



Who to contact

FOR INTERMEDIARY USE

What can we help you with?

- quote requests for new business
- submission of SME application forms
- re-quote on previous enquiries
- confirmation of cover letters

Sales

For business in Europe

email: eubrokerdirect.health@axa.com

call: +44 (0)1892 556025

Lines are open 9am - 5pm UK time, Monday to Friday.

For business in Hong Kong

email: intermediarysales@axa.com

call: +852 9616 0746

Lines are open 9am - 5pm Hong Kong time, Monday to Friday.

For business in the UK or the rest of the world

email: intermediarysales@axa.com

call: +44 (0)1892 556796

Lines are open 8am - 5pm UK time, Monday to Friday.

- queries/requests on membership documents
- change to client details (add/delete dependant, address changes etc.)
- update credit card/direct debit details
- confirmation of cover letters
- reinstatement requests
- invoice requests
- membership list requests

Global Client Services

email: brokermembership.health@axa.com

call: +44 (0)1892 556274

For business in the UK or rest of the world

Lines are open 8am - 6pm UK time, Monday to Friday and 9am - 5pm UK time on Saturdays.

For business in Europe

Lines are open 9am - 5pm UK time, Monday to Friday.

- submission of individual application forms

customermanagement.health@axa.com

- renewal price queries
- lapse requests
- re-quote for downgrade of policy type (this can be done at renewal only)
- re-quote for change in area of cover (this can be done anytime throughout the policy year)
- upgrade/downgrade requests (this can be done at renewal only)
- submission of client invoices

Relationships

For business in Europe

Policies with prefix BD

email: euinternationalretention.health@axa.com

call: +44 (0)1892 556007

Lines are open 9am - 5pm UK time, Monday to Friday.

For business in Hong Kong

Policies with prefix BZ

email: intermediaryclientrelationships@axa.com

call: +44 (0)1892 708129

Lines are open 8am - 5pm UK time, Monday to Friday.

For business in the UK or rest of the world

Policies with prefixes BX or BW

email: intermediaryclientrelationships@axa.com

call: SME: +44 (0)1892 708129

Individual: +44 (0) 1892 772000

Lines are open 8am - 5pm UK time, Monday to Friday.

What can we help you with?	
– all claims queries	Claims email: invoicesbrokerclaims.health@axa.com email: intermediaryqueries@axa.com call: +44 (0)1892 556274 <i>Lines are open 24 hours a day, 7 days a week.</i>
– Greek claims queries	email: greekqueries@axa.com call: +44 (0)1892 596427 <i>Lines are open 24 hours a day, 7 days a week.</i>
– commission queries	Commissions email: aghcommissionenquiries@axa.com call: +44 (0)1892 772850 <i>Lines are open 9am - 5pm UK time, Monday to Friday.</i>
– Terms of Business Agreement enquiries	Agency email: aghagency@axa.com
– queries relating to outstanding premiums or where a member needs to update payment details	Credit Control email: aghcreditcontrol@axa.com call: +44 (0)1892 772851 <i>Lines are open 9am - 5pm UK time, Monday to Friday.</i>

**Please speak to your AXA representative
for all large corporate enquiries.**