

月刊第十一期

NEWSLETTER EDITION 11



盛放

A MESSAGE FROM THE CEO CEO 寄语



Dear Colleagues,

As we are heading towards the end of 2020, I would like to start with a big thank you to all my colleagues. Thank you for your wonderful contributions towards our common goal of transforming AXA Tianping into a more meaningful and purposeful company.

It has been an absolute whirlwind of a year – the pandemic and a lot more changes in and out of the company. Looking back, I feel so proud of you who drive the 2020 GWP to a 16% growth despite of the unprecedented challenges! I am also very happy to see our solidarity in becoming One AXA since the full acquisition.

It was also my first year as CEO of the company and one of the most interesting years of my life. I am so excited and grateful to discover the beauty of insurance where we can make a much more meaningful impact on people's lives, as reflected in our new Purpose.

When wrapping up 2020 and shifting our momentum into the next year, I wish you and your family a

同事们大家好,

在2020年即将结束之际,我想先向大家表示诚挚的感谢。感谢我们大家在公司的转型之路上兢兢业业、辛勤奉献,推动安盛天平成为更有意义更具使命的公司。

过去一年是匆忙而充满变数的一年 — 不论是肆虐全球的疫情,还是环绕公司内外的诸多改变。回顾2020,虽然充满前所未有的挑战,我们的毛保费收入在大家的共同努力下获得了16%的增长,我真的为你们感到骄傲!同时,我也非常高兴看到,在我们完成全资收购成为安盛大家庭一份子的过程中展现出的团结一致的精神。

这一年也是我成为公司CEO的第一年,是我生命中最有趣的一段时光。正如安盛新使命所示,保险之美,存在于它给人们生活带来的积极影响和力量,它激励着我,也令我心怀感恩。

我们收拾行囊,打包2020;动力十足,迎接新的一年,在此我祝愿大家和你们的家人新年快乐,万事

very happy and prosperous new year. As one team, I have every confidence that we will make greater success and reach for the stars in the exciting 2021!

Thank you all and happy new year!

胜意!我相信,大家合力同心,一定会在2021取得 更大的成就,斩获更好的佳绩!

感谢大家,新年快乐!

Yamin Zhu

朱亚明

AXA Health Formula and Emma by AXA Unveiled in Shanghai

November 19th saw the successful launch of AXA Health Formula and Emma by AXA in Shanghai, showcasing our commitment to helping families stay 'One Step Ahead' on physical and mental health. Over 150 business partners and nearly 30 top publications witnessed the great moments together with AXA.

Distinguished speakers including French Consul General in Shanghai Benoit Guidee, Partner of Deloitte Kelly Zhou, famous Chinese athlete Liu Yue, Dr. Martin from Qhealth, Ms. Qiuwen Peng from Milliman, Mr. Hongjie Wang from Sungrowinternational as well as a group of our business partners, shared their insights through the event.

With the debut of AXA Health Formula = Mental Health + Private Doctor + One-Stop Solution + Thought Leadership, we also released two thought leadership books at the event – Health of the Nation China 2020 Study, and AXA Deloitte Digital Health White Paper, which were well received by the audience.

The health event caught great attention from the market, receiving 430 media reports with 10 million RMB ad value as of November 27th.

Please find the <u>WeChat recap story</u> and below great moments.

安盛健康公式暨安盛健康在线盛大发 布

11月19日,安盛健康公式暨安盛健康在线在沪盛大发布,充分展示了安盛在引领家庭客户"身体心理健康领先一步"的深刻承诺。150余位行业合作伙伴及近30家权威媒体共同参与见证了这场健康盛会。

出席活动并发表致辞的重量级嘉宾包括法国驻沪 总领事纪博伟先生、德勤合伙人周晓黎女士、前中 国国家足球队队员刘越、企鹅杏仁总裁马丁先生、 明德精算咨询的精算顾问彭秋雯女士、桑果健康副 总裁汪宏杰先生,以及众多行业合作伙伴。

在安盛健康公式=健康的心理+无微不至的家庭医生+一站式抗风险解决方案+深刻的洞察亮相的同时,我们也发布了《安盛2020中国国民健康状况调研报告》和安盛德勤《数字化健康》白皮书,受到现场嘉宾广泛好评。

