

2019

*The Year in*  
**Review**  
年度回顾

## Dear Colleagues,

2019 has just come to a close, and what a year it has been for our company!

The AXA China teams have much to be proud: on top of completing the transaction, it has worked tirelessly to make 2019 an iconic year marked by:

- The kick off of a major transformation to put Chinese customers at the heart of all we do by living and working through our five attributes: Own it, Be Quick, Plan & Execute, Experiment, Collaborate.
- The launch of the new AXA logo with a country wide advertising campaign
- The activation of “Know you Can” with KOLs and a Liverpool Football Club legend.
- The launch of new products that provide our customers a comprehensive protection and prevention solutions
- A prestigious “AA” rating for customer service excellence from the CBIRC as well as other awards acknowledged by our industry and the regulators.

The closing of the transaction will enable the transformation to accelerate and 2020 will be marked by the rollout of exciting health and lifestyle protection and prevention solutions focused around health and family.

Right now, at the very beginning of 2020, I wanted to take a look back at 2019 and share with you what were some of the highlights of each season.

Thank you all so much for your hard work throughout the year, and here's to a prosperous and successful 2020!

JiaYou!

**Xavier Veyry**

## 亲爱的同事们,

2019年刚刚结束,对我们公司来说,这是至关重要的一年!

这一年里,经过安盛中国团队的不懈地努力,2019年成为了标志性的一年,我们不仅完成了股权收购,还有以下引以为傲的成就:

- 公司进行了重大转型,坚持以客户为中心,并在生活和工作上努力贯彻“争做主人翁,敏捷行动,提前规划,贯彻执行,勇于尝试,合作共赢”这五点精神。
- 在全国范围内开展品牌宣传广告,推出全新的品牌形象“安盛保险”。
- 在KOL和利物浦足球俱乐部传奇足球运动员的见证下,激活“盛放人生,稳步未来,Know You Can”这一品牌承诺。
- 推出新产品,为我们的客户提供全面的保障和抗风险方案。
- 荣获2018年保险公司服务“AA”评级,以及行业和监管机构认可的其他奖项。

股权交易的完成将加速公司转型,健康和家庭两大领域将成为我们2020年关注的重点,我们将能够为客户提供更多更完善的保障和抗风险方案。

此刻,在2020年伊始,我想回顾一下2019年,并与您分享每个季度的一些亮点。

非常感谢您全年的辛勤工作,祝您2020年蒸蒸日上!

加油!

**卫泽韦**

The year kicked off with Branch visits: Hebei, TianJing, Shandong, Zhejiang, Shanghai, GuangXi, Yunnan and Dalian, all great introductions to our business and customers.

In January, members of the management committee attended, for the first time, the AXA Days – the AXA Group annual leadership meeting.

Headquarters also received the visit of a number of prominent visitors from the group, eager to understand our business better and support our transformation as we prepared to fully integrate into AXA Group.

AXA TianPing was invited to join the China Development Forum in Beijing with the AXA Group CEO, to discuss the future of our industry in China with world class experts.

AXA also officially launched its partnership with the Liverpool Football Club, which is proving to be a successful strategic move for China, helping in our targeted customer reach.

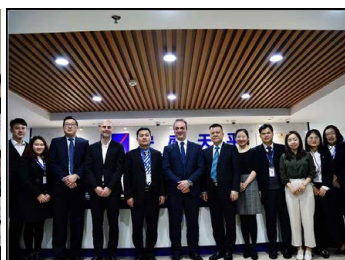
2019年开春,我先后访问了河北、天津、山东、浙江、上海、广西、云南和大连这几个分公司,对各地业务和客户都有了较好的了解。

1月份,管理委员会成员首次参加了AXA Days——安盛集团的年度领导会议。

此外,总部也接待了来自集团的贵宾,他们希望能够更好地了解我们的业务,以便支持我们做公司转型,更好更全面地融入安盛集团。

安盛天平也应邀与集团首席执行官一起参加了在北京举行的中国发展论坛,与世界级专家探讨我们在中国行业的未来。

我们还正式启动了与利物浦足球俱乐部的合作伙伴关系。事实证明,这对于与我们的目标客户建立联系而言,无疑是一项成功的战略举措。







## AXA Days

In January, for the first time, members of the AXA TianPing Management committee joined me for AXA Days, a meeting of some of the top leadership of the AXA Group, held in Paris.

