



安盛保險

安盛保險 月刊第二期

AXA INSURANCE
NEWSLETTER EDITION 2



A MESSAGE FROM THE CHAIRMAN

Dear Colleagues,

First off, let's me say Shu Nian Kuai Le! I wish all of you a very happy year of rat!

Thank you all very much again for joining me for our first ever Townhall as a fully AXA company on the 16th January. As I said, we have great ambitions in China. We have set a mission for ourselves to empower our customers to live a better life, and we will do so by offering them relevant and innovative products and services at international standard.

To be in the best shape to do so requires us to be more technically sophisticated and pivot our operation to a customer centric model. This means that from a distribution focused model governed by Business Units, we will turn into a customer first model with transversal support that works together to bring all products to as many customers in the best way. This translates into a three-tiered organization with: **A Customer-facing Front Line, Business Enablers**, and **Corporate and Supporting functions** – all leaning on a strong independent control backbone. This set up will ensure we are all focused on the most important part of our business: our customers, and all actively participate in the success of the company.

Transformation is a process, not immediate. As a result, the Management Committee and I have agreed to a staggered approach to implement this change.

In the first phase, we need to make sure that we have, as a company, all of the resources we need to implement our vision long term. We have identified some gaps and the first thing we are doing is filling those gaps.

Therefore, we are creating the following:

- **Branch Support Division:**
- **A Customer Division:**
- **A Health Business Unit**
- **Strategic Transformation and PMO:**
- **A Communications Department:**

亲爱的同事们,

首先, 让我祝大家鼠年快乐, 万事如意!

再次感谢大家于1月16号来到我们成为“全安盛”公司后的首次全体员工大会。我们在中国有宏远的目标。我们希望通过提供一系列国际化标准的创新产品和解决方案, 让客户过上更好的生活。

为了实现这样的目标, 我们需要推进精益化运营, 从以渠道为中心、事业部之间相互独立的模式过渡成以客户为中心、全司内产品共享的运营模式。我们要像一支团结的队伍共同前行才能无往不胜, 没有任何一个层级可以不依托其他层级独立取得成功。这意味着公司架构会调整为三个层级: 业务前线, 业务赋能, 业务支持, 同时依托强大的、独立的内控职能。这个架构能够保证我们将业务的重心聚焦在我们的客户上, 调动全员为公司走向成功而积极努力。

当然, 如此重要的转型历程一定会经历一定的时间, 我和管理层委员会一致认可, 要逐步推进转型的落地。

在第一阶段, 我们首先要确保公司有完备的、长期实现我们的愿景所需要的资源。我们发现了之前的组织架构方面的一些差距, 且正在完善这些差距。

因此, 公司将增设以下部门:

机构支持部
客户战略部
健康险事业部
战略转型与项目管理办公室
公共事物处

I count on all of you to be part of this transformation journey, to adapt our mindset and culture towards more collaboration, ownership and accountability. In doing so, we will dedicate ourselves to giving substance to AXA Group values, which we express as commitments to put our Customer First, decide with Courage, lead with Integrity, and operate as One AXA.

Before we split for Spring Festival, let us all walk through some highlights of the first month of 2020, and don't miss the little "Who finds the best name for AXA Insurance Edition" competition at the end of this newsletter. Maybe you will become the winner with the special prize we prepared for you!

I hope you will spend some wonderful time with your families and friends this Spring Festival and come back full of energy to make 2020 a great personal and professional success!

Xin Nian Kuai Le!
Xavier Veyry

公司的转型需要每一个人的参与来完成。这意味着我们的思维意识和公司文化也要向着更加团结协作、有主人翁意识、有责任心的方向转变。同时,我们也要实质性地遵循安盛集团的价值观,即客户优先、勇敢决策、正直领导、团结协同的承诺。

最后,在春节佳节来临之前,让我们先一起回顾一下今年一月公司大小亮点;同时,千万不要错过月刊末尾的“你是取名达人吗“的有奖征名环节,也许赢得奖品的就是你!

衷心希望每个人都能和家人朋友一起,度过一个美好的春节,然后充满能量地归来,一起为2020年的成功努力!

卫泽韦



International Cancer Therapy has successfully launched!

Our International Cancer Therapy product launched formally this month.

