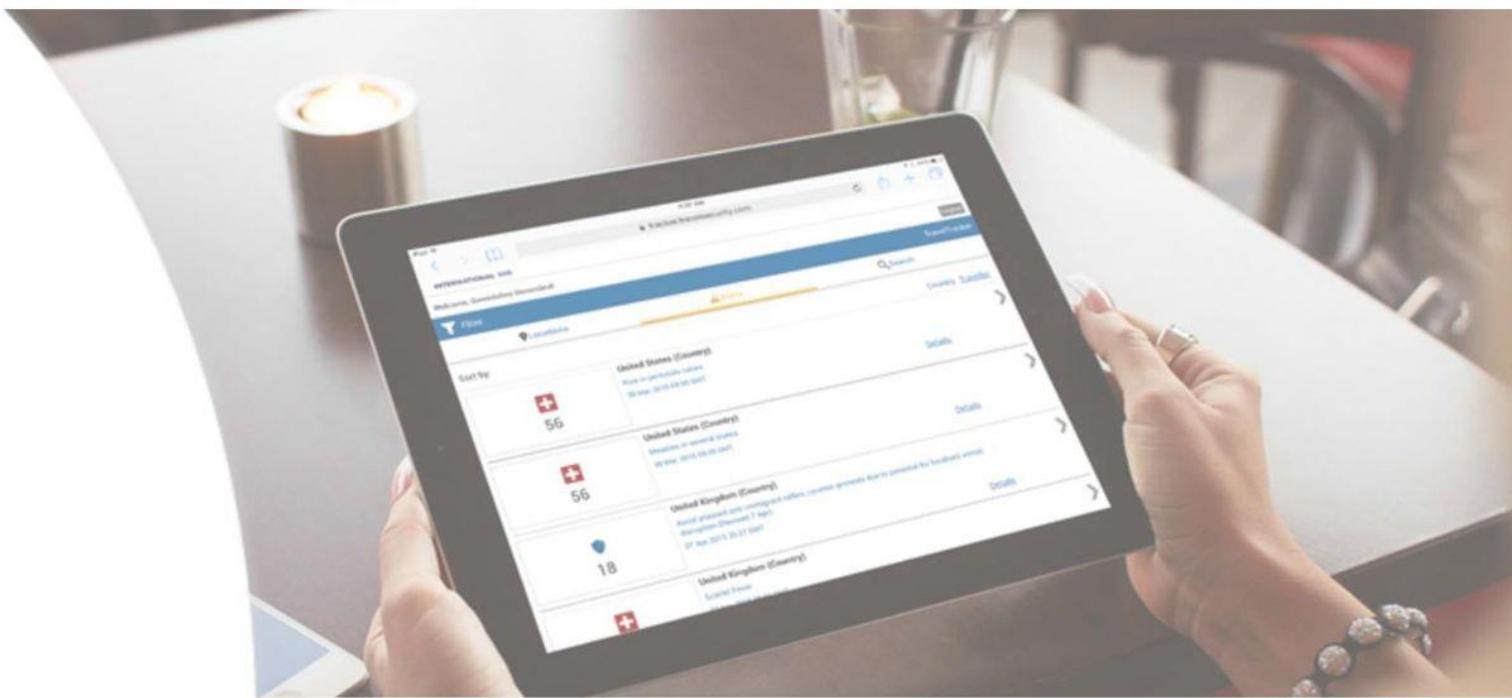


## Pregnancy & Related Complications



● Non-Serious ● Serious

# TRACKER



→ Select Client



# International Mobility - Summary

October 2019 - November 2023

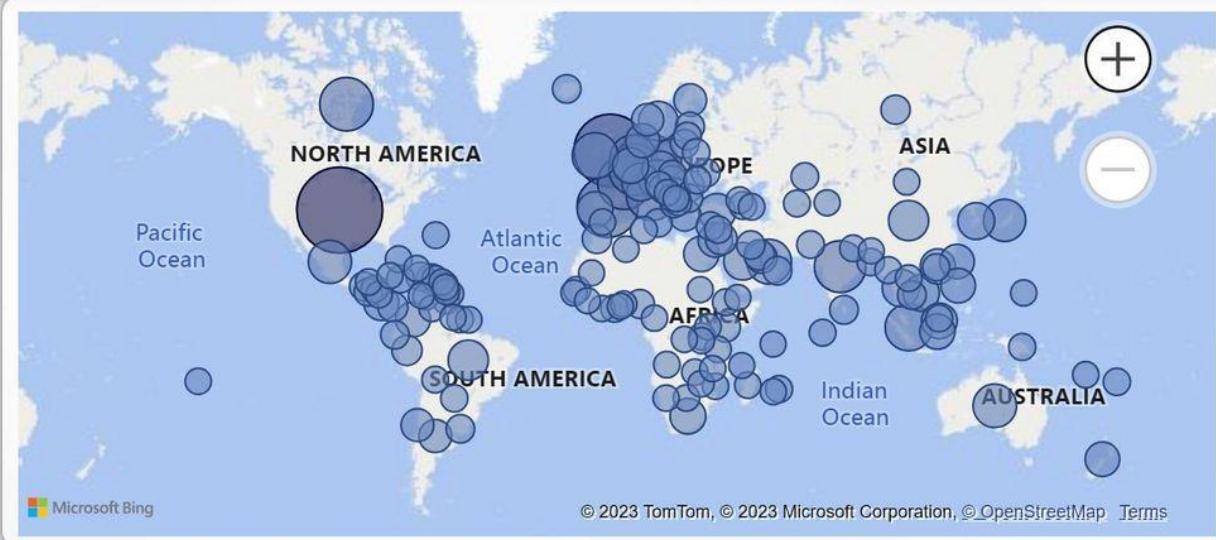
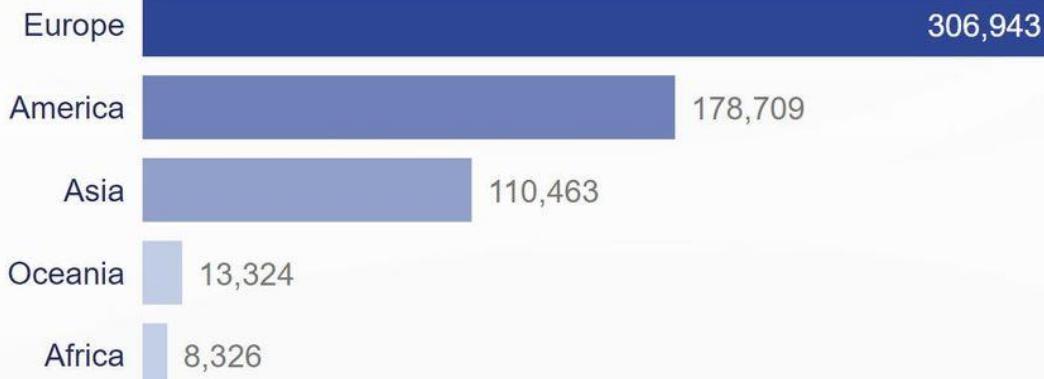
617,765

