



Safe hands for medical emergencies

No matter where in the world your clients find themselves, sometimes things don't go to plan.

When your clients need emergency assistance, it's our job to make sure the response is as seamless as possible. And we're pleased to say, we're enhancing our Evacuation and Repatriation service with a new provider – Healix International.

From 1st January 2023, when a customer contacts us for emergency medical transport through their [Evacuation and Repatriation benefit](#), their case will be handled by Healix International.

Working alongside our team, Healix provides a personal service, 24/7 - so you can be sure your clients are in expert hands, at a time when they need it most.

Why Healix International?

Because your clients depend on us globally, we demand the same from any partner we work with. With operational centres in London and Auckland, Healix boasts an extensive network of specialist agents around the world, allowing them to carry out around 2,000 emergency medical evacuation cases a year¹.

And as they've been around since 1992, Healix International uses the experience they've gained, as well as a robust network of air and ground ambulance providers, to act swiftly and decisively in any situation.

What can your clients expect?

We'll be contacting corporate groups with a global or islands health plan, to let them know about the change in provider, and reassure them that, just as before, any claims made under the [Evacuation and Repatriation service](#) don't impact benefit allowances or excesses. And for bespoke, experience-rated large corporate

groups, use of the Evacuation and Repatriation service won't be considered when calculating the next year's premium.

There's nothing you or your clients need to do at this time, but if you'd like to [Speak to your AXA representative](#) about what's changing, they'll be happy to talk.