



## Our global claims promise

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

Across the globe, our claims professionals deliver uncompromisingly high levels of service and are positioned to manage claims in more than 200 countries.\* They understand the nuances and unique challenges of local jurisdictions, and are locally empowered to address and resolve claims promptly and fairly.

### Where AXA XL's Claims team operates:

Our claims professionals in Hong Kong, Vienna and Mexico City oversee Network Partners in over 100+ countries extending our reach in APAC, EMEA, Latin America and the Caribbean. Operational claims support is provided in the following locations: Wrocław, Poland; Bangalore and Gurgaon, India and Kuala Lumpur.

#### USA

- Atlanta, GA
- Bloomfield, NJ
- Boston, MA
- Chicago, IL
- Dallas, TX
- Exton, PA
- Hartford, CT
- Lexington, KY
- Los Angeles, CA
- New York, NY
- San Francisco, CA
- Schaumburg, IL
- Scottsdale, AZ
- Summit, NJ

#### CANADA

- Calgary, AB
- Montreal, QC
- Toronto, ON
- Vancouver, BC

#### BERMUDA

- Hamilton

#### UK

- London, UK
- Ipswich, UK

#### LatAm

- Mexico City, MX
- São Paulo, BR

#### AUSTRALIA

- Melbourne
- Sydney

#### CHINA

- Hong Kong

#### SINGAPORE

- Singapore City

#### EMEA

- Vienna, AT
- Antwerp, BE
- Cologne, DE
- Munich, DE
- Madrid, ES
- Paris, FR
- Dublin, IE
- Genoa, IT
- Milan, IT
- Amsterdam, NL
- Rotterdam, NL
- Bergen, NO
- Stockholm, SE
- Zurich, CH

### Personalized service, proactive partner

We take a personalized 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 on whether we're getting it right and how we can make it better.

### Specialized expertise, resolution-focused

We are committed to excellence in everything we do. Our experienced claims professionals are specialized by line of business, industry and region. They put their expertise to work for our clients and stay resolution-focused at all stages of the claims lifecycle.

Continued ➔

\*In AXA XL offices or in conjunction with our strategic network partners

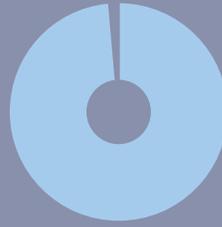
## Percentage of claims handled locally



**99.8%**  
North America



**97.7%**  
UK



**98.7%**  
EMEA & LATAM



**99.6%**  
APAC

### Testimonials:

“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 companies 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 claims, please e-mail  
[GlobalClaimsClientEngagementTeam@axaxl.com](mailto:GlobalClaimsClientEngagementTeam@axaxl.com)

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