



XL Insurance

Get back to business fast

Global Claims

Continued...

When you buy an insurance policy, you're buying a promise. Our promise is to deliver an exceptional claims experience. With AXA XL's global footprint, culture of service and unparalleled expertise, we'll be there for you – wherever and whenever you need us.

Global reach, local empowerment

Our claims professionals deliver uncompromisingly high levels of service and are positioned to manage claims in more than 200 countries and territories¹.

We understand the nuances and unique challenges of local jurisdictions, and are locally empowered to address and resolve claims promptly and fairly.

Personalised service, proactive partner

We take a personalised approach to engaging with clients and brokers - to get to know your business, proactively share insights and best collaborate with you.

We hold ourselves accountable and value hearing from you, whether we're getting it right and how we can make it better.

Specialised expertise, resolution-focused

We are committed to excellence in everything we do. Our experienced claims professionals are specialised by line of business, industry and region.

We put our expertise to work for our clients and stay resolution-focused at all stages of the claims lifecycle.

\$7.761B

Total amount of insurance claims paid by AXA XL in 2022

\$149.3M

Average total of insurance claims paid weekly by AXA XL in 2022

196.3K

Number of claims with an indemnity payment made in 2022

1200+

Claims colleagues get you back to business fast - wherever and whenever you need us

Percentage of claims handled locally²

85.6%

Europe & Asia

95.6%

UK & Lloyds Market

99.7%

Americas

“At AXA XL the delivery of market leading service to our Brokers and Clients remains at the very forefront of our global claims operation – our highly specialized and technical claims professionals are resolution focused, work in partnership with our customers, and are fully committed to delivering on our Global Claims promise”

Pam Rosado

Chief Claims Officer & General Counsel , AXA XL

“AXA XL Claims is one of the most professional, courteous, and skilled teams I work with. I'm at a large brokerage and work with all carriers and I can say with confidence that my associations with AXA XL Claims folks are always top notch and among the most impressive in the industry. Thank you!”

Broker

“AXA XL Claims professionals are always prompt in their responses and understanding in how a large company manages their claims. Can't say enough about how AXA XL helps me to be informed and prepared when discussing insurance matters with my company C-suite.”

Risk Manager

With AXA XL as your partner, know you can trust us to help you prepare for, navigate through and rebuild after the unexpected, allowing you to focus on what matters most – your business and your customers.

For more information on AXA XL Global Claims, please e-mail: GlobalClaimsClientEngagementTeam@axaxl.com

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¹ Country capability count is based on the International Organisation for Standardisation (ISO.org) country code listing – ISO 3166

² Percentages based on full-year 2022 figures for AXA XL