

A world leader in delivering
flexible administration solutions
across the globe



MAYFAIR
WE CARE





Our Philosophy

We achieve our goals by meeting
the needs of our customers.
How do we do this? We listen.
We care.

Why Mayfair?

If you're sick and in need of help, you need a real person with real advice, who will listen to you, understand your requirements and find the right solution for you.

That is why here at Mayfair, we treat others with the respect that they deserve. At Mayfair we take initiative, you'll find our responses are prompt, and we don't have a script - because there's no such thing as a typical problem.

When confronted with a medical issue, the most important thing we can offer is comfort and reassurance. How do we do this? We treat you as a human being. Our team will support you throughout the process with clear and honest communication. You need someone who understands your environment, understands your language, understands your culture. This is what we do, and we do it better than anyone.

Mayfair has worked with many of the world's leading corporations, looking after their employees for over 30 years. We provide a cohesive global service through our robust infrastructure and processes.

We offer a sensitive approach, and a consistent set of procedures whether you are in Argentina, Zimbabwe, or anywhere in between.

We care.

Our approach is flexible; we'll take on your problems and solve them with you.

“ I believe in providing the highest of service levels and have set in place quality controls to ensure that these are met. ”

Mr. Michail Chopra
Mayfair We Care CEO



We care about your people

Here are some of the things our clients and members have said about us ...

"Just wanted to mention that the support system you have in place is great. From the time I submitted the claim request, the way you and your system responded was outstanding, with timely updates on the status of the claim and whenever I had any questions/concerns, you answered them swiftly and clearly, and all this happened via email without me having to pick up the phone even once to reach out to you."

TATA Consultancy Services

"You were very helpful and cooperative with me. Very much appreciated."

Scorpio Ship Management

"Thanks a lot team for the swift action. Really appreciate the support provided."

WIPRO

"Excellent response and turn around time. The team at Mayfair has been very helpful."

Amazon member

"That's great, many thanks for your prompt assistance in sorting out these cases."

TATA Consultancy Services

"Many thanks for your quick response and confirmation; this is helpful. I personally want to acknowledge and appreciate the Mayfair team for maintaining great TAT in responding to the queries. Thank you."

Hewlett Packard

"I am feeling a lot better now. I really appreciate your kind and thorough approach. You have continued to follow up with me about my health and that's a great gesture. Thank you."

Bosch member



We care about our people

The secret to our success? Our team

Our people are our greatest asset. We firmly believe that an engaged workforce is the foundation on which everything is built; it is an essential core value of the company. A happy and caring member of staff will naturally project these values when looking after our clients.

“ Mayfair is a great place to work, our managers always make sure there is a good atmosphere here and we are treated well. Morale is excellent and as a result we work harder and keep clients happy by responding to their needs with a respectful and positive attitude. ”

Mayfair employee



Happy employees are 12% more productive
- a benefit to clients and members.

We provide

a wide range of services and solutions

Mayfair is a provider of administration services focused on the health insurance market including health, wellness and assistance services.

Your users are taken care of from the moment they call our 24/7 medical helpline, or log on to our Mayfair We Care app. Step-by-step, we offer assistance through every phase of their journey, from medical claims to risk assessment, to our Feel-Good Event days.

It's not just the end users who benefit. We offer customised account management to suit your needs, in-depth analysis reporting, a reduction in administration for your team, and transparent costs so that you can concentrate on what's important; your people.

Mayfair
We Care
App

Self-Funded
Benefit Solution
Management

24/7 Medical
Helpline

International
Benefits
Administration

International
Medical Travel,
Security
Assistance

Membership
Management
Portal Online



Feel-Good
Event
Days

Medical Claims
Administration

Analysis and
Reporting

Cost
Containment

Medical Risk
Assessment

Health and
Wellbeing

Membership Management

Our Team

Our experienced Membership Administration Team are dedicated to our clients' needs and can help with all reporting requirements.

Whichever way you prefer

We're dedicated to managing every client's membership in a way that best suits them. Clients can choose to manage their membership directly via the Mayfair website, or they can speak to our team via email or phone.