这次健康活动吸引了市场上不少目光,截至11月27日,共计录得**430**篇媒体报道,产生**1000**余万人民币的广告价值。

请点击<u>活动回顾微信文章</u>和下方精彩瞬间了解更 多详情。



































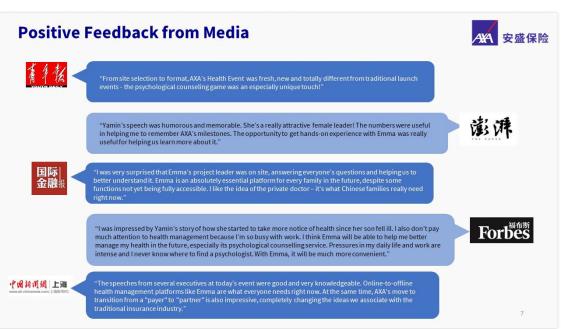














AXA investor day 2020



The AXA Investor Day was held on December 1st this year in Paris, a virtual Investor Day to present the strategic plan "Driving Progress 2023" and key financial targets for 2021-2023. The presentation includes dedicated sections on France and Europe, AXA XL and Cash and Capital.

According to Group CEO Thomas Buberl, "Building on our vision, we are moving towards 2023 with five strategic actions: expand Heath and Protection; simplify customer experience and accelerate efficiency; strengthen underwriting performance; sustain our climate leadership position; and grow cash-flows across the Group."



For more details, please find on the AXA Investor Day page:

https://www.axa.com/en/press/events/investor-day-2020

安盛集团2020投资者日



今年的安盛投资者日于12月1日在巴黎举行,通过线上的方式重点阐述了"Driving Progress 2023"的战略计划以及2021-2023年的主要财务指标,同时就法国与欧洲、安盛信利、现金流及资本管理三个方面进行了探讨。

根据安盛集团首席执行官Thomas Buberl在会上的发言,"在迈向2023年目标的过程中,我们心怀愿景,以五大战略行动为指导:扩大健康保障,简化客户体验、加速提效,提升承保业绩表现,保持在气候领域的引领者地位以及实现集团现金流增长。"



关于投资者日的更多详情,请参考 https://www.axa.com/en/press/events/investor-day-2020

China's First Asia Townhall

We've joined our first Asia Townhall meeting on November 18th, a great stride on our "ONE AXA" journey! We have over 100 colleagues joining Yamin and the management team in AXA Tianping's head-quarter office, with colleagues from 27 branches and contact centres dialling in. It was time well spent sharing and learning with other Asian markets and connecting with the group and hearing directly from Gordon on the regional strategy and expectations for the China market.

亚洲市场全员大会

11月18日,安盛天平首次连线亚洲全员大会,这是 "ONE AXA"过程中重要的一步!当日,100多位同事 与CEO亚明和管理层团队齐聚上海总部,并有27家 分支机构和电服中心的同事同步拨入。通过这次亚 洲全员大会,我们与其他亚洲市场相互学习,彼此 借鉴,与集团加深联系,也对亚洲CEO Gordon的亚 洲策略和对中国市场的期待有了更加直接深入的 了解。







Tianjin Branch 天津分公司



Inner Mongolia Branch 内蒙古分公司



IT System Planning IT系统规划部



Suzhou Sub-branch 苏州中支



Shandong Branch 山东分公司



Chongqing Branch 重庆分公司

BUSINESS UPDATES 业务聚焦

Expanded AXA × HSBC Partnership

This year, we have expanded the existing partnership with HSBC by bringing health and protection solutions to more customers in China. On one hand, we are offering insurance coverage to four more cities - Dalian, Qingdao, Chongqing and Ningbo on top of cities of Beijing, Shanghai, Shenzhen, Guangzhou, Tianjin, Chengdu, Hangzhou, Suzhou, Dongguan and Foshan. In the meantime, we joined HSBC's family protection events for their Premier & Jade clients in top-tier cities – Shanghai, Shenzhen, Beijing and Guangzhou, with AXA colleagues sharing family health management practice.

AXA and HSBC have been successfully collaborating across the banking and insurance businesses since 2013 and have helped each address the needs of Chinese customers in the evolving China market. By leveraging each other's resources and expertise, we believe the joint efforts will bring more relevant and comprehensive protections for Chinese families.

