



安盛保險

安盛保險 月刊第四期

AXA INSURANCE
NEWSLETTER EDITION 4



盛放

A MESSAGE FROM THE CEO CEO 寄语

Dear Colleagues,

It has been a month since I joined AXA Tianping on February 19th. An odd time for sure, but what a way to discover a company! I have been amazed to see how agile and dedicated our team has been in the face of such a challenging situation. You did a great job serving our customers and ensuring business continuity amid the disruption, and I am very proud now be part of this team. I believe this bodes very well for our future. As the outbreak has slowed down in China, our work and life are gradually returning to normal, it is important to keep up this mindset.

We will continue to evolve the transformation strategy of pivoting to customer-centric model and helping our customers (both individual and group) to live a better life through offering them a holistic protection solution in health, lifestyle and motor, with a focus on health. By delivering to our customers the most innovative and service oriented health solutions on the market, we will capture the significant opportunities in China's fast growing health market and address the widespread concern on health management.

The International Cancer Therapy has already been rolled out, to provide both local and overseas best-in-class cancer treatment and resources for Chinese customers. More health innovations will be released in the coming months thanks to the combined efforts of the Customer team, Health team, Actuarial, and the support and expertise of the AXA Group. Keep your eyes open for exciting opportunities ahead.

Speaking of the AXA Group, life may be returning to normal in China, but our colleagues in the rest of the world, and particularly in Europe, are now suffering from this terrible pandemic. I would like to extend my thanks to all those of you who are joining in the solidarity effort to help them just as they helped us when we were in need – sourcing masks and protective equipment, sharing best practices, or simply sending supportive messages. This is a wonderful showing of what it means to be One AXA.

各位亲爱的同事你们好,

自2月19日加入安盛天平大家庭以来已一月有余,我有幸在特殊时期以特别的方式了解公司,看到大家不畏挑战灵活应变,坚守岗位不忘服务客户,我深为所动,也非常自豪成为其中的一员。这份高涨的士气绝对是一个好兆头。随着国内疫情逐渐好转,我们的工作和生活重回正轨,希望我们能意气风发,继续努力!

接下来,我们将继续开展“以客户为中心”的转型计划,为广大个人和团体客户提供以健康险为主的一系列全方位、具备国际品质的保障和抗风险方案。通过捕捉中国飞快发展的健康市场潜藏的机遇,我们将为中国客户提供最具创新的健康解决方案,以帮助客户解决健康管理问题。

今年一月我们正式推出了“全球癌症医疗险”,以优质的国内及海外诊疗资源和全面服务精准满足客户需求。接下来,在客户战略团队、健康险团队、精算团队和AXA集团的带领下,我们将陆续推出更多新型健康产品和服务。让我们拭目以待!

与此同时,我们在世界其他国家和地区,尤其在欧洲市场的同事们,正深受疫情影响。他们在中国深陷危机之时倾力相助,而此时,我们的中国同事也齐心协力,守望互助,采购口罩和防护设备,分享战疫经验,鼓舞士气,共渡难关。这也正是安盛精神的体现。

Transformation takes time and needs all of us to be active part of the company's success. Quite a bit has been achieved on our journey to transformation, am very happy to see that alignment has been achieved across to ensure the support is in place for branches to gain good non-motor business.

Best Regards

Yamin Zhu

转型并非一朝一夕可以完成, 希望我们每个人都能积极参与其中。这趟转型之旅已初有成效, 看到我们各团队同心协力, 提供支援, 帮助我们的分公司顺利向非车险业务转型, 非常欣喜。感谢大家。

顺颂安祺

朱亚明

FIVE QUESTIONS WITH CEO CEO五问之谈



Communications team spoke with Yamin about her role, her goals and her passion.

1. Could you introduce yourself to the team, perhaps share a bit about your role in our organization and your background?

With the takeover of AXA Tianping behind us, my role is to make our vision for the company a reality. We have big ambitions in China. Today we are a relatively small motor player with great talent, great ambition, and great backing. Tomorrow, we want to be writing (and underwriting!) the future of protection for China. That means pivoting to a customer centric model, develop an extensive health practice, and playing a meaningful role in commercial line, pushing the AXA Brand to the front of the stage.

My background is in banking where my focus as on retail, consumers and SME business transformation. I also have a keen interest in the analytical side of the financial industry: I am currently pursuing a DBA at the Paris School of Economics, and was until recently a guesting professor at the Shanghai International Studies University.

在此次与公共事务处的倾谈中,朱亚明女士跟我们分享了她对公司的畅想和发展目标。

1.能跟大家介绍一下你的背景和在公司的职责吗?

在收购完成安盛天平后,我会带领大家将我们的愿景变成现实。我们在中国市场志存高远,昨天,我们是有专长、有野心、有靠山的车险公司,明天,我们将谱写(以及承保)中国保险业的未来。实现这一目标意味着我们要完成以客户为中心的转型,丰富布局健康业务条线,并积极开展商业险业务条线,推动安盛品牌进入新阶段。

我的工作经历主要在银行业,重点在零售、消费和中小企业转型。我对金融行业研究分析也很感兴趣。目前我正在巴黎经济学院攻读工商管理博士(DBA),此前我曾在上海外国语大学担任特聘教授。

AXA today is the perfect place to bring these experiences – the analysis required to develop new businesses and the experience of customer centricity and retail. I am excited to for this challenge!

2.Can you describe the opportunity AXA has in China?

