



Our Global claims promise

X^L Insurance



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 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 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.

\$8.26B

Total amount of insurance claims paid by AXA XL in 2024²

222.2K

Number of claims with an indemnity payment made in 2024²

\$158.66M

Average total of insurance claims paid weekly by AXA XL in 2024²

1200+

Global Claims Colleagues – to help get you back to business fast – wherever and whenever you need us

“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 Urueta
Chief Claims Officer & General Counsel, AXA XL

“It has been a real pleasure to work with you on this complex matter, and very pleased we got it fully over the line. I have appreciated your knowledge and professionalism, and your great cooperation in understanding the needs and expectations of the client, and certainly going above and beyond what is expected from Insurers, to conclude this with an excellent result.

Broker

“We appreciate your collaborative approach to the claims we work with you on as our adjuster. You make us feel like a partner that has our interests in mind, which is huge and not always common in my experience. Also, we appreciate your responsiveness and being on top of things. We are out of the box thinkers who are proactive in our approach. It’s a breath of fresh air that you are the same page with us.

Insured

“The prompt claim service delivered, the professional competence demonstrated and the speed in settling the accidents have been crucial to get the satisfaction of the customers: this is owed to the cleverness and smartness of AXA XL claims in providing us with the necessary instructions to run the settlement in a fast and smooth way.

Broker

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**

¹ Country capability count is based on the International Organisation for Standardisation (ISO.org) country code listing – ISO 3166.
² Based on full-year 2024 figures for AXA XL, EUR 19.4 billion Gross Written Premiums (GWP).

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