Straightforward Processes

Our administrative processes are clear, simple and transparent, saving you time, resources and energy.

“ My request was acknowledged immediately and then it was quickly progressed - from the date I submitted it, to the date of the email confirming money will be paid, was only four days, which is an excellent service. Thank you. ”

Amazon Member



Claims Management

Mayfair's efficient claims management system removes the chore from making a claim.

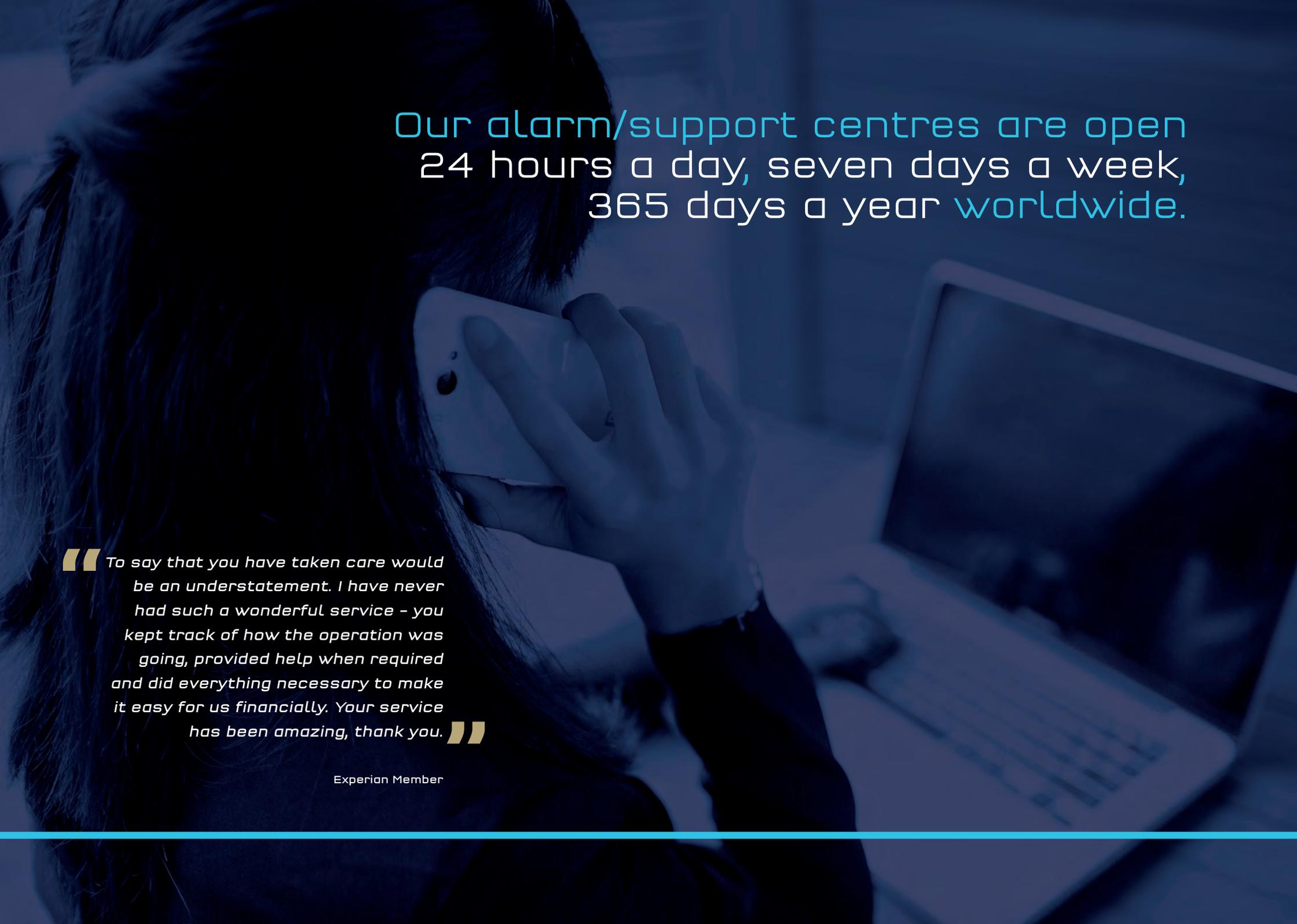
Staff in Singapore, UK, Australia, Philippines and the USA are on hand to assist our Bangalore-based subsidiary, Mayfair We Care (MWC) in the administration and management of a claim. We take care of each person individually, and our system has been tried and tested over 15 years to ensure that every member experiences a smooth process.