Know You Can · International Cancer Therapy is a unique product that simplifies access to best-in-class cancer treatment, both in and out of China, in a single product. Medical resources, authoritative second diagnosis with timely treatment can be available, with additional benefits for customers including professional medical translator service, families companion resources to help build up confidence and bring warmth on this journey of fight.

This product is a prime example of our “payer to partner” strategy, as we become a trustworthy and reliable ally to our customers in their fight for better health and healthcare.

Please click the link below or scan the QR code to watch (or rewatch) our product film on the landing page of our website:

“盛放人生 · 全球癌症医疗险”成功上市!

全球癌症医疗险在本月正式上市，它精准面向中国客户的需求痛点：客户只需通过一张保单，就可获得中国及海外的优质诊疗资源、权威癌症专家二次诊疗意见，在险情发生时能够保障治疗的时间效率，大大增加赢得健康之战的可能。同时该产品还提供专业医疗翻译、全程家属陪同等附加权益，为治疗过程增添信心和暖意。这款产品也是全新“盛放人生”系列的首款产品，体现了我们从赔付支出者转型为客户合作伙伴，努力为中国家庭带来健康与稳定的支持，成为每个家庭的可靠援军的决心。

请扫描二维码，前往我们的官网专题页（再次）观看我们的 广告宣传片：



点击观看广告
Click to watch

Strategic partnership with ENOVATE

New energy vehicles, supported by policy and environmentally conscious trends, are becoming the new norm for a large portion of our target audience. However, due to its structural characteristics, new energy vehicles have also brought new challenges to traditional auto insurance.

In order to provide with a cost-effective insurance solution, on January 15th, a strategic Cooperation agreement has been signed with ENOVATE in Shanghai.

This partnership will integrate platforms and data resources, empowering us mutually to develop a new auto insurance service model for the era of intelligent travel, providing customers with all-round vehicle financial insurance services.

As Mr. Xia Liwu said "like-minded people gather together." He said: "The evolution and innovation of automobiles have promoted the growth and change of auto insurance. We are constantly

与天际汽车达成战略合作

在政策与市场的双重助力下，新能源汽车带着“破竹之势”被越来越多的消费者接受。但因其构造上的特殊性，新能源汽车在带来智能出行新体验的同时，也对传统车险提出了新挑战。

为给用户提供更经济适用的智能出行车险方案，1月15日，我们与天际汽车在上海签署了战略合作协议。

双方宣布将相互赋能、优势互补，深度对接平台与数据资源，共同研发智能出行时代的车险服务新模式，为用户提供全用车周期保险金融服务。



As Mr. Xia Liwu said "like-minded people gather together." He said: "The evolution and innovation of automobiles have promoted the growth and change of auto insurance. We are constantly embracing innovation to make fintech truly serve users, and support the green car lifestyle, which is in line with our aspiration."

Congratulations and looking forward to updates on this innovative initiative.

安盛保险执行副总裁夏立武总称此次双方携手为“志同道合”。他说：“汽车的进化和创新推动车险的成长和变化。我们作为金融保险企业，也在不断地拥抱创新。让金融科技真正服务用户，落到实处，这与我们的战略愿景十分契合。”

祝贺！期待此次战略合作后，推出更多的服务客户的智能出行车险服务！

Diversification milestone as Premium of retail telemarketing in 2019 exceeds CNY 100 million

The retail team and Wuhan Contact center celebrated this month as direct non-motor insurance sales exceeded 100 million yuan (excluding taxes) in 2019, thanks to the joint efforts and persistence of all the call-center staffs and direct selling division! This is a remarkable proof that cross division efforts to better for our customers pays off!

Bravo!

Both retail team and Wuhan Contact Center have celebrated this achievement: make fintech truly serve users, and support the green car lifestyle, which is in line with our aspiration.

This a great first step in the journey, and with a strong, dedicated team like you, we are on the right road to pivot from where we were to where we want to be.

Let us toast for a better tomorrow, and a brighter future! Cheers!

业务多元化里程碑:2019年零售电销保费破亿

2019年零售电销签单保费(剔税)突破一亿元! 这要归功于直销零售业务部和武汉在线中心两个部门的全体同仁戮力同心、坚持不懈的努力。同时,这也充分证明了跨部门协作终将为我们赢得胜利,也为客户带来更好的回报。

你们都太棒了!

