



安盛保險

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安盛保險  
月刊特別版

AXA Insurance  
Newsletter February  
Special Edition

## Dear Colleagues,

I hope you and your families are all staying safe and healthy!

Since the outbreak of the COVID – 19, both our business and our lives, especially for our colleagues, friends and family members in Hubei Province, have been turned upside down. The past month has tested our tenacity and perseverance, but also our resilience and flexibility.

In face of the severe situation, I have been incredibly impressed by your remarkable characters and so proud to see you embodying the spirit of “Know You Can”. In less than a month, by working around the clock, you have supported the national struggle, protected the community, fulfilled our commitments to your customers and partners. This is an exceptional feat of leadership and of execution, not by individuals, but by teams who took control, and embodied the values of the company to give their community what they needed, despite of the timing and the circumstances.

The outbreak is not over. There are still many uncertainties, and I urge you to continue to follow strictly the local government and company's regulations and guidance and take care of yourselves and your beloved ones.

This edition of the newsletter, we take a look back at what our teams have done through the crisis so far, with an in depth look at what is going on in Hubei featuring the GM of Hubei Branch and of the Wuhan Contact Center.

Meanwhile, we continue, as we have done throughout the crisis, to take care of our customers, and that means to get back to work. This is being made possible for almost all of us thanks to the great efforts of our IT and HR teams, whom I would like to thank once again for their great efforts.

## 亲爱的同事们，

希望你和家人在疫情期间安然无恙！

新冠肺炎疫情的爆发，时刻牵动着中国人民的心，不仅为生产和生活造成了巨大的影响，更颠覆了我们在武汉的同事、朋友以及家人的安稳生活。在过去的一个月，面对疫情，我们不仅没有退缩，而是展现出了坚忍不拔、守望互助的精神和勇气。

疫情无情，人间有爱。你们的坚守和付出真正诠释了“盛放人生，稳步未来”的安盛态度，我深受感动，倍感骄傲。在不到一个月的时间里，你们齐心抗疫，守护家人，同时不忘履行对客户和合作伙伴的承诺。这份超凡的决策力和执行力根植于团队，绽放在每个人身上，体现了公司价值。

疫情尚未真正结束，等待我们的还有很多不确定性，希望大家能够继续遵循当地政府的规定和公司的安排，保护好自己和你爱的人。

这期特刊将带大家回顾公司在疫情期间的举措，同时通过对湖北分公司及武汉在线中心总经理的专访，带大家近距离了解湖北同事们的故事。

与此同时，我们需要为客户继续提供服务，这意味着我们需要开始复工。这里要衷心感谢我们的IT团队和人事部同事，是他们付出了巨大的努力，我们才能顺利开展工作。

Before the holidays and the beginning of the epidemic, I outlined our strategy and a first round of organizational changes. The current crisis does not change our ambition or our determination! Last week, we welcomed as planned our new CEO Yamin Zhu. I am greatly looking forward to working with her on our growth and transformation. Stay tuned for a full profile of her in next month's edition!

I believe that as long as we work together, we will overcome difficulties and win this battle in the near future. This challenge has made us a stronger, more effective team to win, and I am greatly looking forward to seeing the team flourish under CEO Zhu's leadership.

Thank you!

**Xavier Veyry**

在春节假期之前,我曾跟大家提出了安盛天平的战略计划和第一阶段组织架构的调整。虽有疫情在前,我们的决心也不会改变!上周我们迎来了新任首席执行官朱亚明女士。十分期待能够与朱女士共事,更好地促进公司战略转型和业务发展。关于朱亚明女士的完整履历,请大家继续关注下月刊的《盛放》。

我相信,只要我们齐心协力,就能战胜困难,打赢战“疫”。困难和挑战会让我们变得更强大,更高效!也非常期待能够看到在新首席执行官的带领下更加盛放的安盛人!

谢谢大家!

**卫泽韦**

AXA published its Full Year 2019 Earnings on Thursday, February 20th, indicating another year of strong operational performance. Revenues were up 5% to Euro 104 billion, with growth across all lines of business and geographies.

Let's take a look at the summarized fact sheet :



Fully Year Earnings Result 2019

Thomas Buberl, Chief Executive Officer of AXA, said that the year 2019 was marked by great successes in the implementation of our Focus and Transform strategy by decreasing our exposure to financial risks, increasing customer satisfaction and pursuing our innovation efforts. He believes that the organic growth dynamic continues, with an increase in our profitability. He also expressed AXA's societal commitment: to use our financial strength and expertise to address major societal issues as an insurer.

AXA TianPing is now fully part of AXA and already embodies that ambition. Let's keep working to be a great contributor to these results next year.

安盛集团于2月20日公布了2019年全年业绩, 各业务领域与各地市场增势强劲, 总收入为1040亿欧元, 同比增长5%。

让我们通过下表一览集团2019集团财务概况:



安盛集团2019年年度财务状况摘要

安盛集团首席执行官Thomas Buberl认为, 在2019年, 我们通过降低财务风险、提高客户满意度以及加强服务创新, 成功推进了“专注和转型”战略。他相信, 随着盈利能力的提升, 我们也将继续实现有机增长。同时Thomas也强调了安盛对社会的承诺: 作为一家保险公司, 我们将发挥财务优势, 利用业务技能, 回馈和造福社会。

安盛天平现已完全成为安盛集团的一分子, 充分体现了集团的美好夙愿。让我们携手努力, 争取明年有更好的成绩!

### Staff Health and Safety

Over 700 AXA TianPing staff live and work in Hubei. That number is close to 1400 people if you count our sister company ICBC-AXA. Each has a family there too, as do many of our colleagues outside. This is not just important on paper – it is deeply personal for all of us.

We were one of the first insurers to take the leap and implement WFH in Wuhan, and to kick off a BCP plan for the closing of the Wuhan Contact Center (327/1327 TSRs) and stopped hospital visits for Claims staff. Working against the clock to secure prophylactics during Chinese New Year, 22 procurement teams around the country were mobilized in the “war of masks” with some great wins.

Health checks are now in place for all staff, thanks to HR & Admin and IT’s support: An “Employee Health Information Collection” questionnaire was distributed, with 96.88% of all employees’ responses received, followed by an online “Employees Survey” that was launched shortly after, updated in a daily manner, to keep monitoring all employees’ health status.

