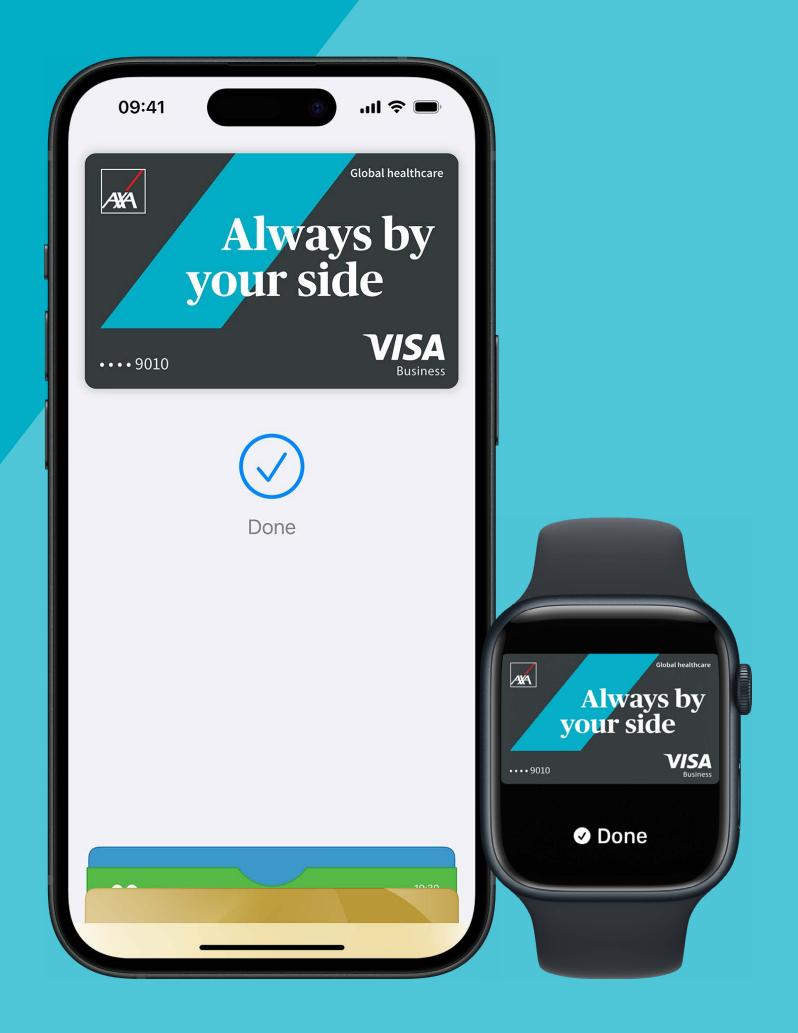


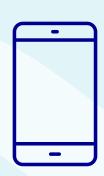


Your healthcare payment card

A step-by-step guide

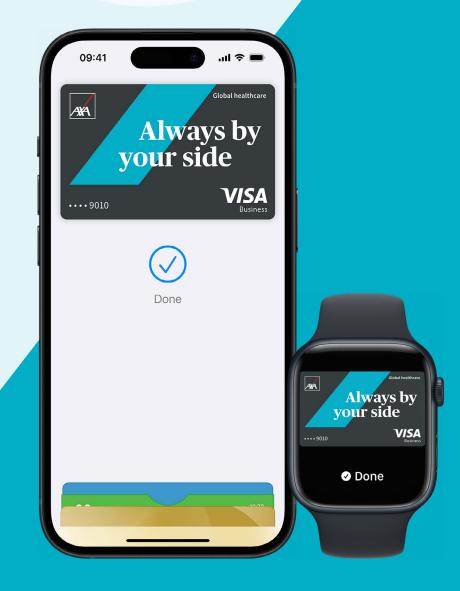


How to register on the app and create your card



- 1 Click on the link in your welcome email or search for the AXA Global Healthcare Card app¹ on the Apple App store or Google Play store.
- 2 Download the AXA Global Healthcare Card app.
- 3 If you're signing up for the first time, you'll need:
 - an email address and password. Neither need to be associated with your AXA policy but they must be unique to you.
 - to provide a phone number, excluding the (0) from the start.
 - to verify yourself by following the prompts on the app.