We are a global company with really deep local roots. That is an incredible asset – the best of vboth worlds! In this pivotal moment in China, with an increased interest in protection, we can provide truly different solutions to our customers – the best expertise, with the deepest understanding of where our customers are and what they need.

3.Can you share more about your goals for AXA Insurance?

The key to our success will be to operate a true transformation into a customer-centric company. To be truly customer centric means rethinking the way we operate entirely. It requires a transformation in terms of structure, of products, of skillsets and knowledge. AXA will be considered a true innovator once we have completed this transformation.

Through this transformation, we will pivot from a motor mono-liner to a value-driven and customer-focused multi-liner, with holistic offerings of insurance solutions for Chinese customers. We will help Chinese customers to address their health concerns with AXA's global sophistication and local network.

I believe we have a strong societal role, and as a company deeply anchored in this country we have a duty to equip our customers with the knowledge and support to protect their families.

Finally, I want AXA Insurance to be the best platform for its employees to grow. They need to know they are valued, and are contributing to the global mission and success of the company.

在安盛,我可以将这些经历和兴趣整合起来:发展新业务,以客户为中心,拓展零售业务,都需要研究分析能力。其中不乏挑战,我非常期待!

2. 安盛在中国面临怎样的机遇呢?

我们是一家根植中国的国际公司,不论立足中国还是放眼世界,这都是无可比拟的优势。我们在中国正经历转型的关键时期,大家对保险服务兴趣渐浓,安盛拥有最好的经验,深谙本土客户需求,恰好能够为客户提供真正创新的解决方案。

3. 在安盛你为自己设立了什么样的目标?

成功的关键在于真正转型成为以客户为中心的公司,需要重新调整运营模式,包括公司架构、产品设计以及人才专长。转型后我们才能成为真正的创新型保险公司。

在转型期间,我们将凭借安盛集团全球精细化运营优势和在中国多年深耕市场的经验,从单一的车险提供商转型以价值为导向、重点涵盖健康险等产品的多元化全方位保险服务商,为中国客户提供一站式健康解决方案。

深耕中国市场,践行社会使命,作为一家保险公司,我们有责任为中国客户提供支持,守护他们的健康。

最后我希望安盛能够成为最适宜员工成长的平台。希望所有的员工都得到珍视,都能在公司发展过程中体会到自己的价值。

4.What have been your first impressions?

I came at an odd time – with the office closed due to the Covid-19. I was amazed by the IT team! I was working from home my first week and still managed to meet all of my closest collaborators and hit the ground running! The remote channels, the agility, the speed have been admirable.

I have met or talked to more than 200 colleagues so far, and am very impressed by the professionalism of the team, their commitment to this company and their willingness to contribute. Our staff is expert in their field. They know the market very well, they know their customers very well, and they know their jobs very well.

Finally, I was struck by how important China is for the AXA Group. The Group isn't simply paying lip service to the matter. China seems to be really top of the list for the Global AXA, a true bet on the future. The help and support that has provided is invaluable and this level of true commitment is what will make this a successful story and future of AXA development.

5.Since the theme of this issue will be following International Women's Day, what does it mean to you to be a female CEO, in Asia and at AXA? Any words of inspiration for your female colleagues?

As a matter of fact, the dissertation I am writing towards my DBA is precisely on the subject of women leaders. I was very pleased when I joined AXA to find a serious inclusive culture in the company, and in that I believe we are very much ahead of the curve, particularly in Asia. However, I still see many very talented women who have not yet had the opportunity to contribute their full potential to society and as a woman leader, I feel a strong responsibility to help them learn, grow, and assert themselves.

4. 你对安盛的初印象如何?

我加入安盛的时间点很特别, 恰逢疫情蔓延, 多亏了我们IT团队, 即便第一周在家办公, 我也能够与同事快速建立联系, 并马上投入工作。我非常赞赏我们IT同事可以在这么短的时间内灵活应对并迅速启动远程操作系统。

加入安盛后, 我前前后后跟200多位同事有过见面与交谈, 让我印象深刻的是, 每个团队都很专业、敬业, 工作投入而且乐于奉献! 他们是所属领域的专家, 熟知市场变化, 深谙客户需求。

同时, 安盛集团对中国市场的重视让我非常感动。集团对我们的支持并不是空头支票, 中国市场在集团发展策略上是重中之重, 他们为我们提供了无尽的支持, 并将真正帮助我们取得佳绩。

5. 你对作为一名安盛亚洲市场的女性CEO有何感想?对所有的女性员工有什么建议吗?

事实上, 我的DBA研究课题就是女性领导力。加入安盛时, 我发现公司文化十分包容, 放在亚洲都是先锋。同时, 我也了解到, 对一些才华横溢的女同事来说, 施展的空间可能比较有限, 我也希望能够创造机会帮助她们学习和进一步成长。

Introducing Emma-an intelligent and humanized virtual assistant

Who is Emma?

Emma is an intelligent and humanized virtual assistant, designed to help customers seamlessly navigate across their health, wealth and life needs through a single, intuitive digital entry point.

Launched in 2019 in Hong Kong, Emma offers holistic support and integrated Payer to Partner services, and will play a key role in driving health and protection business growth. Emma has since been rolled out in AXA Philippines, with foundational work having been started in both AXA Japan and AXA China.

Emma In China

AXA in China is accelerating its path towards becoming an empowering partner to our customers rather than a payer—with Emma playing a key role in this by enabling AXA to deliver a next-level digital experience to our customers.

