

AXA

PRESS RELEASE

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AXA Hong Kong wins 17 accolades at the “Customer Relationship Excellence Awards 2016” in recognition of its commitment to customer centricity

AXA Hong Kong is proud to be awarded 17 accolades at the esteemed “Customer Relationship Excellence Awards 2016”, organised by the Asia Pacific Customer Service Consortium (APCSC), recognising the company's strong commitment to customer centricity. Among the awards, Mr. Stuart Harrison, Chief Executive Officer, has been recognised as **“CEO of the Year (Insurance)”**. The array of awards is a testament to AXA's dedication to providing superior customer service in every aspect of its business.

Commenting on the accolades, **Mr. Stuart Harrison, Chief Executive Officer of AXA Hong Kong**, said, “It is a great honour to receive 17 accolades in the ‘Customer Relationship Excellence Awards’. At AXA Hong Kong, our commitment is deeply rooted in providing the best services and products to our customers. Our employees consistently deliver an exceptional experience to customers. Going forward, we will continue to provide services that aim to exceed customer expectations and become the trusted partner to our customers.”

The accolades which AXA Hong Kong has won include:

Corporate Category:

- Best Customer Experience Management of the Year (Insurance – North Asia)
- Best Internet+ of the Year (Insurance)
- Best Social Media Program of the Year (Insurance)
- Best Use of Technology of the Year (Insurance)
- Corporate Employer of the Year (Insurance)
- Corporate Social Responsibility Leadership of the Year (Insurance – North Asia)
- Customer Relationship Marketing Service of the Year (Insurance)
- Customer Satisfaction Quality System of the Year (Insurance)
- Innovative Technology of the Year (Insurance)

Individual Category:

- CEO of the Year (Insurance)

- CRM Director of the Year (Insurance)
- Winner (Insurance) – Customer Service Analyst of the Year (Service Center)
- Winner (Insurance) – Customer Service Team Leader of the Year (Service Center)
- Winner (Insurance) – Customer Service Professional of the Year (Technical Center)
- Merit – Customer Service Manager of the Year (Contact Center)
- Merit – Customer Service Professional of the Year (Service Center)*

*Note: Two AXA Hong Kong staff members were awarded with this accolade

The “Customer Relationship Excellence Awards” recognises industry leaders and professionals for their outstanding performance in customer centric services. Undergoing a series of stringent assessments including self-assessment, business case presentations, mystery calls and an online public voting, winners of the awards bring new service levels, quality standards and benchmarks to shape the future direction of excellent business practices.

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Photo caption:



Mr. Stuart Harrison, Chief Executive Officer, AXA Hong Kong, has been recognised as “CEO of the Year (Insurance)”.



AXA Hong Kong is awarded 17 accolades at the esteemed “Customer Relationship Excellence Awards 2016”.

About AXA Hong Kong

AXA Hong Kong, a member of the AXA Group, prides itself of serving over 1 million customers¹ in Hong Kong and Macau. Besides being one of the largest health protection providers in Hong Kong, it is also the number 1 General Insurance provider² and a market leader in motor insurance.

AXA Hong Kong is committed to the on-going developing and enhancing of our life & savings, health, property & casualty, wealth management and retirement solutions in order to satisfy the different needs of our individual and corporate customers.

We believe it is our inherent responsibility to support the communities we operate in, hence creating a sustainable business via constant and considerable contribution in the dimensions of health, environment and the community.

¹ Including customers of AXA China Region Insurance Company Limited, AXA China Region Insurance Company (Bermuda) Limited (incorporated in Bermuda with limited liability), and AXA General Insurance Hong Kong Limited

² Based on 2015 Office of the Commissioner of Insurance market share statistics represented by overall gross premiums

About AXA Asia

AXA Asia is a market leading insurance player offering a differentiated composite proposition in Life and General Insurance with operational presence in Hong Kong, Singapore, Indonesia, China, India, Malaysia, the Philippines, and Thailand. AXA Asia is part of the AXA Group, headquartered in Paris and a worldwide leader in insurance and asset management with a presence in 64 countries. AXA Asia is committed to creating a sustainable, long-term business for our employees, customers and shareholders.

About The AXA Group

The AXA Group is a worldwide leader in insurance and asset management, with 166,000 employees serving 107 million clients in 64 countries. In 2016, IFRS revenues amounted to Euro 100.2 billion and IFRS underlying earnings to Euro 5.7 billion. AXA had Euro 1,429 billion in assets under management as of December 31, 2016.

The AXA ordinary share is listed on compartment A of Euronext Paris under the ticker symbol CS (ISN FR 0000120628 – Bloomberg: CS FP – Reuters: AXAF.PA). AXA's American Depositary Share is also quoted on the OTC QX platform under the ticker symbol AXAHY.

The AXA Group is included in the main international SRI indexes, such as Dow Jones Sustainability Index (DJSI) and FTSE4GOOD.

It is a founding member of the UN Environment Programme's Finance Initiative (UNEP FI) Principles for Sustainable Insurance and a signatory of the UN Principles for Responsible Investment.

THIS PRESS RELEASE IS AVAILABLE ON AXA'S WEBSITE WWW.AXA.COM.HK

IMPORTANT LEGAL INFORMATION AND CAUTIONARY STATEMENTS CONCERNING FORWARD-LOOKING STATEMENTS

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