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中国人民财产保险股份有限公司

PICC PROPERTY AND CASUALTY COMPANY LIMITED

(a joint stock company incorporated in the People's Republic of China with limited liability)

(Stock Code: 2328)

CONTINUING CONNECTED TRANSACTION 95518 CUSTOMER SERVICE BUSINESS ENTRUSTED OPERATION SERVICE AGREEMENT WITH PICC TECHNOLOGY

On 30 December 2025, the Company entered into the 95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology in order to continue with the entrusting of relevant services to PICC Technology. Pursuant to the Agreement, PICC Technology is entrusted to operate 95518 customer service business and the Company will pay service fees to PICC Technology.

Pursuant to the relevant provisions of the Listing Rules, PICC Technology is a connected person of the Company, therefore, the 95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology constitutes a continuing connected transaction of the Company. As the highest applicable percentage ratio in respect of the estimated annual cap of service fees payable by the Company to PICC Technology under the Agreement exceeds 0.1% but is less than 5%, the transaction is only subject to the reporting, annual review and announcement requirements and is exempt from the independent shareholders' approval requirement under Chapter 14A of the Listing Rules.

INTRODUCTION

On 30 December 2025, the Company entered into the 95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology in order to continue with the entrusting of relevant services to PICC Technology. Pursuant to the Agreement, PICC Technology is entrusted to operate 95518 customer service business and the Company will pay service fees to PICC Technology.

95518 CUSTOMER SERVICE BUSINESS ENTRUSTED OPERATION SERVICE AGREEMENT WITH PICC TECHNOLOGY

Date of signing: 30 December 2025

Parties: (i) the Company; and (ii) PICC Technology

Term: From 1 January 2026 to 31 December 2026.

Collaboration: PICC Technology will provide the Company with services relating to nationwide 95518 entrusted operation and service and operation of regional centers. Among them, the specific contents of the nationwide 95518 entrusted operation service include: conducting operation assessment and management, personnel training, etc. of the 95518 nationwide; developing intelligent service tools to promote the application of intelligent service scenarios, so as to continuously reduce the average service cost per case; providing 95518 communication services and operation and maintenance support; in accordance with the Company's business management requirements, improving the 95518 disaster emergency service capacity, strengthening risk management for claim

reporting and reinforcing the responsibility for resolving complaints at the initial stage, etc. The specific contents of service and operation of regional centers include: in accordance with the Company's service standards and specifications, providing other service telephone and online services such as claim case reporting, customer consultations, complaints, value-added services and accident rescue, as well as customer services such as post-call communication and coordination and outbound callbacks for regions covered by regional centers.

Service fees and payment method

The transaction price under the Agreement is determined using the cost method, taking into account the labor costs, material costs and relevant taxes that PICC Technology expects to incur for such services. Specifically, the service fees include labor costs, workplace-related expenses, information construction expenses, office operation expenses, communication service fees, etc. The service fees shall be paid via bank transfer and on a quarterly basis according to the contents of the service project.

ANNUAL CAP

The estimated cap of the service fees for the year ended 31 December 2026 payable by the Company to PICC Technology under the Agreement is RMB776.9 million.

The above annual cap is determined based on the estimated transaction amount under the Agreement. The transaction amount cap of approximately RMB776.9 million is determined by cost method while taking into account related taxes. Such transaction amount mainly consists of: (1) labor costs and relevant taxes: based on internal remuneration standards of PICC Technology and market remuneration levels, and the labor costs during the term of the Agreement are expected to be approximately RMB638.6 million; (2) material costs and relevant taxes: the material costs to be invested during operation phase include workplace-related expenses, information construction expenses, office operation expenses and communication service fees, and based on the pricing principles of the various material costs under the Agreement, and taking into account the estimated scale of the material inputs during operation phase, the material costs are estimated to be approximately RMB138.3 million.