Claims Management on Mobile

Mayfair's web-based app enables members to submit claims through their smartphone or tablet.

- Our innovative app enables a prompt, intuitive, and smooth claims process.
- The app is available through our website or a dedicated link, and communicates directly with the Mayfair systems.
- The process is simple: members can submit photos of their invoices, and then follow the progress of their claim any time, from anywhere.





Our alarm/support centres are open
24 hours a day, seven days a week,
365 days a year worldwide.

“ To say that you have taken care would be an understatement. I have never had such a wonderful service - you kept track of how the operation was going, provided help when required and did everything necessary to make it easy for us financially. Your service has been amazing, thank you. ”

Experian Member



More IT, designed for you, more efficient, less costs for you.

In the fast-moving world of IT, it can be difficult to keep pace with the latest technology. Mayfair can do this for you. We make it our business to be at the forefront of insurance technology advancement, so we can ensure your organisation and your employees are benefiting from the very best in digital services.

“ We rely heavily on IT to deliver the best possible service to our clients and also to make it easy for colleagues to do their job. Properly trained staff and ensuring everyone adopts secure IT use practices are among our top priorities. ”

Justin Njoh, IT Director

Our IT systems

We use IT extensively to automate and streamline processes. This makes us more efficient and keeps costs down.

Our systems were designed from the beginning to dynamically link with our clients' systems, so clients can connect their systems to ours easily, should they wish to.

We are agile and adaptable

No two organisations are the same. As agile software development practitioners we understand that your business needs are fluid and ever changing, so we've designed an adaptable approach to match. Whatever your needs, rest assured we can adapt our software to accommodate them. Whether you want changes to an existing process or require a completely new solution, we'll work with you to make sure you get the perfect result for you and your employees.



Technology Driven Members

- Online submission of claims
- Access to network list
- Electronic ID card
- Health & Wellness tools
- Access to policy documents
- Communicate with key contacts

Keeping members informed easily

We've created some very helpful videos on how to use the membership portal and how to make a claim, which are on our website. Follow the links below.



For the Member's portal, follow the link below to take you to the video:
<https://www.mayfairwecare.com/videos/show/membersportal>



For help on how to make a claim, follow the link below to take you to the video:
<https://www.mayfairwecare.com/videos/show/claimsonline>

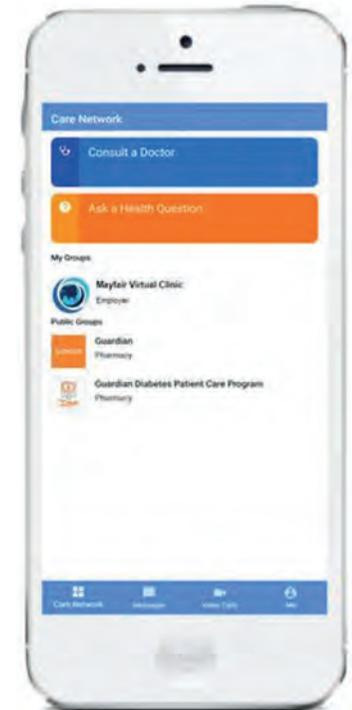


Virtual General Practitioner App

We have partnered with a Virtual General Practitioner App that offers a video consultation with a doctor through their mobile app.

Electronic prescriptions, medicine delivery/collection, electronic medical certificates and online records will be offered as an additional service.

The panel of doctors and pharmacy partners are selected using stringent standards. The consulting doctors are required to have at least three years of private practice experience, additional clinical product training and must pass test consultations prior to certification.