International Trips

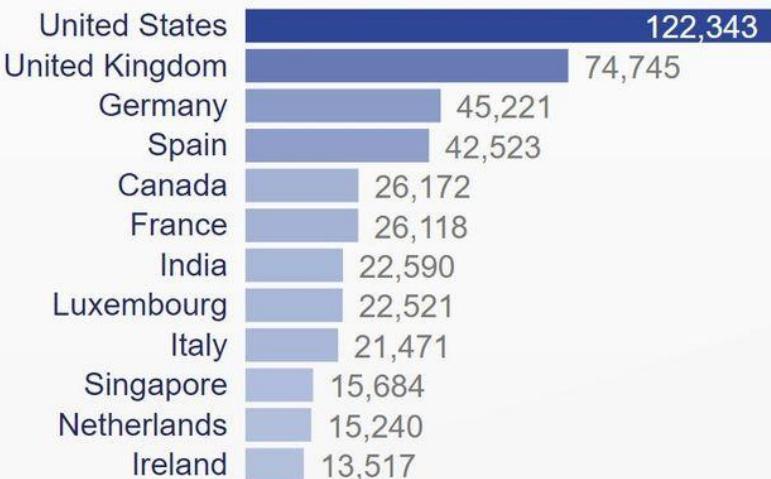
165

Countries Visited

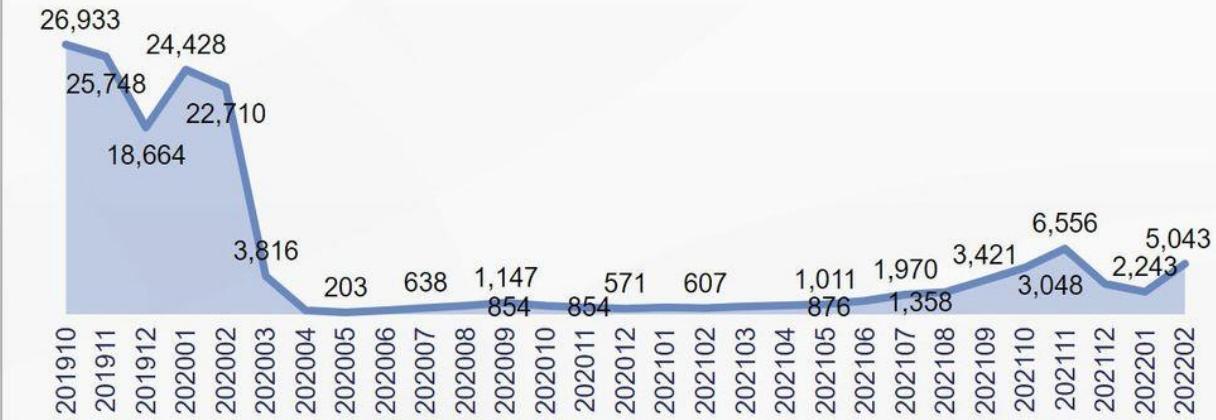
## International Trips by Region



## International Trips By Country



## International Trips Trend





# Domestic Mobility - Summary

October 2019 - November 2023

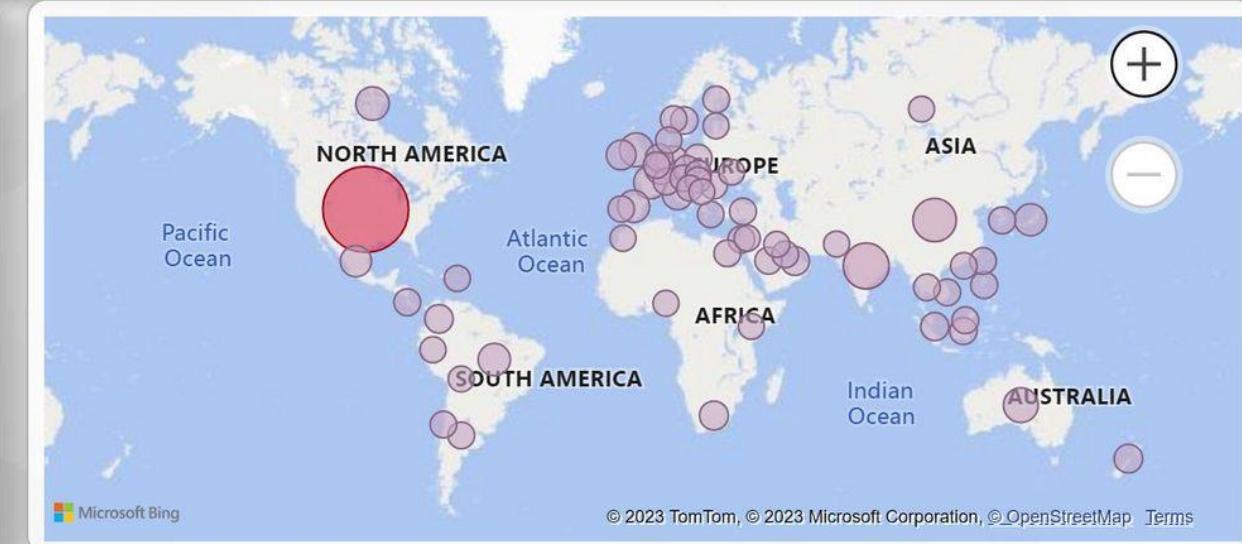
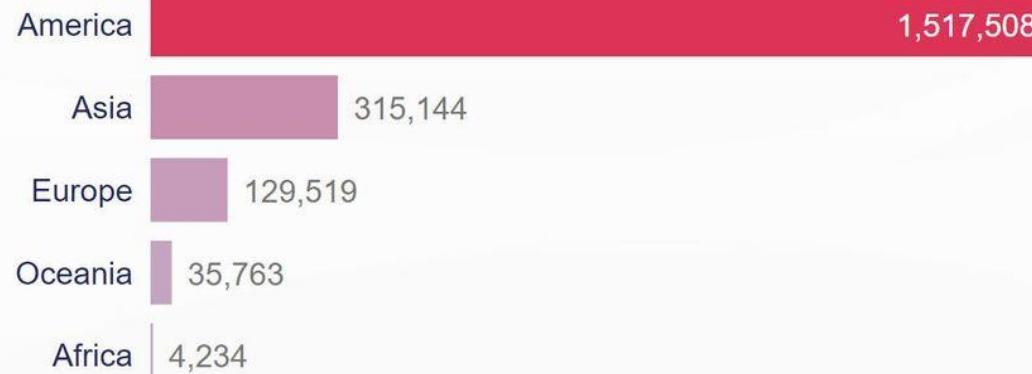
2,002,168

Domestic Trips

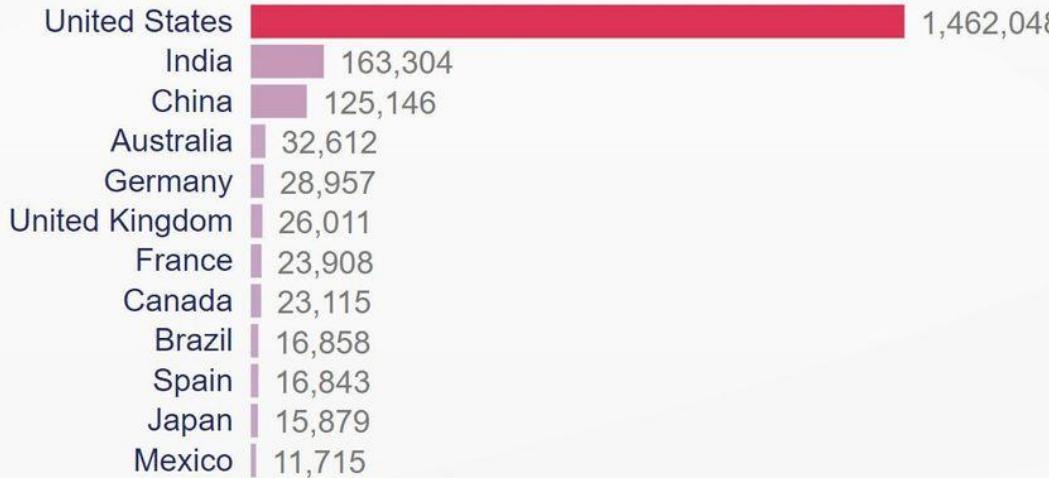
65

Countries Travelled

## Domestic Trips by Region



## Domestic Trips By Country



## Domestic Trips Trend





# Pre-Trip Advisory Summary

October 2019 - November 2023

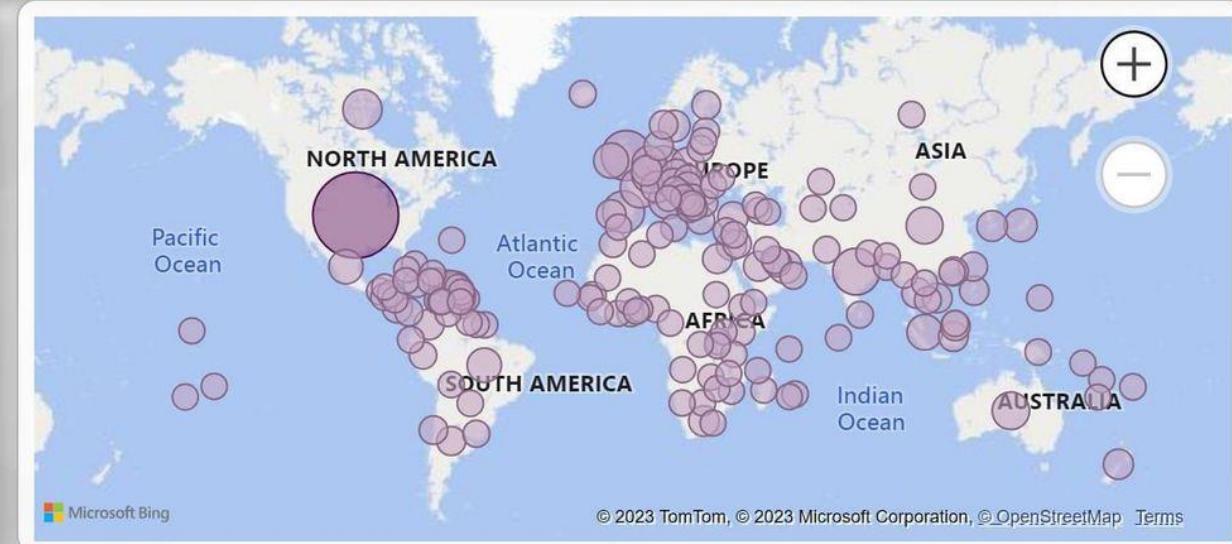
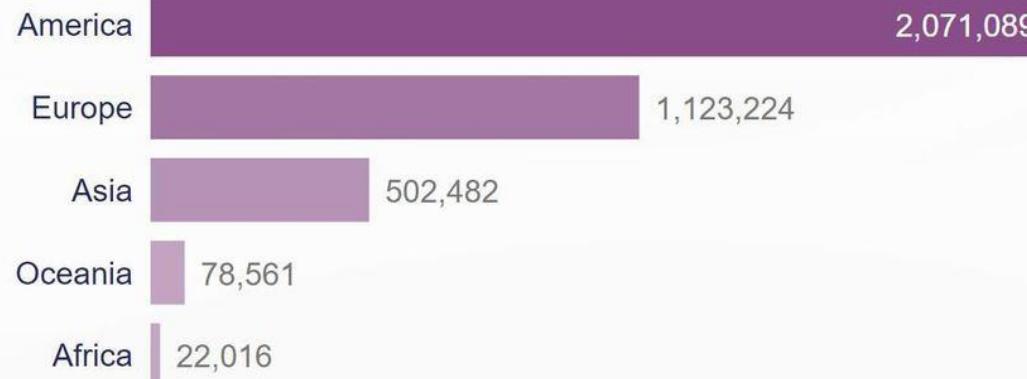
3,797,372