Meanwhile, AXA Tianping is also taking measures to keep all employees safe and well during this challenging time:

### 健康安全, 由我守护

安盛天平有近700名员工在武汉工作生活, 算上工银安盛, 这一数字将会翻番。他们每个人在武汉还有家庭, 这些同事不是冷冰冰的数字, 而是活生生的与安盛有关的人。

我们是率先在武汉采取“在家办公”并推出业务应急方案的保险公司之一, 我们及早关闭了武汉在线中心(327/1327 电销同事), 并暂停了理赔团队去医院现场查勘的业务。同时为了确保春节期间防疫工作有序进行, 我们的22个采购团队在疫情暴发期间辗转全国, 功夫不负有心人, 终于在激烈的“口罩大战”中有所收获。

全公司内部, 员工健康监测在人事部和IT团队的组织配合下有序进行:《安盛保险员工健康信息收集问卷》发放至全体员工回复率高达96.88%。加上每日更新的线上《员工情况调查》, 得以随时监测员工的健康情况。

同时, 安盛天平也采取了很多有效措施以保障所有员工在疫情期间安然无恙以及员工利益不受疫情影响:



—We extended the employers' liability insurance and upgraded the insurance coverage for all employees. Each employee can get RMB600,000 cover for work-related fatality caused by the COVID-19 infection.

—Our C&B team came back to office and worked with the Accounting Department during the extended holiday, despite the severe coronavirus outbreak and to ensure every employee's February paycheck is well arranged.

—We increased the professional cleaning schedule and disinfected every corner of the workplace using 84 Disinfectant Liquid and 75% ethanol alcohol. Telephones, door handles, switches and other commonly touched surfaces are more frequently sanitized.

—The office now is fully cleaned and sanitized after two days' hard work and is ready to welcome back-to-work colleagues.

公司拓展了全体员工险, 专门投保了雇主责任险。对于因工作相关原因感染新冠病毒而导致的身故, 保障金为60万/人

人事行政部薪酬组同事在疫情爆发的春节期间仍然回到办公室, 在财务会计部同事大力支持下, 加班加点保障了全体员工二月份的工资发放

公司办公室的每个角落已全部用84消毒液和75%浓度医用酒精进行了专业消毒, 尤其是电话、门把手、开关等人手经常接触的地方进行了更细致的消毒

经过两天的彻底清洁和消毒后, 所有的办公室都在以崭新干净的态度等待着即将复工的同事归来。

安盛援助, 助力疫情防护物资采购  
AXA Assistance helps with purchasing medical supplies



## Business Continuity

### IT as a key enabler

Working night and day through the holiday, IT was able to kickoff and implement a company-wide digital transformation that has effectively given all AXA TP employees access to WFH capabilities, including claims and TSRs – all the while providing the backend for our digital retail products. Many of them have spent sleepless nights, working from their bedrooms, their living rooms, on the sofa, before the dining tables, so that a 24h online support can be provided in real time.

## 未雨绸缪, 有备无患

### IT部成就“数字化转型”

为了在疫情期间能让所有员工都能顺利远程办公、实现线上理赔和电话销售, IT部的同事们在春节期间日夜无休, 快速启动实施了全公司范围内的“数字化转型”, 并为零售部数字产品提供了后台支持。IT同事们夜以继日地工作: 卧室、客厅, 或是沙发上、餐桌边, 成了他们24小时在线不间断为我们所有员工提供技术支持的办公场所。



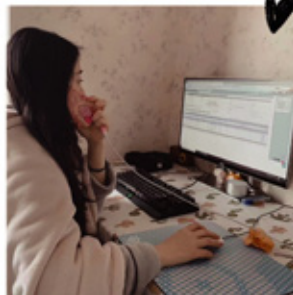
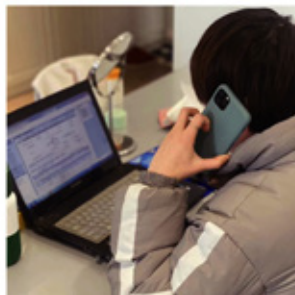
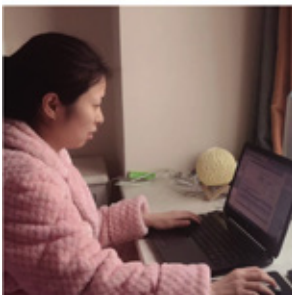
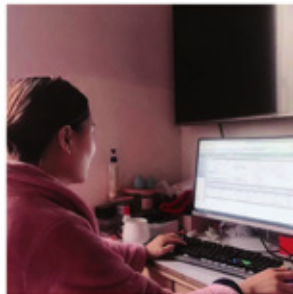
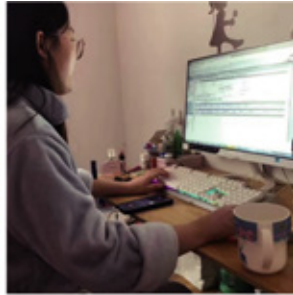
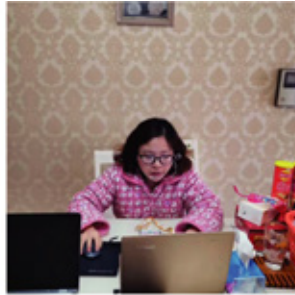
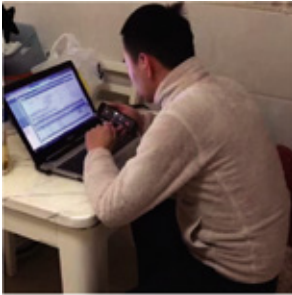
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Click to jump to play video

AXATP, during the worst health emergency in China in over a decade, has leapt months, if not years ahead in its digital transformation. This is the result of commitment from the teams and great agile innovation – including finding sources for laptops and computer deliveries in Hubei province during the quarantine.

在应对此次中国近十年以来最严重的突发卫生事件中, 安盛天平表现出了超前而强大的数字转型能力, 比如我们在湖北隔离时期紧急配备笔记本电脑并妥善送至员工手中。这是整个团队不忘初心、灵活应变的结果, 也是团队具有超强意志力的表现。

## Direct Business

During a normal period of time, AXA Tianping has 1327 TSRs across 5 contact centers, including 327 in Wuhan (as well as 350 FTEs in the Branch). All contact centers are now closed, except for Shandong, partially open with 27/200 staff in office. As for Chengdu contact center, all the key contacts have resumed work at home since 30 January, making the productivity return to 88% in the second week of February and 100% in the third week, and has spared no effort in purchasing medical supplies in spite of the challenging situation. It was also the first contact center to resume work in Chengdu city with local government's approval, after constant communication efforts in order to understand relevant policies.



成都坐席居家办公  
Chengdu Contact Center WFH

In spite of that, and months ahead of schedule on the technology deployment, Direct TSRs are working at 70% and overachieve, delivering 80% targets in spite of these conditions.