直销零售业务部和武汉在线中心在本月月初也分别在上海、武汉两地庆祝了这一盛事。

这仅仅是我们精彩旅程的第一步。拥有一支强大而敬业的团队,我们定能一步一个脚印,完成转型目标。

让我们为美好的明天和未来举杯祝贺!干杯!集团的绝妙机会。



Growing our Global business

In a great kick off to the year, the global business department of commercial lines have successfully bound its 1st large cross-selling business in 2020 to their most important existing Global Client, Veolia China, including the following 4 insurance policies for their China Local Program: Employer's Liability, Group Personal Insurance, Public Liability and Money Insurance, with total GWP RMB 1.05 million.

"Veolia has been our global incoming business client for 10 years. We design the insurance solutions for Veolia which can totally satisfy their needs according to our team work and the cooperation between underwriter & claims team. We really accomplish to provide global clients with full-coverage insurance service." So said Mr. Zeng, CEO of commercial lines.

This a great example of the successes that come with working as a team to bring all products through a single, customer specialist point of contact as will be the case moving forward in the new, customer facing organization.

交叉销售业务突破

新年伊始,我们非常高兴地宣布:商业险条线国际业务部成功赢得了2020年第一单大型交叉销售业务!我们和全球业务的重要客户威立雅中国共签约4张本地保单:雇主责任险、团体意外险、公众责任险和现金险,合计保费人民币105万。

“威立雅中国过去十年都是我们的全球保单分入业务客户。我们通过部门间紧密的团队合作、核保与理赔团队的紧密协同,最终设计出贴合客户需求的保险解决方案,真正做到了为全球客户提供全面覆盖的保险服务。”商业险事业部CEO曾翔如是说。

团队协作、部门合作,以客户为中心赢得成功
--- 商业险事业部的合作突破不仅地证明了这一点,也为我们日后的转型做了示范。



安盛保险



Feedback for Shandong branch Annual Meeting

On January 8 and 9, 2020, the "year-end work meeting of Shandong branch in 2019" was held in Jinan. The general manager of Shandong branch, Mr. BI Yuquan, kicked off the meeting focused on future trends and improving the business in 2020 with a focus on diversification, cost, renewals, and innovation. He announced the implementation of "one-to-one responsibility system" to fully achieve the operating objectives: to lead Shandong branch to achieve a breakthrough in non-motor sales and transformation as soon as possible.

Mr. Xia, executive vice president of AXA Insurance, joined the meeting to discuss the impact of market and regulatory changes facing the industry as a whole on institutional operations in 2019. From the strategic requirements of the company, the key work direction of Shandong branch in the future put forward clear requirements. He encouraged all participants to be proactive about overcoming the industry's obstacles.

山东分公司年会后记

2020年1月8日—9日,《山东分公司2019年年终工作会议》在济南召开。山东分公司总经理毕玉泉总做了题为《坚守成本 紧抓续保 非车突破 共创新时代》的大会主题报告并强调了将带领分公司总经理室全体成员躬身入局,推行分公司与机构“一对一责任制”的决心。

总公司执行副总裁夏立武莅临会议现场,并盘点了2019年行业整体面临的市场变革、监管下沉等变化给机构经营带来的影响,也从总公司的战略要求高度,对山东分公司未来应该总结与提升的重点工作方向提出了明确要求,鼓励大家奋力出击、主动思变、直面挑战、寻求破局。



"Winter is coming, can spring be far behind?" Mr. Xia's speech inspired every participant of the meeting who felt empowered to have the faith to "KNOW YOU CAN" for the brand new 2020.

“寒冬来临，春天还会远吗”，夏总的总结鼓励了在出席会议各位同仁，坚定了大家实现“盛放人生，稳步未来”，坚信自己“Know You Can”的决心。



Annual gala dinner at branches – prelude to the CNY that foresees a prosperous new year!

The spring tide comes with the good news in the year of the Rat. Both Ningbo and Wuxi branches have celebrated this spirit by organizing a year-end meeting, followed by the annual gala dinner. A great opportunity for branch managers to review the past year's performance with employees, to encourage them to always have faith, in spite of the current challenges, and to thank the employees for their hard work for the past whole year.

