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PRESS RELEASE

OneConnect builds AI chatbot for Singapore Cancer Society to better support the cancer community

- Chatbot aids SCS to better engage and support the public by providing greater access to general cancer information and SCS programmes and services
- Chatbot contents to be powered by SCS' research data and Knowledge Partner, National Cancer Centre Singapore
- Chatbot development is part of OneConnect's CSR and anniversary celebrations which see 120 of its employees distributing goodies to 80 SCS beneficiaries

SINGAPORE, 25 October 2019 – **OneConnect Financial Technology Co. Ltd. (OneConnect)**, an affiliate company of **Ping An Group**, today announced at the collaboration agreement signing ceremony that it is building an artificial intelligence (AI) -enabled chatbot to aid the city state's leading cancer-fighting charity, Singapore Cancer Society (SCS), provide greater access to general cancer information and SCS' programmes and services, so as to improve the quality of life for cancer patients, their families, and the public.

The information is customised to each individual based on their queries, and is derived from SCS' research data and educational contents on cancer from national specialty centre for cancer – the National Cancer Centre Singapore (NCCS).

[PHOTO:

L-R: CEO, OneConnect Financial Technology, Ms Tan Bin Ru and CEO, Singapore Cancer Society, Mr Albert Ching at the collaboration agreement signing ceremony between OneConnect and Singapore Cancer Society (SCS) to jointly develop an AI-enabled chatbot for SCS.]

According to the latest report by the National Registry of Diseases Office in Singapore¹, one in every four to five people in Singapore develops cancer in their lifetime, and there has been an increase in the number of people diagnosed with cancer since 2010. At the same time, medical advancements and better palliative care have contributed to an increasing life expectancy of cancer patients. This means that there is now a more urgent need to use technology to better serve cancer patients and their caregivers, and remove frictions when accessing medical information and services.

OneConnect believes in giving back to the community and using advanced technologies to solve real problems in today's smart economy. The chatbot is built at no cost to SCS by OneConnect's R&D team comprising a project manager, an architect, two full-time developers, and a UI designer over 200 man days. Applying Deep Learning and Neuro-mapping algorithms on a Natural Language Processing (NLP) model, the team trained the chatbot by varying 200 common questions to the desired answers based on SCS' historical call records and data on useful information on cancer provided by NCCS.

¹ Singapore Cancer Registry Report, National Registry of Diseases Office in Singapore, https://www.nrdo.gov.sg/docs/librariesprovider3/Publications-Cancer/cancer-registry-annual-report-2015_web.pdf?sfvrsn=10

In 2020, the online chatbot will be available to answer frequently asked questions, determine if a user is eligible for free SCS services such as mammogram, PAP test, HPV test, HPV vaccination and fit kit collection, and facilitate the booking of appointments. Using the chatbot, patients and caregivers can have their questions answered instantaneously and access cancer information, bypassing the need to be placed on hold over the phone when they dial into the call centres. While human officers will still be available for users who prefer talking to someone over the phone, the implementation of the chatbot will allow SCS' call centre agents to focus on more urgent cases.

Mr Albert Ching, Chief Executive Officer, Singapore Cancer Society said, "SCS is committed to deepening our engagement and support to the cancer community by providing seamless care. With rising cancer incidence, SCS understands the pressing needs and benefits of around-the-clock support and timely care services to the cancer community. For the past 55 years, we have been reaching out to the community to provide a holistic support system throughout their cancer journey. Leveraging on technology to meet the rising demand of cancer care in Singapore and co-developing this AI chatbot is important to the Society as it not only improves the productivity and efficiency of the Society in serving more and serving better, but empowers the public to be equipped with personalised information to manage their own health. Embarking on this project with OneConnect at this juncture as we commemorate our 55th anniversary this year gives us the opportunity to better engage the community meaningfully to come forward and do their part."

Ms Tan Bin Ru, CEO of OneConnect Financial Technology said, "While AI will never truly replace having interactions with a human, I believe that it is the responsibility of our generation to leverage technology to tackle the problems that we see now. Emerging technologies are redrawing every landscape today. Even charity organisations are not spared. In line with Ping An's commitment in giving back to society, we are using technology to enhance cancer patient and caregiver experience as well as augment human capabilities at work. I am very proud that OneConnect is part of this meaningful journey with SCS as we celebrate our first anniversary of expanding Ping An's tech strategy to the region from Singapore. With our R&D team in Singapore and our proven AI engines that enable medical practitioners to remotely diagnose thousands of ailments in China, we can make a difference to cancer-fighting and patient care experiences in Singapore."

As a responsible corporate citizen, OneConnect's CSR efforts extend beyond developing a chatbot for SCS. 120 OneConnect employees visited homes of 80 SCS beneficiaries today. These cancer patients and their family members and caregivers were presented goodie bags containing a variety of daily necessities and household items including body lotion to help ease the discomfort on their skin caused by radiation and chemotherapy treatments, as well as toothpaste, cleaning detergent and cutlery such as ladle, forks and spoons.

[PHOTO:

OneConnect employees visited homes of 80 SCS beneficiaries and presented them with goodie bags containing a variety of daily necessities and household items.]

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SINGAPORE CANCER SOCIETY

Established in 1964, Singapore Cancer Society is a self-funded voluntary welfare organisation which provides patient care services to needy cancer patients through its welfare, hospice home care, cancer treatment subsidy and rehabilitation support programmes. In addition, the



Society also provides free cancer screening services and promotes cancer awareness and prevention through its public education and community outreach programmes.

For more information, please visit www.singaporecancersociety.org.sg

ONECONNECT FINANCIAL TECHNOLOGY

OneConnect, a leading technology-as-a-service platform for financial institutions, is an associate company of the Ping An Insurance (Group) Company of China, Ltd.

The Company integrates extensive financial services industry expertise with market-leading technology to provide technology applications and technology-enabled business services to financial institutions. These solutions enable our customers' digital transformations, which help them increase revenue, manage risks, improve efficiency, enhance service quality and reduce costs.

OneConnect provides technology applications and technology-enabled business services to multiple verticals in the financial services industry, including banking, insurance and asset management. The Company now has 12 technology solutions across the full scope of their businesses—from sales and marketing and risk management to customer services and operations, as well as technology infrastructure such as data management, program development, and cloud services.

For more information, please visit www.oneconnectft.com.sg

PING AN

Ping An Insurance (Group) Company of China, Ltd. ("Ping An") is a world-leading technology-powered personal financial services group. With 182 million customers and 513 million Internet users, Ping An is one of the largest financial services companies in the world.

Ping An has two over-arching strategies 'pan financial assets' and 'pan healthcare', which focus on the provision of financial and healthcare services through our integrated financial services platform and our five ecosystems in financial services, healthcare, auto services, real estate services and Smart City services. Our aim is to provide customers and internet users with innovative and simple products and services. As China's first joint stock insurance company, Ping An Group is committed to upholding the highest standards of corporate reporting and corporate governance. The company is listed on the stock exchanges in Hong Kong and Shanghai.

Ping An ranked 7th in Forbes' 2019 Global 2000, and it ranked 29th in Fortune Magazine's 2018 Global 500 Leading Companies. Ping An also ranked 40th in 2019 WPP Milward Brown's BrandZ™ Top 100 Most Valuable Global Brands. For more information, please visit www.pingan.cn

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