## 直销业务未松懈

安盛天平有1327名电话销售专员以及5个电销中心,其中327名在武汉(还有350名FTE员工)。除山东省电销中心200名员工中27名留在办公室之外,其余在线中心已全部关闭。成都电销中心则于1月30日开始,所有关键岗位人员进入在家办公状态,7\*24小时昼夜无休开始推行坐席在线办公方案,2月第二周恢复生产力88%,第三周恢复生产力100%;并克服重重困难采买口罩、酒精、温度计等物品,准备各项复工材料。经过与政府的积极沟通,成都中心顺利通过政府的复工审批,成为全成都市第一个复工的呼叫中心。



成都电销中心采购防护用品  
Chengdu Contact Center purchasing  
medical supplies for employees

我们提前数月就部署了技术支持,疫情当前,直接电话销售员复工率高达70%,超出预期,完成指标率也高达80%。

## Claims as stable support

Claims were the first to put in place preventative measures to limit staff exposure, including simplified claims and a complete halt to hospital visits as early as 23rd January. In Chengdu, due to the sudden outbreak of the epidemic and difficulties in purchasing masks, disinfectants and other materials, the backing of the Chengdu centers spontaneously sought channels, and finally purchased the first batch of emergency materials, transported back to the company from hundreds of kilometers away by staff. Colleagues with private cars provided convenience for those who did not to reduce the risk of infection. On February 3, after numerous on-site visit, Chengdu high-tech zone government approved the resumption plan and emergency plan set up by the two centers in Chengdu to be the first to get the approval to resume work.

Since the outbreak, the team effectively promoted a series of online and offline measures: e-servicing, online tools were applied to enable digital claims, representing a share of 67%, and the hotline remained opened 24/7, answering 99.2% or calls with 99.8% satisfaction. More than 2000 motor claims were served thanks to claims team's sticking to the frontline in spite of the risks.

Apart from motor, the number of reported cases of also increased by 124% due to the cancellation of trips and hotel bookings. The whole Shanghai contact center has given up the Spring Festival holiday to provide customers quick services and guidance. After when the two insurance products collaborating Wesure and Shuidi were launched, the claims team fully supported and enthusiastically provided assistance to assist each reported medical practitioner. As of February 25, more than 3,000 claims from retail insurance customers have been processed. Claims team, like the medical staff combating the outbreak, has also fought on the frontlines. They have gained customers' trust and satisfaction with their professionalism, their sincerity and dedication. They are also heroes around us.

## 稳定支持, 来自理赔

理赔是最早采取措施规避员工感染风险的团队, 包括简化理赔流程, 以及早在1月23日暂停医院现场查勘工作。在成都, 由于疫情突然爆发, 加上购买口罩、消毒剂等物资非常困难, 成都电服中心、作业中心自发多方寻求渠道, 采购到第一批应急物资, 由员工从几百公里亲自带回了公司。拥有私家车的同事也为出行不便的同事们伸出了援手, 大大降低了感染病毒的风险。2月3日, 经过成都高新区政府多次实地考察, 首肯了成都两中心设立的复工方案、应急预案, 成都两中心率先得到区政府同意复工的申请。

疫情爆发后, 理赔团队迅速采取一系列线上线下措施: 线上, 客户服务升级, 理赔效率提高, 客户在线理赔占比提升至67%, 全天候热线接听率及顾客满意度分别高达99.2%以及99.8%; 线下, 查勘人员不畏风险, 坚守一线, 累计外勘现场多达2000余次。

零售险报案量也因疫情导致的行程取消、退订而暴增124%。上海作业中心理赔团队放弃了春节假期, 全员上岗安抚客户, 专业指引迅速理赔。“医护保”“抗疫无忧”赠险上线后, 理赔团队更是全力支持, 对每一位报案的医务人员积极引导、热心慰问, 专业高效完成理赔。截止2月25日, 处理零售险客户的赔案3000多件。如同逆行抗战的医护人员, 理赔团队在这次疫情中也奋战在一线。他们用敬业、真诚以及奉献精神收获了无数客户的信任和感谢, 他们也是我们身边的英雄。



河北查勘深夜在行动  
Onsite motor claims survey late at night - Hebei



山东偏远出险施救现场  
Onsite accident rescue service in remote area- Shandong



广东查勘深夜在行动  
Onsite motor claims survey late at night - Guangdong



河南大雪中护您出行Aiding customer despite terrible snowy weather - Henan



广西查勘为客户搭电施救  
Aiding customer in need - Guangxi



山东垫付交通事故医疗费  
Pre-payment of medical treatment fee for customer - Shandong



天津在线一小时赔付  
Claims settled online within 1 hour - Tianjin



青岛在线理赔获客户点赞  
Digital claims service got praised by customer - Qingdao



广西在线调解小额人伤  
Online Mediation for small BI claims- Guangxi



零售理赔赔人居家办公  
Claims-retail team WFH



春节加班零售理赔赔人  
Claims-retail team working during CNY holiday at workplace



疫期坚守的CSR1  
Sticking to work during the outbreak-CSR



居家办公的在线理赔专员  
Express claims specialist - WFH

## Non direct business

Channel Development Division has coordinated with the IT team to ensure the effective operation of online tools since the breakout. A tailor-made market research on business models, system tools, products, regulatory policies, and industry fees was carried out for setting up future operation measures moving forward. Besides, specific measures were put into place for cooperating effectively with the branches on a daily basis.

## Community Involvement and Product Innovation

As an insurer, our role to protect the community is paramount. On January 27, work began on products designed to protect frontline medical staff and reporters from the virus. They were rolled out on January 29, with over 200,000 customers enrolled for free, through digital partners Wesure and Waterdrop.

With this experience, we continue to bring true payer to partner solutions to our greater community of customers. On 1st February, a 24/7 dedicated hotline was set up by TTD for our customers and employees. On 10th February, products to cover specific group and individual needs were launched. Meanwhile, AXATP also waived the waiting period, 10K RMB deductible and restriction on hospitals on NCP disease – with a reinsurance contract.

Meanwhile, we were able to maintain constant contact with customers through online channels, and provided 11 million times of online service and advice on the virus. As a result, we maintained customer relationships and increased renewals as well.

During a crisis atop a holiday period, with most businesses closed (Shanghai is running at c.10% as estimated) and very limited resources, AXA TianPing was able to design and roll out a comprehensive BCP, protect our employees, and provide current and new customers with innovative protection solutions anchoring us as health experts.