安盛汇丰加深合作

今年,我们与汇丰银行拓宽了现有合作,为更多中国客户带来优质健康保障解决方案。一方面,我们与汇丰的保险业务合作城市在北京、上海、深圳、广州、天津、成都、杭州、苏州、东莞、佛山的基础上拓宽至大连、青岛、重庆、宁波。同时,我们与汇丰携手为其北上广深的Premier & Jade 高端客户带来家庭健康管理的精彩分享。

自2013建立银保业务合作以来,安盛和汇丰秉持深耕中国市场的使命,根植本土服务客户,携手见证了彼此的快速发展,通过实现优势共享、资源互补,将业务合作推向新的高度,为客户提供更优质、全面的保障和服务。



Shanghai event: Different global healthcare expe-

rience

Speaker: Guo Jia, AXA Global Healthcare

上海分享:不一样的高端医疗就医体验

演讲嘉宾:安盛全球健康险(中国)汇丰渠道经理郭

佳



Shenzhen event: Build sustainable family protection

plan

Speaker: Peng Xingyi, Guangzhou Branch

深圳分享: 构建家庭健康持续保障计划

演讲嘉宾:安盛广州分公司保险业务经理彭星怡



Beijing event: Common ailment prevention and management – control unpredictable risks Speaker: Zhang Xiaohuan, Beijing Branch

北京分享: 常见病的预防与管理 & 家庭责任-管控 不可预见的风险

演讲嘉宾:安盛北京公司助理总经理张小欢



Guangzhou event: Interpret your body check report & Experience global healthcare service Speaker: Peng Xingyi, Guangzhou Branch

如何读懂体检报告 & 触达全球健康网络的高端医疗就医体验

演讲嘉宾:安盛广州分公司保险业务经理彭星怡

Beijing Jinghuibao Coverage Takes Effect

The inclusive PPP insurance program – Beijing Jinghuibao has finally taken effect from December 1st after closing the registration window. Thanks to great teamwork, nearly 1.5 million Beijing residents have enrolled for the safe and affordable protection.

As of December 3, the program has received 1,629 media clips with a total AD value of 97,566,039 RMB, including 559 pieces of AXA-related reports hitting 37,724,166 RMB AD value.

Report Amount AD Value	
AXA Distributed 154	RMB 6.43mil
Mentioned AXA 559	RMB 37,724,166
Total Report for PPP 1,629	RMB 97,566,039

北京京惠保正式生效!

惠民保项目"北京京惠保"已正式收官,并于12月1日起正式生效!在团队的努力下,近150万北京参保人购买"北京京惠保",开启了一份省心实惠的保险保障。

截至12月3日,北京京惠保项目受到媒体广泛关注,收录1629篇媒体报道,广告效益价值9756.6039万人民币,其中559篇为安盛相关报道,产生3772.4166万人民币广告价值。

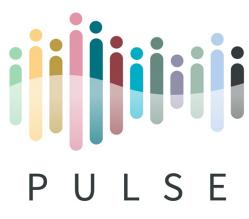




INTERNAL ACTIVITIES 公司动态

AXATP HQ First Employee Pulse Survey Done!

安盛天平总部完成首次Pulse员工调研!



Your Voice Matters

Congratulations to HQ colleagues on the first Employee Pulse Survey! We scored one of the highest eNPS (Employee Net Promoter Score) survey results recorded for a first-time survey: registering a +28 eNPS!

Below are some highlights of the survey result:

1.We see a remarkable increase in AXA's global eNPS from 32 in June to 35 in December, which also inspires us to improve in the future.

2.We recorded much higher scores across all markets in many dimensions including confidence in company strategies, "customer first" value, simplicity, agility and innovation.

3.We are glad to see that 95% AXATP participants believe in a closer connection with the team during the pandemic.

Though our first time joining the PULSE survey, we've gained relatively ideal results in all dimensions thanks to all employees' efforts. Action plans will be designed by the management team based on the result, to help build a more inclusive, agile and dynamic team.