PTAs Sent

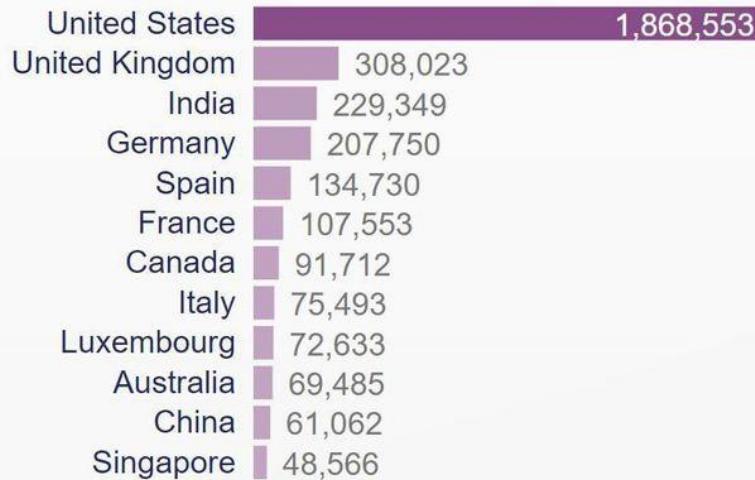
177

Number of Countries

## PTAs by Region



## PTAs By Country



## PTAs Trend





# International Mobility and Assistance to International Travellers

October 2019 - November 2023

ALL/Single Country

ALL

**617,765**

International Trips

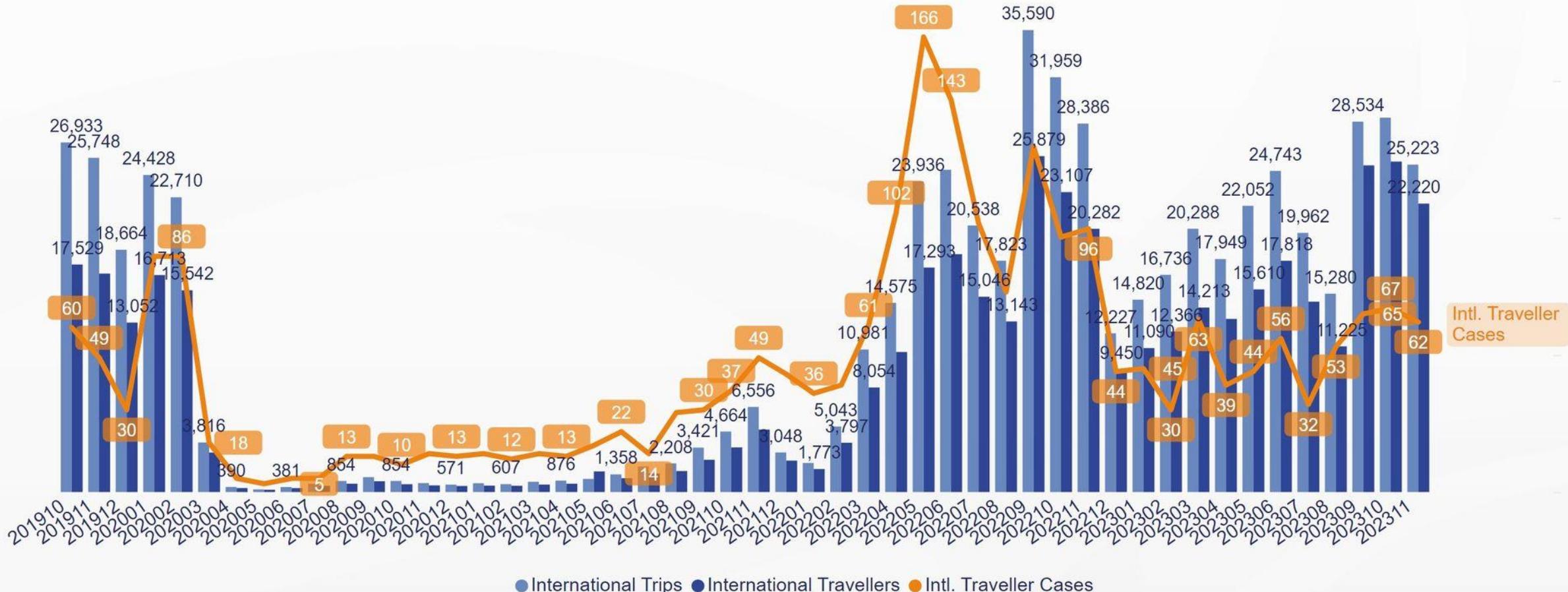
**2337**

Intl. Traveller Cases

**0.4**

Cases per 100 Intl. Trips

## International Trips and International Traveller Assistance cases





# Domestic Mobility and Assistance Trend

October 2019 - November 2023

ALL/Single Country

ALL

**2,002,168**

Domestic Trips

**901**

Domestic Assistance Cases

**0.05**

Cases per 100 Dom. Trips

## Domestic Trips and Domestic Assistance Trend



\* Domestic assistance case - Caller's country of origin equals to the incident location of the case.



# Domestic Trips by Country Risk Exposure: Default Medical

2,002,168

Domestic Trips

October 2019 - November 2023

Travel Type

Domestic

Region, Country

All

Risk Type\*

Default

Risk Rating

Medical



Risk Exposure

Trips

3. High

289,642

2. Medium

35,747

1. Low

1,676,779

## Trips by Location and Risk Rating



\*Please note to display 'Custom risk rating' correctly only single account needs to be selected at the time.



# International Trips by Country Risk Exposure: Terrorism / Conflict

October 2019 - November 2023

**617,756**

International Trips

Travel Type

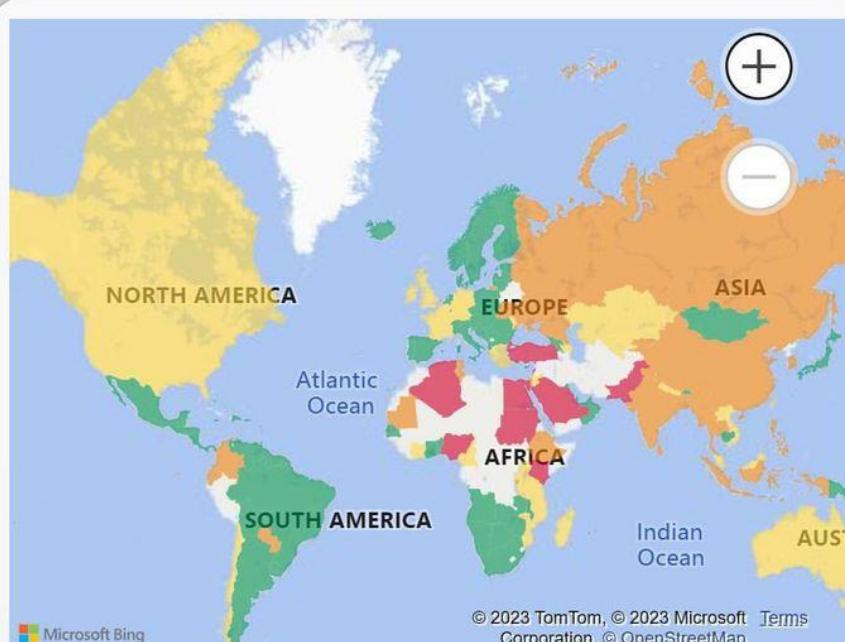
International

Region, Country

All

Risk Category

Terrorism / Conflict



Risk Exposure

Trips

4. Direct Risk To Foreigners	13,157
3. Moderate Indirect Risk To Foreigners	52,116
2. Limited Indirect Risk To Foreign Nationals	336,956
1. Minimal Risk To Foreigners	215,527

## Trips by Location and Risk Rating

United States	122,343
United Kingdom	74,745
Germany	45,221
Spain	42,523
Canada	26,172
France	26,118
India	22,590
Luxembourg	22,521
Italy	21,471
Singapore	15,684
Netherlands	15,240
Ireland	13,517
United Arab Emirates	12,344
Australia	10,642

Risk Exposure ● 1 ● 2 ● 3 ● 4



# International Trips by Country Risk Exposure: Medical

October 2019 - November 2023

**617,765**

International Trips

Travel Type

International

Region, Country

All

%

## Disease Risk

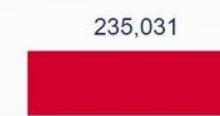


382,734



No Known Zika. Other Health Threats Are Present.

235,031



Zika Risk May Be Present. Other Health Threats Are Present.

## Rabies



24,375



None

311,744



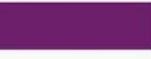
Avoid Bats.

133,424



Avoid Wild Animals And Bats

148,222



Avoid Domestic And Wild Animals And Bats

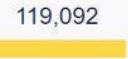
## Vaccinations



380,485



Routine Only



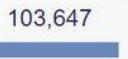
Routine And Additional



Yellow Fever Vaccination Recommended But Not Required



Yellow Fever Vaccination Recommended And Proof Is Required For



Proof Of Yellow Fever Vaccination Is Required For Specified

## Food and Water

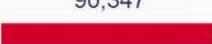


527,418



Generally Safe

90,347



Drink Bottled Water. Care With Food.

