



Press release

Paris, April 14, 2021

AXA collaborates with Microsoft to create the next generation standard of health and well-being services

- **AXA will work with Microsoft to build a digital healthcare platform that simplifies healthcare journeys and empowers customers with access to a fully integrated ecosystem**
- **A pilot program, including a self-assessment tool, teleconsultation and a medical concierge, was successfully launched in late 2020 in Germany and Italy**

AXA announced it is collaborating with Microsoft to build a digital healthcare platform, enabling a virtual healthcare system that is open to all. The partnership will be built on AXA's global reach, extensive experience in healthcare and insurance, business and technology architecture skills, and Microsoft's deep expertise in cloud-based computing, artificial intelligence, and array of partnerships with clinical partners and third-party vendors. The new platform will rely on the extensive portfolio of technology in the Microsoft Cloud for Healthcare, including Azure API for FHIR (Fast Healthcare Interoperability Resources), that enables patient insights without compromising patient privacy.

The digital healthcare platform will link digital health services offered by AXA to support its customers at every stage of their e-health experience. The range of services offered will include a self-assessment and prevention tool, a medical concierge, a teleconsultation interface, a digital document vault, home care services (e.g. medicine delivery) or a directory of healthcare professionals. Furthermore, the platform will break down health service silos to improve research, treatments and prevent diseases.

This ecosystem is tailored to the care offerings and specificities of local health networks. A pilot program, which included a self-assessment tool, teleconsultation and a medical concierge to facilitate appointment-setting, was successfully launched in late 2020. The platform is open to all customers from AXA in Germany and Italy, with tailored services. The service will be deployed by 2022 in the United Kingdom, Belgium, Spain and Switzerland to be followed by other countries around the globe. Microsoft and AXA will collaborate with partners to further enrich the platform and to deliver value-added services to all stakeholders.

In the long-term, the platform aims to allow integration of third-party services, with the ambition of creating an open, global service for healthcare providers and patients, regardless of whether they are AXA customers.



With health expenditure outpacing GDP growth over the next 15 years in almost every OECD country (from [OECD](#)), all health players involved in the patient journey, from providers to payers, must adjust their services and deliver on the promise of lower cost and more personalized services.

“AXA is a world leader in healthcare. Our objectives in this field are among the top priorities of our Driving Progress 2023 strategic plan. This ambition is further strengthened today in the face of the current historic worldwide public health crisis.”

“In many countries, the fragmentation, complexity and costs of health systems are a barrier to access to care. This new ecosystem of services that we have developed with Microsoft is a powerful lever to provide customers with access to the best healthcare solutions. It also illustrates the decisive role of AXA’s technological expertise in the success of its Payer to Partner strategy,” said **Thomas Buberl**, CEO of AXA.

ABOUT THE AXA GROUP

The AXA Group is a worldwide leader in insurance and asset management, with 153,000 employees serving 105 million clients in 54 countries. In 2020, IFRS revenues amounted to Euro 96.7 billion and underlying earnings to Euro 4.3 billion. AXA had Euro 1,032 billion in assets under management as of December 31, 2020.

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](#)).

THIS PRESS RELEASE IS AVAILABLE ON THE AXA GROUP WEBSITE [axa.com](#)

FOR MORE INFORMATION:

Investor Relations: +33.1.40.75.48.42
Andrew Wallace-Barnett: +33.1.40.75.46.85
François Boissin: +33.1.40.75.39.82
Aayush Poddar: +33.1.40.75.59.17
Mikaël Malaganne: +33.1.40.75.73.07
Mathias Schvallinger: +33.1.40.75.39.20
Shuqi Ye: +33.1.40.75.58.44

Individual Shareholder Relations: +33.1.40.75.48.43

Media Relations: +33.1.40.75.46.74
Julien Parot: +33.1.40.75.59.80
Farah El Mamoune: +33.1.40.75.46.68
Jonathan Deslandes: +33.1.40.75.97.24
Sarah Andersen: +33.1.40.75.71.97

Corporate Responsibility strategy:

[axa.com/en/about-us/strategy-commitments](#)

SRI ratings:

[axa.com/en/investor/sri-ratings-ethical-indexes](#)