## 大分销多措并举

疫情爆发后,渠道发展中心便与IT团队齐心合作,确保线上出单工具有效运行。同时,公司针对业务模式、系统工具、产品、监管政策和行业费用等多个方面进行了疫情前后市场动态的调研,并深入挖掘市场同业应对疫情的亮点举措,为大分销下一步经营举措的制定提供了重要参考。此外,渠道发展中心也制定了日常的具体措施以便与机构有效配合,保证所有日常工作的有序开展。

## 回馈社会, 产品创新

作为一家保险公司,肩负起提供保障贡献社会的使命至关重要。从1月27日开始,旨在保护奋战在抗疫前线医务人员和媒体记者,为他们提供资源和保障的工作紧锣密鼓地开始了。1月29日,我们与微保和水滴合作的赠保产品相继推出,通过这两个数字平台免费注册的客户超过20万。

在此基础上,我们继续践行“从付款方到合作伙伴”,为更广的客户群体提供服务。2月1日,我们与杏仁医生成立“抗疫联盟”,为客户和员工开设了24小时在线义诊热线。2月10日,为满足特定的群体和个人需求产品正式投放市场。同时,安盛天平还对部分产品进行针对“新冠病毒”的责任险拓展,取消等待期、免赔额、医院限制、保障区域限制等。

在此期间,我们还通过各种线上途径与客户保持稳定的沟通与联系,提供线上服务及疫情防护建议1100万次,在维系与客户的关系的同时也增加了续保业务。

在这个本应是假期的疫情期间,在大多数企业都暂停运营(据估计,上海的运营率约为10%),并且在资源非常有限的情况下,安盛天平能够设计和推出全面的业务应急方案,保护我们的员工、并为新老客户提供创新抗风险方案。在成为健康领域专家的前进道路上,我们又迈进一步。

The determination of decision-making and effectiveness of the execution were matched only by the dedication of the teams. It is a true testimony to the culture of the team, and the best interpretation of the business and our commitment to the country.

这种决策力和执行力只有高效协作的团队配合才能完成。这就是团队文化，也是我们对发展业务、回馈国家的最好解读。

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对于在病毒检测活动中,  
感染新型冠状病毒的工作人员,  
提供

10万 确诊保障金  
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全力支持 战“疫”必胜

保驾护航为病毒检测企业  
提供免费保障

Free insurance products  
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给全体安盛员工的温馨保障和温暖保障。为了切实保障每一位安盛员工在工作期间的人身安全, 公司专门投保了雇主责任险。以此应对新型冠状病毒疫情风险, 对于因工作相关感染新型冠状病毒导致的参保保障金为60万人。

全力支持 战“疫”必胜

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## Part II. Wuhan, Jiayou! – Exclusive interview with Hubei Branch Manager and the Head of Wuhan Contact Center

## 第二章:武汉,加油!---- 湖北分公司总经理及武汉在线中心总经理专访

With the Government working tirelessly to control further spread of the virus, our colleagues in Hubei have faced many challenges. The editorial team held an interview with Mr. Yu JIANG, Hubei Branch Manager (Mr. JIANG) and Mr. Yi LU, the Head of the Wuhan Contact Center (Mr. LU) to better understand the current situation.

**Q1.** The epidemic is touching, and everyone is very concerned about our colleagues in Wuhan since the outbreak. Hope everyone is safe and healthy! Would you please kindly let us know the overall situation of the Wuhan team?

**Mr. Jiang:**

Many thanks.

Since the epidemic, we have received love and care from the HQ and from the executives. They were all very concerned about the health and living conditions. We feel supported as a member of the big AXA Family. I am also grateful that the access to VPN made it possible to work from home for us, which is a huge protection for our staff. For this, we appreciate HQ's relevant departments support whole-heartedly.

Up to now, all the employees of Hubei Branch are safe and healthy. From January 23 to February 18, a total of 116 cases were reported by auto insurance, and 125 cases were closed. And actively do a good job of clearing up the case; although the sales team cannot communicate face-to-face with customers, they use remote communication tools such as WeChat, QQ, and telephone to actively carry out auto insurance and accident insurance business, and have not stopped under harsh conditions not for a second.

尽管政府为控制病毒的进一步传播做出了不懈地努力,我们在湖北省的同事依然面临诸多挑战。为进一步了解当地情况,编辑组对湖北省分公司总经理姜宇先生(以下简称姜总)和武汉在线中心总经理陆毅(以下简称陆总)进行了采访。

**问题1.** 疫情牵动人心,大家都非常关心我们武汉的同事,希望大家一切都好!想了解一下目前武汉团队整体情况如何?

**姜总:**

非常感谢大家的关心。

自从疫情蔓延湖北封城以来,各位领导每天都密切关注湖北的情况,对湖北每一位员工及其家属的健康状况、生活情况都非常关心。让湖北的同事感受到公司的关怀,更感受到作为安盛的一员非常踏实和安心。也非常感谢总公司人事行政部、基础设施部等部门,考虑到湖北疫情和全体员工的安全,支持湖北分公司使用VPN远程移动办公,保障了大家的安全。

截止目前为止,湖北分公司全体员工无一例确诊病例,全员安好。各条线各团队虽然目前无法在职场正常办公,但是后线人员通过VPN权限的使用在家移动办公,正常完成总分公司的各项工作任务,并按照湖北银保监局的要求做好统计和上报工作;运营同事充分运用公司的各项移动办公工具,为客户做好远程指导和理赔工作,1月23日至2月18日车险共接报案116笔,已结赔案125笔(包含历史案件),积极做好案件清理工作;销售团队虽不能跟客户面对面的交流,但利用微信、QQ、电话等远程沟通工具,积极开展车辆保险及意外险业务,在恶劣的条件下也没有停下工作。

**Mr. Lu:**

Thank you! Actually, since day one, Mr. Xavier Veyry, Executive Chairman of AXA China; Mr. Benoit Moreau, executive vice president and Mr. Sebastien Legrand, Chief Operation Officer have supported us in many ways and have been monitoring our health status on a regular basis. We really appreciate that. To answer your question, first of all, staffs of Wuhan center and their families are all safe and healthy, and their health status are closely monitored. No confirmed case and no suspected case has been reported since 16 Feb.

In face of the rumors and false information that have been spreading since the start of epidemic, special working groups were set up to relieve our staffs off anxiety and worries, and to reassure and encourage them on a daily basis. What's more, we have also put into place incentives to award TSRs with excellent performance.

We have successfully resumed on-line service on 03 February. Since February 9th, daily GWP reaches 0.5 million for six consecutive days and by the end of February 15th, GWP accumulates to 5.39 million. With the delivery of computers and access to VPN, more TSRs can work from home now, and more determined to deliver better results!

**Q2. What did the Wuhan team do for your employees in the beginning of outbreak?**

**Mr. Jiang,**

We immediately set up emergency task force on the 20th Jan to keep our employees informed of the latest precaution measurement information, purchased medical supplies such as N95 mask, and applied for working from home from the HQ for our better protection, which was approved on the second day, thanks to HQ's support. Meanwhile, all employees' health status was closely monitored and tracked.