## Malaria



536,640



None

71,373



Risk In Some Areas

9,134



Limited Risk

618



Risk In All Areas

## Medical Care



481,945



Excellent

65,000



Good

65,020



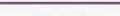
Variable

5,510



Limited

290



Basic



# International Trips by Country Risk Exposure: Travel/Security

October 2019 - November 2023

617,765

International Trips

Travel Type

Region, Country

%

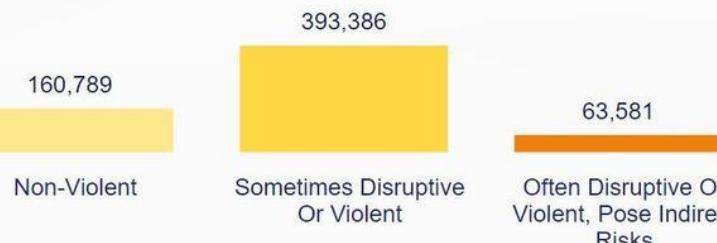
International

All

## Cultural Issues



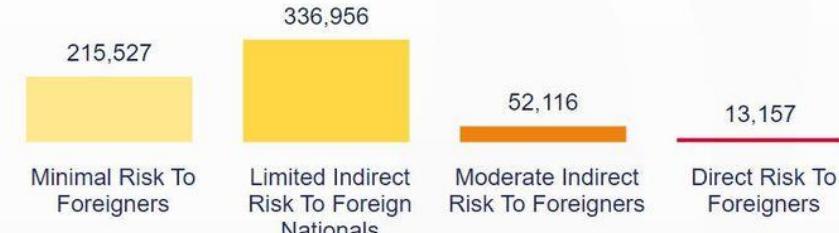
## Protests



## Transport



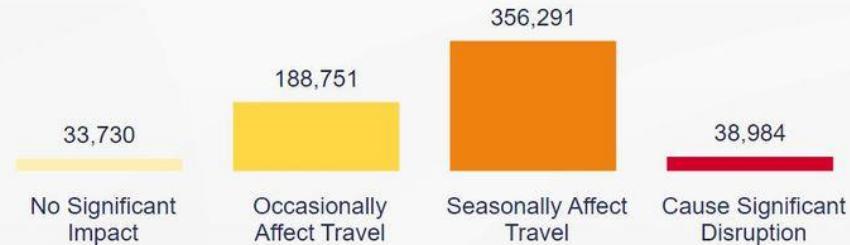
## Terrorism/Conflict



## Crime



## Natural Hazards





# Tracker Platform - User Utilisation

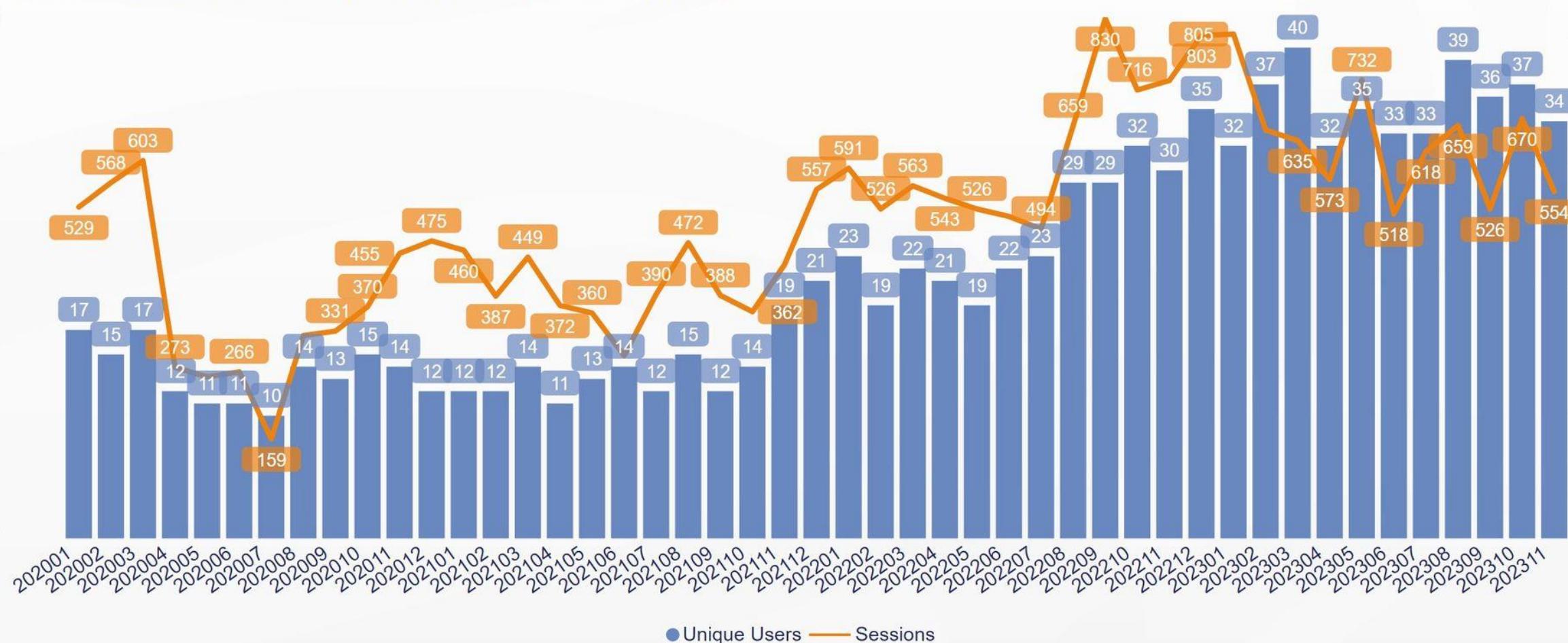
October 2019 - November 2023

112

Unique Tracker Users

23,975

Total Sessions



# Domestic Travelling Comparison

## Define Custom Periods

Travel Type

Domestic

Period 1

4/1/2021

3/31/2022

Period 2

4/1/2022

11/30/2023

Region, Country

ALL

**Domestic Trips**

**April 2021 - March 2022**

**332,765**

**Domestic Travellers  
Average per Month**

**17,935**

**Domestic Traveller  
Assistance Cases**

**254**

**April 2022 - November 2023**

**1,240,908**

**40,597**

**425**

**Period 2 vs. Period 1**

**3.7x**



**2.3x**



**1.7x**



**Domestic Trips  
Average per Month**

**PRE-COVID19 (2019-10 - 2020-02)**

**65,503**

**LAST MONTH (202311)**

**59,619**

**% LAST MONTH vs. PRE-COVID**

**91%**



# Benchmark with Business Industry: International Mobility Trends

October 2019 - November 2023

(vs. Client)

**279**

**Tracker Clients**

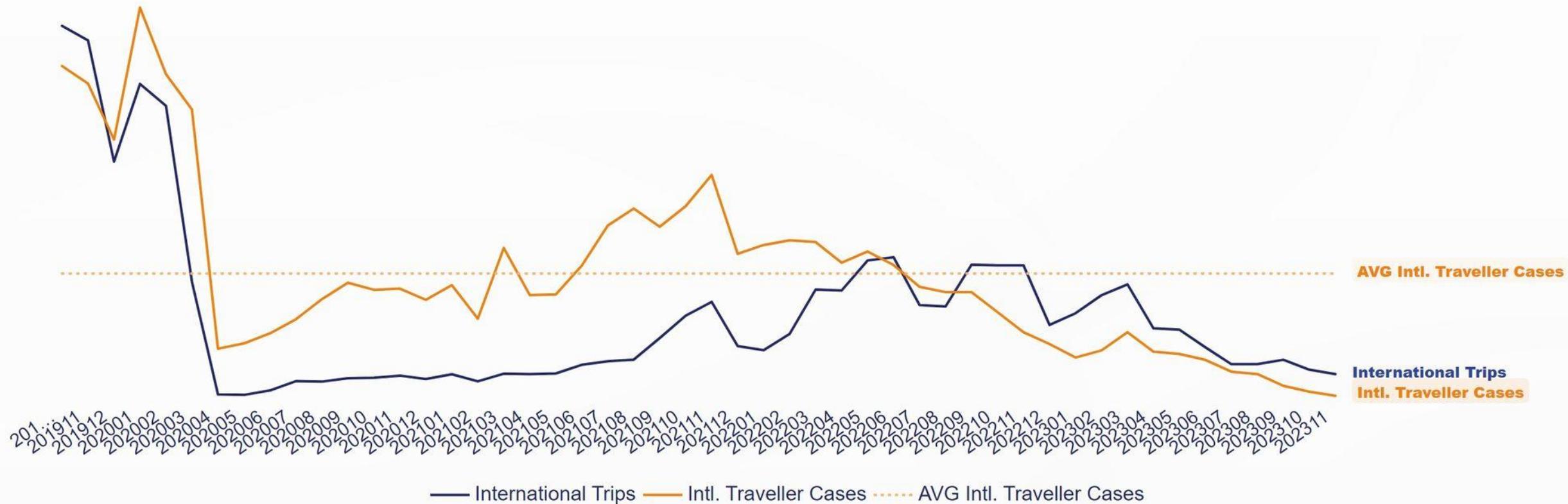
**9% (106%)**

**Intl. Travel Recovery vs.  
pre-COVID (November 2023)**

**2.2 (0.4)**

**Cases per 100  
International Trips**

## Business Industry - Trend of International Trips and Assistance to International Travellers





# Benchmark with Business Industry: Domestic Mobility Trends

October 2019 - November 2023

(vs. Client)

**264**

**Tracker Clients**

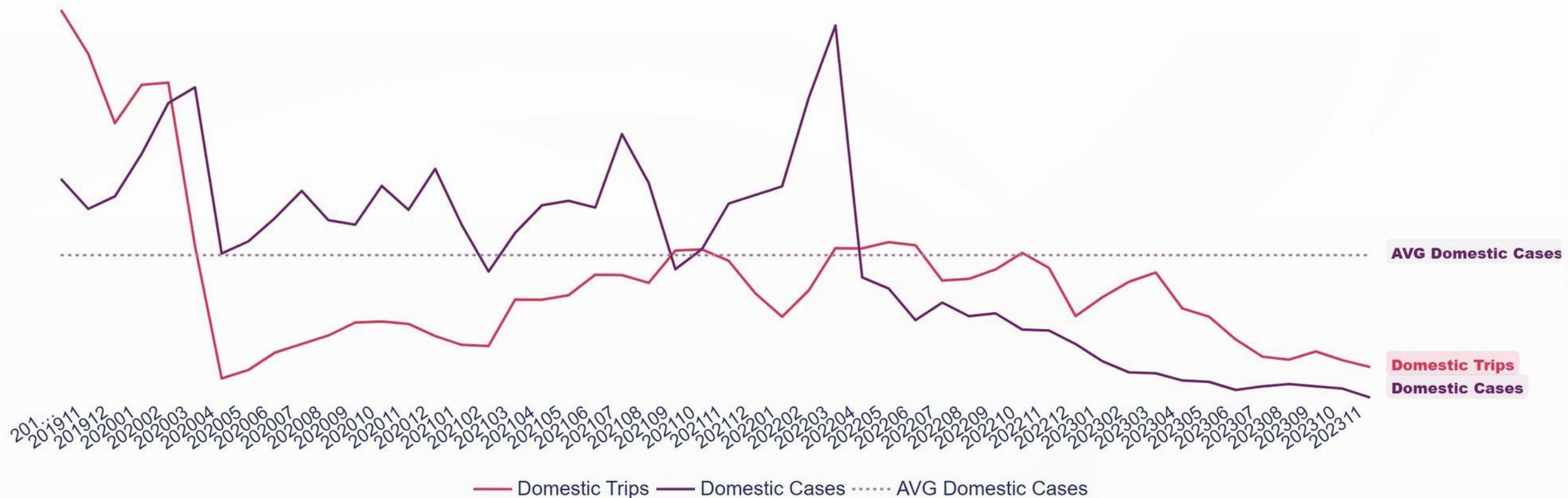
**9% (91%)**

**Domestic Travel Recovery  
vs. pre-COVID (Last Month)**

**1.22 (0.05)**

**Domestic Assistance Cases  
per 100 Domestic Trips**

## Business Industry - Trend of Domestic Trips and Domestic Assistance Cases





# Portal v3 - Unique Users and Sessions

January 2023 - November 2023

471

Unique Users (Last 3 months)

1,495 (136)

Total Sessions (AVG per Month)

## Portal v3 - Active Users and Sessions



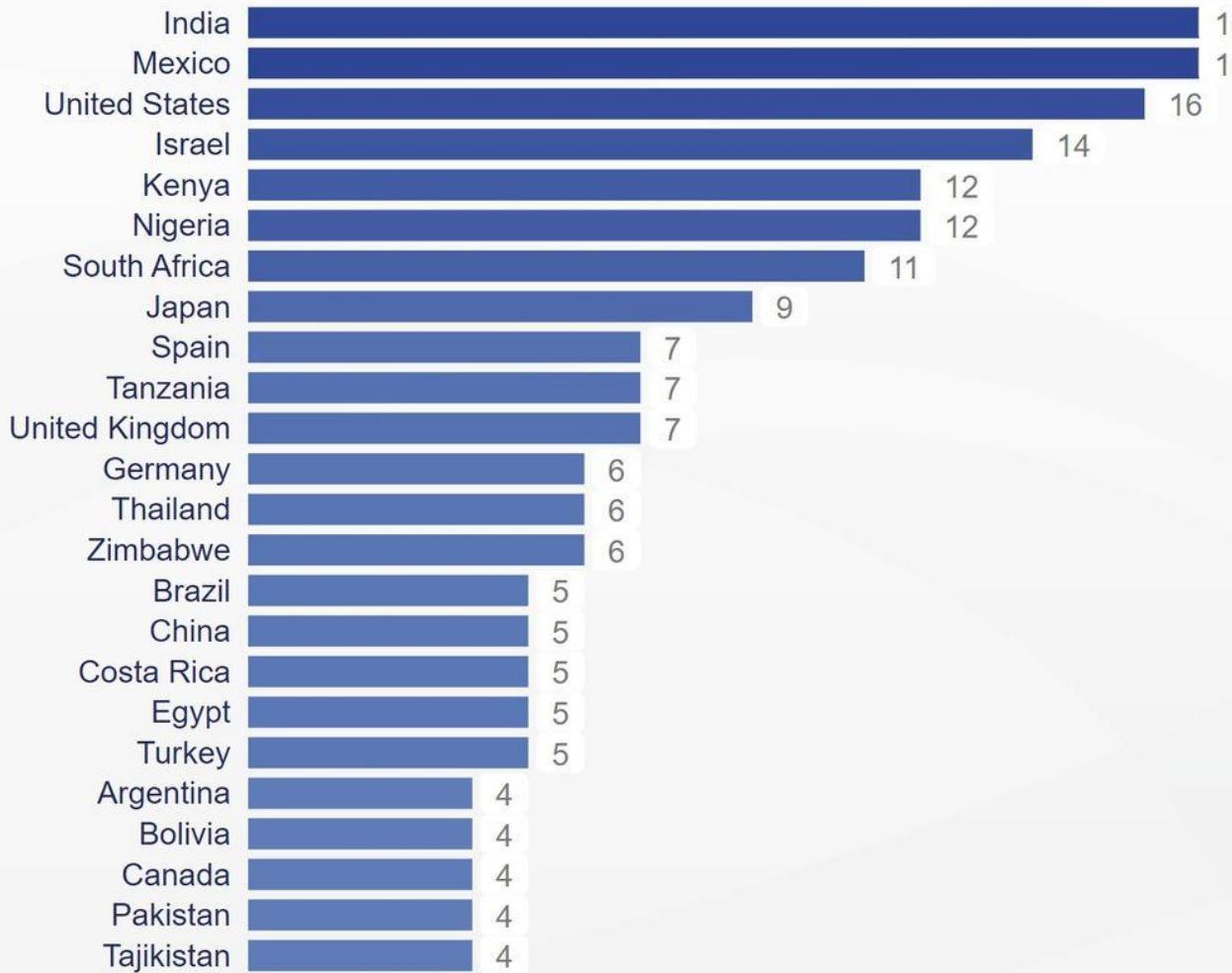
\*Data available since January 2023.



