

Frequently asked questions (FAQs)

We're here to help



Global healthcare



Paying and claiming for treatment just got a whole lot easier with AXA¹. With your new healthcare payment card², you have a quick and hassle-free way to pay for any eligible outpatient treatment and prescriptions covered by your policy. What's more, you can use your AXA - Global Healthcare Card app³ to manage claims and submit invoices for the treatment you paid for with your card.

To help you get to know your new card and app, here are some of our frequently asked questions. If there's anything we haven't covered, you can contact us on +44 (0) 1892 502 785* or message us through your online account.

Can I register for the healthcare payment card if I'm not the main policyholder?

Yes. If you're 16 or over and covered on the policy, all you'll need is your email address, customer number and policy number to register for your healthcare payment card.

Can my partner and I use the same email address?

No, for security reasons you'll need to register with different email addresses.

Can dependents under the age of 16 years old register for a healthcare payment card?

No the healthcare payment card is not currently available for underage dependents.

Are there any password restrictions when it comes to setting up my account on the AXA - Global Healthcare Card app?

Your password must be at least eight characters long and should contain a combination of at least three of the following:

- upper case alphabetic
- lower case alphabetic
- numeric
- non-alphabetic/non-numerice.g \$, &, *

What should I do if I haven't received my activation link?

We send your activation link to your registered email address within 30 minutes. If you don't receive it, please check your spam/junk folder. If there's nothing in there, please contact us on +44 (0) 1892 502 785* or message us through your online account.

Where do I find my customer number?

You'll find your customer number on your membership card, on any document or email we've sent you, or on your online account. If you can't find it, please contact us on +44 (0) 1892 502 785*. Your customer number begins with 'INTL'.

Note: Don't use the 'INTL' prefix on your customer number while registering for the app.

Where do I find my policy number?

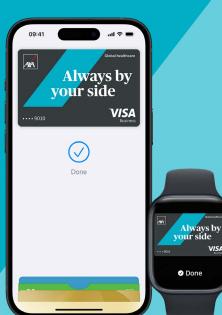
You'll find your policy number on any of your policy documents or by logging into your online account. You can also find it on your welcome or renewal email. If you're unable to find it, please call us on +44 (0) 1892 502 785*. Your policy number begins with three letters, e.g. BXE, BDI.

^{*}This is not a toll-free number and will incur applicable charges.

¹AXA Global Healthcare (UK) Limited ("AXA"). ²The healthcare payment card is issued to AXA by Nium Fintech Limited, a company registered in England with company number 09039850, authorised and regulated by the Financial Conduct Authority as an Electronic Money Institution (FCA Firm Reference Number: 901024) ("Nium", pursuant to a license by Visa Europe.). ³The AXA - Global Healthcare Card app is provided by Paysure Solutions Ltd, a company registered in England with company number 10762474 (the "App"). The healthcare payment card is AXA - Global Healthcare's company card for the payment of outpatient treatments. The healthcare payment card and the e-money remain the property of AXA at all times. AXA can remove access to the card at any time.



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I'm having issues using my first name, last name, or date of birth.

Please make sure that these match what's on your policy. You can check any policy documents, log into your online account or find it on your welcome or renewal email. If you're unable to find it, please call us on +44 (0) 1892 502 785*.

You may have more than one first or last name or registered middle names. You can check which names are registered as first names by looking at any email from us and entering the name exactly as it appears after 'Dear'. Your last name will be any other part of your name as listed on your policy and which do not form part of your first name.

What should I do if the data I enter isn't recognised?

Please contact us on +44 (0) 1892 502 785* or message us through your online account so we can confirm that we have the correct details for you.

Where is my healthcare payment card stored? And can I create it from anywhere in the world?

Your healthcare payment card is stored in your Apple or Google Wallet. Unfortunately, Apple and Google have restrictions in some countries, which means their digital wallets are unavailable. If the Wallet app is missing from your device, and it was registered in one of these countries, you may not be able to create your healthcare payment card. However, it might still be possible to set up your digital wallet and then create your healthcare payment card by changing the address that's linked to your device's account. Please see: Countries and regions that support Apple Pay - Apple Support (UK) or Where you can use Google Wallet - Google Wallet Help for more information.