**Mr. Lu:**

To sum up, four key words: medical supplies, health status monitoring, workplace disinfection and working from home.

**陆总:**

非常感谢总部、各机构的领导和同事们对于武汉在线中心给予的深切关怀与大力支持,疫情发生以来,董事长Xavier Veyry先生、执行副总裁Benoit先生和直销分管总Sebastien先生等领导都多次特别关心武汉的情况,慰问中心的团队和全体同仁们。

首先针对最关心的问题向大家汇报:武汉中心所有员工及家属都身体健康!截止2月16日武汉在线中心前后线全体员工及家属无一例确诊或者疑似病例。

随着疫情不断扩散,各类信息良莠不齐。我们组建工作小组,每日大家鼓舞士气,排解压力;此外,为鼓励绩优同事,我们还设立特殊激励政策,为大家加油鼓劲。

从2月3日开始,中心恢复线上销售。2月9日起,线上日平台连续6天突破50万。截止2月15日,中心签单保费539万。伴随着电脑、网络等资源的进一步到位,中心将继续加快恢复生产,以更多的业绩表现打赢抗疫攻坚战!



**问题二:疫情爆发初期,武汉团队在第一时间为员工都做了哪些工作?**

**姜总:**

2020年1月20日湖北分公司得知疫情开始蔓延,立刻成立了应急工作小组,对员工进行了个人安全措施的宣传、下发N95口罩。为了避免员工发生交叉感染,我们向总公司申请了移动办公,并在次日得到通过。在此期间,我们一直密切关注员工健康情况。

**陆总:**

总结下来是:物资配备、体温监测、专业消毒、在家办公。

To further explain: we have purchased medical supplies for our employees in spite of the severe shortage because their health and safety is our top priority. TSRs' health status is collected, and closely tracked. Anyone with the slightest symptom would be recommended to go for medical consultation and will be followed up until their recovery.

On January the 21st, we have disinfected the workplace entirely and thoroughly for two days. On January 22nd, Wuhan contact center started holidays and shut down the workplace to better protect our TSRs. During these times, we have constantly reminded our staff, their families and our customers to take precaution measures via WeChat and messages.

### **Q3. Is there anything that has been impressive or anything cheerful about our employees in Wuhan during this outbreak?**

#### **Mr. Jiang:**

At the beginning, the epidemic situation in Wuhan was still not clear. Even before experts providing professional advice on prevention and control of the virus, some colleagues who had travel plans had already modified their schedules and stayed in Hubei. They knew that their trip might cause trouble to their relatives, friends, and even strangers around them, and they chose to stay in Wuhan and self-quarantine themselves. I am proud of this team who is willing to sacrifice, staying calm in front of the epidemic situation, remaining at their work and providing their services to our customers. This, I believe, is the team that will win.

During these past 20 days when Wuhan was on lockdown, everyone's life was disrupted. The number of patients in Wuhan is incredible, and there is no way that everyone's life be secured by the government or the community. Many community owners actively stepped forward to organize group purchases for residents, and they took order for everyone in the cold wind to prevent people from the cross-infection. Some employees and their family members of our branch also volunteered to join such a service, to pass on the love and care to the others.

解释一下就是, 尽管物资紧缺, 我们仍然想尽办法员工采买医疗物资, 因为员工的健康是我们最宝贵的财富; 我们密切监测员工体温, 有任何症状, 我们都会安排专人跟踪反馈就医情况, 直到个人身体情况恢复。自1月21日下午起, 我们连续两天对武汉在线中心全部办公楼层和工位进行彻底的消毒杀菌处理。为保障员工健康安全, 武汉中心自1月22日开始放假, 并关闭职场。期间, 我们一直通过微信朋友圈、电话问候等方式积极提醒员工、员工家属和客户注意疫情风险防范。

### **问题3: 在咱们武汉当地, 有没有什么事让大家感到鼓舞人心、或者有什么让大家印象深刻的经历, 可以给大家分享的?**

#### **姜总:**

一开始武汉疫情还不明朗, 专家还没有对病毒的传播和防护提供专业意见的时候, 一些有出行计划或者回老家过年的同事都默默的修改行程留在湖北。他们知道自己出行有可能会对身边的亲朋好友甚至是陌生人造成困扰, 选择了坚守武汉, 自我隔离。就因为我们的伙伴有这样的觉悟和贡献精神, 我们这个团队才充满正能量, 在疫情面前不恐慌, 坚守自己的岗位, 作为保险人为客户继续提供服务。

武汉封城的20多天里, 大家的生活节奏被打乱了, 因为武汉的病患数量巨大, 大家的生活不可完全依靠政府依靠社区来解决。很多社区业主就积极站出来为大家组织团购, 为了不造成人员密集交叉感染, 他们在寒风中为大家维持秩序叫号领取, 让大家的生活得以保障。公司的部分员工和家属也自愿加入到这样的服务中去, 让大家在非常时期感受到来自近邻的温暖。



The support from the army and the provincial medical teams often makes us cry. Ordinary people such as the delivery guys have been transporting medical supplies non-stop. All of them are heroes to this city.

**Mr. Lu:**

There are so many touching stories! I'll just share one story from our contact center:

Liu Ping, TSR from Friendliness Family (Team name), has received calls from customers who were afraid that their policies couldn't get renewed during the epidemic.

Liu Ping was not sure whether she could go out since the city was blocked. However, her sense of responsibility prevailed her concern. She later explained: "It is vital for my customers to get their policies renewed, while it only took me a few seconds. Although I am afraid of going outside now, I cannot fail my customers."

Fully covered with sanitary measures, she went to the contact center many times in order to renew her customers' policies. As an AXAer, her sense of responsibility is the perfect illustration of AXA value: customers first.

**Q4. During the outbreak, our colleagues in Wuhan are still sticking to the frontline to provide services to our customers. As far as I know, the Wuhan Contact Center is temporarily closed due to the epidemic. What are your plans for Wuhan branch, and for Wuhan contact center moving forward?**

**Mr. Lu:**

We need to resume the activities, increase the work efficiency, and deliver services to our customers by all means, in order to let them feel our promise under this circumstance as such.

This being said, with the demand for health and protection rising up, we need to seize this opportunity to enhance our health insurance business lines. Last but not least, the beginning of the year is the peak-season for recruiting TSRs, we must overcome all the difficulties to get prepared for online interviews for our candidates.

These actions that we mentioned above might help with the growth rate after the epidemic.

