



OUR VISION

Delivering proximity assistance and personalized care to patients and members when they need it the most.

Bringing value to the assistance business by showing that presence matters.

OUR VALUES

Presence, Professionalism, Simplicity, Agility, Innovation.





We provide assistance solutions to expats, travellers and locals. No company or organization is too small for us. We encourage mobility in the region and we are an active member of the tourism industry in the countries we operate in.

We fill the gaps of emergency assistance delivery as a unique point of contact to improve case coordination, reducing delays in critical timeframes. Committed to the development of local capacities, we help local providers and medical professionals grow.

OUR MISSION

OUR IDENTITY

Feti'a means STAR in Tahitian language.



Our logo is a star as a universal symbol of guidance.



The apostrophe represents a Polynesian spear and symbolizes our determination to find solutions.

Our star is made of 5 birds, for the five values we promote.



The birds converge towards the center, because patients' wellbeing is at the core of our business.





Often working in the shadow of bigger insurance or assistance companies, we are their messenger.
For them, we transfer or fly patients to the nearest medical facility.

WHAT WE DO



Medical
& travel assistance



Emergency evacuations
& repatriations



Concierge
services



Fraud
investigations



Third Party
Administration (TPA)



Consulting
services

KEY FACTS

Our experience in continental Southeast Asia made us a reference of assistance services in the region. Our focus is on people: team members' development and patients' wellbeing are at the core of our identity.

10+

years experience in
assistance services

4

countries covered
(CMLV region)

8

languages
fluently spoken

18

staff members,
young & passionate





100+

first choice partners
across the region

82

active clients
worldwide

1,200

patients assisted
each year

USD 1.2 m

medical expenses paid
in 2019

INTERNATIONAL PARTNERSHIPS



AWARE24

We are the founding member of aware24, a regional alliance of independent medical assistance providers that covers 11 countries in Asia (www.aware24.asia).



JIANG TAI GLOBAL ASSISTANCE

We are a member of Jiang Tai Global Assistance Alliance. Its mission is to accompany the growth of outbound Chinese tourism and support Chinese enterprises going global.

OUR MILESTONES



- ▶ **JULY 2012**
Launch of **Cambodia** operations
- ▶ **SEPTEMBER 2013**
Launch of **Myanmar** operations
- ▶ **NOVEMBER 2015**
Launch of **Laos** operations
- ▶ **JULY 2018**
Launch of **Feti'a assistance** brand
- ▶ **JUNE 2019**
Launch of **Myanmar Assistance**