恭喜总部同事完成了安盛天平首次PULSE员工调研!在首次参与调研的公司中,我们以28分的员工净推荐值(eNPS)名列前茅。

以下是调研结果中的一些亮点,与所有同仁分享:

1.本次调研中,安盛全球的员工净推荐值从2020年 六月的32分上升至35分,激励我们继续努力。

2.在本次调研的大部分维度中,安盛天平的得分都高于全球平均分,包括:对公司的战略方向追随力、对"客户优先"价值观的肯定、对公司简单性、敏捷度、创新能力的认可等等。

3.本次调研中,令人高兴的是,参与调研95%的安盛天平员工觉得在疫情期间与自己的团队紧密联系。

虽然我们是首次参与安盛全球PULSE员工调研,我们的各项得分均达到了较为理想的分值。这是我们每一位同仁共同努力和付出的成果。在未来的日子里,管理团队将根据调研结果制定行动方案,带领全体员工继续努力,把安盛天平打造成为一个更加包容、敏捷、充满活力的组织。

2020年12月份集团问卷



与全球平均分比较





BRAND UPDATES 品牌互动

Health Innovation Award

An exciting news that Emma by AXA has earned us a great accolade of Health Insurance Innovation on the 9th Insurtech Summit in Shanghai! Thank you, team! A success well deserved by your efforts, and a great achievement for the company on the transformation journey.

Innovation is at the very heart of AXA. As we are accelerating the Payer to Partner strategy in China, we look forward to more success and recognition in the market!

健康险科技创新奖

与大家分享一个振奋人心的消息!我们凭借安盛健康在线在第九届Insurtech保险科技峰会上摘得了健康险科技创新奖。感谢所有团队的付出!这份荣誉是对大家工作的肯定,也是公司转型途中一份重要的成绩!

安盛向来重视科技创新。在由"赔付者"向"陪伴者"加速前进的路上,希望我们能够取得更多的荣耀,收获更多的认可!







Yamin Speaks at 2020 World Insurtech Summit

Yamin was invited to speak at the virtual 2020 World Insurtech Summit organized by the finance outlet JRJ.com, Tianjin Municipal Financial Service Office, Tianjin Port Free Trade Zone Management Committee and Tsinghua SEM, sharing her insights and AXA's practice in insurtech.

The three-day event gathered guests across insurance and finance industry both in China and overseas, including the Ex Vice President of China Insurance Regulatory Commission Yanli Zhou and President of the International Finance and Banking Society (IFABS) Meryem Duygun.

Please click here for the replay.



亚明致词2020全球保险科技大会

由金融界、天津市金融工作局、天津市保税区管理委员会以及清华大学经管学院中国金融研究中心联手打造的2020全球保险科技大会近日通过线上召开,CEO亚明受邀致辞,分享观点以及安盛在保险科技领域的经验。

此次为期三天的大会汇集了众多海内外保险及金融业专业人士,包括原中国保监会副主席周延礼、国际金融与银行学会(IFABS)会长Meryem Duygun等等。

大会视频回放请点击:**2020全球保险科技大会**



THOUGHT LEADERSHIP 行业思维领导力

AXA Joins Hands with Deloitte on Digital Health White Paper

Together with Deloitte, we have released the Digital Health Whitepaper, with new insights into the current healthcare industry in China, outlining five key trends that are defining the future of China's healthcare landscape: integrated healthcare service systems, empowerment of consumers, the rise of new payment solutions, smart healthcare and innovative product portfolio. The whitepaper is set to guide AXA in providing Chinese customers with more diversified, reliable, and high-quality health insurance products.

The paper was distributed on November 30 and was well and widely picked up by nationwide media. We have collected more than 148 clips so far, with a total Ad Value of 8,073,250 RMB.

Please find the highlights and the whole report through our <u>WeChat article</u>.

安盛携手德勤发布《数字化健康》白皮 书

安盛与德勤携手发布《数字化健康》白皮书,进一步洞察中国医疗行业现状,列举对未来中国的医疗健康行业产生重大影响的五大趋势,包括整合型医疗健康服务体系、赋能消费者、新型支付方案的兴起、智慧医疗健康以及创新产品组合,以此作为实践指导,结合数字化手段,为中国客户提供多元和可信赖的优质健康保障。

