

# AXA Assistance PRESS RELEASE

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## **AXA Assistance announces revenues of almost 1.6 billion euros for 2016 – a 6% (\*) increase – and sets out development aims for Healthcare and Mobility sectors**

**AXA Assistance has announced revenues of close to 1.6 billion euros for 2016, up 6% (\*).**

The figure includes revenues of **155 M€** from new business, and a **50%** rise in e-commerce revenues (97 million euros). Mature markets provide AXA Assistance with stable revenues, although there has been significant growth in some countries: +27% in Canada, +11% in Germany and +10% in Portugal. AXA Assistance revenues from emerging countries have increased by **35% (\*)**: +137% in Mexico, +119% in Turkey and +78% in Asia, largely due to the acquisition of Asia Assistance.

*'These results confirm AXA Assistance's position as a key international player in the assistance and services market, and make it clear that AXA Assistance is one of the pillars of AXA Partners, the AXA Group entity dedicated to B2B2C partnerships,'* says Serge Morelli, Chairman & CEO of AXA Assistance and Deputy CEO of AXA Partners.

**AXA Assistance is accelerating its project to digitalize its products and services in order to better meet the needs of its partners and its increasingly connected clients**

### ***In the 'protection and health' sector:***

AXA Assistance continues to roll out the **Healthlook program**, which enables patients with chronic illnesses to monitor their healthcare data and securely share this information with AXA Assistance physicians. After the program was successfully tested in Portugal in 2015 by patients with chronic pulmonary conditions, 2016 saw AXA Assistance conclude a partnership agreement with Belgium's Liège University Hospital for patients suffering from chronic cardiac failure.

Already available in France and in the US, **remote medical consultations were rolled out in Singapore and Spain in 2016**. This 24/7 service provides clients with access to a team of AXA Assistance nurses and general practitioners day or night, wherever they are (at home, at work, or travelling).

**Following its acquisition of Asia Assistance in 2016, AXA Assistance has established a key presence in Asian medical support and healthcare services, as the two businesses now share commercial and operational resources.**

AXA Assistance has also drawn on the expertise of Asia Assistance to boost its international medical network and has opened two regional operations centers in Kuala Lumpur:

- 1/ An expert medical-assistance hub, focusing primarily on medical evacuation and repatriation across Asia, coordinating complex medical emergencies and crisis management;
- 2/ A management center for multi-domestic medical emergencies.

(\*) on a comparable basis

***In the 'home and utilities' sector:***

In France, AXA Assistance has renewed its partnership with a major electricity supplier, strengthening its status as the leading presence on France's utilities market.

The partnership agreement covers two home emergency products and extended warranty for household electrical and multimedia devices.

The client experience was also further improved with the introduction of an online claims declaration and management service.

In Italy, AXA Assistance signed a partnership agreement with a major electricity and gas supplier. The agreement focuses on emergency home services.

***In the 'mobility and travel' sector:***

AXA Assistance launched **Global Secure**, which covers services designed to protect international employees. Global Secure is a comprehensive product that combines AXA Assistance's medical expertise with the specialist knowledge of carefully chosen and fully integrated security partners, supporting employees in all their missions via:

- A dedicated hotline through which employees can contact medical experts and security analysts to get travel information or advice wherever they go;
- A continuous digital support in the form of both a website and a mobile app that gives employees and managers in the field the right level of security and healthcare information in real time;
- A 24/7 medical assistance and security support.

***In the 'automotive' sector:***

AXA Assistance continues to strengthen its partnership with **Porsche** across Europe, Asia and Latin America, and by the end of 2016 was able to provide coverage in over 60 countries.

Again in the **automotive** sector, AXA Assistance signed a partnership agreement with Shell Petroleum Ltd. in 2016. Clients have access to a digital services platform for engine-failure coverage as part of their roadside assistance package. After a successful launch in Malaysia, the partnership is being rolled out across Asia, the Middle East and Europe. Over the course of 2017, further AXA products will be accessible on the digital platform, developed by AXA Partners' Global Insurance Management team.

### **AXA Assistance, one of the pillars of AXA Partners**

AXA Partners is AXA's global team, dedicated to co-build with Partners unique solutions across sectors: Automotive, Mobility & Travel, Protection & Health, Home & Utilities, Telecommunications, Retail, Bancassurance and Global Assistance.

AXA Partners' mission is to design with its partners tailored innovative solutions combining insurance, assistance and high value services to empower people to live a better life.

*'Through 'AXA Inside', we hope to become the leading insurance and insurance-related-services provider for our partners and clients. This entails offering and delivering high added value services to our partners and clients, to encourage our partners to capitalize on our brand in their insurance offers.'* – Jérôme Droesch, CEO, AXA Partners.

### **AXA Assistance: 2016 key figures**

- Annual revenues: **1.574 billion euros**
- **9 132 employees** located in **34 countries**
- **13.6** million handled files
- Number of repatriations : close to **17 000**

#### **About AXA Assistance Group**

AXA Assistance is among the world leaders in providing assistance, with near 1.6 billion euro annual revenues and 13.6 million handled cases in 2016. Pillar of AXA Partners, AXA's global team dedicated to partnerships, AXA Assistance is the global assistance specialist provider in Automotive, Travel, Home, Health and Life Care Services.

Its 9,100 people are located in 34 countries and do business in over 200 countries. They look after their customers and protect them by providing best-in-class solutions beyond immediate situations, anywhere, anytime.

For more information: [www.axa-assistance.com](http://www.axa-assistance.com).

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