The gala dinner, on the other hand, provides the perfect platform for everyone to gather together to perform, to celebrate, to have some good laughs, and to show that the companies have real talents. In Ningbo branch, a special section dedicated to honoring excellent employees of 2019 and the 10-years-employees was designed. In Wuxi, for the first time, the company has made it to organize an annual meeting with more than 100 employees, who were described by the branch general manager "100 heroes". They all joined the feast after the meeting, with wonderful singing, dancing show, all organized and performed by employees!

年会饕餮, 齐贺新年

春潮传喜讯, 鼠岁报佳音。新年伊始, 宁波分公司和无锡中心支分别通过新春年会来表达了对新年的祝福和企盼。这也是公司领导与员工一起回顾过去一年的收获与感悟、鼓励员工面对当前的挑战始终保持信心, 并感谢员工的辛勤工作的好机会。

年会当然不能缺少饕餮盛宴和精彩演出。全体员工欢聚一堂, 掌声雷动, 笑声连连, 无不证明了“安盛有达人”! 在宁波分公司的年会上, 表彰2019年度卓越员工及十周年员工的环节感人至深, 而抽奖及抢红包环节则将气氛推向高潮; 而无锡中支的年会参会人员则在公司成立之后首次突破百人。‘百人同心, 可得万千人之力’! 相信安盛在中国各个分公司在新的一年里定能业绩盛放, 一同稳步向前。



Happy teams at HQ

At the end of December, the Retail team attended the annual teambuilding event by the Huangpu River, providing opportunities to reflect on the year, strengthen cohesion, and discover each other's talents! "This teambuilding has deepened the trust and friendship between colleagues. And we are even more convinced that in the future, we will definitely work together to achieve greater success!" said one colleague.

Shortly after, AXA Global Healthcare China team went to Yanguan, Zhejiang province to start the Team Building, with surprise guests of honor Mr. Laurent and Ms. Karen from AXA Global Healthcare! Managing Director Fred DING thanked the team for their efforts and achievements made by members of the department in 2019 and hoped to work together in 2020 for more achievements.

来自总部的快乐团队

去年12月底, 直销零售部29位小伙伴一同在黄浦江畔开展了年度团建活动。本次活动开展了小组讨论、脱口秀及vlog大赛等环节, 旨在通过不同形式进一步紧密同事关系, 助力业务发展。在小组讨论环节中, 身处不同岗位的同事们借着本次机会敞开心扉, 开怀畅谈。脱口秀及vlog环节又让大家看到了同事在工作之外的面貌。“本次团建活动加深了同事间情谊, 让我们更坚信, 在日后的工作中, 我们一定会齐心协力再创佳绩!” 直销零售部的同事纷纷感慨。

而安盛全球健康险(中国)事业部的小伙伴则在今年伊始来到了浙江盐官古镇开启团建活动。在这个厚重而宁静的小镇, 来自AGH的Laurent先生、Karen女士以及丁侃先生充分肯定了2019年部门成员付出的努力和取得的成绩, 同时鼓励大家在2020年携手共进, 再创佳绩。



Proud to be AXA!

As the prize winner of AXA Insurance internal video competition, Dong CHEN, unit manager and Liang LIU, telephone sales representative went to Liverpool on behalf of Chengdu Contact Center, where they were impressed by the strong power and influence of AXA brand of which they felt extremely proud.

Here are some highlights of their trip:

“The first story started at the Chengdu airport, when a working staff asked us how they had the privilege to watch the football match at Liverpool. When answered “The trip was organized by the company as a prize for an internal competition”, the working staff reacted in disbelief by saying “No way there can be a company this generous!” That was the moment when it hit us how proud we were to be part of AXA.

The second story happened at the LFC souvenir store where all LFC fans from all over the world flooded in to purchase their favorite items. When it comes to our turn, we showed the 20% off AXA voucher, and were so proud to have this “privilege” over the other fans, just because we are AXA employees.

The third story took place at the match field where AXA's global slogan “Know You Can” kept rolling on the big screen, positioned in the center, in different languages. We were so proud of this moment when people from the world can share this AXA value at the battlefield, which has been amplified further to the whole world through TV, radio and other portals at the same time: A true AXA power!

我为我是安盛人而骄傲!

