

AXA France Vie: Your Best Choice

- **Your long-term reliable partner** - With over 9 million corporate clients, AXA France is the most well-known insurance company in the country, offering:
 - Personalized approach
 - Consistent reliable quality service
 - Innovative, simple and competitive solutions

The AXA Group is one of the world leading insurance and asset management groups, serving 103 million clients, individuals and business, in 64 countries.
- **Market leader** - On the French collective market with a turnover of EUR 6.3 billion in the employee benefits segment.
- **Quality of service** - “AXA votre service” program developed by AXA France in 2012. Its ambition is translated through a “Quality of Service Charter” and a Comparison site. The Charter is composed of four commitments: simplicity on a daily basis, adapted advice in the long term, engaged presence in key moments, and continuous attentive listening.
- **Full range of products** - AXA France offers its customers a complete range of products and services in Life & Savings, Property & Casualty, Asset Management, International insurance and Banking & Holdings.
- **Competent and reliable partners** - AXA ASSISTANCE: major player in personal assistance and home service – PREVIA/PLURIDIS-PLURALIA: expert assistance specialized in healthcare-at-work and works for AXA “Back to work program”- ITELIS: medical networks management and for platform servicing group contracts.

AXA France Vie: Facts & Figures

- IGP Network Partner since: 1967
- Group Life & Disability Ranking (2016): No. 1
- Group Medical Ranking (2016): No. 3
- Overall Group EB Ranking (2015): No. 2
- Solvency II Ratio (2017): 197%
- Financial Strength Ratings (rating for AXA Group):
 - Fitch (per 3/6/2018) AA-
 - Moody's (per 3/7/2018) Aa3
 - Standard & Poor's (per 3/6/2018) AA-

Awards & Recognitions

- AXA is part of the top 100 Best Global Brands and for the fifth year, AXA is ranked the first insurance brand worldwide. All industries combined, AXA is ranked 59th of the top global brands.
- Included in AM Best's ranking of the world's 25 largest insurance companies, ranked by net premiums and assets.



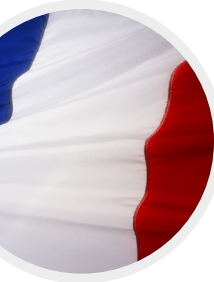
More Information

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Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Bi-annual
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 21 working days	✓
- Medical: 95% within 21 working days	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Each payment
Accuracy commitment: 98% of claims	✓

Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	✓

Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Annual
Premium statement commitment: 95% within 20 working days	✓

Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	-
Policy issuance commitment: 95% within 20 working days	✓

Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Employee help line to respond to employee inquiries for other covers	✓
Helpline availability 24/7	✓
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or IGPinfo@jhancock.com for more details.

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