



# About AXA Global Healthcare (UK) Limited

## Who is AXA Global Healthcare (UK) Limited?

- We are directly authorised and regulated by the Financial Conduct Authority (FCA).
- We are a Managing General Agent selling and administering international health insurance products.
- We work in the interest of our customers and provide information to help you make the right decision for your own needs.
- Our address is: AXA Global Healthcare (UK) Limited, International House, Forest Road, Tunbridge Wells, TN2 5FE, UK
- We are part of the AXA Group.

## What products do we offer?

- We offer international health and travel insurance products.
- In the UK we offer AXA branded international health and travel insurance products underwritten by AXA PPP healthcare Limited and XL Catlin Insurance Company UK Limited.

## Our service to you:

- We will ask you about what is important to you and provide you with the relevant information you need to help you make your product and cover choices to best match your individual needs.
- We offer an information service and will not offer advice or a personal recommendation.
- International health insurance products offer a choice of plan levels and some options so you can select the products that best suit you so you are paying for what you need.
- We are working for your best interest, not on behalf of any Insurer.

## What will you have to pay us for our services?

We arrange the policy with the Insurer on your behalf. You do not pay us a fee for doing this. We receive commission from the Insurer which is a percentage of the total annual premium at point of sales and at each renewal.

## Who regulates us?

**The Financial Conduct Authority (FCA)** the Independent watchdog that regulates financial services. Our permitted business is the arranging of general insurance. You can check this on the Financial Services Register by visiting the FCA's website [register.fca.org.uk](http://register.fca.org.uk) or by contacting the FCA on **0800 111 6768**. Our Financial Services Register number is 307140.

## What to do if you have a complaint?

If you wish to register a complaint, please contact us:

**In writing:** Write to Complaints Team, AXA Global Healthcare (UK) Limited, Phillips House, Crescent Road, Tunbridge Wells, Kent, ENGLAND, TN1 2PL

**By phone:** Telephone +44 (0)1892 503 856

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and circumstances of the claim.

The Scheme was established in the UK under the Financial Services and Markets Act 2000 and is administered by the Financial Services Compensation Scheme Limited. You can find more information about the scheme on the FSCS website: [fscs.org.uk](http://fscs.org.uk)