



There's a difference between doing a good job and raising the bar



**The difference is
AXA – Global Healthcare**

Dear Amy,

By making sure we get the basics right – offering reliable customer care and comprehensive healthcare services – we can keep striving to improve.

We're constantly learning, training, and innovating when it comes to our service, and we hold ourselves accountable so you can hold us to a higher standard.

¹Members who participate in the Vitality Programme are on average 20% more likely to improve their health across seven key lifestyle factors (physical activity, sleep, healthy eating, alcohol intake, smoking, BMI and mental health) year on year, Vitality data 2020

DISCOVER A HIGHER STANDARD

A HIGHER STANDARD

Working to a higher standard means we need to do more for your clients than just help them when they get in touch. That's why we're proactive in our care.

- Our virtual care services are offered as part of our plans¹, so each client knows they have somewhere to turn for help, whatever life throws their way.
- One-to-one support is provided by our Dedicated Care teams for some of life's more complex challenges, including cancer and maternity.
- Personal Advisors are encouraged to go the extra mile and to be proactive in doing more for their customers. This includes sending little meaningful gifts to them when appropriate, as well as proactively checking in on them or keeping them updated.

By raising the bar when it comes to care, you can grow your business in the knowledge you're offering the best possible services to your clients.

We never take 'good' for granted

When we request reviews from our customers with our instant feedback tool, we listen to what they have to say. Any feedback that comes back with a score below four out of five gets fully investigated - so we can find where we missed the mark.

Once we've received the score, we'll contact the customer within 24 hours to ask what we could've done better. What they tell us is passed on to our management teams and used to deliver training and improvements for future interactions.

DISCOVER MORE

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We're always striving for better

Setting the standard and striving for better isn't easy to measure. But from our 5-star service rating from Health and Protection magazine², to the 80% of claims we pay within 48 hours³, the underlying numbers help to tell the story.

[DISCOVER MORE](#)

For more information, or to get a quote for one of your clients, [get in touch with our team*](#) or [visit our intermediary site](#).

This message applies to plans arranged by AXA Global Healthcare (UK) Limited, AXA Global Healthcare (EU) Limited and AXA Global Healthcare (Hong Kong) Limited.

FIND US ON



¹ Virtual Doctor, Mind Health, and Second Medical Opinion services are provided by an independent third-party, Teladoc Health.

Virtual Doctor: Access to the Virtual Doctor service is available for all new and existing individual and SME customers as part of their health plan, and any new large corporate groups from 1 April 2021. Access to the Virtual Doctor service is also available to any existing large corporate groups who have chosen the upgrade. Virtual Doctor appointments are subject to availability. Customers do not need to pay or claim for a consultation but will be charged for the cost of the initial phone call when using the call back service. Telephone appointments are available 24/7/365 and call-backs are typically within 24 hours. Telephone appointments in Greek are available between 09:00 and 21:00 EET, 7 days a week. Video appointments are available between 08:00 and 00:00 UK time, Monday to Friday. Video appointments in German are available between 08:00 and 20:00 CET, Monday to Friday.

Mind Health: If your client's scheme size is less than 75 employees, the Mind Health service may be included with their cover. Please speak to your AXA representative to confirm. If their scheme size is 75 or more employees, they'll need to purchase the Mind Health service as an optional upgrade. The Mind Health service is not designed for customers experiencing a medical emergency or personal crisis. Mind Health psychologist appointments are available between Monday and Friday, 09:00 and 17:30 (UK time). Appointments for members calling from the UAE are available between Saturday and Thursday, 09:00 and 20:00, and Friday 09:00 and 16:00 (UAE time). The Mind Health service is accessible for eligible customers, granting six sessions with a psychologist per mind health concern, per year.

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² [Five-star rating given by Health and Protection's International Private Medical Insurance Report, January 2022.](#)

³ Customers rated our service 4.73 out of 5 stars via the Customer Service Instant Customer Feedback tool between January - December 2022, based on 19,770 responses.

* The team you contact will depend on where your clients are based. To check contact details for the team best able to support you, please [check our contact guide](#).

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