去年八月,“盛放人生,稳步未来”微视频挑战赛花落成都在线中心,区经理陈东、坐席代表刘亮代表中心赢取大奖,飞往利物浦观摩球赛。这次利物浦之行也让两位成都小伙伴感受到安盛的品牌力量,并深深为作为安盛人而骄傲。

让我们一起来看看他们这场旅行的三次惊喜时刻:

“首先,在成都机场办理登机时,机场工作人员问我们为何要专程去利物浦观球,当被告知此行是公司内部挑战赛的大奖、全程由公司组织时,工作人员感慨不可思议,居然‘有这么好的公司’,当时由内而外的一种强烈的自豪感。

抵达利物浦球队官方商场,馆内涌入来自全球各地的球迷,大家争相购买自己喜爱的纪念品。当我们结账时,通过出示AXA的优惠券享受到了20%的折扣,我们立刻感受到因为是“安盛人”而享受到的比其它球迷多出的优待,心中再次生出自豪与骄傲。

在最后进入球场观看比赛时,球场最显眼位置不断滚动的不同国家语言版本的AXA广告更让我们热血沸腾:安盛的价值观正在通过电视传向全世界!“

“We appreciate it so much that the company and the chairman have given us such an opportunity. Not only our team members can show our talents through this video competition, but also have we gained this opportunity to go abroad to expand our vision. Moving forward, we will turn our gratitude into continuing efforts

最后, 两位表示: “我们非常感谢公司能够给我们这次出行的机会, 也希望通过跟大家分享我们的故事, 能够给大家信心, 让大家更加真切体会到身为安盛一员的与众不同, 希望大家能够为自己身为安盛人而骄傲和自豪。”



Shandong branch acknowledged by local regulator

Earlier this month, several cities in Shandong Province have suffered from horrible rainy and snowy weather. Shandong branch has been publicly praised by customers for its excellence and efficiency in claims and loss exploration services, specifically in Weifang and Dezhou city, which has been later acknowledged by local regulator on social media.

CSR activity: Finding Good Drivers, Refueling for “Civilization in Driving” in Qingdao

Qingdao branch has showed its determination of taking responsibility to contribute to the community by carrying out a CSR activity to promote the civilized image of drivers, joined by the traffic police branch of the Municipal Public Security Bureau, Qingdao Insurance Industry Association and other units.

Qingdao Branch was awarded "model unit of civilized transportation". The general manager of Qingdao branch has stated that in the future, Qingdao Branch will continue to make efforts in CSR, taking responsibility as an insurer to contribute to the society.

山东安盛天平财险积极应对雨雪恶劣天气

本月初,山东各地普降雨雪,道路湿滑极易引发交通事故,山东安盛天平财险积极应对雨雪恶劣天气,做好道路救援、查勘理赔工作,得到车主的高度赞扬与真挚感谢,同时也得到了山东省保险行业协会的官宣认可。

山东安盛天平财险积极应对雨雪恶劣天气

青岛分公司携手联合市公安局交警支队、青岛市保险行业协会等单位开展“为文明行车加油,寻找岛城好司机”大型公益活动。展示了青岛分公司承担社会责任,在公益事业上发力,在保险业助推社会公益的大局中展现担当、贡献力量、为公益事业的发展增砖添瓦的决心。

INTERNAL COMPETITION: WHO FINDS THE BEST NAME FOR AXA INSURANCE EDITION?

Dear readers:

Congratulation for reading through till the very end, because we have prepared a little present for you ---- only if you are talented enough to find a name for our AXA Insurance Edition!

Yes, we would like to choose a name for our monthly, and we ask that you kindly contribute to it by thinking of a name that can not only reflect our company culture, but also our group DNA.

Please don't hesitate to send it to: **communications@axatp.com**. A committee composed of more than 35 "judges" from all branches and all departments of HQ, including Xavier, will decide on the winner, and the result and the present for the winner will be published on our next Edition, with the brand-new name!

We look forward to your participation!

有奖征名：你是取名达人吗？

亲爱的读者：

恭喜你！如果读到此文，你将有可能获得我们为你准备的彩蛋，前提是你能为公司月刊取一个即能体现公司文化，也能体现集团价值观的名字。

如果你认为你是那个隐藏的取名高手，不要犹豫，请将名字发送到：**communications@axatp.com**。由来自于总部及各地分公司的35位评委，包括卫泽韦董事长在内组成的评审团，将一起商讨，做出最终决定。获奖者及奖品将会在下一期月刊，与崭新的月刊名字一起公布哦！

期待您的参与！



安盛保險