

Claims Management



? How can I report a claim?

Kindly send a claim notification email to (LifeClaims@axa-gulf.com) – please ensure that you provide the following information when you report a new claim:

- Policyholder name
- Policy number
- Insured person name (and ID# as per policy listing)
- Date of loss
- Cause of loss

🕒 When should I report a new claim?

You need to put it in writing within 180 days from the date of loss.

🕒 When will I get a decision on my submitted claim?

Once all the complete claim requirements are received, our turnaround time is five working days.

💰 When will I get the claim amount payment?

The claim payment to your company will be done within 10 working days from the claim approval date, provided there are no due premiums on the account.

📄 What are the required documents to submit a claim?

Please refer to the claim forms or your policy to know more about the requirements.

? How can I get a claim form?

A set of the Claim Forms will be shared with you along with your Policy.

You may also contact the Life Claims team (LifeClaims@axa-gulf.com) at any time to obtain any Claim Form.

🕒 When will I get a response after reporting a new claim?

Our response time in acknowledging a new claim is two working days. We will get back to you within this timeframe and advise you on the required documents, as mentioned in the claim forms.

How do I contact AXA?

Please contact us on:
LifeClaims@axa-gulf.com
+ 971 4 429 3914

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Building #4, Office 202