自11月30日发布以来,《数字化健康》白皮书受到了媒体的广泛关注。截至目前,共录得148篇媒体报道,广告价值达807.3250万人民币。

关于《数字化健康》白皮书精粹及全文,请参考我们的**微信公众号文章**。

《数字化健康》白皮书五大趋势



整合型医疗健康服务体系。随着老龄化的加剧、生活习惯以及居住环境的演变等不同因素,推进了社会疾病图谱的演进,中国的慢性病人群逐年增长。如何更好地利用和分配医疗资源,服务和管理好消费者的医疗健康管理需求,是摆在我们面前最重要的课题。通过健全和完善分级诊疗制度,加强"疾病的预防和控制"能力,加快去中心化,发展"覆盖从出生到死亡"的全生命周期医疗服务。

赋能消费者。随着生活水平和国民素质的提升,消费者对自身健康的关注度越来越高,生活习惯对健康的影响得到越来越广泛的认可。同时,对感染性疾病、遗传病、癌症等疾病的风险评估及早期干预需求日益增加。心理健康问题也日益成为不可忽视的社会问题。

新型支付方式的兴起。在患者人群增长和医疗通货膨胀等因素的作用下,医疗健康支出日益增长,成为不可忽视的负担。这一方面需要政府牵头,通过从"药品零差价"、"带量采购"等政策,到"DRGs付费"、"按治疗效果付费"的探索,通过不同的医保控费手段,以达到降低医疗成本的效果。同时也需要促进商业健康的快速有序发展,满足消费者多样化的健康保障需求等。

智慧医疗健康。随着科技的迅速发展,可穿戴设备、人工智能、机器人、5G和区块链等技术在医疗健康领域广泛运用,不仅带来了新兴诊疗模式,也加快了基因、诊疗、消费、行为等医疗健康数据的收集和整合。

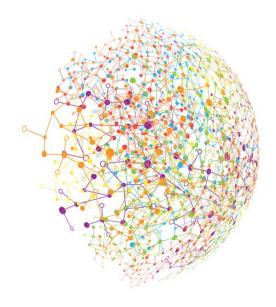
创新产品组合。在创新产品组合上,险企、药企、医生集团以及科技公司等都在积极地探索。医疗健康的突破和创新集合,对于我国医疗健康产业的发展也非常重要。

Deloitte.



安盛携手德勤发布《数字化健康》白 皮书:你的健康赢在起跑线了吗?

安盛天平保险 12/12





数字化健康白皮书

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作、积极探索新的商业模式,为消费者带来更优质的医疗健康服务。 以及更良好的医疗健康服务体验。

务体验。

AXA Health of the Nation China 2020 Report

We released the Health of the Nation China 2020 Study during the health formula and Emma by AXA launch event on November 19. It's the first nation-wide survey AXA has conducted in China, where 3500 adults in 7 major cities were surveyed on their top-of-mind physical and mental wellness concerns, focusing on three key areas: mental health, physical health and workplace wellness.

Among the clippings we have collected about the AXA Health Event so far, 220 out of 430 mentioned the 'Health of the Nation China 2020' study, with a total Ad Value of RMB 4,850,000.

Please find more details about this report through our **WeChat article**.

安盛2020中国国民健康状况调研报 告

在11月19日安盛健康公式暨安盛健康在线发布之际,《安盛2020中国国民健康状况调研报告》同时亮相。这是安盛首次在中国进行的全国性调查,让我们得以对有关国民健康的三大关键维度:心理健康、生理健康与职场健康进行深入了解。共7个城市的3,500名成年受访者接受了调查。

截至目前,在此次健康活动的430篇报道中,涵盖《安盛2020中国国民健康状况调研报告》的共计220篇,广告价值达485万人民币。

报告更多详情请浏览微信公众号文章。

安盛2020中国国民健康状况调研报告要点速览

安盛《2020中国国民健康状况调研报告》(以下简称"报告"),是安盛首次在中国进行的全国性调查,让我们得以对有关国民健康的三大关键维度: **心理健康、生理健康与职场健康**进行深入了解。安盛于2020年5月至6月期间,对来自北京、广州、杭州、济南、南京、上海和深圳共7个城市的3,500名成年受访者进行了调查。

报告显示,中国国民对身心健康管理越发关注。随着人口结构和生活方式的变化,糖尿病及癌症等重大疾病 在中国的发病率不断攀升。人们感受到情绪低落,其压力、焦虑和抑郁的程度也明显增高,尽早发现并及时 治疗重大心理疾病相关症状至关重要。

该报告针对以下三大维度提供了详细的数据和深度洞察:

- 1. 国民心理健康现状
- 2. 生理健康问题
- 3. 职场健康规划



国民心理健康四大问题是什么?

