



The CareVoice and AXA launch the first App for insurance members to improve healthcare choices and experiences

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The CareVoice and the Health Business Unit of AXA Tianping Property & Casualty Insurance Company Limited (be hereafter referred to as “AXA Health”) announced the launch of first Medical & Health Insurance Experience APP for its high-end Medical Insurance customers in China.

The CareVoice is an independent social mobile platform devoting to improve health information transparency and ease selection of high quality healthcare providers and professionals. With personalized access, friendly interface and convenient functions, High-end Medical Insurance members of AXA Health can intuitively understand their Insurance Benefit, Treatment and Claim process. AXA Health Members can also check comments from other members about hospitals and doctors. Moreover, they can make their appointments on network hospitals directly from the APP and enjoy high-quality medical service. Meanwhile, AXA Health members have access to the latest health information, as well as special offers from medical institutions to stay healthy. Owning High-end Medical Insurance will be a lifestyle.

“AXA Group, being the No.1 Global Insurance Brand for the 8th consecutive year, is also a leader in Digital Transformation. In the area of Health insurance, our vision is to become the health partner of our customers. With the support from our Asia Lab and through the cooperation with our partner, The CareVoice, AXA Health takes the lead by launching this first Medical & Health Insurance Experience APP. We start to build a Holistic Ecosystem for High-end Medical Insurance both online and offline. AXA Health contributes to drive the trend of digitalization, making the concept of “Health+” embedded into our members’ daily life.” Jack Yuan, CEO of Health Business Unit, AXA Tianping Property & Casualty Insurance Company Limited shared.

“This first Medical & health insurance experience APP is the stepping stone of AXA Health’s Digitalization Transformation. While preparing future innovations, we will actively explore a series of Health and InsurTech services to combine with Health Insurance tightly, such as Digital Insurance Card and Direct Billing Service, E-Diagnosis, Online Consultation, Cloud Data etc. We bring to China new affluent class a brand new experience of High-end Medical Insurance, redefining standards for the industry.”

The CareVoice has been focusing on Shanghai upper tier and private care market. Today, The CareVoice has over 50.000 registered members and established partnerships with over 60 healthcare players, including private medical providers, health insurance and pharmaceutical companies. The CareVoice will expand its presence to first-tier cities like Beijing, Guangzhou, and Shenzhen and many second-tier cities in cooperating with AXA Health, which aims to enrich its service to all its members.

“We are thrilled to bring to the market the very first SaaS (Software as a Service) solution for insurance members to improve their healthcare choices and experiences, said Sebastien Gaudin,



CEO and co-founder of The CareVoice. “We are glad to launch this innovative solution together with our first insurance partner AXA, a global leader with a firm commitment towards Chinese market.”

Applying latest technologies such as big data analytics and deep learning, The CareVoice is devoted to continuously upgrade its platform for providing better healthcare quality assessment of medical providers and more personalized recommendations. Ultimately, we help individual and corporate users of The CareVoice to find and access better healthcare experience.

The collaboration between The CareVoice and AXA Health is a new and bold attempt. It is the first time a healthcare app collaborates with a commercial insurance company to improve healthcare experience for its members. This will help AXA Health members get better healthcare services, more authoritative doctors and departments information, all kinds of healthcare insurance after-sale service, and all sorts of healthcare vouchers and other value-added services specially designed for AXA Health members. Besides, it creates a new way for AXA Health to provide through an advanced mobile health platform convenient, comprehensive and efficient guarantee to its members.

About The CareVoice

The CareVoice is an Internet start-up company operating in Shanghai that launched the first user-based review platform for trusted healthcare in China. We are dedicated to provide credible and relevant information for more transparent healthcare. Our community can refer to consolidated ratings and authentic reviews to make their own health decisions. Our health partners can better understand and improve patients' experience while managing proactively their online reputation. Learn more about The CareVoice [click here](#).

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