

**AXA Health:  
A Great Choice**

- **Competitive prices** - AXA Health understands that no two businesses are the same. That's why you can choose a healthcare policy to suit your needs and budget.
- **Full provision of services** - Private medical insurance, travel insurance, occupational health, employee support and wellbeing, and sickness absent management services via AXA Health Services.
- **Dedicated employees** - Service is an essential part of your medical insurance. You will be assigned your own UK-based account manager, being ideally placed and available to provide an attentive, dedicated response.
- **Experience** - Delivering healthcare services to businesses for nearly 80 years. Over three million people are covered, with some of the UK's top organisations among their corporate customers.
- **Reputation** - Reputation for quality service and account management. Corporate accounts range from sole traders to multinationals, with policies to suit every size of business.
- **Flexible Implementation** - Implementation systems and procedures designed to ensure your medical insurance scheme is implemented smoothly and trouble-free. Flexible installation process so it can be tailored to your requirements and timeframe.
- **Claims Management** - Focused approach to the management of care for the more complex cases which have a major impact on the lives of the members and their families and can also impact significantly on the cost of the scheme for the employer.
- **One of the largest providers of health cover in the UK** - AXA Health are well placed to give the client's employees and families' access to medical treatment that is timely, appropriate, and carried out by carefully selected providers and specialists.

**AXA Health:  
Facts & Figures**

- IGP Network Partner since: 1981
- Market Ranking (2020<sup>3</sup>): No. 3
- Financial Strength Ratings (rating for AXA Group):
  - Fitch (per 4/30/2020) AA-
  - Moody's (per 9/7/2020) Aa3
  - Standard & Poor's (per 8/4/2020) AA-

\* Source: Statista 2020

**Recent Awards & Recognitions**

- 2020 Defaqto 5\* rating for Business Health plan<sup>1</sup>
- 2019 Health Insurance and Protection Awards – Best Group PMI Provider
- 2018 Moneyfacts Consumer Awards – 2018 Health Insurance Provider of the year
- 2018 COVER Excellence Awards – Best Group Private Medical Insurance Provider
- 2018 DMA Gold Award in the Health and Wellbeing category

<sup>1</sup> AXA Health's Business Health plan has been rated 5 Stars by independent financial information business, Defaqto. The Defaqto 5 Star Rating is based on an assessment of the overall product including all options. If some of the options are not selected, this will affect the product's Star Rating.



**More Information**

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### Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Medical: 95% within 10 working days	✓

### Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Frequency of measurement reports	Monthly
Accuracy commitment: 95% of claims	✓

### Account Servicing: Responding to Inquiries

Measurement of responsiveness to telephone inquiries	✓
Measurement of responsiveness to written inquiries	✓
Measurement of responsiveness per client	✓
Inquiry commitment:	
- 98% within agreed timescale for telephone inquiries	✓
- 95% within 10 working days for written inquiries	✓

### Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 20 working days	✓

### Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	✓

### Helplines and IT Capabilities

Employee help line to respond to employee inquiries for medical insurance	✓
Helpline availability 24/7	✓
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or [IGPinfo@jhancock.com](mailto:IGPinfo@jhancock.com) for more details.

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