



Claim Inquiry Form

(Effective Nov 2019)

If you would like us to contact you in relation to a previously reported claim or a general claim inquiry, please complete and email or mail this form as directed on our website, based on your region/country.

Claim Inquiry	
Your Name:	
Your Company (if applicable):	
Your Role in Relation to the Claim:	
<input type="checkbox"/> Insured/Policyholder	<input type="checkbox"/> Medical Provider
<input type="checkbox"/> Insured Agent/Broker	<input type="checkbox"/> Independent Adjuster/TPA
<input type="checkbox"/> Claimant	<input type="checkbox"/> Insurance Company
<input type="checkbox"/> Claimant Agent/Broker	<input type="checkbox"/> Other:
<input type="checkbox"/> Lawyer	
Telephone Number (including country and area code):	
Email address:	
Claim Number (if applicable):	
Policy Number (if applicable):	
How can we help?	
Your Location (This will help us direct your inquiry to the right resource to respond)	
<input type="checkbox"/> North America	Country:
<input type="checkbox"/> EMEA (Europe, Middle East, Africa)	
<input type="checkbox"/> South America/Central America	
<input type="checkbox"/> United Kingdom	
<input type="checkbox"/> Asia Pacific	



Please send completed form and any related correspondence to the email address noted below based on your region/country.

Region / Country	Email Address	Region / Country	Email Address
North America / All	WEBFNOL.NA@axaxl.com	UK / All (Motor Claims)	NEWCLAIMS@axaxl.com
EMEA / France	WEBFNOL.EMEA.FRANCE@axaxl.com	UK / All (Non-motor Claims)	WEBFNOL.UK@axaxl.com
EMEA / Germany	WEBFNOL.EMEA.GERMANY@axaxl.com	South / Central America / All	WEBFNOL.EMEA@axaxl.com
EMEA / Italy	WEBFNOL.EMEA.ITALY@axaxl.com	APAC / All	WEBFNOL.APAC@axaxl.com
EMEA / All Other	WEBFNOL.EMEA@axaxl.com		

Any person who knowingly and with intent to defraud any insurance company or other person files an application for commercial insurance or a statement of claim for any commercial or personal insurance benefits containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, and any person who in connection with such application or claim, who knowingly makes or knowingly assists, abets, solicits or conspires with another to make a false report shall be subject to criminal and civil penalty..