It was a great opportunity for us to begin integrating better into the Group by understanding Thomas Buberl's vision and strategy, and to meet with other leadership teams from around the world, which is always inspiring.

The Asian Market Office organized a talent night aboard a ship on the Seine, and I was very proud to show our unity and togetherness during this contest. Of course, participating is the most important – but we did come in second in the “Asia's got talent” night and celebrated as due.

## 安盛集团年度领导会议

1月, 安盛天平管理委员会成员第一次与我参加了AXA Days, 安盛集团的年度领导会议。这次会议在巴黎举行, 也是集团高层领导的第一次会议。

对于我们来说, 这是一次了解集团首席执行官 Thomas Buberl的愿景、在战略上更好地融入集团的绝妙机会。同时, 能与来自世界各地的其他领导团队会面, 也是一件令人鼓舞的事。

此外, 亚洲市场办公室还在塞纳河一艘轮船上组织了一次“人才之夜”的比赛, 我们为我们当晚的团结一致、并肩作战, 得到了当晚的第二名感到非常自豪! 当然, 参与感第一, 比赛第二。最重要的是, 我们在当晚全心投入, 度过了欢庆时光。



## Gordon and Astrid's Visits In February and in May

Gordon Watson, AXA Asian Market CEO, visited us in February, and held a Townhall meeting with employees from across Branches to discuss AXA's commitment to China, and foretell the benefits of our integration into the Group for all employees – technical sophistication and capability of course, but also trainings, international mobility, and the AXA Values.

Putting his money where his mouth is, he rewarded the bravest of our employees – the first to ask him a question – with a trip to Liverpool!

Gordon came back in May, this time with another member off the AXA group Management Committee: Astrid Stange, AXA Group COO. A friendly networking breakfast was held with some of AXA Tianping's great talents, which was a great opportunity for both sides to get to know each other better.

On this special occasion, Astrid shared some inspiring thoughts about women's empowerment in the work place and her strong belief in young female talents in AXA Tianping.

## Gordon和Astrid在2月和5月 访问安盛天平总部

2月, 亚洲市场首席执行官Gordon Watson 访问了上海总部, 并与各分支机构的员工举行了一次员工大会。会上, Gordon与大家亲切讨论集团对中国市场做出的承诺, 并预见融入集团能够为公司带来的成熟经验、技术支持、培训、国际范围内的工作机会以及安盛集团秉承的价值观。

此外, 他还兑现承诺, 奖励了一名勇敢向他第一个提问的员工 – 奖品是一次利物浦之旅!

Gordon于5月在集团首席运营官Astrid Stange女士的陪伴下, 再次回到上海总部。两位集团高管的此次访问从一个友好的早餐会开始。他们接触了安盛天平的部分青年骨干, 这对双方来说都是一次很好的了解彼此的机会。

在这个特殊的日子, Astrid女士还分享了一些她的思考: 她不仅强调女性力量在工作场上的重要性, 同时还表达了她对安盛天平年轻女性人才的坚定信念, 她的发言对每一位到场者来说都十分有启发性。



The Summer brought many opportunities for AXA's name to become associated with expertise in insurance, not least of which through the change of our logo from AXA TianPing to AXA Insurance advertised nationwide with a TV campaign. The World Economic Forum, World Tourism Forum and Tsinghua University all provided platforms to share at high levels how we can contribute to the society and to make an impact as an insurer.

Denis Duverne, the AXA Group Chairman, joined the Lujiazui Financial Forum where we were able to support the district with our expertise. In July, we celebrated AXA's 20 years' in China at an event on the Shanghai Bund teeing off the advertising campaign.