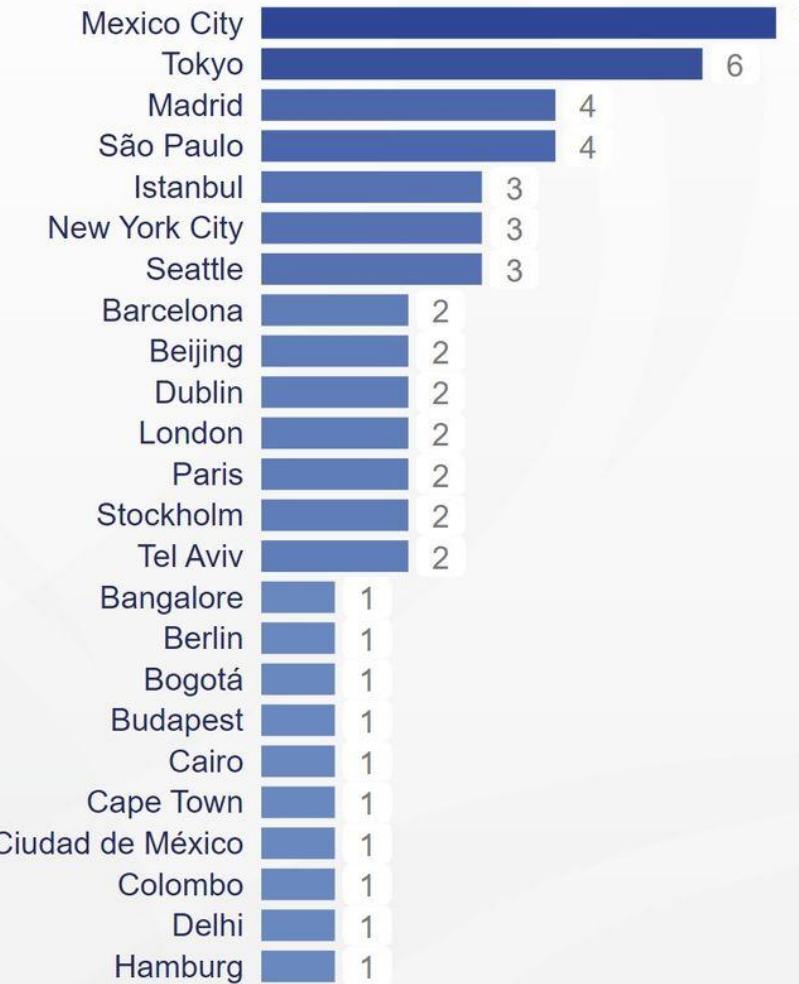
# Portal v3 - Countries and Cities Searched

January 2023 - November 2023

## Portal v3 - Countries Searched by Sessions



## Portal v3 - Cities Searched by Sessions



\*Data is available since January 2023.



# Digital Learning Portfolio

April 2020 - November 2023

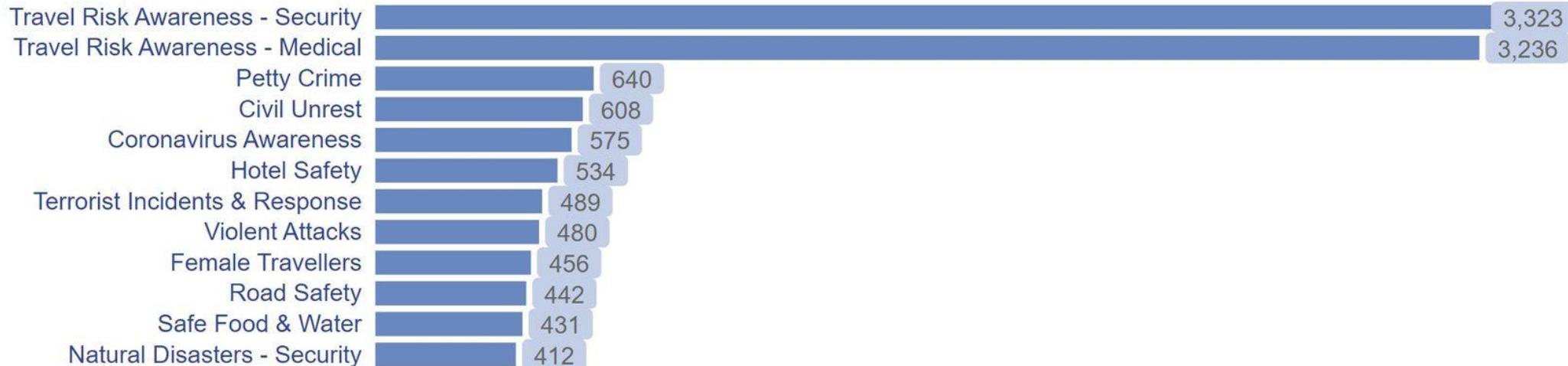
43

#Completed courses

4,397

#Unique Users

## Completed Courses by Users



## Unique Users with Completed course



\*ELearning data from co-host clients might not be displayed in the visual. Visuals show only data for courses that were "Completed".



# Manager View Utilisation

April 2020 - November 2023

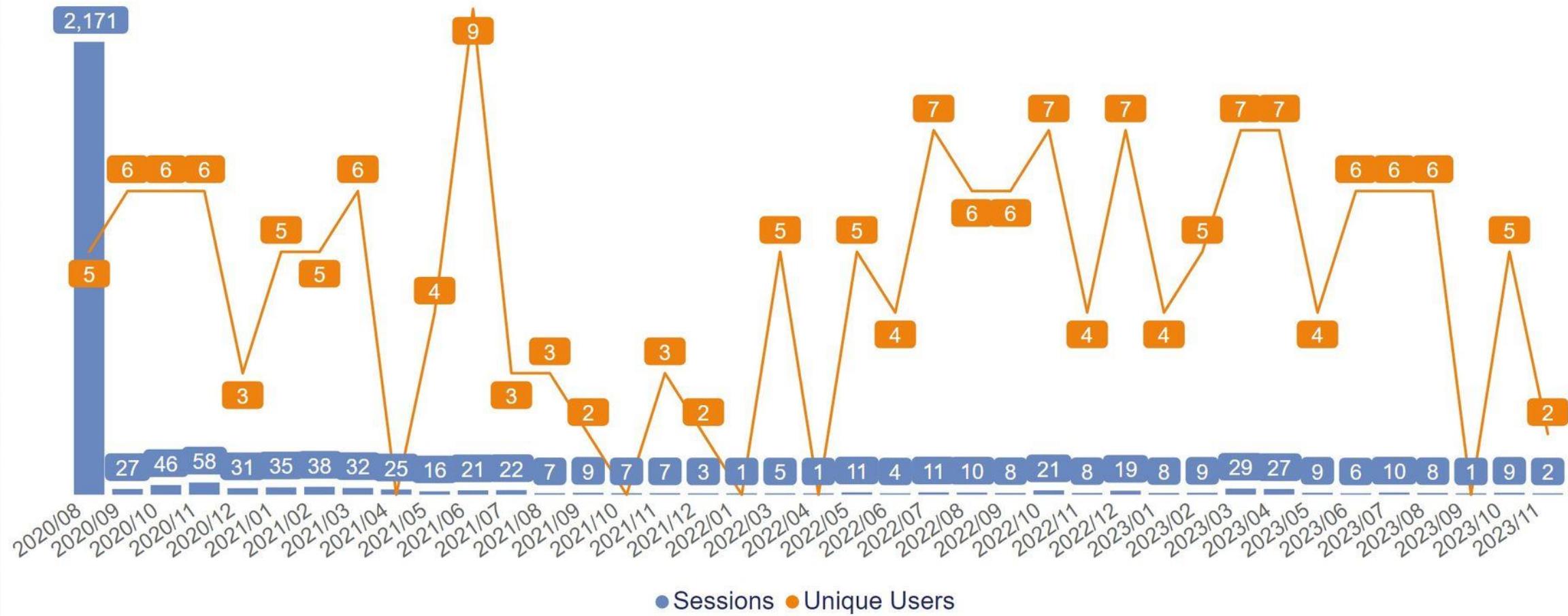
**36 (5)**

Total Unique Users (AVG per Month)

**2,772 (63)**

Total Sessions (AVG per Month)