“ The instructional video on ‘How to Make a Claim’ was brilliant! I had concerns about making a claim, but the video made it really easy for me and I was able to complete the claim quickly, and with peace of mind. ”

Member



Technology Driven Solutions

Mayfair is always looking to utilise the latest advances in technology in the service of our members.

Recently we launched a WhatsApp service to enable members to communicate in real time with Mayfair.

This is especially important in parts of the world where telephone services are not very good.

It is envisaged that this service or similar can be used in future for important notifications, e.g.:

- Health alerts
- Emergency situations



New WhatsApp service

Dear Members,

We are happy to announce that we have now launched a new service to address your claim queries. You can now reach us via WhatsApp for general queries. (Not if requiring medical attention)



All you need to do is download WhatsApp, add our number to your contacts and that's it.

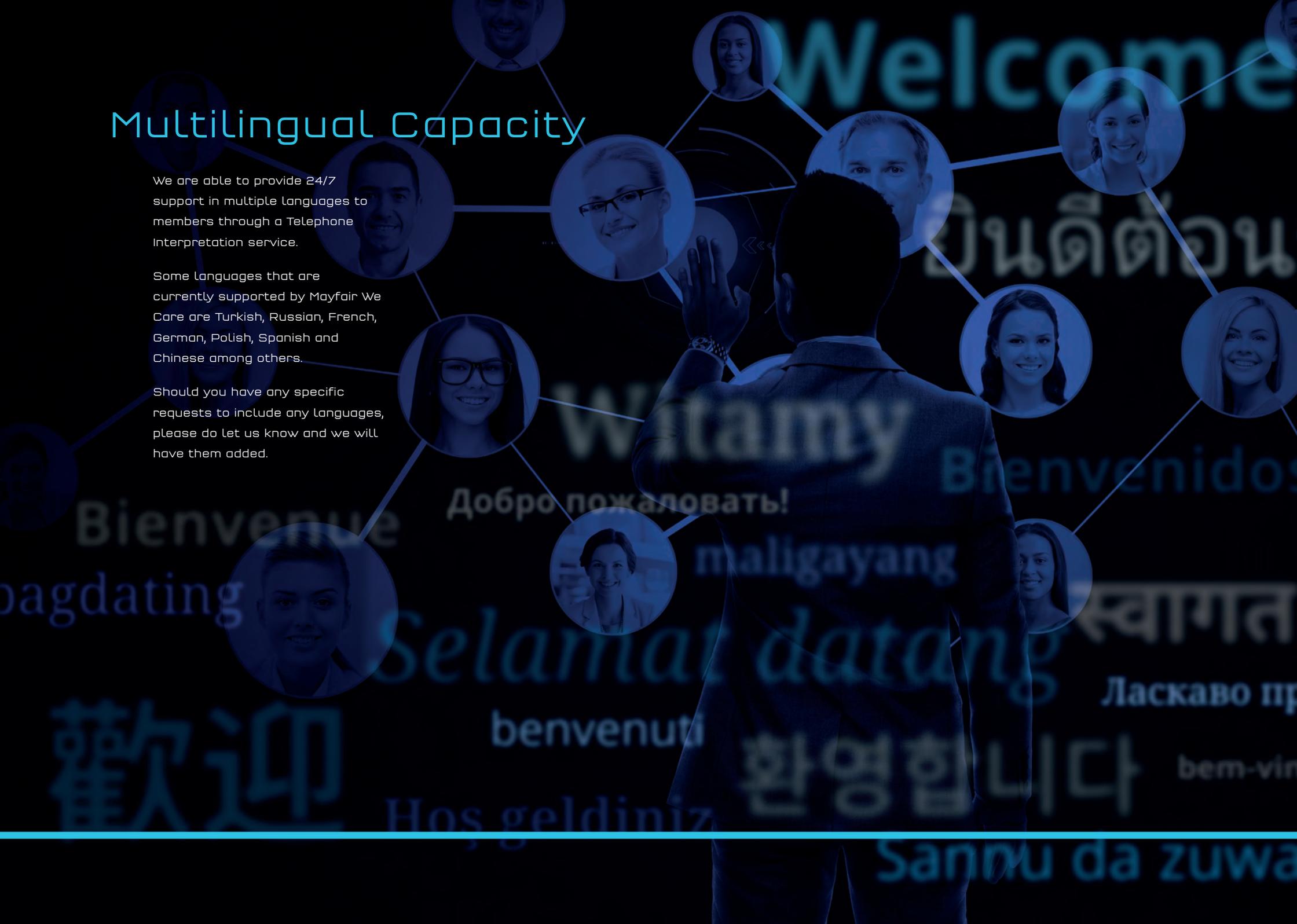


Multilingual Capacity

We are able to provide 24/7 support in multiple languages to members through a Telephone Interpretation service.

Some languages that are currently supported by Mayfair We Care are Turkish, Russian, French, German, Polish, Spanish and Chinese among others.

Should you have any specific requests to include any languages, please do let us know and we will have them added.



“ The website is so easy to use - I was able to complete my claim in minutes. It was then dealt with extremely quickly and efficiently by a real person who was friendly and helpful. The whole process was simple and stress-free. ”

HCL Technologies Member

Online Services

Website Access

A comprehensive, user-friendly solution, customisable to your specific needs.

Your nominated representatives anywhere in the world can:

- Access key membership details through secure, unique logins;
- Export data in a variety of formats to facilitate advanced membership analysis and reporting;
- Make real-time modifications to membership.

Individual members can:

- Login securely;
- Make and track claims;
- View their policy and related documentation;
- Find policy wording and service activation procedures;