2019年夏天,无论是从“安盛天平”到“安盛保险”品牌升级、全国范围内的品牌宣传广告,还是我们在世界经济论坛、世界旅游论坛、清华大学等有影响力的平台上发表的如何为社会做出贡献、以保险人的身份发挥影响的言论...我们通过一系列的活动为公司带来了在行业内提高知名度及专业性的机会。

2019年夏天,集团董事长Denis Duverne还来到上海,参加了陆家嘴金融论坛,我们尽我们所能,利用我们的专业知识为行业领域做出贡献。七月,我们还在上海外滩举行了安盛进入中国市场20周年的欢庆盛典,为接下来的品牌宣传活动揭开了序幕。







## 20 Years in China: Celebrating AXA Group's Long-Term Commitment to China Market

In July, AXA celebrated its 20th year in the Chinese market at an event on the bund. Group CEO Thomas Buberl, Asia CEO Gordon Watson, joined representatives of all of our Chinese entities and some key commercial partners for a panel discussion and a banquet dinner for the celebration. This represented AXA's diverse mix of partnerships and joint-ventures that have been developed over the last 20 years in the China market, and reinforced AXA's business network and relationship in China, as well as Group's long term commitment to the China market.

Prior to the main event, a media workshop was held, SPDB-AXA IM CEO Diana YU and our own Chief Actuary Scott Yin joined me to provide an overview and updates of AXA's business in China, and industry insights on the market.

## 进入中国市场20年庆典： 集团对中国市场的长期承诺

7月，安盛在外滩举行了庆祝了其在中国市场20周年的欢庆盛典。集团首席执行官Thomas Buberl，亚洲首席执行官 Gordon Watson与我们所有中国实体的代表以及重要的商业伙伴一起参加了主题座谈会和庆祝晚宴，这不仅是安盛在过去20年来在中国市场建立了各种合作伙伴关系和合资企业的体现，也彰显了其继续在中国发展业务网络和合作关系，长期投资中国市场的决心。

活动当天下午，我在浦银安盛基金管理有限公司总裁郁蓓华女士和我们的首席精算师殷兆男先生的陪同下参加了媒体新闻研讨会，概述了安盛在中国的业务及近期发展计划，以及探讨了对市场和行业的见解。





安盛保险

幸福  
不停步

5岁儿子夏天突然想看星星，志鸣和春晓决定带他去湖边露营，不料车子却陷在泥地，说走就不走了。幸好有安盛车险迅速处理，一家三口成功赶到目的地，享受美好的假期。

安盛保险，全球卓越保险品牌，提供车险、健康险、财产险等多重保障，鼓舞你的美好人生。

盛放人生 稳步未来  
Know You Can

axa.cn

欢迎拨打: 95550

## Bringing the brand promise to China: 盛放人生, 稳步未来 Know You Can

AXATP's major advertising campaign “盛放人生, 稳步未来, Know You Can” was launched nationwide on 26th August, rebranding the company as AXA Insurance. In total, the campaign was seen by 344744000 people! To celebrate the new company identity and to build excitement around the campaign, an internal video competition around the theme of “Know You Can” was organized. Kicked off by MC leaders' videos, employees from all branches and the HQ participated with creativity and joy. I was incredibly impressed by the talent in the company! The winner Chengdu Contact stood out among over 400 videos and won the grand prize – a trip of two to a Liverpool Football match in Anfield.

## 将集团品牌承诺“盛放人生, 稳步未来 Know You Can”带到中国

安盛天平的主要品牌宣传广告活动“盛放人生, 稳步未来, Know You Can”于8月26日在全国范围内开展, 并将公司品牌升级为“安盛保险”。截至到11月末, 总共有3亿多人观看了该广告! 为动员全体员工一起庆祝新品牌形象, 公司围绕“盛放人生, 稳步未来, Know You Can”这一主题组织了一次内部视频比赛。此次比赛由公司的管理层带头上传自己的短视频, 为比赛拉开帷幕; 随后, 各分支机构和总部的员工积极响应, 分享了一个又一个充满了创造力和欢乐的作品。我们公司真的人才辈出, 这给我留下了深刻的印象! 这次视频比赛的获胜者是“成都在线中心”, 他们从400多个作品中脱颖而出, 获得了大奖。奖品是去安菲尔德观摩利物浦足球比赛双人游。



Denis Duverne came back to Shanghai in the autumn, this time to visit the Headquarters.