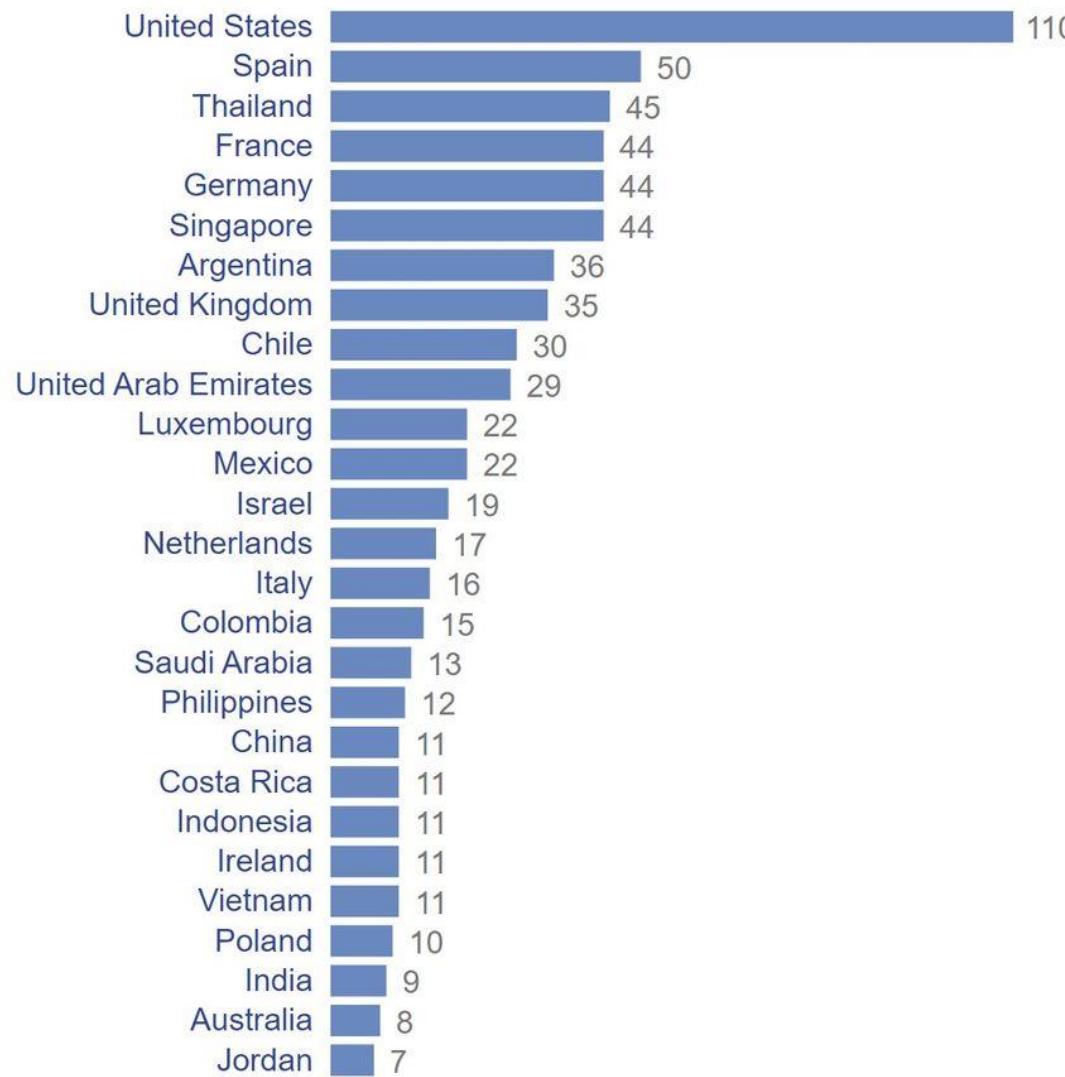
## # Unique Users/Sessions



# Certificates of Assistance

April 2020 - November 2023

## Certificates Issued by Destination



95%

% Generated by Client

811

#Total Generated

18

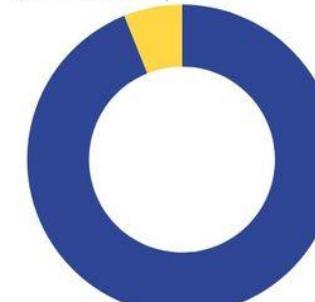
AVG per Month

## Certificates Issued



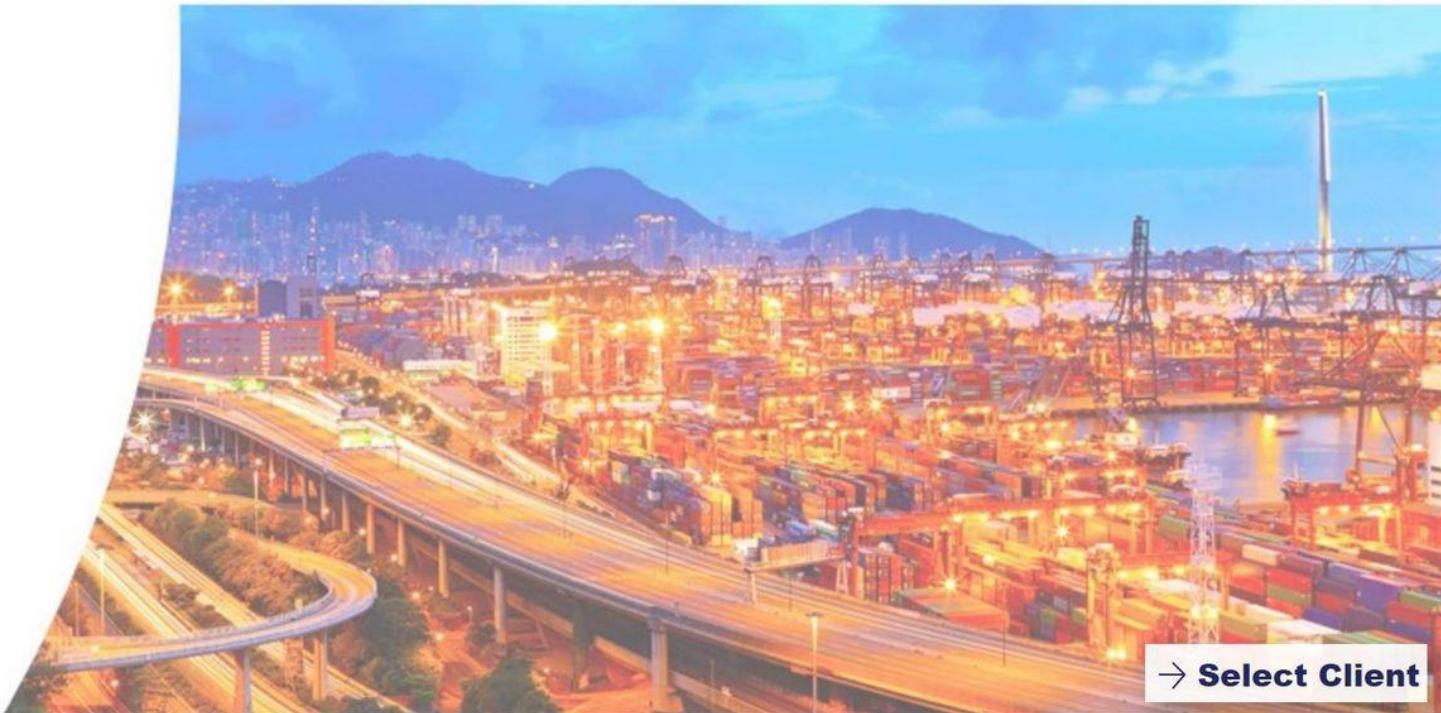
## Certificates Issued by Requestor's type

Assignees and Depen... 6%



Business Travellers 94%

# ASSISTANCE APP UTILISATION



→ Select Client



# Assistance App - Active Users and Sessions

January 2020 - November 2023

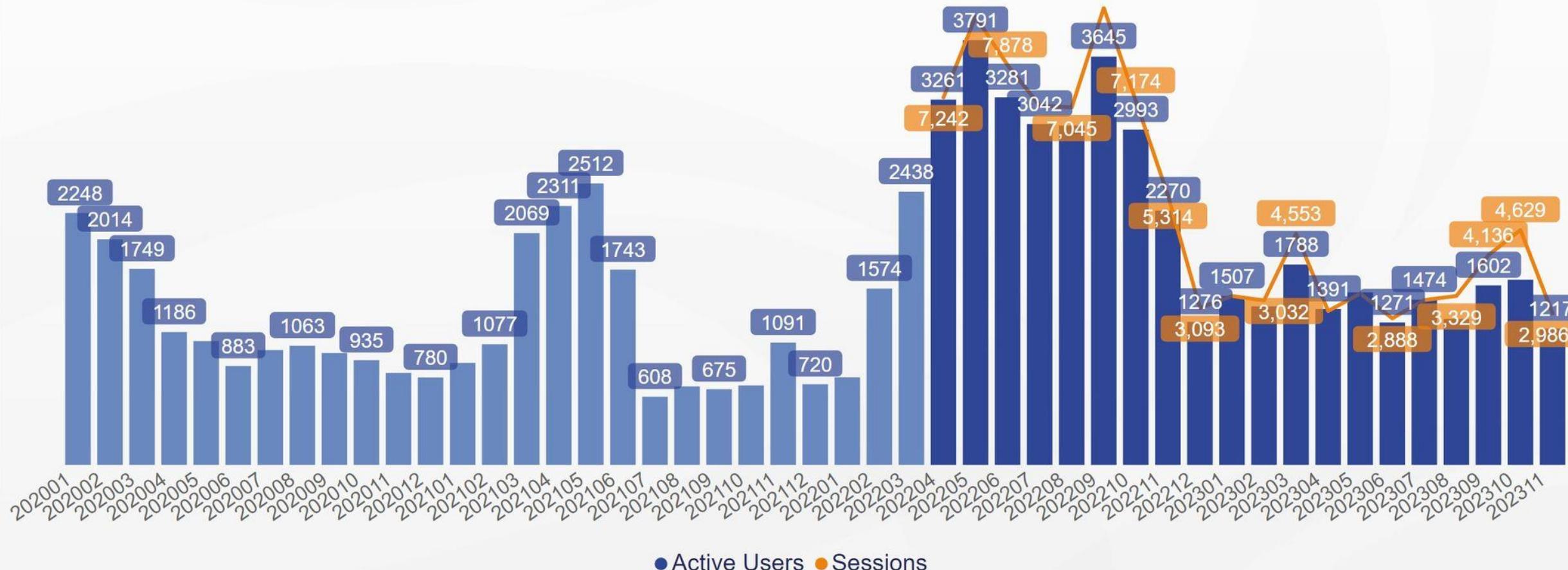
**26,689**

Unique Active Users\*

**101,412**

Total Sessions\*

## Unique Active Users and Sessions



\* Data has been available since April 2022.



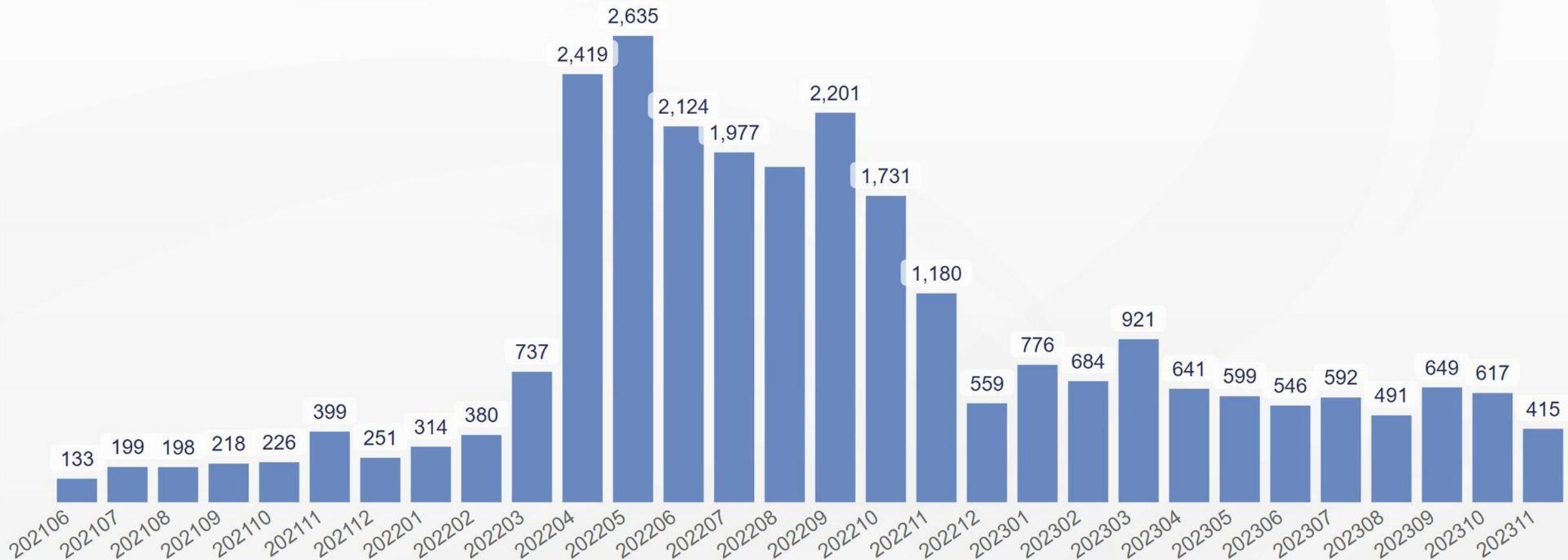
# Assistance App - New Users (new profiles created)

June 2021 - November 2023

**26,707**

New Users (profiles created)\*

## New App Users (new profiles created)



\* Data has been available since June 2021.