- View handy travel and health information.



“Wow! Simply awesome speed. I am impressed!”

Tech Mahindra Member

Welcome Pack

Each member receives a warm welcome from Mayfair, and an Insurance Coverage Document which includes all emergency contact details, clearly outlines their policy, the claims process and an overview of the benefits. Satisfied customers are well-informed ones.

ID eCards

Each member is issued with network eCards* which can be used to avail cashless services at network hospitals and providers in many countries in North and South America, Europe, Asia and the rest of the world.

We know your members need a mobile-first option. That's why eCards can be sent to smartphones for convenience.

*Hard copies available upon request, or as appropriate.



There's more ...

Healthy employees are happier, more productive, and make your organisation truly effective. Long-term, if your team is healthy, so are your budgets.

At Mayfair, we work with you to achieve just this.

Employees who exercise at least 30 minutes, 3 times a week, are 15% more likely to have higher job performance.



Wellness Initiative

We care about health, wellness, and safety.

Our passion inspires Mayfair members to do the same through our engaging and high-impact resources. Not only will you reap the clear benefits of having a productive, proactive workforce, but you'll send a clear message to your employees that you care about their health:

- Mayfair's Health & Wellness tool
- Our Blog
- Our Monthly Newsletter "Mayfair Cares"



Health & Fitness Apps

We have access to a wide range of Health & Wellness apps through a variety of partners.



“ The Health and Fitness App is superb. It's very popular among our employees and we have seen a noticeable increase in morale, and productivity. ”

Amazon



We provide healthcare services to over 250,000 members in more than 150 countries around the world.

“ I really appreciate the help that you and your team have extended to us whenever an employee has had an issue with their claim. You have always dealt with the claims amicably and fairly. Thank you. ”

Tata Motors



Analysis & Reporting

We care about offering our clients and members an unparalleled customer experience