来自部队和各省医疗队的支援，每每让我们泪目。快递小哥也没有休息过，一直在运送医疗物资。这些最普通的人们，都是这个城市的英雄。

**陆总:**

感人的故事有太多，我就简单分享一个我们员工的真实故事：

友善家园续保3组坐席刘萍在家中多次接到客户要求续保的咨询，特殊时期客户担心自己的车险脱保，没有办法正常上路行驶，刘萍家住公司附近，对于是否能出门为客户办理业务心中十分忐忑，然而在她心中，专业性占据了上风。“我敲击几下键盘的事，对客户而言却是事关生命安全的大事，这个时候出门我当然也害怕，可是在我心里不能辜负客户的信任。”她说道。

在做好防护措施之后，她多次前往公司为客户办理业务。因为一份责任，毅然选择奔赴职场，以她为代表的是一批批急客户之所急，秉承着客户至上信念的安盛人。

**问题4：在疫情爆发阶段，武汉的同事们仍然坚守在一线，为客户提供服务，精神可嘉，了解到目前武汉电销中心因为疫情原因暂时关闭，对于后续的工作，我们有怎样的规划和打算？**

**陆总:**

我们要全力借助当前一切支持与资源恢复生产，促进产能释放，让更多的客户在非常时期依然能够感受到安盛的力量，并获得我们的产品与服务全方位的保障。

在全民对健康和保障需求大幅上升的阶段，我们也要把握业务发展契机，化疫情劣势为运营优势，积极推动非车险，健康险的业务增长。

最后，我们要把握招聘高峰周期，克服现实困难，积极尝试、推动远程视频面试和新人空中课堂，领先一步，快人一招，保障疫情过后的人力发展需要。

**Q5: If you could say some words to cheer our colleagues up in Wuhan, what would you say?**

**Mr. LU:**

Wuhan is a heroic city, a brave city! At this critical moment in the fight against the epidemic, knowing the whole country, the whole AXA group is behind us, we feel more encouraged and supported. We need to stay strong, and not let the challenge beat us. Seize the opportunity out of the difficulties and devote ourselves to our work. While many other property and casualty insurance companies haven't started working, it's our best chance to increase our market share, we must make the most of it.

**Mr. JIANG:**

Dear all, I'm sure that you'll agree with me that those encouraging words such as "Stay Strong Wuhan! Stay Strong Hubei! Stay strong China!" are more than a slogan. It is a belief!

We believe that we will win, in combating the fight against the coronavirus. We believe that every citizen of Wuhan city, of Hubei Province will fight for their cities.

When we feel the light from within, we can bright the warmth to the outside; when we feel the hope, we can create a better tomorrow. I am so proud to have a strong, loving and brave team like you. Every citizen fighting for this is respectful.

Wuhan, stay strong!

**问题5: 希望两位能为咱们武汉的同事加加油, 打打气, 您有什么话想对团队说?**

**陆总:**

武汉, 是一座英雄的城市, 勇敢的城市! 当前全国疫情依然严峻, 举国之力支援武汉, 全司上下倾注武汉, 我们身处中心, 倍感温馨!

希望大家能够坚强, 不被眼前的挑战打败。很多同业公司都还没有复工, 客户刚需客观存在, 一定程度上也是我们难遇的机会, 希望大家好好把握, 实现业务增长。

**姜总:**

亲爱的伙伴们, 大家一定每天都会听到武汉加油! 湖北加油! 中国加油! 的呼喊声, 对于我们身处湖北的人来说, 这不光是一句口号、一句问候、一句鼓励, 更是我们心中的坚持。

我们坚信武汉这座英雄的城市会战胜病毒, 我们坚信每一位武汉人、湖北人都会为了自己的城市而奋斗。

当我们心里有光, 就能给我们身边的人带来温暖; 当我们心中有希望, 就能创造美好的明天。

我为有这样一支团结、友爱、英勇的团队而骄傲, 我坚信每一个为此奋斗的人都值得尊敬。

武汉, 加油!



## A Thank You Letter from An Infected Nurse at the Front-line in Wuhan

Since the COVID-19 outbreak, AXA Tianping has immediately put emergency protocols in place to support the Prevention and Control of Outbreak of Pneumonia caused by Novel Coronavirus”, and to fulfill our societal commitment, including but not limited to our partnering with Wesure and Waterdrop to donate policies to frontline medical professionals and journalists.

One nurse fight at the frontline in Wuhan, who has been infected unfortunately, has sent to AXA Tianping, specifically to our Claims team, a “Thank You Letter” to express her gratitude in face of our company’s donation and the Claim’s team’s service. Let’s take a look:

### Thank You Letter

To AXA Tianping P&C Insurance Co. Ltd:

I am an ordinary medical practitioner, and also, a patient infected with Novel Coronavirus Pneumonia (NCP) but currently cured and self-quarantining. I am unable to thank Changbing GUO and Yigong ZHANG from AXATP in person due to my current situation, but would like to express my sincere gratitude from the bottom of my heart in letter. Thank you!

The NCP virus has been spreading fiercely in Wuhan since January this year. Medical staff have risen to the challenge and taken the bull by the horn to provide services to treat the patients. Once infected, they come to the hospitals, and this has made medical staff face the biggest risk because of the high exposure to the virus.

In this challenging and difficult times, AXA Tianping has donated free insurance policies to our medical staff, holding the umbrella to protect us from the winds and rains, providing protection against risks for us.

## 来自武汉抗疫一线的护士的感谢信

自从疫情爆发以来，安盛天平迅速采取了一系列特殊措施与服务升级举措，履行企业社会责任，全力支持疫情防控工作，最大化发挥保险公司的保险保障功能，包括（不限于）与微保及水滴两大平台合作，推出保险产品，赠保抗疫前线的医护英雄及媒体记者。

其中，一位来自于武汉一线的护士不幸感染，因领取了公司的赠保，特意向公司发来感谢信，表达对公司及理赔团队的谢意。信件如下：

### 感谢信

致安盛财产保险有限公司：

我是来自武汉的一名普通医务工作者，也是一名新冠病毒肺炎患者。我现已治愈出院，目前正在隔离静养。因为特殊时期，我无法亲自上门向贵司郭长兵和张一公表示致谢，遂以书信形式来表达我内心最由衷的感激之情和最真挚的谢意！

今年一月以来，新冠病毒在武汉肆虐，我们医务人员逆风前行，为一个又一个病人服务。新冠病毒传染性极强，病人染上后就到医院来就诊，我们医务工作者成为被病毒威胁最高的群体。

危险时刻，贵司积极为我们医务人员免费赠送了“医护险”，给我们撑起了一把抵御风险的安全伞。

In spite of the fact that I have been operating in a prudent and standard way, I still got infected unfortunately, for the virus is too contagious. At the moment, I felt like it was the end of the world and I was quite depressed about the diagnosis. Luckily, my colleagues have done everything in their power to treat me, spared no effort in saving me out of the fatal situation, and they also provided mental support to help me walk out of the shadows.

