



About AXA Global Healthcare (EU) Limited

Who is AXA Global Healthcare (EU) Limited?

- We are directly authorised and regulated by the Central Bank of Ireland (CBI).
- We are a Managing General Agent selling international health insurance products.
- We work in the interest of our customers and provide information to help you make the right decision for your own needs.
- Our address is:
AXA Global Healthcare (EU) Limited,
Wolfe Tone House, Wolfe Tone Street, Dublin 1.
- We are part of the AXA Group and operating under the ownership of AXA France IARD.

What products do we offer?

- We offer international health insurance products.
- In the EEA we offer international health insurance products underwritten by AXA Insurance dac

Our service to you:

- You will be asked what is important to you and will be provided with the relevant information needed to help you make your product and cover choices to best match your individual needs.
- We offer an information service and will not offer advice or a personal recommendation.
- International health insurance products offer a choice of plan levels and some options so you can select the products that best suit you so you are paying for what you need.
- We are working for your best interest, not on behalf of any Insurer.

What will you have to pay us for our services?

We arrange the policy with the Insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the Insurer which is a percentage of the total annual premium at point of sale and at each renewal.

Who regulates us?

AXA Global Healthcare (EU) Limited is a private limited company, registered in Ireland number 630468. AXA Global Healthcare (EU) Limited is regulated by the Central Bank of Ireland.

You can check details of AXA Global Healthcare (EU) Limited's regulatory registration on the following Central Bank of Ireland website: **registers.centralbank.ie**

What to do if you have a complaint?

If you wish to register a complaint, please contact us:

In writing: Write to The Customer Relations Department, AXA Global Healthcare, International House, Forest Road, Tunbridge Wells, Kent, TN2 5FE, UK

By email: AGHCustomerRelations@axa.com

By phone: Telephone +44 (0)1892 503 856

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Services and Pensions Ombudsman.

Are we covered by the Investor Compensation Company Dac (ICC)?

We are covered by the ICC. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim. You can find more information about the scheme on the ICC website: **investorcompensation.ie**