In June 2019, Emma project was formally kicked off. The first phase was to establish a single-entry point through which all our services can be accessed. Previously, our primary WeChat Official Account had solely focused on our motor insurance customers—with several dozen other WeChat accounts spanning across other business lines and branches. A dedicated team of IT and Marketing talents was set up to integrate our online services such as purchasing, renewal, and claims for motor, health and other insurance products into a single platform that serves our full customer base—bringing a brand-new visual and interaction experience to them. This platform consolidation was the key first step in our journey towards bringing Emma to life in China.

走进Emma –人性化智能服务机器人

Emma其“人”

Emma是一款通过单一入口为客户提供一系列点到点的健康、财富、生活需求类服务的人性化智能服务助手。

自2019年在香港推出以来, Emma在落地“从赔付支出者到客户合作伙伴”方针, 以及推动健康险和其它保险业务增长方面起着不可或缺的作用。此后, Emma项目在安盛菲律宾市场亮相, 并积极展开了在日本及中国市场的项目落地部属工作。

Emma在中国

在中国, 安盛正在为“成为客户的合作伙伴而非赔付支出者”的道路上加速前进。Emma则因能够为用户带来的超前视觉感受和全新体验, 成为实现这一目标的“关键人”。

2019年6月, Emma项目正式启动。项目第一阶段的目标就是打造一个可以连通我们的所有保险服务的单一数字入口。此前, 我们的主要微信公众号仅专注于我们的车险客户, 与之并行的还有几十个其他业务线和分支机构的微信公众平台。在此背景下, 一只由IT和市场营销人才组成的专业团队应运而生, 负责将我们所有的在线服务, 如车险、健康险以及其他保险的在线销售、在线续保、在线理赔、保单服务等功能整合到统一线上平台, 从而为客户带来全新的视觉、互动体验。平台整合仅仅是我们将Emma带入中国的关键第一步。

Moving forward, this unified digital interface will allow us to maintain central touchpoint for engaging our customers digitally, helping us to strengthen our customer relationships and drive efforts such as cross-selling and renewal.

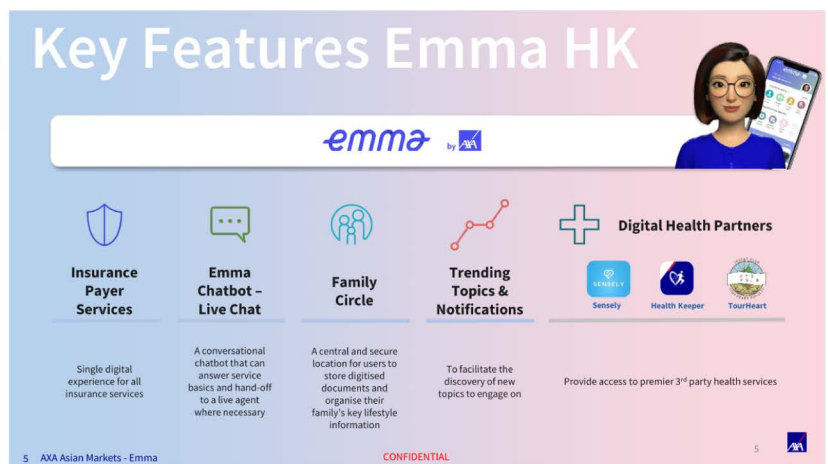
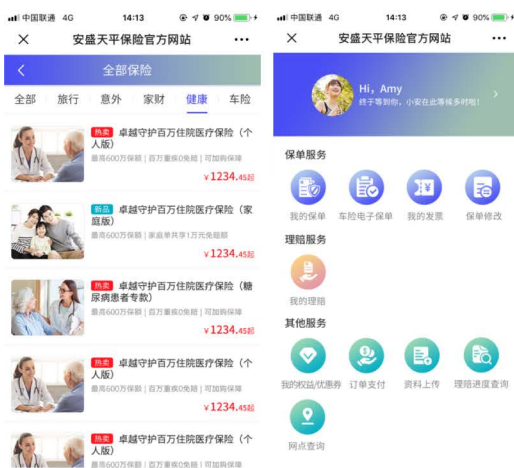
Having built this foundation, the AXA China team is now focused on innovating compelling new value propositions to delight our customers and help drive growth in China. In the medium-term, the team is focused on developing a concierge-like digital health management platform, bringing services such as video consultation, appointment booking, drug delivery, to our customers—serving as the initial flagship offering for Emma in China, and helping us to build our reputation as a leading health insurance provider for the Chinese upper middle class.

The team is also working towards building a chatbot that can deliver on the regional vision for Emma as an intelligent virtual assistant—to be delivered later in 2020—further helping AXA transform AXA from Payer to Partner in China by providing easy, convenient, end-to-end services.

后续, 该数字平台将成为我们吸引客户、加强与客户对话互动的统一门户, 并最终助力推动交叉销售, 实现业务增长。

在此基础之上, 团队现在更专注于通过一系列创新项目开发来吸引客户, 从而助力中国的业务增长。团队的中期目标是为用户打造一个可以线上完成的视频咨询, 预约, 药物交付等服务的数字化健康管理平台。作为在中国的初代旗舰产品, Emma将在我们的客户群体中帮助树立良好口碑, 助我们成为中国健康险市场的领路人。

该团队目前还致力于将Emma打造成一个智能聊天机器人, 并将于2020年末与大家见面。未来, Emma将全方位协助安盛在中国实现从付款方成为客户的合作伙伴的转型, 立志于为客户提供更简易方便、智能化的在线管理服务。



Our FinTech ambition - Claims anti-fraud 3.0 project wins Industry Awards

The Anti-Fraud 3.0 Project, an AI solution backed up by Group's sophisticated machine learning and AI technology, localized to by our Claims team to fit the local market and enabled by our IT's support, was awarded the Insurance Analytics Outstanding Application of the Year in November 2019 at the 11th FinTech Future Convention 2019 in Shanghai, China.