Our transformation into a multi-liner progressed further as we launched our “International Cancer Therapy” product, the first of many innovative health products we will be providing our customers in the future.

I spent some time in the GBA to learn more about opportunities in the South from our colleagues in Shenzhen and DongGuan.

We gave life to our Brand Promise “Know You Can” which we activated through social media and at an event for our distributors with great success with Football stars and KOLs in attendance.

Capitalising on our LFC partnership, we send some of our top distributors for a once in a lifetime visit to Anfield.

秋天也收获累累。集团董事长Denis Duverne回到上海,这次他来到了上海总部参观。

与此同时,由全新健康险产品“全球重疾险”打头阵,我们开始推进公司向多元产品线发展,这也是我们后续为客户提供的众多创新健康产品中的第一个。

此外,我还在大湾区度过了一段时间,向深圳和东莞的同事了解到了更多当地面临的机遇与挑战。

我们也通过社交媒体开启了我们的品牌承诺“盛放人生,稳步未来,Know You Can”的品牌宣传,并在KOL以及利物浦足球俱乐部(LFC)传奇人物的见证下举行了全新品牌发布会。

也受益于我们与LFC的合作关系,我们顶级分销商来到了Anfield,见证了利物浦足球俱乐部击败纽卡斯尔的胜利时刻。







## Our Top Distributors Visit Anfield

On 14th Sep, our top 35 motor salesforce flew in to Liverpool, to watch the match where LFC secured 3-1 win over Newcastle at Anfield. The winners of this trip were selected after a tough competition based on their business performance in Q1 in terms of total GWP, growth GWP and growth rate.

This was an exciting and memorable experience for our distributors, who were all impressed by the value of AXA as a brand, and the power of “Know You Can”. As Mr. XIA, Executive Vice President and Head of Distributors of AXA Insurance said, “We are delighted to be part of this trip and are convinced that our journey is only to be brighter, with what “AXA” can bring about as the most valuable brand in insurance industry.”

## 安盛保险2019英国高峰会

9月14日, 我们的Top 35车险分销商飞往利物浦, 参加了安盛保险2019英国高峰会, 见证了利物浦俱乐部在安菲尔德以3-1击败纽卡斯尔的激烈比赛。这次峰会的参与者是根据第一季度的业务表现、经过激烈竞争之后选出的佼佼者。

对于我们的分销商而言, 这次令人兴奋而难忘的经历让他们感受到集团的品牌价值以及力量。正如安盛保险执行副总裁夏立武先生所说: “我们很高兴能参加这次峰会, 相信在安盛在保险业的品牌推动下, 我们的明天会更加美好。”



## Denis Duverne visits AXA Tianping offices On October

On the 16th October, we welcomed the Chairman of AXA Board of Directors, Mr. Denis Duverne. On this occasion, Mr. Duverne greeted AXA Tianping's management committee members, together with some of AXA Tianping's talents, representing each department.

This represented a great opportunity for him to understand how the company functions in the transitory period, moving from AXA's joint venture to fully AXA - owned company.

During the meeting, Mr. Duverne reinforced the strategic importance of AXA insurance for the AXA Group, and the support of AXA Group of our transformation journey.

When speaking of AXA Insurance's shift from a mono-liner to a multi - liner, with a focus on developing health insurance, Mr. Duverne commented that this move is fully aligned with AXA's priorities at global level.

"Health insurance is a business line where AXA is very good globally and we are focusing our energy in developing this further. We have gathered over the years many expertise in terms of pricing, underwriting and product development. We will work hard to ensure that such expertise can be adapted to benefit our business here in China."