# Assistance App - Users Profile Details

April 2022 - November 2023

**26,689**

Active Users

**23,652**

New Users

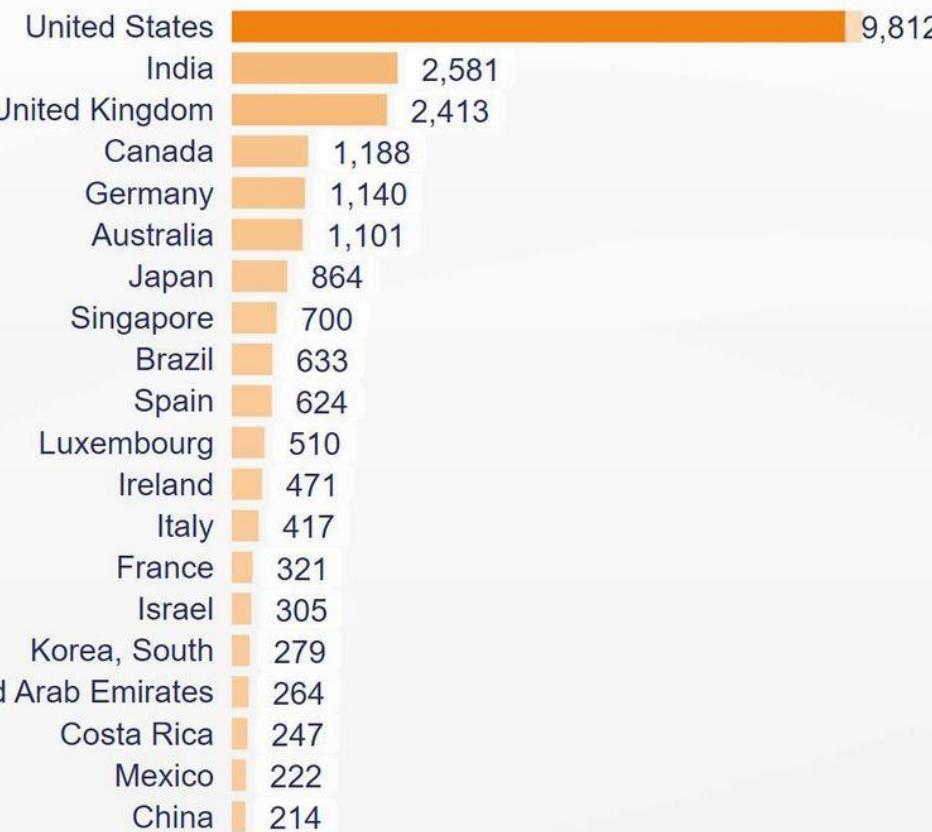
**182,311**

Contractual Population\*

**15%**

App Penetration\*\*

## Active Users - Home Country



## Active Users - Home Country



\*Declared contractual population (domestic employees excluded)

\*\*Penetration of active app users and declared contractual population (domestic employees excluded) within a selected period (data available since Apr 2022)

→ SHOW DATA SINCE JUNE 2021

## **RETURN ON INTERVENTION - SUBSCRIPTION SERVICES**

**January 2023 - December 2023**

# RETURN ON INTERVENTION & INVESTMENT (ROI)

## SAVING LIVES, TIME, MONEY & BRAND REPUTATION.

This ROI model categorizes INTERNATIONAL SOS subscription services into 4 sections: PREVENTION, INCIDENT, CRISIS & MANAGEMENT. Each activity generates saved time for the clients that is afterwards converted into USD value. ROI is calculated as "USD Saved" divided by "H3S Account Value".



- Days saved are calculated by linking an estimated number of Days Saved\* to specific interventions provided to the subscriber and management savings. Total workdays saved multiplied by cost per workday and divided by membership price = Return of Investment. Total days saved calculated and then divided by total number of employees covered X 1,000 = Return on Intervention = Days Saved / 1,000
- For "Workdays saved by 1,000 Subscribers" value, declared domestic employees are excluded from the calculation
- Benchmarking Qualification: International SOS subscribers, min. 50 declared workforce, min. 1k USD account value (H3S programs only), Insurers & Brokers excluded
- For CY 2023 the population and account value is as of 1/1/2023; for Last 12 Months the population and account value is as of today.
- In process of obtaining third-party certification



# RETURN ON INTERVENTION & INVESTMENT (ROI)

**PREVENTION**  
Maximise activity  
to limit unnecessary  
incidents

Digital Services	Service	Workdays Saved
Mobile App	100 Sessions	1 Day Saved
Web Portal	150 Sessions	1 Day Saved
Alerts sent to Travellers	500 Emails	1 Day Saved
Pre-Travel Advisories	300 Emails	1 Day Saved
eLearning	10 Courses	1 Day Saved

**INCIDENT**  
Leverage when  
needed to limit  
unnecessary crisis

Assistance Services	Service	Risk Rating: Low	Medium	High	Very High
Information, Advice and Other Services	1 Case	0.25 Day Saved	0.5 Day Saved	0.75 Day Saved	0.75 Day Saved

**CRISIS**  
Minimise activity  
but ensure effective  
responses

Assistance Services	Service	Risk Rating: Low	Medium	High	Very High
In-Patient	1 Case	3 Days Saved	5 Days Saved	8 Days Saved	12 Days Saved
Evacuation / Repatriation, & RMR	1 Case	5 Days Saved	7 Days Saved	10 Days Saved	15 Days Saved

**MANAGEMENT  
SAVINGS**

Management “Days Saved” is the estimated effort that would be required by the client’s travel risk management team to implement and manage a program. Examples include management time to receive traveler and assignee calls for advice and assistance, tracking and communicating alerts, educating employees, and coordinating with family members, hospitals, providers and insurers, as well as other duties. The days saved scales with the number of subscribers in a regression model ( $0.9292 * \text{subscribers}^{0.5417}$ ) and is half the value of a standard day saved.

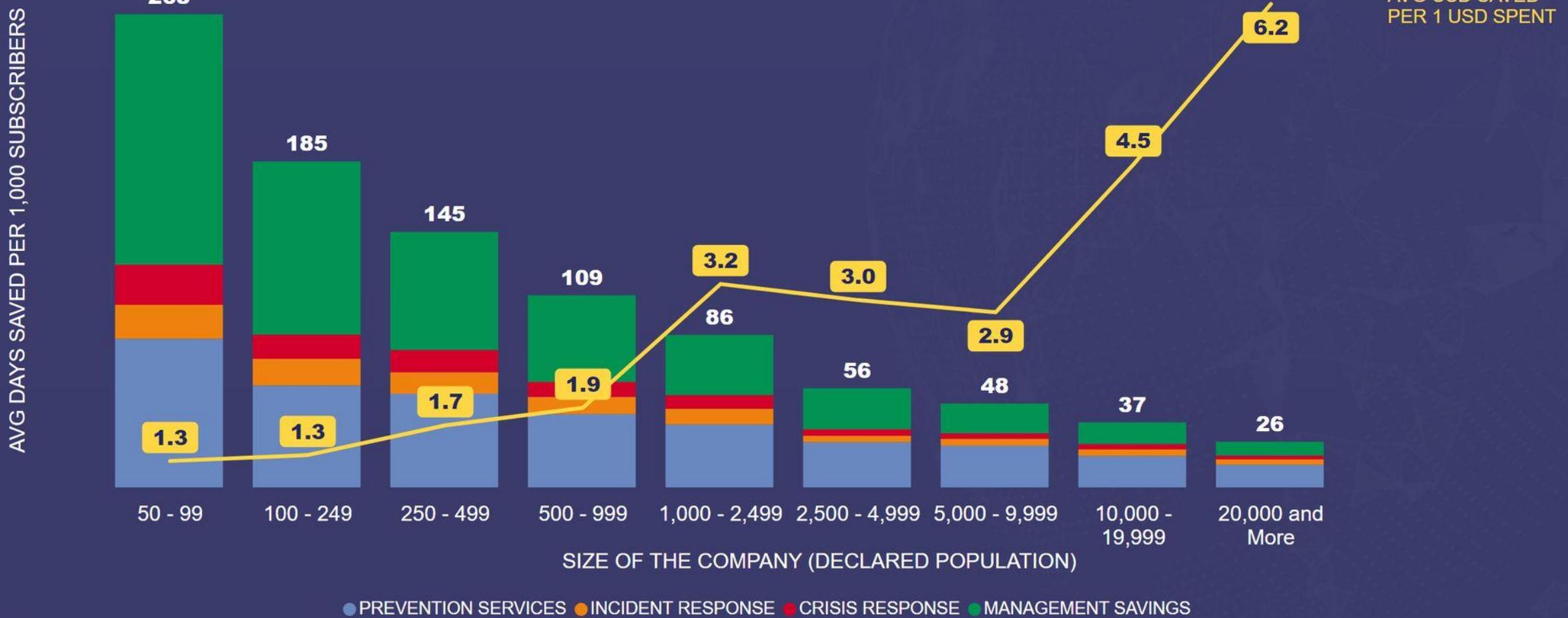
**COST PER WORKDAY**

The value of a workday saved has been estimated at \$2,250 which is equivalent to the average revenue per employee of a company in the 75th percentile in profitability (USA public data). The value can be increased to include medical costs, increased insurance claims, liability and brand losses, recruitment costs, etc. Management cost for a saved workday is calculated as 50% of the above.