Our Claims Anti-Fraud team brings together several senior claims, data and IT experts. Collaborating with Group 'Sherlock, the fraud detection and investigation solution of AXA, the Claims anti-fraud team designed the systematic anti-fraud solution that has taken China market features and real-time solutions into consideration, with countless simulations and tests as well as sophisticated and innovative approaches, in order to enhance the efficiency of fighting fraud and to improve business impairment.

The award came at a time when we are undergoing digital transformation, which reflects our ambition to be an innovated insurance solutions provider. It also demonstrates the company's industry leadership in designing business process as well as technical support. Congratulations to our Claims team!



The Trophy荣誉奖杯

保险科技, 赋能行业-- 安盛保险理赔反欺诈项目荣获行业奖项

“安盛保险反欺诈项目实践3.0”项目, 是在集团机器学习和人工智能技术支持的基础上、在我们IT部门的支持下, 由我们的理赔团队结合国情、落地业务而研发的反欺诈AI智能解决方案。该项目荣获2019年“保险业信息技术创新案例”以及“第十一届金融科技决策者大会”两项荣誉。

安盛保险理赔反欺诈团队汇集了多位资深的理赔专家、数据专家和技术专家, 在集团反欺诈预警智能平台“Sherlock”上引入中国市场特征和“实时运行”解决方案, 在多次建模、模型调优和模拟运行后, 逐步打造出系统的反欺诈解决方案, 技术上大幅缩短了迭代周期, 并提升了部署效率。业务上减损效果显著提升。

在我司进行数字化转型之际, 两项荣誉不仅反映了我们利用保险科技赋能行业雄心壮志, 也是我司在业务流程设计及技术支持方面处于行业领先地位最佳证明。恭喜我们的理赔团队, IT团队!



AXA Claims team at the awards ceremony
颁奖典礼现场



Interview with Kevin Zhou: Chief Medical Officer of AXA Insurance

As we transform to a holistic insurance solutions provider with a focus on health, we talk to our Chief Medical Officer Kevin Zhou, to have a closer look at our vision and health strategies.

Could you please introduce yourself to the team and a little bit about your background?

Hi all, my name is Kevin ZHOU, I am very glad to join AXA Insurance as Chief Medical Officer. Before joining AXA, I have worked for different joint venture and foreign insurance institutions since 1995 where my focus has been on the health insurance in China for the past ten years.

In my spare time, I am also an advocate and practitioner of healthy lifestyle. I love football and I have been a loyal Liverpool Football Club fan for more than 20 years.

What is your role in the organization?

I will be responsible for establishing and driving our health strategy in China, combining advanced international insurance concepts with China's reality, and for creating the core competitive advantage of the health business, by continuously upgrading and strengthening products, services, channels and operation systems, with the aim to provide our customers comprehensive healthcare solutions.

安盛保险首席健康险业务官 采访录

在公司向以健康险为主的多元化保险服务转型之际,我们与保险首席健康险业务官周晞烨先生聊了聊,以下是周晞烨先生对健康转型和公司策略的看法:

请您介绍下自己以及您的背景?

大家好,我是周晞烨,非常高兴能于今年加入公司担任首席健康险业务官。我于1995年进入保险行业,曾就职于多家中外合资及外资保险机构,并在在过去的十余年专注于健康险在中国的发展。

工作之余,我也是一名健康生活方式的倡导者及践行者,爱好足球运动,是一名超过二十年历史的利物浦球队铁杆。

请介绍下您在公司的主要职责?

我的主要职责是在中国建立和推动我们的健康险业务战略,致力于将国际先进保险理念与中国实际相结合,打造健康险业务的核心竞争优势,帮助产品、服务、渠道和运营体系等方面不断升级强化,为我们的客户提供全方位的健康解决方案。

What opportunities AXA has in health market in China?

First of all, from a macro perspective, China government has issued a series of policies in recent years to support the development of commercial health insurance, including the "Health Insurance Management Measures" released at the end of 2019 and the 13 ministries and commissions "Opinions on Promoting the Development of Commercial Insurance" further lay down basis.

Secondly, with the promotion of the National Health Committee and Health Commission's (2019-2030), the health awareness has gradually increased among customers, laying out solid foundation for the expansion of the health insurance market. At the same time, the health insurance density and depth are still limited; in recent years, the compound annual growth rate of health insurance has been maintained at 25-30%, indicating a steady room for development. More importantly, with the full acquisition of AXA, we can benefit from the expertise and experience from AXA Group and regional in the health insurance space for growing the business in China market.

Can you share more about your goals/ambitions for AXA insurance's health sector?

The ambition is for AXA Insurance to become a leading healthcare player in the China market among all foreign-owned insurers, and to integrate our "Payer to Partner" strategy through building a customer-centric, comprehensive medical and health ecosystem that can empower our customers, to make AXA the first choice among our preferred segment (Upper Middle Class) when it comes to the chosen of healthcare solutions.

You joined us in January 2020. What are your impressions of this company?