They also reminded me to report my case to your company. I was greeted gently and cordially by Changbing GUO and Yigong ZHANG of the claims team, who have arranged the payment within a very short period of waiting time, followed by their professionalism, meticulous services, minimum application information, and lightning speed. I hereby express my deepest gratitude for such a service that is warm to my heart. Thanks!

I am deeply moved and grateful for AXA Tianping being a responsible company by donating insurance support to front-line medical staff, so as to provide protection to them. Fighting against the epidemic at the frontline is incumbent on me, but with the insurance protection behind, I can have not only the peace in mind, but also some financial support for the follow-up rehabilitation treatments.

All my best wishes to AXA Tianping P&C Insurance Co. Ltd, and all of AXA Tianping staff!

(Note: The editorial team has removed the customer's personal information per her request.)

虽然我处处规范操作, 无奈病毒传染性强, 我不幸被新冠病毒感染。当时我心情灰暗, 感觉天都塌了。幸亏我的同事竭尽全力为我救治, 把我从危险的境地拉出来, 给我心里疏导, 让我走出疫情阴影。

在同事的提醒下, 我向贵司报案了。贵司的客服坐席亲切的向我问候, 立即安排理赔人员接洽。郭长兵和张一公两位理赔人员用专业的精神、细致的服务, 极简的资料, 闪电般速度, 为我办理了理赔, 很快我就收到了保险赔款, 我对这样有温度的理赔表示深深的感谢!

有安盛财产保险有限公司这样负责任的企业为在战斗在一线的医护人员赠险, 从而给前线医护人员增添一份保险保障, 我很感动、也感激! 抗疫是责任, 奔赴前线义不容辞; 也因为安盛财产保险有限公司的这份保障, 我少了很多顾虑; 虽然不幸确诊, 但因为这份保险保障, 也给我后续的康复帮了大忙!

祝安盛财产保险有限公司越来越好!

祝安盛财产保险有限公司理赔人员工作顺利、身体健康、万事如意!

(注: 应客户要求, 已将其个人信息隐去)

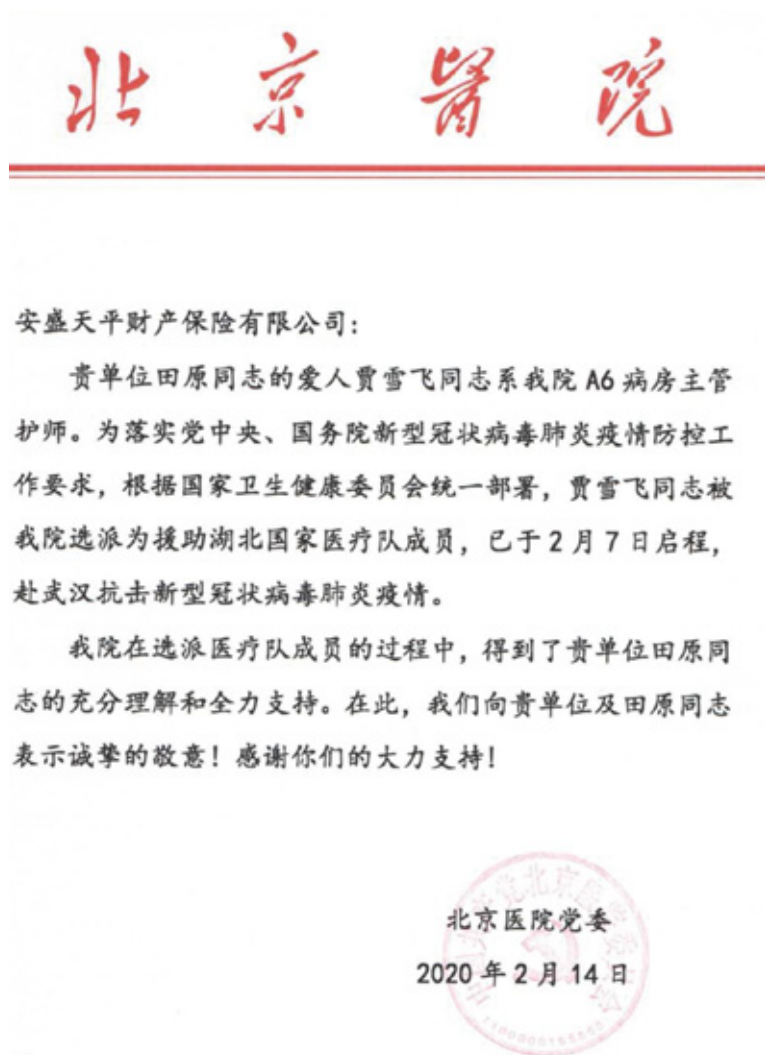
## A Thank You Letter From Beijing Hospital

Yuan TIAN, AXA Tianping employee of Global Healthcare China Beijing Branch, whose spouse works at Beijing Hospital and has been dispatched to aid Wuhan, has made a very brave decision to accompany her, in spite of the severe local epidemic situation. Beijing Hospital has sent an official thank you letter to AXA Tianping in honor of the bravery and sacrifice of both of them.

See original letter below:

## 来自北京医院的感谢信

全球健康险同事田原的爱人为北京医院医护人员,在选派为援助湖北国家医疗队成员后赴武汉医疗支援,在此期间田原向部门报备后在家远程办公的同时照顾家庭,为了感谢我司和田原本人有力的支持,北京医院特向我司发来感谢信:



Every AXA Tianping employee's action speaks for our company. Thank you Yuan TIAN for your bravery and your sacrifice, you have truly embodied AXA spirit!

每一位安盛天平的员工的一言一行都代表着公司形象。感谢田原的勇气与奉献,你是安盛精神最好的代言!

## Ordinary heroes: Three stories of the HR girls

### The Longest Spring Festival holiday, the shortest time with family

Before boarding on the train to Shanghai, Alice Liao's daughter held on to her legs and wouldn't let her go. Her mother wiped tears. This is the longest Spring Festival holiday, but she spent the shortest time with her family. Alice prioritized the company instead of her own family and worked for more than 14 hours a day during the holiday. Long working hours and facing the computer screen without any rest made her eyes get conjunctivitis. However, she kept on working overtime. During the epidemic, government at all levels successively issued a series of policies. She followed the development of local policies closely, and clarified information related to the company and employees to ensure timely response of the company policy. She was also concerned about the health of employees across the country. Therefore, she sorted through piles of data every day, answered hundreds of inquiries, and paid attention to the change of each employee's health status. In order to better extract useful information from complex source, she led her teammates, head of general management at branches/ call centers and HQ HR partners. Together, they analyzed various types of employee data, sorted out changes in various localities, and contributed to the company's rapid and effective decision making. The summary of policies, the release of announcements, and the data reports all represent her love for the company.