I have multiple devices, what should I do?

Please add your healthcare payment card to the wallet on each of your devices. This will stop multiple notifications being sent to your phone, smartwatch or other devices.

Where can I use my healthcare payment card?

You can use your healthcare payment card with any healthcare provider in the world, as long as they have a contactless VISA payment method.⁴

Please note, you can only use the payment card at healthcare merchants. It can't be used anywhere else, for example at supermarkets or grocery stores with pharmacies.

What can I use my healthcare payment card for?

Eligible outpatient treatment and prescriptions covered by your policy. This information can be found on your online account or in your policy handbook.

When can I use my healthcare payment card?

Your card can be used 24 hours a day, 7 days a week.

Can I use my healthcare payment card to pay for treatment in advance?

No, you can only use your healthcare payment card to pay for treatment that you've already received.

Can I use my healthcare payment card for online purchasing (eg. medications)?

No, you need to be physically present at the treatment provider and use their sales terminal.

Can I use my healthcare payment card to pay for my family's treatment?

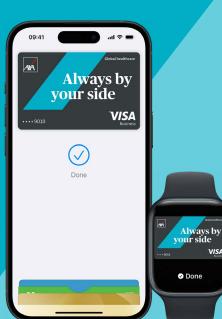
No, your healthcare payment card can only be used to pay for treatment that you've received.

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⁴Please see our Terms and Conditions for restrictions.



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Does the card automatically convert currency if I use it at an international facility?

No. If you're using the card at an international facility, please select the option to pay in the local currency to avoid currency conversion charges.

What if my healthcare payment card is declined or isn't working?

For help with declined payments, please contact us on +44 (0) 1892 502 785* or message us through your online account.

We may block certain transactions and payments if:

- the card is used at a merchant that hasn't been approved by AXA; or
- the card is used in a jurisdiction that is subject to AXA's sanctions policy; **or**
- any fraud or misuse outside of the AXA terms and conditions is detected; **or**
- it fails any financial security controls.

What do I need to do once I've paid for my outpatient treatment using my healthcare payment card?

Once you've received your treatment, you'll need to upload a digital copy or photo (JPG, PNG or JPEG) of the itemised invoice you've received to your AXA - Global Healthcare Card app. You can find instructions on how to do this on the app, but you can also contact us on +44 (0) 1892 502 785* or message us through your online account if you have any questions.

When do I need to upload a copy of the invoice to the AXA - Global Healthcare Card app?

Please upload your invoice/s within 48 hours of your payment at the treatment provider. Failing to do this will result in your card being frozen. Please contact us on +44 (0) 1892 502 785* if you're having any issues.

How do I pay for any excess or shortfalls, or manage the co-payment on my policy?

You should use your healthcare payment card to pay for the full cost of your treatment. AXA will contact you after to collect any excess, co-payment or shortfalls that you may owe. These are always collected in the currency selected on your policy.

I don't understand how to use my healthcare payment card.

We're around 24/7 to help you with your card. Just give us a call on +44 (0) 1892 502 785* or message us on your online account. Please be aware that we may record and/or monitor calls.

Why do you need to collect the data I've been asked for?

To protect your personal details, we need to ask for some additional information to confirm your identity.

How is my personal data protected?

AXA - Global Healthcare is committed to ensuring your privacy and personal information is protected. We only use your information in ways set out by law, which includes only collecting as much information as we need and obtaining your consent to process certain information, such as your medical information, when it's necessary to do so.

Our Privacy Policies tell you what personal data we collect, how and why we collect it and what we do with it. It also confirms what rights you have over your data. You can view our Privacy Policies on our website at www.axaglobalhealthcare.com/en-about-us/privacy-and-legal

What is the Help Centre on the AXA - Global Healthcare Card app?

The Help Centre will guide you to the right team if you need additional assistance.

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