

Multinational Program Manager of the Year



**XL Insurance
Reinsurance**

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Evelyn Pang, Multinational Solutions & Captive Manager, Asia, Axa XL

With the global risk landscape growing ever more complex and interconnected, Axa XL Asia emerged as the Multinational Program Manager of the Year award winner by delivering comprehensive, scalable, client-centric international insurance solutions. Its success lies in its global reach, regional expertise, operational innovation and relentless commitment to service excellence.

In 2024, the company's total annualised gross written premiums (GWP) – with Hong Kong and Singapore being its main hubs – reached US\$93 million, despite a softening market that began in mid-2023. Compared to 2022, GWP rose 29% from US\$72 million.

The number of general policies produced increased by 14% from 99 to 113, with local policies issued rising 9% from 579 to 631 across 60 territories – indicating stalwart GP business growth despite intensive market competition and abundant capacity.

In terms of its global reach with local precision, Axa XL is the world's leading provider of global P&C commercial lines and specialty insurance, serving clients in over 210 countries and territories through a network of over 4,500 multinational programs and 30,000-plus policies. Its regional hubs of Network Partner Management Centre in Latin America, Europe, the Middle East and Africa coupled with the Asia Pacific ensure seamless claims management and policy execution – all while its more than 9,000 staff and 400 risk consulting experts worldwide provide localised insight and support.

The firm's global-local synergy enables delivery of bespoke, nuanced solutions for multinational clients, ensuring compliance with local regulations while maintaining worldwide program integrity. For example, its Multinational Solutions Network Governance and Underwriting Guidelines provide a robust framework for consistent execution across jurisdictions.

For client engagement, Axa segments its sizable client pool into Global Strategic Clients (GSC+) and Regional Strategic Clients, so as to tailor service delivery based on complexity and scale. GSC+ clients benefit from dedicated account management, proactive claims support and customized program structures. Concurrently, regional clients receive agile, localized expertise backed by Axa XL's global capabilities. Its structured model ensures consistent service across borders and enables deeper relationships with clients.

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On the innovation and digital transformation front, Axa XL Asia made significant strides, notably through launching and continuously enhancing its Multinational Solutions Client Portal: the function offers real-time visibility into policy, premium, captive premium data, customizable reporting and proactive notifications—empowering clients with transparency and control.

The firm's digital transformation is not limited to client-facing tools. Internally, it has streamlined operations through centralised platforms (GISMO and Countrypedia) and data-driven governance, facilitating faster decision-making and improved service delivery – keeping up with clients and staying ahead of industry trends.