Been a big LFC fan for a long time, I know too well the power of AXA brand. Per my under-

您认为安盛在中国健康险市场的机遇有哪些？

首先从宏观来看，国家近年来出台一系列政策支持商业健康险的发展；2019年年底发布的《健康保险管理办法》和今年13部委“关于促进商业保险发展的意见”进一步奠定健康险发展的基础。

其次，随着国家卫健委的健康中国行动（2019-2030）倡议推进，老百姓的健康意识逐渐提高，为健康险市场面的扩大创造良好条件。同时纵观目前健康险市场现状，其承保密度和深度尚有限；而近几年来健康险的复合年增长率一直保持在25-30%，预示着稳健的上升发展空间。更为重要的是，随着安盛的全资收购，我们将最大化得到安盛集团的专业技术支持，借助其在健康险事业全球和区域发展的经验，可以更好的布局中国健康险业务。

您可以分享下安盛保险健康险事业部的目标及愿景？

我希望安盛保险在中国市场可以成为外资健康保险界的领跑者；在安盛全球策略“从支付方到合作伙伴”引领立下，构建以客户为中心，全面医疗健康理念，赋能客户和各方合作伙伴的生态圈；力争使安盛品牌成为我们目标客户（中高端人群）全面医疗健康解决方案的首选。

您今年一月加入公司，请您谈谈对公司的印象？

由于我是利物浦常年的粉丝，安盛品牌的力量早已植根我心，我理解的安盛品牌是一个倡导

standing, AXA encourages young generation to live a healthy lifestyle, and to embrace enthusiasm, ambition and tenacity in life. I hope that as a "young" business department, our brand-new Health Business Division can inherit this core value. Another thing that I am very proud of after joining AXA is its extensive branch franchises, which is very rare in foreign owned insurers as far as I know. This will be the foundation of the health insurance business layout. At the same time, in the past few years, the company has already had solid deployment in the mass and high-end market, which has laid the foundation for rapid growth of entire health insurance business in the future. Finally, AXA is very determined and committed in the health business sector, and this enhances my confidence about our great future in China.

引领健康生活方式的品牌,鼓励年轻人有热情,有斗志,有韧劲,希望我们健康险事业部作为“年轻”的事业部能够传承安盛品牌的内核力量,砥砺前行。加入安盛后另一个让我深感自豪的是其分布广博的机构资源,这在我所知的外资保险公司里未曾看见过的,这将是健康险业务布局的根基。同时过去几年公司已近在大众和中高端健康险市场阶段已经有了良好的布局,也为今后健康险业务的高速成长发展奠定了基础。最后最为重要的是,安盛总部对于中国健康险业务发展的重视和决心,也使我对公司在中国市场的未来倍感信心。

“Each for Equal” Photo Contest Launched to Celebrate 2020 IWD

In response to the International Women's Day 2020 theme “Each for Equal”, AXA Tianping launched an internal photo contest on March 9th to encourage all employees to be part of the gender equality initiatives.

Around 100 entries with specially designed IWD theme element #eachforequal were submitted by our colleagues from headquarter and over 25 branches and centre branches across China in just three days. We are thrilled to discover a great many talented and interesting souls in the company and are amazed to see the variety and creativity in those captivating entries reflecting gender equality.

The tight race ended up with one winner and four runners-up, voted by the Chairman Xavier Veyry and CEO Yamin Zhu. The winner goes to Binbin WANG from Ningbo Branch whose photo is designed with sweet and delightful touch.

This IWD campaign helps connect our employees closer, and offers an opportunity for all staff in China to get involved in accelerating the path to gender equality and making the workplace more diverse and inclusive.

“性别平等，同庆节日”——2020年国际妇女节员工摄影风采大赛

为了响应2020年国际妇女节“性别平等”的主题，安盛天平于3月9日发起了内部摄影比赛，以鼓励所有员工加快行动，推动性别平等。

在短短三天内，来自总公司以及25个公司及作业中心的同事们提交了近百张带有特殊主题元素#性别平等设计的投稿。参赛作品充满了性别平等的张力，展示了丰富多样的创意。员工们横溢的才情以及有趣的灵魂着实令人惊喜。

紧锣密鼓的比赛最终以1名一等奖和4名并列亚军结束。主席卫泽韦先生和首席执行官朱亚明女士一致评选出的一等奖获奖得主为宁波分公司的王斌斌，因其作品亲切生动而夺得头筹。

这次摄影大赛帮助我们与员工之间建立了更紧密的联系，并为所有员工提供了一个展现才华的机会。未来，在加快实现性别平等的道路上，我们工作场所将更加多样，更加包容。



Qingdao Branch Awarded "Excellent Customer Service Insurer of the Year"

Our Qingdao branch was granted the "Excellent Customer Service Insurer of the Year" for the exceptional service provided by Sales and Claims teams at the 12th Finance Institutions Awards in China (Qingdao) held by Qingdao News in January 2020.

The award reflects broader community recognition for our brand and service, as well as customer trust in our Qingdao branch. The Qingdao branch will continue to serve our customers with high-quality services and solutions, and bring our business operation to the next level.

The Awards is widely acknowledged in the finance industry to evaluate financial institutions' performance and innovation capabilities in 2019. And it demonstrates our commitment and capability to be customer-focused by delivering first-class holistic insurance services to our customers. Congratulations to our Qingdao branch on achieving this milestone!

