



# eServe - making claims easier

eServe is the efficient way to manage your claims.

You can search, view and see updates on all claims on your policies with AXA.

## Access for brokers:

- Once you've identified a Broker Administrator they will **register for eServe** with your brokerage details, along with the details of any required additional users.
- Your Broker Administrator (noted on the front screen of eServe) is the key to resolving eServe issues.

## Password info:

- New e-serve account holders have 24hrs to set up their password.
- Existing e-serve account holders requiring password resets must action within 2hrs.

## The following issues can only be resolved by your Broker Administrator, not by eServe Support:

- Unlocking blocked profiles
- Allocating associated agency numbers (agencies must be allocated to their own profile, if they're not, your Broker Administrator is to **contact eServe support**)
- Creating and maintaining eServe profiles.

## Requests for customers to be set up on eServe:

- Simply send your request into the relevant claims operation e.g. motor, property or liability.

## Get in touch

 [axaconnect.co.uk/eServe](https://axaconnect.co.uk/eServe)

 [eServesupport@axa-insurance.co.uk](mailto:eServesupport@axa-insurance.co.uk)

