

# BUPA 2011 HALF YEAR RESULTS SNAPSHOT

WORLDWIDE



Bupa is an international healthcare group with significant operations in Europe, North America and Asia Pacific.

**Bupa's purpose is to help people lead longer, healthier, happier lives. We do this by providing a broad range of healthcare services, support and advice to people.**

A leading international healthcare group, we offer personal and company health insurance, run hospitals and care homes for older people, and provide workplace health services, health assessments and chronic disease management services, including health coaching, and home healthcare.

With no shareholders, we invest our profits to provide more and better healthcare.

We have over 10.7 million customers in more than 190 countries and employ nearly 52,000 people around the world.

We are a prudently run organisation with a strong balance sheet and a low-risk cash and investments portfolio.

We are committed to making quality, affordable, patient-centred healthcare more accessible in the areas of wellness, chronic disease management and ageing.

## OUR DIVISIONS

### Europe and North America

Bupa's Europe and North America division incorporates:

- **Bupa Health and Wellbeing UK**, which offers a portfolio of services including health insurance, health assessments and health at work services;

- **Health Dialog**, based in Boston, which provides healthcare analytics and decision support services to around 17 million people in the US and a growing number of customers in Australia, Spain and France;
- **Sanitas**, Spain's leading healthcare brand offers health insurance, hospitals, clinics and health services. Sanitas also works with the public sector and operates the Hospital de Manises in Valencia, providing acute and primary care services to people in the region, through an innovative public-private partnership with the Valencian Regional Government;
- **The Bupa Cromwell Hospital**, a leading 128-bed London hospital caring mainly for health insurance, self-pay and international customers.

### International Markets

Bupa's International Markets division incorporates:

- **Bupa Australia**, the largest privately owned health insurer in Australia, serving the healthcare needs of 3.3m people. As well as its core health insurance offering, Bupa Australia provides travel, home and car insurance;
- **Bupa International**, a leading international expatriate health insurer with customers in over 190 countries;
- **Bupa Latin America**, based in Miami, which provides international health insurance for customers in Latin America and the Caribbean;
- Our wholly-owned businesses in **Hong Kong** and **Thailand** and our minority stakes in **Bupa Arabia** and **Max Bupa** in India.

### Care Services

Bupa's Care Services division incorporates:

- **Bupa Care Services UK**, providing aged care in over 300 care homes across the UK;
- **Bupa Care Services Australia**, providing aged care in 47 care homes;
- **Bupa Care Services New Zealand**, which runs 44 care homes, including 16 retirement villages and provides telecare services via a personal medical alarm network;
- **Sanitas Residencial**, providing aged care in 40 care homes in Spain;
- In addition, **Bupa Home Healthcare** is a leading UK provider of specialist healthcare services to patients in their homes or in local communities.



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During the first half of 2011, Bupa achieved good momentum in Australia, Asia and in our expatriate health insurance business. In Europe, despite tough economic conditions, we improved performance in our health insurance businesses by focusing on customer retention and operational efficiency. In UK Care Services, we controlled costs carefully to mitigate the impact of extreme pressure on public sector fees and referrals and delivered further good growth in Australia and New Zealand where market conditions were stable.

## £3,929m

Group Revenues: Half Year 2011

Europe and North America

## £1,464.3m

Revenue: Half Year 2011

## 37%

Contribution to Group Revenues

## £45.0m

Surplus: Half Year 2011

## £247.2m

Group Underlying Surplus  
Before Tax: Half Year 2011

International Markets

## £1,872.2m

Revenue: Half Year 2011

## 48%

Contribution to Group Revenues

## £139.3m

Surplus: Half Year 2011

## 10.7m

Group Customers at Half Year 2011

Care Services

## £588.7m

Revenue: Half Year 2011

## 15%

Contribution to Group Revenues

## £67.7m

Surplus: Half Year 2011

**Group Outlook:** The Group has benefited greatly from its strong international footprint and we expect continued momentum in the second half. In Europe and the US, we are firmly focused on customer retention, cost control and developing new products and services to combat soft market conditions.

In aged care, we will continue to campaign in the UK for government to address the chronic underfunding of care for those with no means to pay for themselves.

Across the Group, the well-known long-term drivers of growth in healthcare remain strong and we are optimistic about the future, notwithstanding current concerns about the major economies. Bupa is well positioned to take advantage of these trends given our international scale, trusted brands, excellent market positions and strong balance sheet. We will continue to invest strongly in the business.

FIND OUT MORE:

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