**2,779**  
**#Clients**

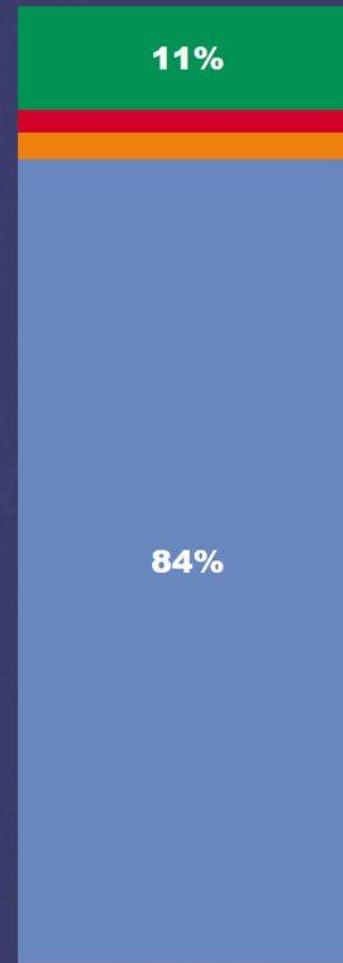
## RETURN ON INTERVENTION BY CLIENT SIZE (GROUPED)



# RETURN ON INTERVENTION

January 2023 - December 2023

## DISTRIBUTION OF ROI



**6,305.8 Days**

TOTAL WORKDAYS SAVED

**35 Days**

WORKDAYS SAVED PER 1,000 SUBSCRIBERS

**\$13,423,271**

TOTAL USD SAVED BY SUBSCRIPTION

**\$7.3**

USD SAVED PER 1 USD SPENT

● PREVENTION ● INCIDENT ● CRISIS ● MANAGEMENT

# RETURN ON INTERVENTION

January 2023 - December 2023

## ASSISTANCE SERVICES: 489.1 DAYS SAVED



## DIGITAL SERVICES: 5,136.9 DAYS SAVED



## MANAGEMENT: 679.9 DAYS SAVED

**6,305.8 Days**

Total Days Saved

**35 Days**

Days saved per 1,000 Subscribers

## DISTRIBUTION OF ROI



● ASSISTANCE ● DIGITAL SERVICES ● MANAGEMENT

\*Please note that due to the application of strict data privacy policies in our data collection processes, alerts sent to travellers are not fully traceable yet for some of the clients.

# RETURN ON INTERVENTION - CLIENT vs. PEER GROUP

January 2023 - December 2023

Peer Group: 256 Clients

Workdays Saved per 1,000 Subscribers



Client

Peer Group AVG

● PREVENTION SERVICES ● INCIDENT RESPONSE ● CRISIS RESPONSE ● MANAGER TIME

# RETURN OF INVESTMENT - CLIENT vs. PEER GROUP

January 2023 - December 2023

Peer Group: 256 Clients

## RETURN OF INVESTMENT (USD SAVED PER 1 USD SPENT)



**Client**



**Peer Group AVG**

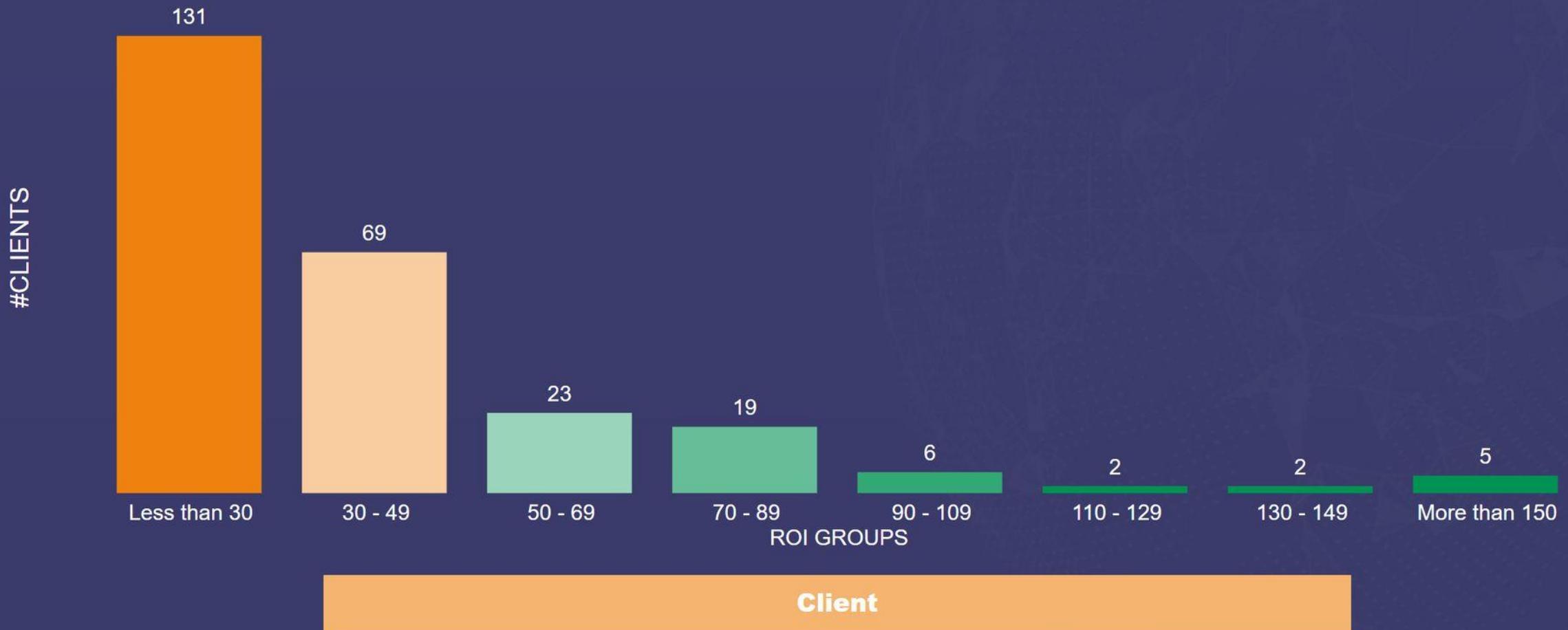
● PREVENTION SERVICES ● INCIDENT RESPONSE ● CRISIS RESPONSE ● MANAGEMENT SAVINGS

# RETURN ON INTERVENTION - CLIENT vs. PEER GROUP

January 2023 - December 2023

Peer Group: 256 Clients

## RETURN ON INTERVENTION - CLIENTS BY ROI (GROUPED) - WORKDAYS SAVED BY 1,000 SUBSCRIBERS



Client



# RETURN OF INVESTMENT - CLIENT vs. PEER GROUP

January 2023 - December 2023

Peer Group: 256 Clients

## Define Peer Group X

### Business Industry

All

### Declared population (SUBDEC)

Multiple selections

### HQ Location

All

### WFR / OTHER

All

### Selling Region

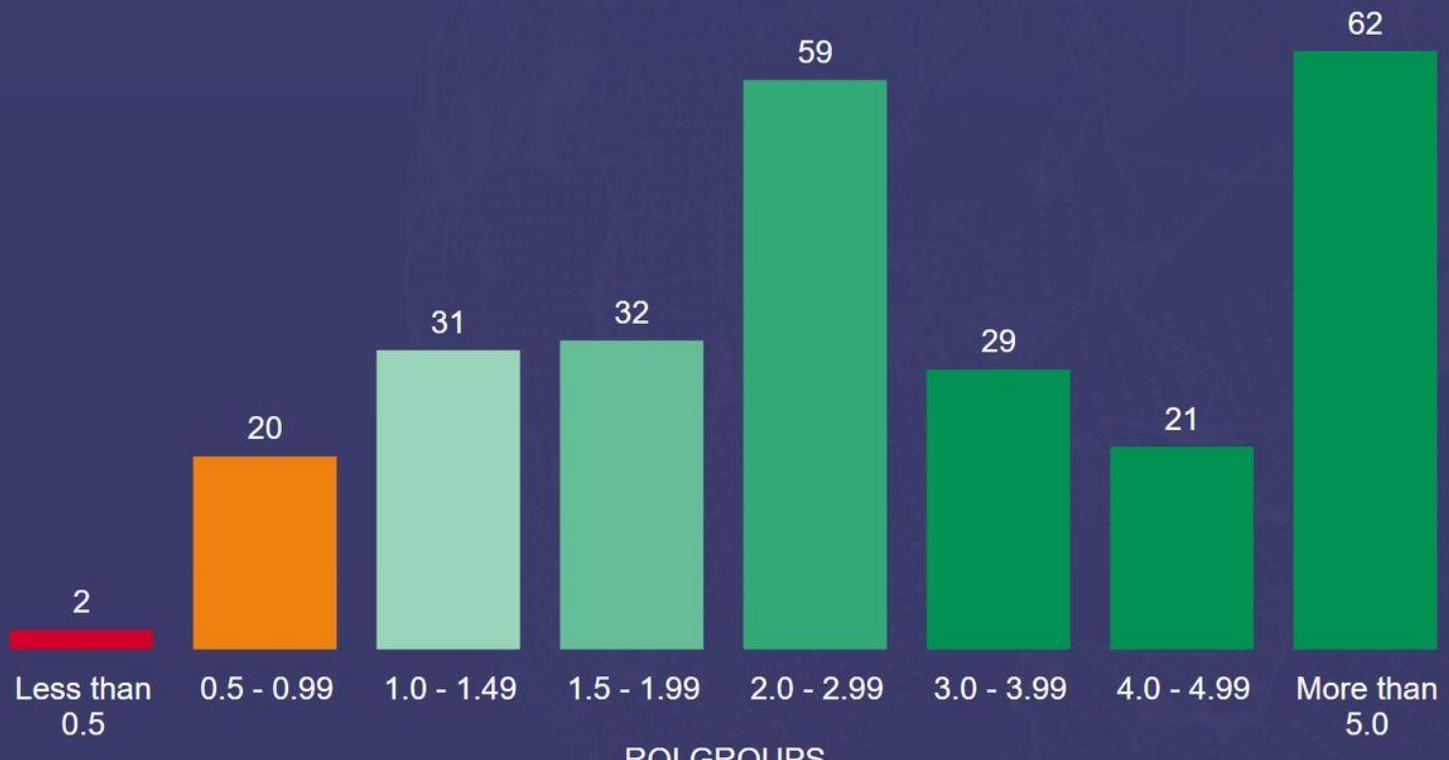
All

### Client Since

All

## CLIENTS BY ROI (GROUPED) - 2250 USD PER WORKDAY

#CLIENTS



Client



# CLIENT vs. PEER GROUP

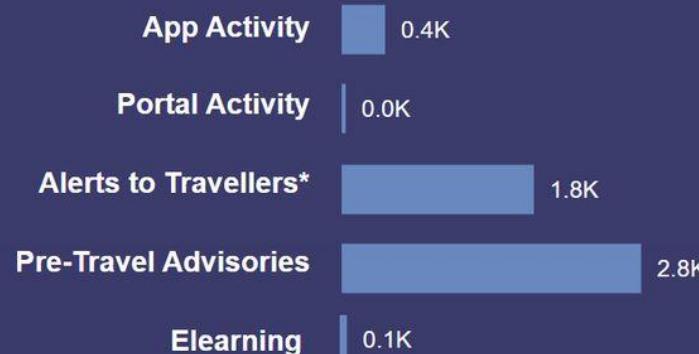
January 2023 - December 2023

Peer Group: 256 Clients

## ASSISTANCE SERVICES: 489.1 DAYS SAVED



## DIGITAL SERVICES: 5,136.9 DAYS SAVED



## MANAGEMENT: 679.9 DAYS SAVED

## ASSISTANCE SERVICES: 137.8 DAYS SAVED



## DIGITAL SERVICES: 280.3 DAYS SAVED



## MANAGEMENT: 176.7 DAYS SAVED

\*Please note that due to the application of strict data privacy policies in our data collection processes, alerts sent to travellers are not fully traceable yet for some of the clients.