- 4 Give consent to link the app with your login credentials to authenticate your identity.
 - Please note: If you decline to give your consent or you don't complete the process, you'll need to manually log into the app every time you want to use it.
- 5 To register please enter:
 - your first, middle and last names exactly as they are on your policy. 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 date of birth in DD MM YYYY format. For example, 03/05/2000 for 3rd May 2000.
 - your AXA customer number and policy number, which you'll find at the top of any email from us.
- 6 Your healthcare payment card² is being created. This process can take a few minutes, so please don't leave the app until it's finished.
- 7 You can now add the card to your digital wallet.



If you have questions, please contact our customer service team on +44 (0) 1892 502 785. This is not a toll-free number and will incur applicable charges.

¹The AXA - Global Healthcare Card app is provided by Paysure Solutions Ltd, a company registered in England with company number 10762474.

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).

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.

How to pay for treatment you've received



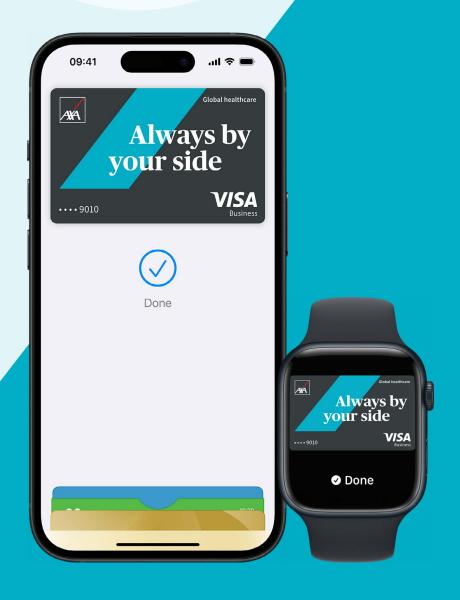
- 1 Book your outpatient treatment as usual.
- 2 Before you leave the healthcare provider, make sure you get an itemised invoice for your treatment or prescription.
- 3 Instead of using your own funds, go to your digital wallet on your phone or smartwatch and find the healthcare payment card.
- 4 Pay for eligible outpatient treatment and prescriptions by tapping your device on the healthcare provider's terminal. Check your treatment eligibility in your policy documents.

 Please note: 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.

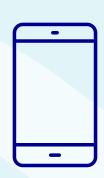
• If the transaction isn't successful and you can't use the payment card, you'll need to use your own funds to pay for the treatment. You can then submit a claim through your online account as normal.

Please remember:

- You can only pay for your own treatment on your healthcare payment card. It can't be used to pay for treatment for family members.
- Your healthcare payment card can only be used for treatment you've received, not for upcoming treatment.



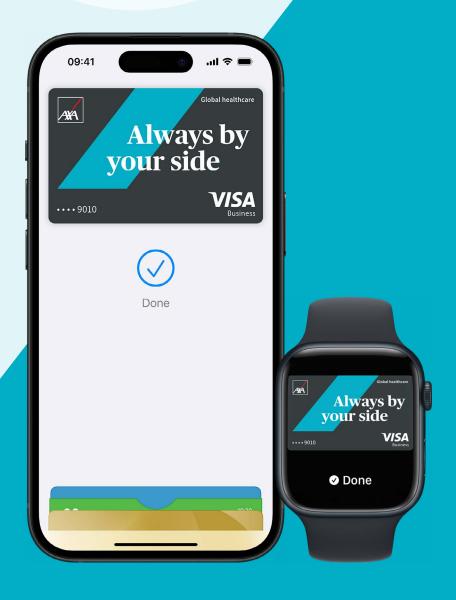
Submitting your invoice on the app



- 1 Once you've received treatment and you've paid for it using your new card, you'll need to upload your invoice to your AXA Global Healthcare Card app.
- 2 Take a photo of the invoice for treatment or select an existing attachment. We can only accept JPG, PNG or JPEG file formats.
- 3 Log into your AXA Global Healthcare Card app to upload the photo or attachment of the invoice.

- 4 Select the transaction on the app and attach the photo or attachment of your invoice.
- Submit the invoice via the app.

 Reminder: 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.



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