



Signposting claims

Remote assessment of building damage

Making claims clear





Making claims clear.



At AXA, we want to make dealing with us simple and trouble free, so you can get back on your feet as soon as possible after a loss.

That includes using technology that can help make the claims process faster and easier for everyone.

This guide explains why we assess some claims remotely by video, how it works, the benefits to you, and what you can expect from us



Remote assessment of building damage



What is it?

Our claims handlers assess many buildings damage claims up to a value of £5,000 remotely by video. This is known as desktop validation. It includes claims for:

- Escape of water
- Accidental damage
- Impact damage to boundary walls and fences
- Small fire and smoke damage



What are the benefits?



Using video helps us to assess claims more easily and can be more convenient for customers.

- The process is straightforward and quick.
- We'll agree an appointment time that suits you.
- We can do the assessment with a managing agent or tenant if you are unable to be at the property.
- Your claim is managed by our team of experienced desk-based claims handlers.
- We use up to date market rates and regional variances to make sure you get a fair settlement.



How does it work?



First we'll decide whether your claim is suited to video assessment. If so, our team of experienced desk-based claims handlers will contact you and send you a link to our desktop validation app.

- Once you've downloaded the app to your phone or tablet, we'll book an appointment for a video call with you and talk you through each stage of the process.
- We'll check you've got the app and give you a unique secure code to begin the video call.
- On the call, we'll walk you through what we need you to do – for example, showing us the source of the damage, checking all relevant areas for damage, and capturing photos of the damage.
- After we've got all the information and images we need, we'll start to work on your claim straight away.
- We'll assess the scope of repair works covered by your policy and send you our settlement offer.
- Once you've accepted, we can transfer funds within 24hrs.



Get in touch

If you have any questions about this document, please get in touch with your usual AXA contact or your insurance broker.





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