▶ **SEPTEMBER 2019**

Implementation of our own case management **system**

▶ **JULY 2019**

Feti'a celebrates its **1st anniversary**

▶ **NOVEMBER 2019**

Launch of **aware24** regional alliance

▶ **JUNE 2020**

Launch of our **fraud investigation services**

▶ **JULY 2020**

Feti'a celebrates its **2nd anniversary**

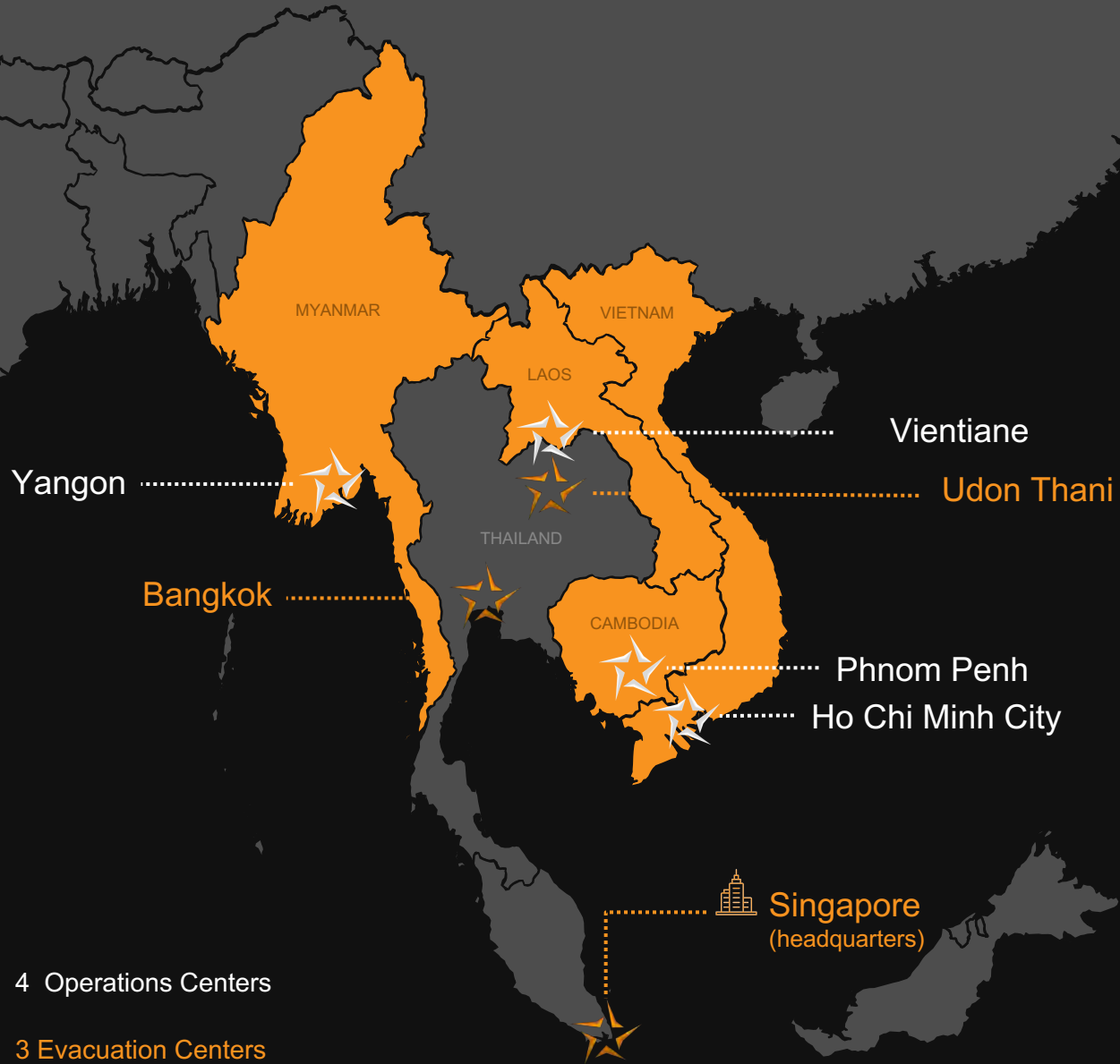
▶ **AUGUST 2020**

Launch of **Vietnam** operations



OUR MILESTONES

OUR REGIONAL FOOTPRINT



45

Active Relays



1,200

Annual Cases



100

Preferred Partners



450

Network Providers

CHALLENGES FACED IN CMLV REGION

1. **Logistical challenges** because of limited infrastructures.
2. **Difficult access** to quality medical care in remote areas.
3. **Cash culture** prevailing outside of main cities.
4. **Language barriers** with limited English proficiency.
5. **Fast changing environments** especially in healthcare sector.
6. **Telecommunication limitations** in some areas.
7. **Public hospitals** not yet digitalized.





CARE

We always go for the extra mile in order to provide the best service to the persons we assist. Simply because presence matters, always.



TRUST

Feti'a aims at a long-term relationship. Major worldwide medical assistance companies and insurance companies trust Feti'a to take care of their policyholders.

WHAT WE OFFER

EXPERTISE

We have 10+ years expertise in emergency, medical & travel assistance services in South East Asia. As local providers, we also know the country in which we operate.



REGIONAL FOOTPRINT

Feti'a is recognized as a reliable assistance partner across Asia. We operate in the CMLV region: Cambodia, Myanmar, Laos, Vietnam.



AVAILABILITY

Our team is available 24/7 across CMLV region. Our response time is less than 20 minutes.



SOLUTIONS

Our team members are solutions seekers. We always do our best to be pro-active.



PROFESSIONALISM

We implement a transparent case management methodology based on service quotations and a streamlined workflow.



COST CONTROL METHODOLOGY

We promote active cost control rather than cost containment. Our local knowledge helps clients understand the situation on the ground and take the right decisions in a timely manner.



EXTENSIVE NETWORK

Our network is made of 450+ providers; about 100 of them are considered as our 1st choice partners for the quality of their services or specific capabilities.