## Denis Duverne于10月访问安盛天平上海总部

今年10月16日,我们的上海总部有幸迎来了集团董事会主席Denis Duverne先生的造访。Duverne先生也借此机会与安盛天平的管理委员会成员以及各部门的骨干进行了深入交流。

在这次交流会上,Duverne先生了解了公司在过渡阶段,从合资企业转变到由集团全资控股的纯外资企业所做的准备。

在会议上,Duverne先生强调了安盛保险对集团在战略上的重要性,同时也表达了集团在对我们转型的坚定支持。

当谈到安盛保险正在从单一险种向多元化险种发展,特别是将健康险作为发展重点时,他评论说,此举完全符合安盛在全球范围内发展策略。

"健康险是安盛在全球范围内表现出色的业务线,我目前也在集中精力进一步发展这一业务。多年来,我们在定价,承销和产品开发方面积累了许多专业知识,我们将努力确保这些专业知识能够适用于中国市场,使我们在中国的业务受益。"



## Social Campaign

AXA Insurance's new brand was officially unveiled at a brand event around the theme "Switch on your life" on the 31 October, with a lighting ceremony on the Bund in Shanghai, together with invited guests, important partners and media. Liverpool Football Club (LFC) legend Jason McAteer shared his experiences around the "Know You Can" spirit from his unique professional perspective, followed by a panel discussion with popular financial industry writer Wu Xiaobo, KnowYourself platform founder/psychologist Qian Zhuang and parenting expert Huang Jingjie around a discussion on how to switch on your life.

This brand event was aimed at further bringing the brand promise "Know You Can" to our customers through our distributors, and to raise brand awareness on the China market, showing that AXA Insurance is an encouraging partner for our customers as the guardian of their wealth, partner in their personal development, and protector of their families.

## 全新品牌发布会

10月31日,以“打开人生开关 Switch on Your Life”为主题,在受邀嘉宾、重要合作伙伴及各界媒体的见证下,公司全新品牌发布会通过在上海外滩江畔的亮灯仪式正式亮相。

利物浦足球俱乐部 (LFC) 传奇人物杰森·麦卡特 (Jason McAteer) 在现场从他独特的专业角度分享自己在足球生涯中关于“Know You Can”的故事与感悟。在活动中的嘉宾座谈会环节,知名财经作家吴晓波, KnowYourself创始人兼CEO钱庄和中西合璧亲子教育专家黄静洁受邀出席,并围绕着“人生的稳与盛放”展开“如何打开人生开关”的讨论。

此次活动也旨在通过全国经销商将我们的承诺传达给我们的客户,并提高其在中国市场上的品牌知名度。安盛保险将始终以客户为中心,提供车险、健康险、财产险等多重保障,以更全面、更多样性的保险产品和服务鼓舞每一个消费者的美好人生。



## Brand Promise Coming into Fruition: **Our First Batch of New Health Products Enabling A Better life within our customers' reach**

AXA Insurance is committed to serving Chinese customers by providing them best-in-class cancer treatment in and out of China. AXA Insurance's latest global cancer medical insurance leverages AXA's global medical network, allowing customers to receive medical treatment both inside and outside China, seek advice from overseas physicians and get covered for logistics also.

For the first time in China market, customers are offered coverage of medical treatment both outside and inside China, which will significantly facilitate an early solution for cancer diseases, providing customers the possibility to have access to worldwide top-level medical resources.

In addition, AXA also has a series of chronic diseases products designed for patients with hypertension and diabetes, as well as high-end medical insurance for enterprises and individuals.

Moving forward, AXA Insurance is sure to become an encouraging partner that offers a comprehensive suite of protection and prevention products to our customers.

## 品牌承诺落地： **第一批健康险产品将帮助我们的客户触及更美好的生活**

安盛保险致力于通过为中国客户提供中国境内外的一流癌症治疗服务。我们最新的全球重疾险产品借助了安盛的全球医疗合作网络，让投保人可以选择在国内或国外签约机构就医，与海外专科医生进行远程问诊，安排赴海外治疗的旅程，交通、住宿等。

这是首次在中国市场出现的能够为客户提供中国境内外的医疗服务的产品，它将极大地促进癌症患者早期诊疗，为客户提供获得全球顶级医疗资源。

此外，安盛还为高血压和糖尿病患者设计了一系列慢性疾病产品，以及面向企业和个人的高端医疗保险。

展望未来，安盛保险一定会成为令人鼓舞的合作伙伴，为我们的客户提供更完善的保障和抗风险方案。

For the first time, AXA was represented at the CIIE this year, where France was the guest of honour, bringing us a lot of visibility in China and with the official delegations as both presidents visited the French Pavillion.

