



Press release

Kuala Lumpur, 13 December 2021

AXA LAUNCHES e-CLAIM FOR FAST CLAIM SUBMISSION & TRACKING

As part of its continuous effort to enhance its services and better serve customers, AXA Affin General Insurance (AXA) has launched **AXA e-Claim** for its car policies to provide an easier, faster and more convenient way for customers to submit their car claim online.



Instead of relying on the manual way of submitting physical forms, or referring to intermediaries and contact centre, customers can now submit their car claim easily via AXA Website (www.axa.com.my/claims) or WhatsApp [WA AAGI Claims](#).

The launch of AXA e-claim comes from a culmination of feedback from customers through AXA's Customer Satisfaction survey. According to Emmanuel Nivet, CEO of AXA, the findings have provided AXA with valuable insights and opportunities to improve its customer journey. The adoption of digitalisation has given rise to the need for faster turnaround time as customers prefer to be informed of their claim status and payout in a timely manner. These improvement areas are especially important to AXA, as an insurer who places customers at

the heart of its strategy.

“Claim experience is a critical moment of truth where we will be put to test, as customers look to us as their trusted partner to deliver our promise and ease their worries in times of difficulties. We hope that this newly launched initiative will provide our customers with a quicker, hassle-free and transparent end-to-end experience in their claim journey,” Emmanuel said.

For car claim submission via WhatsApp, customers only need to take pictures and videos of the information requested and send them to +603 2170 8282. The supporting documents needed for customers have been streamlined, while the entire journey is self-service and guided to make the submission process easier and faster for customers.

This will also reduce pending claims due to inadequate document submission since customers are now informed on the requirements before they submit their claim. Most importantly, customers are engaged and informed throughout the submission process as AXA will notify them via WhatsApp to update on the status.



Customers can also track their claim status online anytime, anywhere via AXA Track Easy on AXA website. The simplified process has now improved AXA's front and back-end processes, allowing AXA to expedite its claim processing and payment process. With this, AXA is able to provide claim decision and cash for approved claims within 1 business day for minor damage.

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ABOUT THE AXA GROUP

The AXA Group is a worldwide leader in insurance and asset management, with 171,000 employees serving 105 million clients in 61 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 Depository 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 and the regulated information made public by AXA pursuant to article L. 451-1-2 of the French Monetary and Financial Code and articles 222-1 et seq. of the Autorité des marchés financiers' General Regulation are available on the AXA Group website (axa.com).

ABOUT AXA INTERNATIONAL NEW MARKETS

AXA International & New Markets provides protection to customer, people and businesses alike – so that they can pursue their lives and ventures with peace of mind – in fifth geographies, Asia, Middle-east, Africa, Europe & Latin America, and gathers the smaller and high-growth markets of the AXA Group. AXA International & New Markets is part of the AXA Group, a worldwide leader in insurance and asset management, with 160,000 employees serving 105 million clients in 64 countries. In 2017, IFRS revenues amounted to Euro 98.5 billion and underlying earnings to Euro 6.0 billion. AXA had Euro 1,439 billion in assets under management as of December 31, 2017.

ABOUT AXA AFFIN GENERAL INSURANCE BERHAD

Incorporated in Malaysia in 1975, AXA Affin General Insurance Berhad is an associate company of AFFIN Bank Berhad. As one of the fastest growing general insurance companies in Malaysia and leader in medical and health insurance (Source: ISM), AXA offers comprehensive protection solutions to individuals and businesses in all areas of general insurance.

AXA protects over 1.8 million customers and are supported by more than 800 employees in 23 offices with multi-distribution channels of over 5,000 agents, brokers, franchise and bank partners nationwide.

IMPORTANT LEGAL INFORMATION AND CAUTIONARY STATEMENTS CONCERNING FORWARD-LOOKING STATEMENTS

Certain statements contained herein may be forward-looking statements including, but not limited to, statements that are predictions of or indicate future events, trends, plans or objectives. Undue reliance should not be placed on such statements because, by their nature, they are subject to known and unknown risks and uncertainties and can be affected by other factors that could cause actual results and AXA's plans and objectives to differ materially from those expressed or implied in the forward looking statements. Please refer to Part 4 - "Risk factors and risk management" of AXA's Document de Référence (Annual Report) for the year ended December 31, 2016, for a description of certain important factors, risks and uncertainties that may affect AXA's business, and/or results of operations. AXA undertakes no obligation to publicly update or revise any of these forward-looking statements, whether to reflect new information, future events or circumstances or otherwise.

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