This is the first time she left her daughter at her hometown, and her parents have told her to focus on her job. It's her parents helping her with parenting that makes it possible to focus on work. "I will make it up to you my dear, when the epidemic is over and the spring comes!" Alice said.

## 平凡的英雄：人事部姑娘们的三个故事

### 《最长的春节却是陪伴家人最短的春节》

即将踏上返沪的列车，女儿抱着廖丹的腿不让走，母亲则在一旁偷偷抹泪。这个最长的春节假期，却是她陪伴家人的时间最少的一个假期。廖丹整个春节没有休息过一天，“为大家，舍小家”，每天工作14小时以上，由于长时间不休息对着电脑工作，她的眼睛得了结膜炎，但她仍然坚持加班加点。疫情期间，各级政府陆续出台一系列规范性文件，她密切关注各地政策动态，从纷繁复杂的各类政策中理清与公司 and 员工相关的信息，保证公司政策通知的及时响应；她时刻关注全国各地员工的健康状况，每天统计成千条数据，回答上百个询问，每个员工健康状况数字的跳动都牵动着她的心；为更好地从纷繁复杂的信息中提炼出有用信息，她带领团队小伙伴们一起，在机构/中心综管负责人和总公司HR伙伴的帮助下，分析各类员工数据、梳理各地情况变化，为公司能快速有效决策贡献绵薄力量。一页页政策梳理汇总、一份份通知指南的发布，一张张数据报表的展示，都是她对公司的爱。这是第一次她把女儿放在老家，父母叮嘱让她一定安心工作。是父母的负重前行，才有她的岁月静好。“等疫情结束，待春暖花开，我一定要回馈对你们的爱！”廖丹说。

## " 'Ding Dong' —employee salary is paid as scheduled"

Turning off the light in office, Sabrina Song looked out of the window into the night sky. She recalled the day, January 27 when HR team quickly decided to arrange employees' paychecks as scheduled. Once she got the news she rushed back from Shandong to Shanghai early on the third day of the Chinese New Year. The journey took more than 20 hours, only to ensure that employees could be paid as scheduled. She not only need to ensure the salary payment HQ, but also branches and call centers. From the 28th, she started to coordinate resources to activate VPN for HRs located in various cities, test the payroll calculation process, and prepare for salary payment. On February 3, despite the serious epidemic, Sabrina and her teammates came to the office to verify various salary data. At the same time, with the support of colleagues from accounting department at HQ, the transfer of salary package was successfully completed. As of February 15th, the company's salary has been paid as scheduled. With the "Ding Dong" message notification indicating the orderly salary payment, a smile appeared on Sabrina's face.

## "The Office is Our Battlefield. Tardiness is not Allowed"

On February 9, Sydney Wang inspected the last corner of the office and left the building rest assured. On February 10th, the office will welcome the first batch of colleagues. In order to protect their safety and health, Sydney went to the office to disinfect in spite of the deteriorating epidemic situation. She paid attention to every detail, especially phones, door handles, switches and other commonly touched areas. Throughout the Spring Festival, the purchase of materials such as masks and disinfectants was very difficult. She works through a dozen of WeChat groups every day to purchase strategic materials. With the help of colleagues from other departments, the relevant materials were successfully purchased.

## 《那条“工资到账”的叮咚短信通知纷纷如约而至》

关上了办公室的最后一盏灯，宋娇望了望窗外的夜色。为了能够如期发薪，1月27日，部门第一时间做出决定，要如期发薪。大年初三一大早她就从山东赶回上海，旅途奔波20多个小时，就为能给大家如期发薪。她不仅要保证总部发薪正常，还要保证机构/中心的如期发放，28日开始她协调资源为各地HR开通VPN，测试薪酬核算流程，为发薪做准备。2月3日，她不顾疫情严重，与团队小伙伴集体来到公司职场进行各项薪资数据的下发及校验工作。同时，在总公司财务会计部同事的大力支持下，顺利完成了发薪资金的调拨准备。截至2月15日，全司薪资均发放正常，随着那条“工资到账”的叮咚短信通知纷纷如约而至，她的脸上露出了笑容。

## 《职场就是战场，不能丝毫懈怠》

2月9日，王琛检查完了职场的最后一个角落，放心的离开了办公楼。2月10日，将迎来第一批职场办公的同事，为保障他们的安全和健康，王琛不顾日益严重的疫情，前往办公室提前进行消毒和保障工作，她关注每一个细节，特别是话机、门把手、开关等高风险区域都不会放过。在整个春节期间，口罩、消毒液等物资采购非常艰难，她每天为采购战略物资在十几个微信群中奔走。在其它部门同事的帮助下，顺利采购到了相关物资。

After adopting the shift schedule at the office, she arranges body temperature measurement and distribute masks to colleagues entering the office every day to ensure safety. In addition, Vitamin C effervescent tablets are provided for everyone, in order to help the employees to build a stronger immune system. “The office is our battlefield; tardiness is not allowed.” she said.

恢复职场轮班后，为确保安全，每天，她都会安排为进入职场的同事测量体温、发放口罩。更有维 C 泡腾片提供给大家进行冲泡饮用，从身体内部建筑起更强的防御。职场就是战场，容不得丝毫懈怠，她如是说。

# ANNOUNCEMENT

Dear readers:

Thank you for reading through our third edition.

We have launched “Who finds the best name for AXA Insurance Edition” last month and we have received numerous names ever since then, thank you all for your participation! The committee of 35 judges have made a touch choice after internal discussions and have decided that the winner goes to the author of Sheng Fang (盛放). **Congratulations Xuan SUN, you have found the best name for our newsletter for its simplicity and beauty in both sound and denotation. You will be granted with a JD card of 100 RMB as gift.**

There will be more internal competitions as such moving forward, announced at the end of our newsletters, please read through, you won't miss it!

## 有奖征名结果揭晓

亲爱的读者：

感谢您阅读到最后。

在上一期月刊里，我们发起了“有奖征名”的小活动，并且收到了无数投稿。感谢各位读者的大力支持和热情参与！

由来自总部及各分公司组成的35名评审在激烈讨论会做出决定：因其名简洁同时又寓意深远，“盛放”获得了最高的票数，**恭喜作者孙璇！您将获得价值100元人民币的京东卡一张作为礼物。**后续，我们会继续开展此类的有奖竞猜小活动，请各位读者读到月刊的最后一页，你不会错过的！



安盛保險