

AXA Assistance

PRESS RELEASE

14TH OCTOBER 2016

AXA Assistance secures the esure and Sheilas' Wheels Home Emergency contract

AXA Assistance has been selected by esure Group to provide Home Emergency cover to home insurance customers of both its esure and Sheilas' Wheels brands.

AXA Assistance was appointed following a full market review by esure Group, as the company was looking to offer enhanced product coverage and benefits responding to the needs of its customers.

AXA Assistance has demonstrated its expertise in the market, consistently reviewing its Home Emergency product to ensure it provides the relevant benefits that meet these needs, and as a customer centric organisation, has recently developed a new interactive home tool for customers to check and review their cover. The company has also heavily invested in the growth and support of its nationwide contractor network, with contractors now having access to an online portal App, providing a more efficient service delivery and quicker response times.

Charles Dennison, Account Director at AXA Assistance, said: "This significant and exciting new contract is recognition that our continual investment in developing our Home Emergency proposition, is responding to the needs of our clients and their customers. We recognise that our customers' needs continue to change, and have shown esure Group that we are currently, and will continue to invest in the development of new innovative solutions and tools to meet these needs."

Nikki Sellers, Head of non-underwritten products at esure, added: "Our customers place a very high value on excellent service as well as an easy, seamless product experience. We selected AXA Assistance because we believe they will deliver that, whilst using their expertise and market knowledge, to meet the needs of our customers."

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About AXA Assistance

AXA Assistance is among the world leaders in providing assistance, with near 1.5 billion euros annual revenue and 10.8 million handled files in 2015. Wholly-owned by the AXA Group, AXA Assistance is the global assistance specialist provider in Automotive, Travel, Home, Health and Life Care Services.

Its 8,557 people are located in 34 countries and do business in over 200 countries. They support their partners and look after their customers by providing best-in-class solutions beyond immediate situations, anywhere, anytime.

For more information: www.axa-assistance.com

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