

## Why Partner with AXA - Global Healthcare

- **Keeping your people at their best** - With the AXA select medical network in almost 150 countries<sup>1</sup>, plus over 1.9 million<sup>1</sup> recognized medical facilities available worldwide, your global employees will have the support they need to stay well in the first place, and to access healthcare easily when they need it.
- **More than just a perk** - International health insurance is the most valued benefit for those on international assignment<sup>1</sup>. A respected global health insurance plan that can adapt with your business can give your people the confidence to take their career further with you – as well as attracting the best new talent.
- **A comprehensive international health benefits package** helps to give your employees the confidence and support they need to take their career global. Even an experienced employee on an assignment needs to know they'll have support, wherever they go. AXA's specialists can take care of all the details: working closely with you to create a smart, bespoke package that adapts with your business.
- **Let the experts take care of your plan** - Your dedicated account management team are there to manage your scheme - from help and advice on setting up your plan to everyday management. If you're looking after a larger set of employees on assignment, AXA – Global Healthcare will support you with stakeholder presentations and detailed information on how your employees are using your plan, allowing you more time too.

However complex your business, AXA – Global Healthcare have a flexible healthcare solution to meet your needs, including bespoke healthcare packages for large corporates. Find out how they can support businesses like yours here.

- **A truly global service:**
  - 1.9m medical facilities worldwide covering all the locations you'd expect<sup>2</sup>
  - 80.5% of claims paid in 2 days<sup>3</sup>
  - 4.7/5 star service rating by customers, consistently<sup>4</sup>

<sup>1</sup> AXA World of Work Report, 2020. Research undertaken by Savanta, an independent market research agency, from a sample of 568 globally mobile workers and 543 HR Decision Makers.  
<sup>2</sup> Based on treatment providers in the AXA Select network worldwide, as of January 2023.  
<sup>3</sup> 80.5% of eligible claims submitted online between January 2022-December 2022, were paid within two days.  
<sup>4</sup> Customers rated their service 4.73 out of 5 stars via the Customer Service Instant Customer Feedback tool between January - December 2022, based on 19,770 responses.

## AXA - Global Healthcare: Facts & Figures

- IGP Network Partner since: 1981
- Financial Strength Ratings (rating for AXA Group):
  - AM Best (7/8/2022) A+
  - Moody's (per 7/1/2022) Aa3
  - Standard & Poor's (per 3/20/2023) AA-

## Recent Awards & Recognitions

- 2022 UK Health and Protection awards - shortlisted for Best individual International Healthcare Provider, Best group International PMI Provider, Best Customer Service Delivery and Best Support or Add-on Service
- 2022 COVER Customer Care Awards – finalist for Customer Service: 'Above & Beyond'
- 2022 COVER Excellence awards – finalist for 'Outstanding Group Health Insurance', 'Outstanding Individual Health Insurance' and Outstanding Added Value (Provider)
- 2021 Insurance Times Claims Excellence Awards – Winner for Customer Care Solution of the Year
- 2021 UK Health and Protection awards – shortlisted for Best Individual International Healthcare Provider and Best group International PMI Provider
- 2020 UK National Contact Centre Awards – winner of Contact Centre Manager of the year
- 2020 European Contact Centre and Customer Service Awards – finalists for Managing in a crisis, supporting your people
- 2020 COVER Excellence Awards - finalists for Best Claims Management
- 2020 ICMI Global Contact Centre Awards – shortlisted
- Financial & Utility Services award at the 2020 M&M Global Awards (with Oban)



## More Information

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