



The Vision that Drives Us

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CEO, Global Excel





GLOBAL EXCEL'S STRATEGY...

...is primarily driven by
you, our corporate
clients, and by global
marketplace
realities

Edge Roadshows

gem

CORE PURPOSE

We exist to make a **difference**
for people during their time of need

OUR GOAL

By 2030, Global Excel
will be the world's most
trusted health / risk
management solutions
company

OUR VALUES

Results driven
Commitment to People
Customer Service Excellence
Innovation
Integrity

Some Key Things We're Seeing....

Geopolitical events are changing travel patterns

Consumer expectations have changed

Healthcare costs continue to rise in the USA and around the world

“Overtreatment” of patients and Fraud continue to be an increasing concern





TODAY GLOBAL EXCEL...

...continues to evolve
and grow, in order to
remain strong and
competitive



Key Facts & Figures

the entire Global Excel family of companies

2,100+

EMPLOYEES
In 9 countries

1,800+

CLIENTS
In 90 countries

\$2.5B+

in billed charges
PROCESSED (USD)

1.1M+

bills
PROCESSED

3.0M

calls **HANDLED**

384K

Inpatient, outpatient
& non-medical
CLAIMS MANAGED

195

**COUNTRIES &
TERRITORIES**
for claims management

3

LANGUAGES for
24 / 7 / 365 assistance

+1.6M

PROVIDERS
worldwide

Edge Roadshows

gem



Global Excel Offers a Comprehensive...

...range of healthcare risk management solutions for:



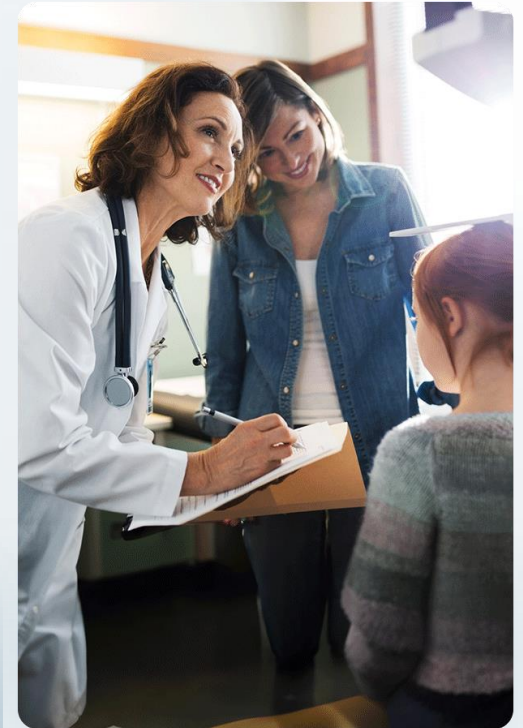
**Leisure & Business
Travel**



**iPMI / Expats /
Students / Long-term
Retirees**



**Travel for Treatment
/ Major Medical in the
USA, Europe &
APAC region**



**Domestic Healthcare
in the USA, Mexico
and Indonesia**



Our Global Footprint...

...continues to expand



GlobalExcel



Windsor, Ontario

GlobalExcel

Sherbrooke, Quebec (HQ)
Montreal, Quebec

GlobalExcel

Global Excel Europe
United Kingdom
Spain
Greece
Egypt



Kansas City, Kansas



Elgin, Illinois
St. Charles, Illinois

GlobalExcel

Miami, Florida

GlobalExcel

Mexico City, Mexico



WeeCompany

GlobalExcel

Global Excel Europe
Mauritius

GlobalExcel

Global Excel Asia Indonesia /
Malaysia



First Assistance
New Zealand / Australia



And Our International Numbers...

...have grown to match the 'new' travel reality

Canada

LOB: Travel, T4T
Services: Claims, Assistance, CM, BPO
Client Interactions: 2 Million+
Bill Volumes: 250K
Network Providers: 7K

Europe / MENA

LOB: Travel, T4T, IPMI
Services: Claims, Assistance, CM
Bill Volumes: 15K
Network Providers: 5K

US

LOB: Travel, T4T, IPMI, Domestic
Services: Claims, Assistance, CM, TPA
Client Interactions : 300K
Bill Volumes: 600K
Network Providers: 1 Million+

LATAM

LOB: Travel, T4T, IPMI, Domestic
Services: Claims, Assistance, CM
Client Interactions: 400K
Bill Volumes: 160K
Network Providers: 7K

Asia - Pacific

LOB: Travel, T4T, IPMI, Domestic
Services: Claims, Assistance, CM, BPO
Client Interactions: 300K
Bill Volumes: 125K
Network Providers: 25K



Corporate Timeline





Growth

- Expand our physical presence to enhance our ability to service our travel business
- Grow inbound USA Cost Containment & Case Management
- Build modular TPA / Service Center capabilities
- Build market knowledge and capture emerging global opportunities focusing on IPMI & PMI

Focus

- Canadian Digital Evolution
- Client retention delivering strong results
- Efficiency & cost management maintaining competitive edge
- Close monitoring US economic & political climate

Engagement

- Transparency with Corporate Clients
- End member NPS & CSAT mandates for Leadership
- Employee retention & development to drive continuity and scalability
- Bring Global Innovation to the Canadian Market