HISTORICAL AMOUNT

On 31 May 2024, the Company entered into the 95518 Entrusted Operation Service Framework Agreement with PICC Technology for the first time. The historical amounts of similar transactions between the Company and PICC Technology are as follows:

Service fees paid by the Company to PICC Technology <i>RMB million</i>

For the period from 31 May 2024 to 31 December 2024	157
For the period ended 30 November 2025 (<i>Note</i>)	313.5

Note: Such figure was extracted from the business system and was not audited.

PRICING PRINCIPLES

The transaction amount under the Agreement shall be determined based on reasonable cost method as the pricing principle. Service prices shall be mutually agreed upon considering the fair value of relevant services, assets, and goods in the market, ensuring fair and reasonable pricing for the transaction between the parties and in the interests of the Company and its Shareholders as a whole. Service fees mainly consist of labor costs, material costs, and relevant taxes. Among them, labor costs are determined based on internal remuneration standards of PICC Technology and market remuneration levels. PICC Technology gathers regional market remuneration levels for customer service staff of at least three independent third parties through telephone inquiries, website research and surveys conducted with its cooperating staffing agencies and the final settlement amount will be

determined based on the assessment results; for material costs, workplace-related expenses are determined with reference to asset valuation reports from independent third party valuation agencies; information construction expenses are determined based on relevant hardware and software procurement prices, combined with factors such as annual demand of the information projects; communication service fees are determined based on contract prices from the three telecom operators, with reference to historical data and phone call duration of the previous year; office operation expenses, such as business travel costs, are determined according to the standards of the Company and market levels.

INTERNAL CONTROL MEASURES

The Company has formulated management regulations and operational guidelines on related party transactions, which set out requirements and rules on the management body, reporting and disclosure, management procedures, supervision of related party transactions, etc. The Company supervises and manages each related party transaction in accordance with the above-mentioned regulations. The Company regularly records and reports on the occurrence and implementation of related party transactions, monitors the implementation of the transactions and earnestly performs its internal control obligations. The Company has established an early warning mechanism for the annual caps of transactions. When the actual transaction amount reaches the early warning line of the set annual cap (i.e. 80% of the annual cap of the transaction amount) during the implementation of the agreement, the relevant functional department will pay close attention to it, reset the annual cap in a timely manner and go through the corresponding procedures. In addition, the Company conducts annual internal special audits for related party transactions and reports the audit results to the Board of the Company. The Independent Directors and external auditors of the Company review and give their opinions on the continuing connected transactions on an annual basis.

The Company establishes 95518 coordination positions to monitor and report on the service quality of entrusted operation of PICC Technology on a monthly basis. Such positions assist regional centers in conducting business training to enhance service quality of the centers. Additionally, the Company evaluates the service quality of 95518 entrusted operation of PICC Technology. Settlement is based on the evaluation results and the actual expenses of PICC Technology, ensuring compliance with the pricing principles of the Agreement and compliance of operation.

GENERAL INFORMATION

Information of the Company

The Company is a joint stock limited liability company incorporated in the PRC, whose H shares are listed on the Hong Kong Stock Exchange. The Company is principally engaged in motor vehicle insurance, commercial property insurance, cargo insurance, liability insurance, accidental injury insurance, short-term health insurance, agriculture insurance, credit insurance, surety insurance, homeowners insurance, marine hull insurance and other insurance business, which are denominated in RMB and foreign currencies, and the related reinsurance business as well as investment and funds application business permitted under the relevant laws and regulations of the PRC. As at the date of this announcement, PICC Group is the controlling shareholder of the Company, holding approximately 68.98% of the total share capital of the Company.

Information of PICC Technology

PICC Technology is a limited liability company incorporated and registered in the PRC. PICC Technology primarily engages in software development, information system operation and maintenance, data processing services, data processing and storage support services, information technology consulting services, computer system services, information system integration services, network technology services, internet data services, internet security services, cloud computing, big data, the Internet of Things, artificial intelligence and other technology service businesses. As at the date of this announcement, PICC Group is the controlling shareholder of PICC Technology, holding

100% of the total share capital of PICC Technology.

