

AXA Assistance PRESS RELEASE

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AXA Assistance is stepping up its digital transformation and confirming its position as a key international player, achieving 10% growth and revenues of close to 1.3 billion euros in 2014

AXA Assistance is constantly innovates to enhance support for increasingly mobile, connected customers in two key domains: well-being at home, and mobility.

✓ **Well-being at home:**

- AXA Assistance is laying the groundwork for developing **home and personal protection** services that use connected objects (monitoring, assistance in confirming well-being, etc.).
- AXA Assistance is a key **Health** market player, delivering innovative offerings with support from a high-performance international medical network: a *Remote Medical Consultation* offering will soon be launched in France and the USA, and the *Second Medical Opinion* product is already available in France, the Gulf region and Asia.

✓ **Mobility:**

- AXA Assistance is developing its **Travel** business, deploying its international *E-commerce sites* and *global Concierge service offering*, launching *MyTravelSpace* (a digital platform that provides travellers with advice before, during and after a journey) and integrating assistance services into a variety of applications, like the *SKI 360 App*.
- In the **Auto** domain, AXA Assistance is supporting societal trends and has already signed partnerships with key car-sharing players. Further innovations include a *quote assistance offering to support drivers after a breakdown*, giving them the best possible repair management advice.

AXA Assistance is further enhancing its customer-focus with a new organisation that places the priorities of end customers at the heart of its strategy. In practice, this means:

- ✓ Deploying three international partnership divisions: travel and financial institutions; health & life; utilities, telecommunications, motor, P&C Insurers.
- ✓ Creating a *Digital and Services* division that combines digital transformation, IT, international Operations and non-medical networks teams.

Lastly, AXA Assistance announced 10% growth in 2014, with revenues of 1.271 billion euros and a 13% increase in operating income.

AXA Assistance achieved a 34% increase in revenues in new business and a 66% increase in revenues from on-line sales (E-commerce).

It increased its revenues by 9% on mature markets:

- Canada: +22%; Spain: +18%; Greece +27%; Japan: +21%; and Italy: +17%.

It increased its revenues by 19% on high-potential markets:

- China: +82%; Morocco: +36%; Mexico: +13%; and Turkey: +32%.

About AXA Assistance Group

AXA Assistance is among the world leaders in providing assistance, with near 1.3 billion euros annual revenue, 23 million euro underlying earnings and 9.4 million handled files in 2014. Wholly-owned by the AXA Group, AXA Assistance is the global assistance specialist provider in Automotive, Travel, Home, Health and Life Care Services.

Its 7,523 people are located in 33 countries and do business in over 200 countries. They look after their customers and protect them by providing best-in-class solutions beyond immediate situations, anywhere, anytime.

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