



# Who to contact

Reason for contact	Team
<ul style="list-style-type: none"> <li>- quote requests for new business</li> <li>- submission of small corporate application forms</li> <li>- re-quote on previous enquiries</li> <li>- verification of cover letters</li> </ul>	<p><b>Sales</b></p> <p><b>For business in Europe</b>            email: eubrokerdirect.health@axa.com            call: +44 (0)1892 556025            Lines are open 8am - 5pm UK time, Monday to Friday.</p> <p><b>For business in Hong Kong</b>            email: intermediariesales@axa.com            call: +852 9616 0746            Lines are open 9am - 5pm Hong Kong time, Monday to Friday.</p> <p><b>For business in the UK or the rest of the world</b>            email: intermediariesales@axa.com            call: +44 (0)1892 556796            Lines are open 8am - 5pm UK time, Monday to Friday.</p>
<ul style="list-style-type: none"> <li>- queries/requests on membership documents</li> <li>- change to client details (add/delete dependant, address changes etc.)</li> <li>- update credit card/direct debit details*</li> <li>- reinstatement requests</li> <li>- verification of cover letters</li> <li>- invoice requests</li> <li>- membership list requests</li> <li>- add travel cover</li> </ul>	<p><b>Global Client Services</b>            email: brokermembership.health@axa.com            call: +44 (0)1892 556274            Lines are open 8am - 6pm UK time, Monday to Friday and 9am - 5pm UK time on Saturdays.</p>
<ul style="list-style-type: none"> <li>- submission of individual application forms</li> </ul>	<p>Customermanagement.health@axa.com</p>
<ul style="list-style-type: none"> <li>- renewal price queries</li> <li>- lapse requests</li> <li>- re-quote for downgrade of policy type (this can be done at renewal only)</li> <li>- re-quote for change in area of cover (this can be done at anytime throughout the policy year)</li> <li>- upgrade/downgrade requests</li> </ul>	<p><b>Relationships</b></p> <p><b>For business in Europe</b>            Policies with prefix BD            email: euinternationalretention.health@axa.com            call: +44 (0)1892 556008            Lines are open 8am - 5pm UK time, Monday to Friday.</p> <p><b>For business in Hong Kong</b>            Policies with prefix BZ            email: intermediaryclientrelationships@axa.com            call: +44 (0)1892 708129            Lines are open 8am - 5pm UK time, Monday to Friday.</p> <p><b>For business in the UK or rest of the world</b>            Policies with prefixes BX or BW            email: intermediaryclientrelationships@axa.com            call: +44 (0)1892 708129            Lines are open 8am - 5pm UK time, Monday to Friday.</p>

Reason for contact	Team
<ul style="list-style-type: none"> <li>- submission of client invoices</li> <li>- all claims queries</li> </ul>	email: <a href="mailto:invoicesbrokerclaims.health@axa.com">invoicesbrokerclaims.health@axa.com</a> <b>Claims</b> email: <a href="mailto:intermediaryqueries@axa.com">intermediaryqueries@axa.com</a> call: +44 (0)1892 556274 Lines are open 24 hours a day
<ul style="list-style-type: none"> <li>- Greek claims queries</li> </ul>	email: <a href="mailto:greekqueries@axa.com">greekqueries@axa.com</a> call: +44 (0)1892 596427
<ul style="list-style-type: none"> <li>- commission queries</li> </ul>	<b>Commissions</b> email: <a href="mailto:aghcommissionenquiries@axa.com">aghcommissionenquiries@axa.com</a> call: +44 (0)1892 772850 Lines are open 9am - 5pm UK time, Monday to Friday.
<ul style="list-style-type: none"> <li>- Terms of Business Agreement enquiries</li> </ul>	<b>AXA - Global Healthcare Agency</b> email: <a href="mailto:aghagency@axa.com">aghagency@axa.com</a>
<ul style="list-style-type: none"> <li>- for queries relating to outstanding premiums or where a member needs to update payment details</li> </ul>	<b>Credit Control</b> email: <a href="mailto:aghcreditcontrol@axa.com">aghcreditcontrol@axa.com</a> call: +44 (0)1892 772851

**Please speak to your relationship manager or co-ordinator for all large corporate enquiries.**

\*If you'd like to give us credit or debit card details on your clients' behalf, you'll need to be PCI:DSS compliant.

You can find out how to become compliant by visiting the [Payment Card Industry Security Standards Council website](#)

Please note, we can't accept any credit or debit card details via email.