It was a good opportunity for AXA Insurance to be visible through our newly launched “Know You Can” brand campaign, as well as our network, sales and distribution efforts.

Later that month, the Management Committee got together for a Strategic Offsite in KunShan to agree to our strategic priorities for 2020 – you will be hearing more about this in January!

We took this opportunity to visit Mifan Mama, a charity foundation providing foster care for blind and disabled orphans since 2012, to show our support to visually impaired children, to take the responsibility to give back to this community as an insurer.

The highlight of the winter of course came on December 13th when it was announced that the transaction had closed and that we were now 100% AXA!

法国是2019年中国进口博览会的主宾国，而安盛作为法企代表也首次亮相了由双方总统共同访问的法国馆。

通过参与这次会展，我们不仅提高全新品牌知名度，还借机推动了销售网络和分销工作。

11月末，公司管理层在昆山召开了一次场外会议，以商榷公司2020年的战略重点，在明年1月份，大家会相继了解到更多信息。

我们也借此机会访问了自2012年以来为盲人和残障孤儿提供寄养服务的慈善基金会米饭妈妈，支持关爱视障儿童，承担起保险人的回馈社区的企业社会责任。

当然，冬季的最大亮点还是12月13日宣布集团收购安盛天平的股权交割完毕的消息！







## **AXA Insurance represented AXA China and joined the French Pavillion of the CIIE 2019**

From the 6th – 10th, AXA Insurance represented AXA China and joined the French Pavillion of the CIIE 2019. Associating with the State visit that was scheduled to coincide with the Forum, it was a good opportunity for AXA to be visible through our newly launched “Know You Can” brand campaign, as well as our network, sales and distribution efforts. The event garnered a lot of press interest and the coverage was very positive.

## **安盛保险代表安盛中国亮相 2019年中国进口博览会法国展馆**

11月6号至10号，公司代表安盛中国亮相进博会法国馆，恰逢法国总统对中国进行国事访问期间出席第二届进博会。通过参与这次会展，我们不仅提高全新品牌知名度，还借机推动了销售网络和分销工作。该活动引起了媒体的广泛关注，报道非常正面积极。高兴能参加这次峰会，相信在安盛在保险业的品牌推动下，我们的明天会更加美好。”



## Dedicated to support visually impaired children

Insurers have important societal role to play: to take the responsibility to give back to this community, as part of a community. This is why our Corporate Responsibility initiatives are important. In this spirit, the whole Management Committee spent some time with Mifan Mama, a charity foundation providing foster care for blind and disabled orphans since 2012. It was a meaningful day full of learnings and discovery, as we learned how to work with children with visual impairments, and marveled at how independent these children were. They also participated taking care of them: cooking meal, helping them with chores, feeding the children and playing with them.

To further extend the dedication to support blind and disabled children in rural communities and provide them with better eye care and education, AXA Insurance has donated 100,000 RMB to this foundation and has also agreed to review how to leverage its extensive branch network to further support the charity's detection and prevention initiatives against blindness, in the hope of continuing to become a more inclusive, understanding and supportive member of the community.

## 关注视障儿童

作为一家保险公司，我们要时刻牢记我们是社会的一部分、我们有义务向社会回馈，我们应当承担起相应的企业社会责任。

本着这种精神，管理委员会拜访了米饭妈妈慈善基金会，一起度过了一个有意义的早晨。自2012年以来，米饭妈妈一直为盲人和残疾孤儿提供帮助和庇护，而我们也与米饭妈妈相处的短短半天里学习到如何与有视力障碍儿童一起生活。此外，我们还为这些儿童做饭，帮助他们做家务，陪同他们一起玩耍。我们惊讶地发现，这些有视力障碍的儿童其实有很强的独立生活能力。

为了进一步支持农村盲童和残障儿童，并为他们提供更好的视力保健及科普教育，我们决定向该基金会捐款10万元人民币。同时，我们也认为可以利用安盛保险在全国广泛的机构布局，进一步支持该慈善机构，帮助他们在视力障碍的防治工作上继续前行。



## Stepping into a new era

AXA Insurance began on the 13th December an exciting new phase as the largest fully-owned foreign-backed P&C insurer in China. After 5 years of JV partnership and millions of customers served, AXA Tianping has stepped into an exciting “Fully AXA” era.

