



# eNOL (Electronic Notification Of Loss) – FAQ

## Access & Availability

### Q: Is eNOL available 24/7?

A: Not at this time. eNOL offers extended claim registration hours:  
**Monday – Friday: 7am – 9pm**  
**Saturday – Sunday: 8am – 5pm**

## Functionality

### Q: What types of claims are suitable for eNOL?

A: Most standard motor claims can be submitted online. Complex or sensitive cases may still benefit from phone-based support.

### Q: Can brokers submit claims on behalf of customers?

A: Yes, brokers can use the eNOL portal to submit claims on behalf of their clients.

### Q: Will the system confirm receipt of the claim?

A: Yes. Once the claim is submitted, a confirmation message and claim reference will appear on screen. An email notification will also be sent to the individual who submitted the claim, with the option to share a copy with the policyholder or other relevant parties.

### Q: Is eNOL available for all commercial motor policies?

A: eNOL supports the majority of fleet and van policies - covering cars, vans, and HGVs. Other vehicle types are out of scope.

### Q: Can video footage be uploaded?

A: No, not at this time. Photos and documents can be uploaded via our online platform, **eServe**, once the claim has been registered. If video footage is required, the claims team will request it and provide a secure link for sharing separately.

### Q: Can claims still be logged by phone?

A: Yes. Our phone lines remain open and fully supported. eNOL is an additional option for those who prefer digital engagement.

## Claim Progress

### Q: Will claim progress updates be provided?

A: Yes. Updates will be provided through the usual channels, including email, eServe and phone.

### Q: What happens if the claim is incomplete or needs further information?

A: If any details are missing, the claims team will follow up directly with the broker or customer to gather the required information. The system also allows progress to be saved as the claim is completed, so information can be added in stages before final submission.

### Q: Is there a limit to the number of claims that can be submitted online?

A: No. Claims can be submitted as needed.

### Q: Will eNOL be integrated with broker systems or portals?

A: Integration options are being explored. For now, brokers can access eNOL [here](#). For further updates, please visit [AXA Connect](#)

## Get in touch

For any questions or support, please contact your Claims Relationship Manager or your usual AXA representative.