



Press release

Kuala Lumpur, 10 November 2020

COVID-19: AXA STRENGTHENS ITS COMMITMENT TO SOCIETY THROUGH CONTINUOUS PROTECTION & FINANCIAL SUPPORT

The social and economic impact of the COVID-19 pandemic has inevitably brought immense difficulties to the community around us. As a trusted insurer, AXA Affin General Insurance Berhad (AXA) is committed to play a strong role in providing valuable assistance to impacted customers through continuous protection and peace of mind.

Having enhanced the product solutions to the evolving nature of the pandemic and launched multiple meaningful initiatives in the interest of customers, Emmanuel Nivet, Chief Executive Officer of AXA emphasised that customers' safety and peace of mind have always been the company's utmost priority.

"We understand that this is a particularly challenging period for many and it is important for us to step up and offer our best support and assurance knowing that they can count on us at times when they need us most. As a trusted partner guided by the enduring values of our Purpose, we have made a steadfast commitment to protect what matters to the society with more value-added services that are well underway," Emmanuel stated.

RM50,000 Home Sanitisation Benefit

AXA pledges RM50,000 Home Sanitisation benefit to ensure a safer home for your family

From 1st October 2020 to 30th September 2021, all AXA new and existing home insurance customers are entitled to special Home Sanitisation benefit up to RM1,000*.

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Terms & Conditions apply.

To ensure a safer home, AXA pledges to offer RM50,000 Home Sanitisation benefit to all existing and new AXA home insurance till 30th September 2021.

"We have observed how the pandemic has necessitated the importance of a safe living environment," Emmanuel said. "We believe that by extending home sanitisation benefit at a time where it is most needed and beneficial, we can keep Malaysians safe in the comfort of their own home and at the same time play our part in containing the spread."

Under this new initiative, AXA will reimburse up to RM1,000 for home sanitising expenses if any of its home insurance policyholders or their immediate



family member(s) living in the insured home is diagnosed with COVID-19 during the said period. These complimentary benefits are being offered to customers on top of their existing policy benefits. Full terms and conditions of AXA Home Sanitisation benefits are available [here](#).

3 & 6 months Instalment Payment Plan

The banner features the AXA logo in the top left corner. The main text reads '0% Interest' in large white font, followed by '3 & 6 Months Instalment Payment Plan' and 'From 27th April 2020 to 31st December 2020'. Below this, it says 'Applicable to' and lists four categories: 'SME Business Solution' (with a storefront icon), 'Home Series Protection' (with a house icon), 'Health Series Protection' (with a family icon), and 'Personal Accident Series Protection' (with a person in a wheelchair icon). At the bottom, it lists 'Bank Partners' as CIMB, Citibank, and Public Bank, accompanied by a credit card icon.

Recognizing that the current economic climate has taken a financial toll on individuals and businesses alike, AXA has offered a 3 & 6 months Instalment Payment Plan with 0% interest for SME, Home, Health & Personal Accident policies to ease customers' financial obligations.

Applicable till 31st December 2020, the plan provides the flexibility to break down premium into smaller payments over a period of 3 or 6 months via credit cards, with no change to the insurance protection and at no additional cost.

AXA hopes that this may go some way in helping customers to have better cash flow for their essential needs while maintaining continuous protection of their loved ones during this difficult period.

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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

AXA Affin General Insurance Berhad was incorporated in Malaysia on July 12th, 1975 as a

FOR MORE INFORMATION:

AXA Affin General Insurance contacts:

Sheena Ho: T : +603 2170 8548/012-3091193
E : sheena.ho@axa.com.my

Allison Lee: T : +603 2170 8259/016-2282916
E : allison.lee@axa.com.my

Corporate Responsibility strategy:

axa.com/en/about-us/strategy-commitments

SRI ratings:

axa.com/en/investor/sri-ratings-ethical-indexes



licensed general insurance company. It is a joint venture between AXA Asia and Affin Bank Berhad, one of the leaders in Malaysia's financial services industry. Prior to that, companies that now form part of the AXA Group, operated in Malaysia for a period stretching back to 1874.

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.