青岛分公司荣获“优秀客户服务保险公司”的称号

2020年1月由青岛新闻网主办的“第十二届中国(青岛)财经风云榜”评选活动落下帷幕,本次活动以“金融回归本源,服务实体经济”为主题,有效评价银行、证券、保险等各类金融机构2019年度表现与创新价值,打造金融业领军者标杆形象。榜单以其客观、专业、负责的精神,受到金融业和社会各界的高度认可和广泛关注。

经过业内推荐、专家评审、企业家投票和观众评审等环节的激烈角逐,青岛分公司凭借优秀的销售团队和细致的理赔服务,喜获“优秀客户服务保险公司”这一重量级大奖。在此次评选活动中,荣获“优秀客户服务保险公司”称号的保险公司共三家,这充分证明青岛分公司的品牌形象和服务水平得到了社会 and 业界的广泛认可。

荣誉的取得是民众对青岛分公司的高度肯定和信任,大大的提高了分公司在当地市场的品牌影响力,更是对公司的鞭策和激励。青岛分公司将再接再厉,以更完善的经营模式、更成熟的管理体系和更优质的客户服务,进入一个新的发展阶段。

颁奖典礼现场 Awards Ceremony



Chengdu Contact Center re-opens early and safe

CDCC was among the first to have most of employees back to work from March 2nd despite the then unclear epidemic situation. There were a total of 310 TSRs and 28 management staff returning to office on the day. To ensure every colleague to take all four steps before entering the office, the CDCC admin team arrived earlier than usual in the morning: check-in, get mask, disinfect and take body temperature, which made our employees get protected and rest assured in workplace.

Flexible working hours were arranged to avoid crowded transportation and infection risk. To keep employee morale up, CDCC also prepared red envelopes for all TSRs. Up till now, the resumption rate of CDCC has exceeded 70%. With every one's efforts, we will finally go through this stage and have a prosperous business year ahead!

Four strict steps before entering the office:
checking in → getting masks → disinfection → temperature measuring

进入职场前:签到-领取口罩-消毒-量体温,一步都不能少



成都电销中心首日大规模职场复工

3月2日,成都电销中心迎来了疫情期间第一天大规模复工,当天共有310名坐席和28名管理人员回到职场办公。为了第一天开工顺利,后线的行政人员早早地就来到了公司开始了准备工作:每一位伙伴都要先在门口签到领取口罩、完成消毒及测量体温后才能进入职场开始工作。为了避免上班高峰期的感染风险,成都中心也实行错峰上班的制度。

当日,成都中心还为各位销售伙伴准备了开门利是。截止到目前,成都电销中心的复工率已经超过70%。相信有大家的努力拼搏,疫情终将过去,2020年的业绩一定会红红火火!

“HongBao” - Lucky money gift
惊喜开门红包派送



He left home when epidemic arrived – a story of Wuhan call center staff Hong Yuanhui

Since the beginning of 2020, the COVID-19 epidemic outbreak has changed people's life in Wuhan and even the whole country. In addition to the most respected medical workers, there are also a group of "retrograders" walking silently between families in communities, helping the residents. This group has a common name, called "community volunteers", and Hong Yuanhui from Wuhan Call Center, is one of them.

To avoid face-to-face contact, the authority requires everyone to stay at home and not go out as much as possible. All the shopping malls and supermarkets are no longer open to individuals while only community purchases are allowed. Many elderly living alone encountered difficulties and all of them relied on community volunteers as they didn't know how to purchase supplies via internet.

Hong Yuanhui and the community staff visited these elderly and offered supplies. Morning and night, Hong Yuanhui was always standing by for various needs. He spent all his time on distributing supplies and medicine, leaving no time to take a break. When asked whether tired or not, he gave it a laugh and said: "The voluntary work helps me do exercise and stay fit."

With the help of community staffs and volunteers, the community where Hong Yuanhui lives has maintained a "zero confirmed case" record. At the same time, the volunteers also took protective measures such as disinfection, wearing masks, taking temperatures, etc. which in result successfully contained infection and gave everyone peace of mind. The volunteers were respected by all residents in the community.

疫情当道，他毅然走出家门——记安盛保险武汉在线中心员工洪袁辉

2020年伊始，新冠肺炎疫情的发展，改变了武汉乃至全国人民的生活节奏。除了最尊敬的医疗工作者，还有这样一群“逆行者”默默奔走在各个小区的各户人家之间，用自己的行动为居民带去帮助。这一群小伙伴有一个共同的名字，叫做“社区志愿者”，武汉在线中心爱国二组的洪袁辉便是其中一员。

由于疫情管控要求所有人都待在家里，非必要尽量减少外出，商场超市都不再对个人开放，只允许社区进行团购。而不少独居老人生活不便，也不会手机上团购，这些都全靠社区志愿者来帮忙。

洪袁辉和社区工作人员一起进行走访了解困难需求，将爱心物资送到老人家中，缓解他们的生活困难。由于每个人的需求和安排都不同，不论早晚，洪袁辉一直都是处于随时待命的状态：分发和配送爱心菜、给有需要的住户买药、为一线医疗人员家属提供物资保障....有时候，他会忙碌到深夜，当问到他这样为什么要这么辛苦时，他笑着说：“就当是锻炼身体好了”。

在社区工作人员和志愿者的共同努力下，截止目前洪袁辉所在的小区一直都是维持着“0确诊”的记录。同时志愿者们也做好防护措施，消毒、戴口罩、测体温.....一步都不能少，这样也打消了大家的顾虑，工作进展得更加顺利，他们也得到了小区所有居民的尊重。

Hong Yuanhui, who joined our Wuhan call center in April 2019, has performed as well as old TSR. During the outbreak of COVID-19, he also worked online to serve customers and was highly praised for his dedication. His GWP has reached RMB 945,000 in February.