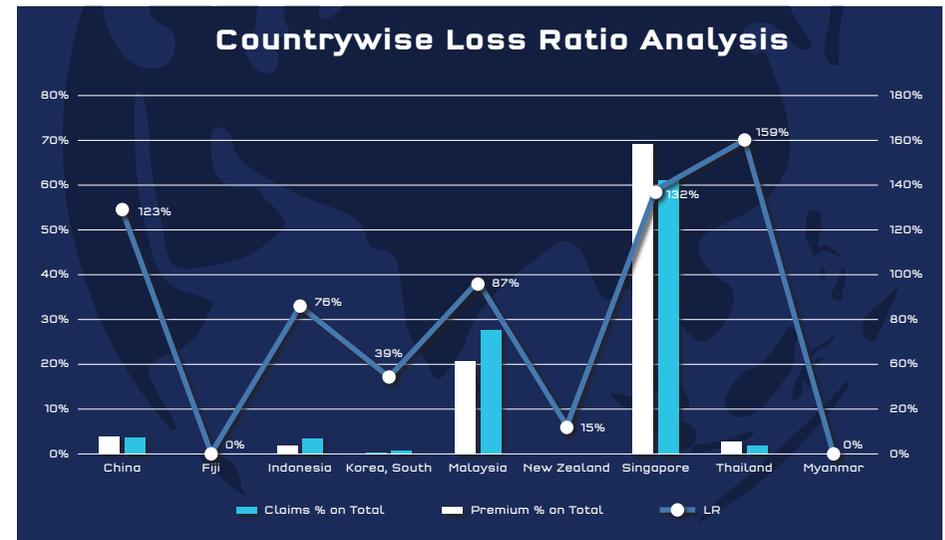
This includes saving your time and resources. Mayfair's system provides invaluable flexibility when it comes to analysis and reporting management.

Your reports can be customised to adhere to your requirements, and can include capabilities for:

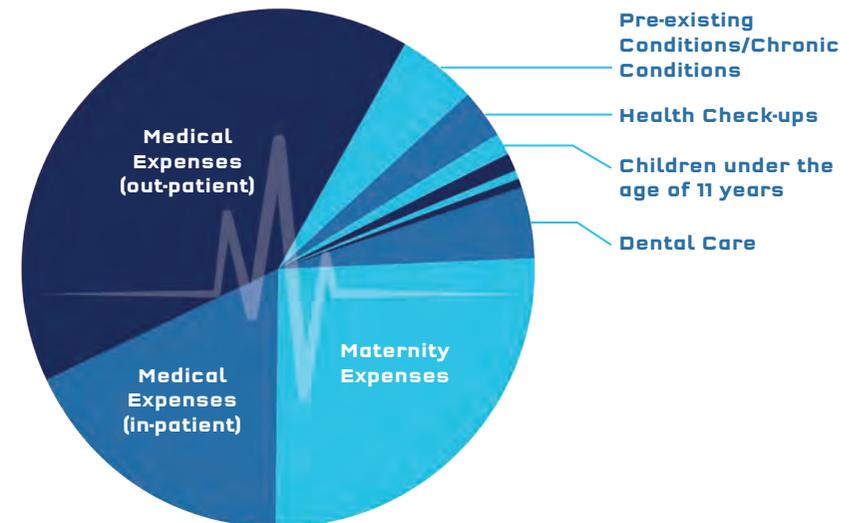
- membership overviews;
- trend analysis on benefit utilisation;
- per member cost analysis;
- claims triangulations;
- large-loss reports;
- IBNR forecasting;
- claims and loss ratio analysis;
- any other type of analysis agreed between Mayfair and the client.

We can also present detailed reports that can be customised as required including Claims (filtered by required field), Premium Calculating Invoice, Membership Data and many more, providing you with the information you need clearly and concisely.

Countrywise Loss ratio



Benefit Analysis



Self-funded scheme administration

We deliver self-funded schemes to clients such as Amazon and Experian.

As well as your employees' base plan, these schemes can also cover add-on benefits such as:

- additional medical benefits;
- additional non-medical benefits;
- wellness plans;
- additional HR services.

As part of our service, we will design and set up your scheme. We also take care of claims adjudication and data analysis.



HR Outsourcing

We set and run HR administrative processes for our clients, should they need it. Our expertise is in streamlining administrative tasks to make them transparent, sustainable and user-friendly, saving you time and resources.



“ Whilst we have a wealth of experience and an outstanding system with levels of service that are second to none, we are committed, not only to maintaining such a high standard of customer care and professionalism, but also to continually finding ways of developing and enhancing our service to both our corporate clients and members alike. ”

Chief Operations Officer,
Mayfair We Care

Our innovative administration procedures and approach have made us pioneers within the industry.

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