Information of PICC Group

PICC Group is a joint stock limited company incorporated in the PRC, whose shares are listed on the Hong Kong Stock Exchange (stock code: 01339) and the Shanghai Stock Exchange (stock code: 601319), respectively. PICC Group mainly invests in and holds shares in listed companies, insurance agencies and other financial institutions, supervises and manages various domestic and international businesses of its invested companies and policy-oriented insurance businesses authorised or entrusted by the government, etc. As at the date of this announcement, the Ministry of Finance is the controlling shareholder of PICC Group, holding approximately 60.84% of the total share capital of PICC Group.

REASONS FOR AND BENEFITS OF ENTERING INTO THE AGREEMENT

To ensure the normal operation of the Company's 95518 operation services, the Company continues to enter into the 95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology. Upon entering into the Agreement with PICC Technology, PICC Technology will provide centralized 95518 operation services for the customer service business of the Company. It is conducive for regional centers to leverage the efficiency of centralized operation, deepen the application of intelligent services, and strengthen the risk management and control of case reporting and complaints.

The Board, including all Independent Directors, is of the view that the Transaction is entered into in the ordinary and usual course of business of the Company and on normal commercial terms, and the terms of the Transaction and the proposed annual cap of service fees are fair and reasonable and in the interests of the Company and its shareholders as a whole.

LISTING RULES IMPLICATIONS

PICC Technology is a wholly-owned subsidiary of PICC Group, the Company's controlling shareholder. According to the Listing Rules, PICC Technology is a connected person of the Company. Therefore, the Agreement constitutes a continuing connected transaction of the Company. Ms. Ding Xiangqun, the Chairperson of the Company holding a position in PICC Group, has abstained from voting on the Board resolution for considering and approving the Agreement. Save as disclosed above, no other Director was required to abstain from voting on the Board resolution for considering and approving the Agreement or was regarded as having a material interest in the Agreement.

Pursuant to Chapter 14A of the Listing Rules, as the highest applicable percentage ratio in respect of the estimated annual cap of service fees payable by the Company to PICC Technology under the Agreement exceeds 0.1% but is less than 5%, the transaction is only subject to the reporting, annual review and announcement requirements and is exempt from the independent shareholders' approval requirement under Chapter 14A of the Listing Rules.

DEFINITIONS

In this announcement, the following expressions shall have the following meanings unless the context otherwise requires:

“Agreement” or “95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology”

on 30 December 2025, the 95518 Customer Service Business Entrusted Operation Service Agreement with PICC Technology entered into between the Company and PICC Technology

“Board”	the board of directors of the Company
“Company”	PICC Property and Casualty Company Limited
“connected person”	has the meaning as defined in the Listing Rules
“Director(s)”	director(s) of the Company
“Hong Kong Stock Exchange”	The Stock Exchange of Hong Kong Limited
“Independent Director(s)”	independent non-executive director(s) of the Company
“Listing Rules”	the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited
“PICC Group”	The People’s Insurance Company (Group) of China Limited
“PICC Technology”	PICC Information Technology Co., Limited
“PRC”	the People’s Republic of China, which, for the purpose of this announcement, excludes the Hong Kong Special Administrative Region of the PRC, the Macau Special Administrative Region of the PRC and Taiwan of the PRC
“RMB”	Renminbi, the lawful currency of the PRC
“Transaction”	Pursuant to the Agreement, PICC Technology is entrusted to operate 95518 customer service business and the Company will pay service fees to PICC Technology
“%”	percentage

By Order of the Board
PICC Property and Casualty Company Limited
Bi Xin
Secretary of the Board

Beijing, the PRC, 30 December 2025

As at the date of this announcement, the Chairperson of the Board of the Company is Ms. Ding Xiangqun (non-executive director), the executive directors are Mr. Zhang Daoming, Mr. Jiang Caishi and Mr. Hu Wei, and the independent directors are Mr. Cheng Fengchao, Mr. Wei Chenyang, Mr. Li Weibin, Mr. Qu Xiaobo and Ms. Xue Shuang.