With the arrival of March, newly confirmed cases in Wuhan have gradually dropped to single digits. The closed communities and roads gradually reopened. Volunteers like Hong Yuanhui have made great contribution in this special period. We pay tribute to all “retrograders” for their sacrifice and wish Wuhan a better tomorrow!

在业务工作中, 2019年4月入司的洪袁辉, 工作能力同样毫不逊色其他老坐席。在疫情期间, 通过向领导申请, 除了做志愿者的时间, 他都抽时间上线, 认真的对待每一位客户, 解决客户问题、远程出单, 赢得了客户们的一致好评, 2月业绩达到9.45万元。

随着三月份的到来, 武汉的确诊病例已经逐步降到个位数, 封闭的小区 and 道路有序开放, 这都离不开洪袁辉他们这些志愿者们们的努力。感谢所有危难之中的逆行者们, 也祝愿武汉的明天更加美好!



Hong Yuanhui purchasing for residents
洪袁辉为居民代购

Support One Another in COVID-19 Battle

We will never forget how difficult it was to go through the battle against the epidemic in China, as well as the support we received from our colleagues around the globe then.

As the COVID-19 crisis evolved into a pandemic and the sanitary situation in Europe has deteriorated in recent weeks, we are connected more than ever with our colleagues in all regions. We know the challenges and uncertainties and provided all we can do.

你我同心, 共克时艰

我们永远不会忘记抗疫初期之艰难, 也不会忘记彼时全球同事给予我们的援助和支持。

随着全球流行病的势态愈演愈烈, 欧洲疫情也在短短数周内蔓延。经历过这一切的我们比谁都更清楚这场鏖战带来的挑战、未知带来的不安。此刻, 我们更要与全球同事紧紧相连, 共克时艰。

An emergency task force of teams from HQ procurement, legal & compliance and finance, joining hands with AXA RMC and AXA Partners was immediately set up and purchased 2 million medical masks to aid medical practitioners at frontlines in France – to thank them for their generous help in the beginning of the outbreak, as well as to help them cope with the outbreak in face of this epidemic challenge to all humankind.

On March 26, the Executive Chairman Xavier Veyry, together with HQ staff, shot a morale-boosting video for our colleagues in other countries suffering from the crisis.

Hope our colleagues in other countries and regions keep safe and soon overcome this challenge!

为感恩于在中国疫情初期时安盛集团的慷慨相助,也为了携手应对这场人类共同面临的流行病大挑战,总公司采购部、法律合规部、财务部联合安盛拓业, AXA Partner迅速反应,成立应急援助小组,为法国采购200万只医用口罩驰援法国,用于捐给法国的医务工作者,帮助法国应对新冠病毒肺炎的爆发。

3月26号,由总公司董事长卫泽韦先生也同总部同事为此刻正在艰难抗疫的其它地区同事拍摄了一段视频,鼓励大家同心作战,共击疫情。

希望安盛全球同事能够抗疫成功,渡过难关!



点击即可跳转播放视频Click
to jump to play video

“315” Consumer Rights Protection and Education Week

AXA Tianping has launched a series of online activities from March 9 to March 15 in response to the CBIRC's “315” Consumer Rights Protection and Education Week. The campaign was organized by the HQ and distributed through branches with a theme of adopting a financial, consumer-centric approach to support containing the epidemic.

Apart from all our proactive measures taken to protect our customers amid the outbreak, we educate consumers by circulating e-posts and other relevant information on our official website, mobile platform and WeChat account.

The campaign was widely picked up by media, with total 36 reports spanning from CBIRC outlet the China Banking and Insurance News to provincial publications such as Xinhua- Jiangsu.

Mr. Yang Yong, the Chief Claims Officer commented: “This year's 315 education week comes at a time when the whole world is fighting the COVID-19 pandemic. Our Claims team was among the first batch of insurers to build up a series of measures to enable our staff in affected areas to work from home, as well as putting in place digital solutions for our customers. They reassure customers and give them peace of mind, and to retain customers' trust in the company amid the outbreak”

“315”消费者权益保护教育宣传周圆满开展

3月9日至3月15日期间，安盛天平积极响应中国银保监会关于开展“315”消费者权益保护教育宣传周的部署安排，开展了一系列线上活动。围绕“以金融消费者为中心助力疫情防控”主题，活动由总公司统一发起，分公司积极响应。

在积极协助抗疫之余，安盛天平通过官方网站、移动官网及微信公众号等线上平台投放电子海报及图文资料进行教育宣传。

该活动被36家媒体报道，包括《中国银行保险报》、《新华社江苏分社》、《齐鲁晚报》等媒体。

首席理赔官阳勇先生表示：“这次315教育宣传周恰逢我们同心协力战疫之时。我们的理赔团队在疫情爆发初期就及早采取了一系列措施保障员工安全，并为客户提供线上服务，是他们的贴心服务让客户多了一份安心和放心，也获得了老客户的信任。”

Sebastien Legrand, the Head of Operations, added: "We remain committed to enhancing consumer rights protection education, and stands behind the nation's efforts to contain the epidemic. I would like to commend all of our employees at HQ and all branches to make efforts to ensure our business continuity and safeguard our customers amid the crisis. You are real heroes for AXA.

首席运营官Sebastien Legrand 补充道：“我们重视加强消费者权益保护教育，全力支持疫情防控。非常感谢和欣赏我们总部及分公司所有的员工在这个特殊时期，坚守岗位，勤恳工作，服务广大的消费者，为人们带来健康保障。你们是安盛真正的英雄。”



Stronger together

Since the COVID-19 outbreak, medical staff across the country headed to the front line. AXA provided free protection for medical staff and journalists as soon as possible, and included COVID-19 in the protection scope of multiple health insurance products. Bearing the consumer-centric in mind, we fully support epidemic prevention and control.