TECHNOLOGY

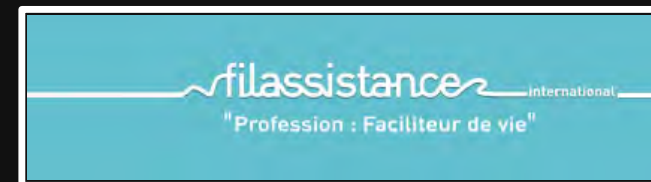
Our internal case management system allows us to monitor business and issue tailor-made operational and financial reports for our clients. It is GDPR compliant.



BUSINESS CONTINUITY

Our cloud-based system allows us to access our operational data from anywhere, anytime.

OUR REFERENCES



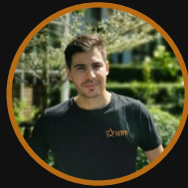
OUR PEOPLE

MYANMAR



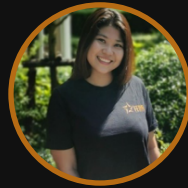
**Alex
Besson**

Managing
Director



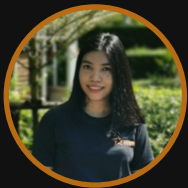
**Sofiane
Mecheri**

Chief Operations
Officer



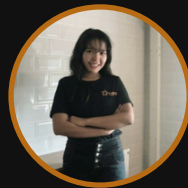
**Yu Nandar
Zaw**

Business Development
Manager



**Nyo Mie
Hlaing**

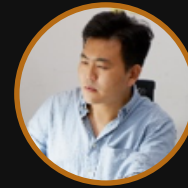
Senior
Operations
Coordinator



Ei Ei Kyaw

Operations
Coordinator

VIETNAM



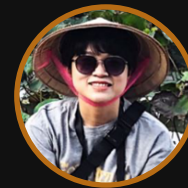
**Jee Woo "Gj"
Lee**

Team Manager



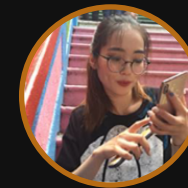
**Vu
Nguyen**

Key Accounts
Manager



**Van
Nguyen**

Assistant
Operations
Coordinator



**Linh
Vu**

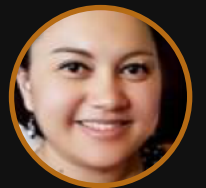
Assistant
Operations
Coordinator

LAOS



**Sebastien
Perret**

Country Director



**Papheny
Pradichit**

Operations
Manager

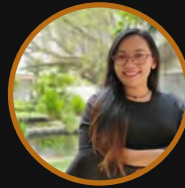
OUR PEOPLE

CAMBODIA



**Olivier
Valeix**

Country
Manager



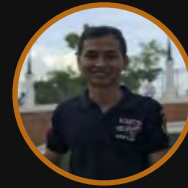
**Touch
Pisethramy**

Operations
Manager



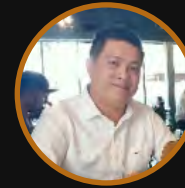
**Iascha
Valeix**

Operations
Supervisor



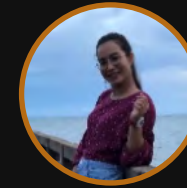
**Rich
Samnang**

Administrative
Assistant



**Nuth
Piseth**

Marketing
Officer



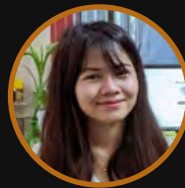
**Phorn
Pheary**

Nurse



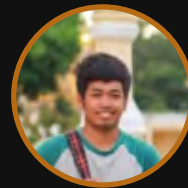
**Tun
Sophara**

Operations
Coordinator



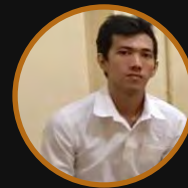
**Yin
Pichesda**

Operations
Coordinator



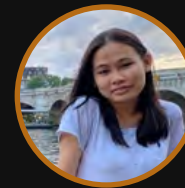
**Sem
Sarun**

Operations
Coordinator



**Noeu
Bunseng**

Operations
Coordinator



**Sam
Nensy**

Operations
Coordinator



**Seang
Sengmey**

Operations
Coordinator

YOUR MAIN CORRESPONDENTS



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