

## FY20 – Script video Thomas Buberl

For each of us, 2020 will be remembered as a very special year.

A year when everything stopped overnight.

It is also a year when we have been able to adapt collectively, to move forward and continue to live.

### 1. For AXA, 2020 was a very important year. It allowed us to demonstrate what a major insurance group can bring in difficult times.

First, we protected our employees. This was our priority.

- We have guaranteed employment during lockdown, implemented remote working everywhere and rolled out a global program for the health of our employees.
- Our employees have switched to full remote working from the beginning of the crisis. They have shown great adaptability in an uncertain context. They have been fully committed. Our people have been the key to AXA's successes. This year more than ever, I feel extremely honored to lead this company.

Secondly, we have supported our clients.

- More than 500,000 medical teleconsultations, nearly 1.5 billion euros in claims and solidarity measures .... Last year we mobilized our innovations and financial resources to help our customers get through the crisis.
- Of course, not everything was perfect, but our customer satisfaction indicator rose. This shows that we have moved in the right direction.

Finally, we fully played our role as an economic stabilizer.

- When the economy stopped, we took actions and allocated for instance 700 million euros to strengthen the capital of SMEs in France.
- When unemployment rose, we announced that we would recruit 5,000 people in France, with a focus on young workers.
- And when everyone was focusing on the health crisis, we strengthened our commitment to the fight against climate change.

### 2. We were able to do all this for one reason: AXA is a very solid group that has demonstrated strong resilience in the crisis.

Our financial results prove it:

- The Group's gross revenues amounted to 97 billion euro. It is almost stable. This is remarkable given the context. It was driven by the performance of our strategic business

segments, such as health and P&C Commercial lines. It also shows our ability to continue to operate remotely thanks to digital transformation.

- Our underlying earnings stand at 4.3 billion euros. Here again, this is a high level, given that we have also been able to pay significant claims to help our customers. Our good business mix and our balanced geographic footprint drove this performance.
- Finally, our solvency II ratio stood at 200%, up 20 points and above our objectives. This figure alone illustrates AXA's strength. In an unprecedented crisis, the Group is twice as solid as required by law.

### 3. Today at AXA, we are confident

- We are confident because the group is solid, profitable and because a new commercial dynamic was initiated at the end of last year.
- We are confident because last December we presented a new strategic plan, Driving Progress. This plan is perfectly adapted to the current environment.
- We are confident because we believe in progress and science. This is why we have reinforced our support to research by allocating 5 million euros to the fight against Covid-19. Vaccines are beginning to spread everywhere. They will be the key to putting this virus behind us and moving forward.

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### Climate video.

AXA has just presented its financial results and actions that had been taken in 2020.

They show the Group's great solidity in an exceptional context.

They also show that, despite the health crisis, AXA accelerated its actions against climate change last year.

- We have invested more than \$4 billion in the green transition and supported the issuance of new transition bonds.
- We committed to a 20% reduction in the carbon footprint of AXA's G/A assets by 2025.
- Finally, we have initiated a discussion on risk underwriting by calling for the creation of a Net Zero Underwriting Alliance.

The fight against climate change is one of the 5 priorities of our strategic plan Driving Progress 2023.

It is at the heart of AXA's development plans.