AXA has received **AA Rating of service** by CBIT. We provide consumers with comprehensive risk protection plans with consistent quality services. We are committed to being your partner, providing heartwarming support for you and your family, helping you feel more at ease and confidence, and encouraging your better life.

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- 2020 -
中国银行保险监督管理委员会
消费者权益教育宣传周

盛放人生 稳步未来
Know You Can



携手并肩 战疫克险

新冠疫情伊始，全国各地医护人员奔赴一线，安盛天平在第一时间为医护人员、记者提供了免费保障，并将新冠肺炎纳入多款健康险产品的保障范围中，以消费者为中心，全力支持疫情防控。

安盛天平，获银信AA服务评级，以始终如一的优质服务，为消费者提供全面的风险防护预案。我们致力于成为您的合作伙伴，为您和家人提供暖心支援，助您更安心、更有信心，鼓舞您的美好人生。

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- 2020 -
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盛放人生 稳步未来
Know You Can

21 AWESOME FACTS ABOUT YAMIN 朱亚明女士廿一事

1.Three words that describe you: Disciplined, passionate, motivating

2.What do you do in your spare time? Reading novels, listening to music and whenever I have a chance, backpack travel: I've been to Mexico, Turkey, Vietnam... The world is big and full of incredible places to see

3.How do you recharge? Rest my mind and body; talk to people non-work related

4.Favorite karaoke song? Yin Xing De Chi Bang – a great Chinese song. The title means Invisible Wings. You should listen to it!

5.Ultimate dinner party guests? (dead or alive) My children.

6.Five items you can't live without? Can't think of a single item actually – it's refreshing. I guess maybe I don't need so much.

7.Fill in the blank: If you really knew me, you'd know I'm very adventurous.

8.What is your favourite memory from your childhood?I remember picnics in the country – times were difficult when I was growing up, so this was a form of luxury for us, a real treat to be outside together. I also fondly remember children's day at my school. I would often get to perform, and I would always get to wear a new dress!

9.What superpower do you wish you had? The power to ease people's pain. It would be wonderful to be able to simply be able to lift people's difficulties.

10.If you ruled the world, what would you change on Day One? End wars.

11.If you had the world's attention for 30 seconds, what would you say? Let's help each other.

1.用三个词形容你自己 -自律、热诚、积极

2.闲暇时间做什么-阅读小说,听音乐,背包旅行--我去过墨西哥,土耳其,越南等等很多国家。世界很大,精彩无限,要去看看

3.恢复精力的方式-放松身心,与人交谈

4.最喜欢K的歌-隐形的翅膀,值得一听!

5.晚宴一定会邀请谁-我孩子们

6.哪五样东西不可或缺-一个都想不到啊,大概我真的不太需要太多东西

7.填空题-当你了解我之后,你会发现我很爱冒险!

8.童年最珍贵记忆-乡间野餐吧。长大后很少有机会,这种回归自然的感觉很奢侈!还有小时候上学的日子,那时总是规规矩矩的,而且经常有新裙子穿!

9.想拥有什么超能力-帮大家消除痛苦的能力,很美妙,这样就不用受苦

10.你来统治世界的第一天,最想改变什么-消灭战争

11.如果你有30秒钟能让全世界的人听你的,你会说什么-让我们互帮互助吧!

12.What do you recommend people should watch on Netflix? Something joyful. So much of the news is dark, we all need to be lifted up. Watch something nice and smile!

13.If you won the lottery, what would you do with the money? Travel the whole world.

14.If you could dis-invent one thing, what would it be? Consumerism

15.What is the wildest thing you've ever done? Hitchhiking in Turkey. I got into a car with a perfect stranger. It was really quite dangerous though I didn't really think of it at the time.

16.What's something you've tried, that you'll never ever try again? Send an email when you're angry.

17.What's your guilty pleasure? Hiding from my kids sometimes, to find refuge to recharge.

18.What can you do that most people can't? I taught myself how to sew and can make my own clothes.

19.How do you impress somebody on a date? I'm a great listener and can make people comfortable.

20.Did you play any sports in high school? Were you any good? Actually I was a very good athlete throughout school – mostly athletics: running, jumping. I was my University Sports Team leader.

21.What embarrasses you? When I talk very passionately about something and realise my audience is completely indifferent. It makes me feel like I'm nuts!

12.主流媒体视频网站上的内容有何推荐-欣赏令人愉悦的事物吧。太多新闻令人沮丧,我们需要振作一些!看一些美好的视频,笑一笑吧!

13.中了彩票准备买什么-环球旅行

14.你可以取消某种事物的存在,会选什么-消费主义

15.做过最疯狂的事-在土耳其搭顺风车,当时跟一位完美陌生人共乘一车,其实很危险,但当时没想那么多

16.尝试过后再也不会做的事情-气头上发邮件

17.什么时候内疚但快乐-躲开孩子一阵,独自呆着休息

18.大部分人不能做你却可以做到的事情-自学成才会给自己做衣服

19.约会的时候如何打动对方-善于倾听,令人舒服

20.高中玩什么运动,擅长吗-学生时代我是一个运动健将,跑步、跳高、跳远都行。大学时我是运动队队长

21.尴尬时刻-当我兴致勃勃讲述时,发现听众无动于衷,感觉自己有点懵



安盛保險