

AXA China Region: Your Best Choice

- **Member of the AXA Group** - As part of AXA, a world leader in financial protection, AXA China Region benefits from its financial strength and from the expertise and experience of its member companies.
- **Top market player** - Number 1 group medical player in Hong Kong. Almost 450,000 members in Hong Kong are protected under AXA's employee benefits schemes and AXA processes 25% of all medical claims in Hong Kong.
- **One stop shop for comprehensive protection solutions at your choice** - AXA offers comprehensive coverage that takes good care of you and your employees, with superior benefits and features from a range of schemes including group life, group medical and group disability.
- **Comprehensive medical coverage** - Benefits of PortaProtection on existing corporate members including:
 - Continuity of existing group medical benefits
 - No underwriting required & guaranteed acceptance
 - Coverage for pre-existing conditions
 - Lifelong protection and guarantee renewal
- **Flexible benefit design** - AXA China Region's IT system, administration and claims teams provide quality service to flexi-benefit clients and offer a flexible benefit structure to tailor clients' needs.
- **Modern technology** - A significant strengthening of the internal systems and processes ensure the Group's sustained long-term success. The "MyAXA" app gives employees access to AXA services at their fingertips.
- **Cost Containment** - a quarterly performance tracking and analytics tool is provided to clients, which allows HR to understand claims usage as well as more time to analyse data & define actions to drive the cost containment strategy.

AXA China Region: Facts & Figures

- IGP Network Partner since: 1971
- IGP's share of the group portfolio: 8-10%
- Group EB Market Share*: 20%
- Group EB Ranking*: No. 1
- Solvency II Ratio (AXA Group - December 2020): 198%
- Financial Strength Ratings (rating for AXA Group):
 - Fitch (per 4/30/2020) AA- (positive)
 - Moody's (per 4/5/2019) Aa3 (stable)
 - Standard & Poor's (per 3/16/2020) AA- (stable)

* MMB Hong Kong Employee Benefits Industry Report – 1st Release (March 2019), issued by Marsh Mercer Benefits

Recent Awards & Recognitions

In 2019, AXA China Region received 8 accolades at the BENCHMARK Wealth Management Awards, including "Brand of the Year" and "AD of the Year". In addition, they won **more than 40 industry awards** in different areas, including II insurance technology-related awards. A full overview of the awards can be viewed [here](#).



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	Semi-annually or ad hoc
Claims payment commitment	
- Death: 95% within 20 working days	✓
- Disability: 95% within 20 working days	✓
- Medical: 95% within 7-14 working days for inpatient claims	✓
- Medical: 95% within 10 working days for outpatient claims	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Accuracy commitment: 98% of claims	✓

Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
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	Monthly
Premium statement commitment: 90% within 15 working days	✓

Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
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 during office hours	✓
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.

The International Group Program (IGP) is a registered brand name under John Hancock. IGP operates in the State of New York under JH Signature Insurance Agency, Inc., a NY licensed broker.

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