Looking back, it has been a long and exiting journey for all of us: back to 2014, when AXA Group entered a 50/50 joint venture with motor insurance firm Tianping, through to today. The year ends with a page turning and I could not be more excited about this new chapter.

## 进入全新时代

12月13日标志着安盛保险正式成为中国最大的外资独资财产险公司, 自此开启新篇章。

经过5年与天平汽车保险的合资合作, 我们为数以百万计的客户提供了服务, 至此安盛天平终于迈入令人兴奋的“全安盛”时代。

回顾过去, 这对我们所有人来说都是一段虽然漫长但又激动人心的旅程: 回到2014年, 当时安盛集团与天平汽车保险组建50/50合资公司, 直到今天成为由安盛集团全资控股的公司, 我无法不感到激动。

Our Hard Work Paid Off:

## **Acknowledgements of our industry and the regulators**

This year, we have harvested many awards based on our performance of year 2018 that are acknowledged by our industry and the regulators, thanks to our outstanding claims services, innovative product technology, evolving corporate culture and persistent corporate social responsibility:

努力终有回报：

## **行业的瞩目及监管 的认可**

由于我们出色的理赔服务，创新的产品技术，不断发展的企业文化和持续的企业社会责任，我们基于2018年的业绩收获了许多奖项，这些奖项受到了行业和监管机构的认可：



1. AA rating in Customer Service by China's Regulator

2. Top 10 BI claims in service innovation initiatives

3. China Annual Digital Insurance Innovation Award

4. 2018 Digital Insurance Initiative of the year – China

5. Third Prize for 2019 IT Insurance Excellent Case for our Anti-Fraud Project

6. Shanghai Financial Innovation Prize for our "Individual Student-Care Exclusive Health Insurance Project

7. Four Computer software copyright certificates have been attributed to AXATP by National Copyright Administration

8. Excellent HR Leader 2018

9. Excellent Talent Hunter 2018

1. 2018年保险公司服务“AA评级”

2.人伤“安心赔”获得2018年度保险公司服务评价前十大重要服务创新项目

3. 2018年亚洲保险奖

4. 中国年度数字化保险创新奖

5. “安盛保险反欺诈项目实践”荣获“保险业信息技术创新案例”三等奖

6. 卓越留学安心保项目获得上海创新金融奖

7. 获得4个国家版权局颁发的计算机软件著作权登记证书

8.“中国好伯乐”卓越人力资源管理者

9.中国行业协会人才发展贡献奖

**Not only that, our branches are highly praised for their excellence in customers service / performance as well. To name a few:**

1. Zhejiang Branch has won “Organization Prize” for Customer Service

2. ShanXi Branch has won « Most Satisfying P&C Company » among Customers

3. Shenzhen Branch has won “Excellence in Performance Unit” for Customer Service

4. Chongqing Branch was awarded “AA Rating” in Customer Service By Chongqing Regulators

不仅如此, 我们的机构也凭借优质的服务在当地的监管及消费者心中得到认可:

1. 江分公司荣获浙江保险业2018年客户服务技能竞赛

2. 山西分公司荣获“年度消费者最满意财险公司”

3. 深圳分公司荣获“争优他先单位”

4. 重庆分公司获得2018年度重庆保险公司服务AA评级



Looking back, it has been a year of devoted time and dedicated efforts. But it all paid off, with acknowledgements from our customers, our industry, as well as regulators. Thank you again for all your hard work and your agility through this transformative year. Great things are to come in 2020!

回顾过去,这是一年是我们勤勤恳恳、努力工作的一年。但我们的努力都得到了回报,我们收获了来自于我们的客户,我们的行业以及监管的认可。在此,我再次衷心感谢大家在这充满了变化和转型的一年里的拼搏和奉献。相信我们的2020年一定会我们携手共进,创造更美好的未来,打造更亮眼的成绩!

