

2016 KEY FIGURES

Everything you need to know about us.



WE ARE ENTREPRENEURIAL

Total Revenues: €7.89 BN
(+8.5% from 2015)

Revenue by line of business

- Travel & Assistance (P&C): €3.47 BN
- Automotive: €3.06 BN
- International Health: €1.36 BN

Revenue by region

- Europe & MENA: 62%
- APAC: 24%
- Americas: 14%

Operating profit: €417 MN
(+55.7% from 2015)

Combined Ratio: 97.6%

Net Promoter Score: 71%



COLLABORATIVE LEADERSHIP IS A PILLAR OF OUR CULTURE

Total employees: 17,602 people

Employees by region:

- Americas: 17%
- APAC: 22%
- Europe & MENA: 61%

Female staff: 60%

Internal mobility within AWP: 1,401

Languages spoken: 70

Countries with commercial activity: 76

Global Offices: 36

"Our success lies on three things: our unique combination of insurance, technology and service; the expertise of our business lines; and most importantly, our people."

Rémi Grenier
President and CEO



WE DELIVER CUSTOMER AND MARKET EXCELLENCE

Cases handled: 44M

Calls handled: 39M

Text messages received and sent: 12M

A.M. Best* Rating: A+

Mobile applications:** 20

23 amount of prizes collected



TRUST IS AT THE HEART OF EVERYTHING WE DO

Global Medical Provider network:
806,901

Medical repatriations: 9,601

Air ambulances chartered: 1,164

Total km travelled by air ambulances: 2.3M km

Key Figures

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70 languages
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