



Plans built to be personal

You can count on us for a personal touch with one-to-one support and dedicated customer care.

A personal welcome



We'll email each covered employee with everything they need¹

Help when you need it



We're here to help, from initial quote, to sale, renewal and beyond

4.8 out of 5 stars²



Our customer care team offer one-to-one support over the phone

Customised care



Access doctors' appointments from home, around the clock, with Virtual Doctor from AXA³

1. Subject to covered employees' email addresses being shared with our Global healthcare team.
2. Average Stella Connect score measured between May – October 2020.
3. Virtual Doctor service is not yet available to groups whose plans are administered by AXA – Global Healthcare (Hong Kong) Limited. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Video appointments are available between 08:00 and 00:00 UK time, Monday to Friday. Video appointments in German are available between 08:00 - 20:00 CET, Monday to Friday.

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