

AXA Switzerland: Your Best Choice

- **Leader in the Swiss Insurance Market**
 - Number 1 in the Swiss insurance market, mainly SMEs
 - 1.94 million customers
 - Generated business volume of CHF 6.8 billion in 2019
 - Offers its customers 92 products providing comprehensive financial security
 - Is the only Swiss insurance company with its own accident research center and has been promoting safety in road traffic for many years
- **Broad range of products for corporate & private clients**
 - Including personal, property and liability insurance solutions, health insurance, as well as customized life, pension and investment products.
- **Occupational employee benefits** - Top 2 market leader in the provision of occupational benefits schemes for small, medium and large companies. Number 1 market player in the semiautonomous occupational benefits scheme segment.
- **Online client service via www.AXA.ch/bvg** - Web-based administration tool for corporate employee benefits clients. You can access the forms you need, call up information on contracts and insured persons, or transmit changes to the data directly – simply while online.
- **Online insured person service (pension portal) via www.AXA.ch/meine-pensionskasse** – Best in class regarding online services for insured persons. You can access the forms you need, call up information, do retirement calculations and do online purchases regarding occupational benefits.
- **AXA Switzerland's conduct** - – These values lie at the heart of AXA's corporate culture and conduct towards their clients: Available/ Attentive/ Reliable/

AXA Switzerland: Facts & Figures

- IGP Network Partner since: 2003
- IGP's Share of the AXA Winterthur Portfolio: <8%
- Market Rank - semiautonomous schemes (2019): No. 1
- Market Rank - Life Insurance (2018): No. 2
- Market Share - Life Insurance (2018): 26%
- Subsidiary of AXA Group
- Financial Strength Ratings (rating for AXA Group):
 - Fitch (per 12/10/2019) AA- (positive)
 - Moody's (per 4/5/2019) Aa3 (stable)
 - Standard & Poor's (per 7/24/2019) AA- (stable)

Recent Awards & Recognitions

- Winner of the AXA Days Award 2019 for the transformation to semiautonomous occupational benefits scheme
- 2018 Top 50 Best Global Brand – Interbrand.com
- 2018 "Interbrand" ranked AXA Group as the #1 Global Insurance Brand for the 10th consecutive year
- 2018 Family and Career Award
- 2018 Award for "Top Employer" in Switzerland
- 2017 Award for 2nd best diversity index by major companies in Switzerland (University of Lucerne)
- 2016 Most Outstanding Contribution to Sustainable Insurance Switzerland Award



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	Quarterly
Claims payment commitment	
- Death: 95% within 10 working days	✓
- Disability: 95% within 21 working days	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Quarterly
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	✓
Occupational Benefits:	
Reporting on Investment Performance & Coverage Degree of the Foundation	Monthly

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: 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	Quarterly
Policy issuance commitment: 95% within 20 working days	✓

Helplines and IT Capabilities

Employee help line to respond to employee inquiries	✓
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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