

# AXA Assistance PRESS RELEASE

Châtillon, 21 April 2016

## AXA Assistance announces revenues of almost 1.5 billion euros for 2015 –a 15% increase– and consolidates its leading international position with the acquisition of Asia Assistance

**AXA Assistance, an AXA Group subsidiary, has announced revenues of close to 1.5 billion euros for 2015, up 15%, and a 10% increase in underlying earnings at 25.2 million euros.**

These results were driven by a **93%** growth in new business, generating 160 million euros, and a **35%** rise in e-commerce revenues (close to 65 million euros). On mature markets, AXA Assistance grew its revenues by **13%** (up 32% in the UK, and 10% in France), and achieved a **29%** increase in countries with a high growth potential (up 190% in China, 128% in Poland, 21% in Mexico and 18% in Colombia).

**This growth reflects AXA Assistance's ability to innovate widely and meet partner and customer needs in two specific domains:**

### Well-being at home:

- ✓ The acquisition of Asia Assistance<sup>1</sup> has confirmed **AXA Assistance as the leading medical assistance provider in Asia**, bolstering its home, auto and concierge assistance business.
- ✓ AXA Assistance is the world's first assistance provider to offer a **remote medical consultation** offering on three continents. After its initial launch in France, where 1.2 million people benefited from remote consultations in one year, and in the USA –where 50,000 business travellers are now covered– the remote consultation offering was extended to Singapore in early 2016. For beneficiaries of the remote medical consultation offering, a doctor is never more than a phone call away; this doctor can then establish a diagnosis and, if appropriate, issue a remote prescription.
- ✓ AXA Assistance has developed a new application to help patients with chronic conditions maintain their medical follow-up between appointments: **HealthLook** combines the expertise of AXA Assistance's medical teams (doctors and nurses) with the presence of connected objects (more than 60 objects from 15 different brands).
- ✓ AXA Assistance is bolstering its **international medical network**, with an exclusive team of experts, and guarantees all customers rapid access to qualified emergency treatment delivered by reliable teams at a controlled cost. Within this international network, the **Elite** programme keeps a permanent tab on the world's best medical teams for AXA Assistance.
- ✓ AXA Assistance and Juridica have launched **AXA Legal Protection**, an organisation created specifically to develop international legal protection services. AXA Legal Protection's mission consists in supporting and optimising the development of legal protection services for key account partners across the world.

### Mobility:

- ✓ AXA Assistance's **HereWithYou** application enables customers to contact their insurance provider and obtain up-to-date information on the expected arrival time of a vehicle repair unit. Although this application is currently only available in the auto assistance domain, it will soon be extended to other assistance services.
- ✓ The **acquisition of Global Insurance Management** has strengthened AXA Assistance's position as an international Credit and Lifestyle business development player for the AXA Group, notably as regards mechanical breakdown coverage and related services.

<sup>1</sup> Transaction in progress, subject to completion

- ✓ In the Travel business, AXA Assistance is continuing the international deployment of its single-platform B2C e-commerce website. After Italy, Germany, France, USA, Brazil and Portugal, an e-commerce website has now also been launched in Austria.

**In line with the ongoing deployment of its digital transformation strategy, AXA Assistance has launched #move.** A specific website (<https://developers.axa-assistance.com/>) gives AXA Assistance partners access to its products and services via an API (Application Programme Interface). As such, every partner can integrate AXA Assistance's services into its digital ecosystem, in line with cutting-edge web technology standards.

**AXA Assistance: 2015 key figures**

- Annual revenues: **1.494 billion euros**
- Underlying earnings: **25.2 million euros**
- **8 557 employees** located in **34 countries**
- **10.8** million handled files
- Number of repatriations : close to **13 000**
- Business in over 200 countries

*Revenues by region (at constant exchange rates):*

- Americas ..... 154 M€ (+ 6% vs 2014)
- Asia\* ..... 35 M€ (+ 65% vs 2014)
- Africa, Middle East, France, Mauritius..... 452 M€ (+ 6% vs 2014)
- Europe ..... 690 M€ (+ 22% vs 2014)
- AXA Travel Insurance ..... 163 M€ (+ 24%vs 2014)

\* Except acquisition of Asia Assistance

**About AXA Assistance Group**

AXA Assistance is among the world leaders in providing assistance, with near 1.5 billion euro annual revenues, 25.2 million euro underlying earnings and 10.8 million handled files in 2015. Wholly-owned by the AXA Group, AXA Assistance is the global assistance specialist provider in Automotive, Travel, Home, Health and Life Care Services.

Its 8,557 people are located in 34 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.

For more information: [www.axa-assistance.com](http://www.axa-assistance.com).

**Media relations:**

Nadia Quentin : +33.1.55.92.11.30  
 Aline Dumont : +33.1.55.92.45.37