⑤ 左右滑动查看更多 ⑤

压力

采用5级量表,以1-5分表示压力程度,1分表示没有压力5分表示压力很大。结果显示,有超过54%的受访者表明他们在过去六个月中有压力或压力很大。



压力程度达到4-5分

国际 国际金融报客户端 金融报 解读 金融热点 评点 金融趋势 立即体验

2020中国国民健康状况调研报告:对身心健康管理能力的关注程度越来越高

国际金融报 作者:罗葛妹 2020-11-19

11月19日,全球最大保险集团——安盛集团携旗下在华全资财 险公司——安盛天平发布《2020中国国民健康状况调查报告》(下 称"报告"),这是安盛集团首次在中国进行的全国性调查。

报告调研了3500名来自北京、广州、杭州、济南、南京、上海 和深圳共7个城市的受访者。报告显示,中国国民对身心健康管理 能力的关注程度越来越高。随着人口结构和生活方式的变水,糖尿 病及癌症等重大疾病在中国的发病率不断攀升。人们感受到情绪低 落,其压力、焦虑和抑郁的程度也明显增高,尽早发现并及时治疗 重大心理疾病相关症状至关重要。

安盛天平拟任首席执行官朱亚明表示,无论是对普通民众,还 是对企业雇主来说,安盛此次调查结果都具有重要意义。我们能够 而且也必须采取更多实际行动,保障身心健康。"从根源解决问题的 第一步,便是加深对疾病发生和情绪低落的认知"。

疫情或影响身心健康

世界各地的民众比以往任何时候, 都更加关注心理健康, 也更 多地讨论如何过上幸福健康的生活。心理问题与各种生理疾病患病

Biz Video SHINE Opinion Feature
BIZ-FRANCE

AXA launches new health management solutions

g. By Tracy Li

NA on Thursday announced a commitment to helping Chinese families stay "One Step Ahead" in physical and mental sealth with the launch of the ANA Health Formula and Ermna, an all-in-one digital bealth management platform.

Based on four pillars — mental health, private doctors, one-stop solutions and leading insights — the AXA Health Formula represents its bolistic approach to healthcare management by offering customized solutions to customers, it

A one-stop solution available on WeChat, beaith management platform Emma offers a range of services to help customers manage and protect their family's physical and mental health, including unlimited access to a dedicate Qhealth family doctor.

A team of health professionals is also on-hand to respond in under two minutes to any family-related health issue.

Other features include Specialist Consultation, Intelligent Triage, and access to psychological counselling, with an e-pharmacy and door-to-door drug deliveries set to roll out later this year.

"AXA is proud to leverage its health expertise to become a true partner to our customers in every area of their lives," said AXA designated CEO Zhu Yaming.

Changing demographic and lifestyle trends, coupled with a significant rise in chronic and serious disease, have led t increased awareness about the importance of individual and family health.

安盛健康在线、健康公式发布 一站 式抗风险解决方案提供健康管理服务

金融时报客户端 2020-11-20 14:30:33

11月19日,安盛(AXA)健康在上海正式发布安盛健康公式,其一站式医疗健康平台安盛健康在线也正式亮相。

安盛天平拟任首席执行官朱亚明表示,安盛健 康公式和安盛健康在线正式亮相,充分诠释了安盛 在守护家庭身心健康方面,所倡导的主动、渐进和 个性化的健康管理理念。

安盛健康公式发布 护航家人健康

"保险在健康管理的过程中扮演着重要角色。" 法国驻上海总领事纪博伟 (Benoît Guidée) 先生在安盛健康发布会上表示,"无论是疾病预防还是治疗,为满足民众的各类医疗健康需求,我们都需要多元、可靠的保险解决方案,及时地为其提供切实有效的健康支持。"

《2020中国国民健康状况调研报告》在沪发布

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新民險級用、(记者 杨硕) 安盛俱险日前在沪技布《2020中国国民健康状况调研报告》 (以下商称"报告"),是安施保险首次在中国进行的全国性调查。让我们得以对有关 国民健康的三大关键推准:心理健康、生理健康与职场健康进行深入了解。

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