

28 July 2021, Shanghai

## **Stronger Together AXA Tianping Supports Those Affected by Floods and Typhoon**

AXA Tianping Property & Casualty Insurance Co., Ltd. (AXA Tianping), AXA's wholly owned entity in China, has activated its contingency plans and rolled out insurance claims emergency measures immediately to aid China's flood-stricken Henan Province, safeguarding its customers and employees.

Joining hands with business partners Qhealth (formerly known as Tencent Trusted Doctors) and UMP China, AXA Tianping also brings free telemedicine service to Henan residents to protect their physical and mind health. A free mental health hotline "All Support Henan" sponsored by AXA Tianping and launched by China Association for Disaster Prevention (CADP) is also opened with unconditional emotional support.

### **Headquarter Spearheading Rapid Response Force**

Led by the CEO Yamin Zhu, an emergency taskforce was set up rapidly on July 20th when record floods hit the capital city Zhengzhou. The taskforce consisting of the management team, claims, IT, security, HR, and Henan branch moved swiftly and systematically to initiate emergency responses and relief efforts. AXA Group, AXA Asia and Africa also attached great attention to this climate crisis.

### **Employee Safety as Priority**

AXA Tianping always prioritizes employees' safety. Following the heaviest rainfall, AXA Tianping informed its 27 branches and call centres about the floods straight away and took immediate protection measures to ensure their safety. Henan branch employees stranded in office were accommodated properly and a 24-hour duty shift was put in place to alert on any emergencies. A corporate car was arranged to provide electricity when power and network failed due to the floods. Work-from-Home plan was also implemented for other affected employees.

### **Care and Act for Customers in Difficult Times**

Facing the unprecedented floods in Zhengzhou, AXA Tianping deployed rescue teams from other cities in Henan including Luoyang, Pingdingshan and Nanyang, neighbouring branches including Shandong, Hebei and Shanxi, as well as Chengdu call centre and technical experts. Alert messages were also distributed through AXA Tianping's official social media platform, customer service SMS and social media posters to keep customers aware of any updates. A data dashboard was set up to provide real-time data on claims and settlement.



# Press release

Eight claims emergency measures were rolled out for affected customers:

- 1、 Open multi channels for reporting claims 7/24, including service points, hotline 95550 and official WeChat platform
- 2、 Simplify the claims process and provide virtual assessment for property damage under 10,000RMB
- 3、 Simplify the claims documentation management
- 4、 Upgrade online claims system for easy inspection
- 5、 Prepay medical bills
- 6、 Remove restrictions on net-work hospitals
- 7、 Cancel disability assessment requirements
- 8、 Advance portion of the loss payment to speed repairs

Altogether 131 inspection and rescue vehicles and 29 claims professionals were sent by AXA Tianping to aid those affected people. The claims team is available 24/7 to provide timely service, resolve claims as quickly as possible, offer virtual guidance and conduct close follow-up. As of the night on July 27<sup>th</sup>, 2027 claims were recorded and handled.



## Protecting Mental Health in Post-flood Recovery

The issue of mental health becomes more relevant and crucial than ever in these challenging times. Together with China Association for Disaster Prevention (CADP), AXA Tianping has launched a free mental health hotline



# Press release

“All Support Henan” (400-650-6208) to help people in need. The hotline is staffed with nearly one thousand mental health professionals who can provide advice and emotional support to people in Henan affected by the events.



In the meantime, AXA Tianping joins forces with QHealth and UMP China and launches the 24/7 free telemedicine service. Henan residents can enjoy the service via the EMMA by AXA Health Management Mini Program on WeChat through text, photo, and video chat with licensed doctors till 31<sup>st</sup> August 2021. The service covers general practice, gynaecology, dermatology, internal medicine, psychology and include medical consultation, medication tips and psychological counselling.





# Press release



As Henan cleans up the flood damage, typhoon In-Fa made landfall in coastal regions including Shanghai on July 25<sup>th</sup> with strong winds and heavy rains. Prior to In-Fa's landing, an emergency taskforce led by the management team has already sent out alert messages to customers and employees, and quickly activated emergency measures and relief efforts including fast track, remote inspection, and work from home. As of 14:00 on July 27<sup>th</sup>, AXA Tianping received 403 motor insurance, delay insurance and property insurance claims reports. The fastest motor claim was settled in 30 minutes, and the fastest home property insurance claim settled in 6.5 hours.



AXA Tianping stays true to its Purpose “Acting for human progress by protecting what matters”. It will continue to practice its social responsibility in protecting lives and properties and supporting the post-flood and post-typhoon recovery.