



AXA SME

Your partner in success



Your partner in success

Small businesses are the backbone of Britain's economy and a huge part of the customer base for UK brokers.

Whether you want the convenience of a digitally traded product you can quote and bind online, or need support to underwrite a complex, small business case, the SME Business Unit can help you.

We've got a clear and expanded appetite which includes a wide range of sectors, professions, and occupancies, from sole traders to partnerships and limited companies.



I favour AXA above most insurers, as your products are simple and easy to understand and your claims handling is very good.



Sutcliffe & Co



UK Broker Awards

Winner 2024

Broker choice awards:
SME insurer of the year



Insurance **POST**
**THE
BRITISH
INSURANCE
AWARDS 2024**

WINNER

Commercial Lines Insurer
of the Year



However you want to trade

We make digital trading as quick and hassle-free as it can get. You can get competitive and comprehensive cover through 8 digital products at the touch of a button. Each product has flexible options, so your customers can choose the cover they need to protect their business.

Self-serve online



SME Business Team



Some customers and exposures require solutions tailored to their specific needs. With the suite of four manual products to choose from, our experienced underwriters can help you write this business and create bespoke cover for risks typically below £10,000 premium.



175

UK-wide team
of SME Experts



60%

of our team are
CII accredited



450k

UK Commercial
customers

Our talented and experienced people



What to expect from our award-winning team

We pride ourselves on forming long-lasting relationships with our UK brokers based on integrity, transparency and great service.

We're a team who are constantly undergoing training to keep ahead of market trends and to continuously streamline our services. We anticipate your customers' needs to make our services fit for purpose and market leading.



95%  Calls answered in under 60 seconds*

 **90%** of brokers rated AXA **Excellent or Good*** for our Live Chat service

* figures correct as of December 2024



Instant support, real solutions with our

Live Chat

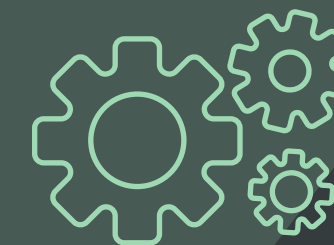


60,000+
completed conversations with
brokers since launch*



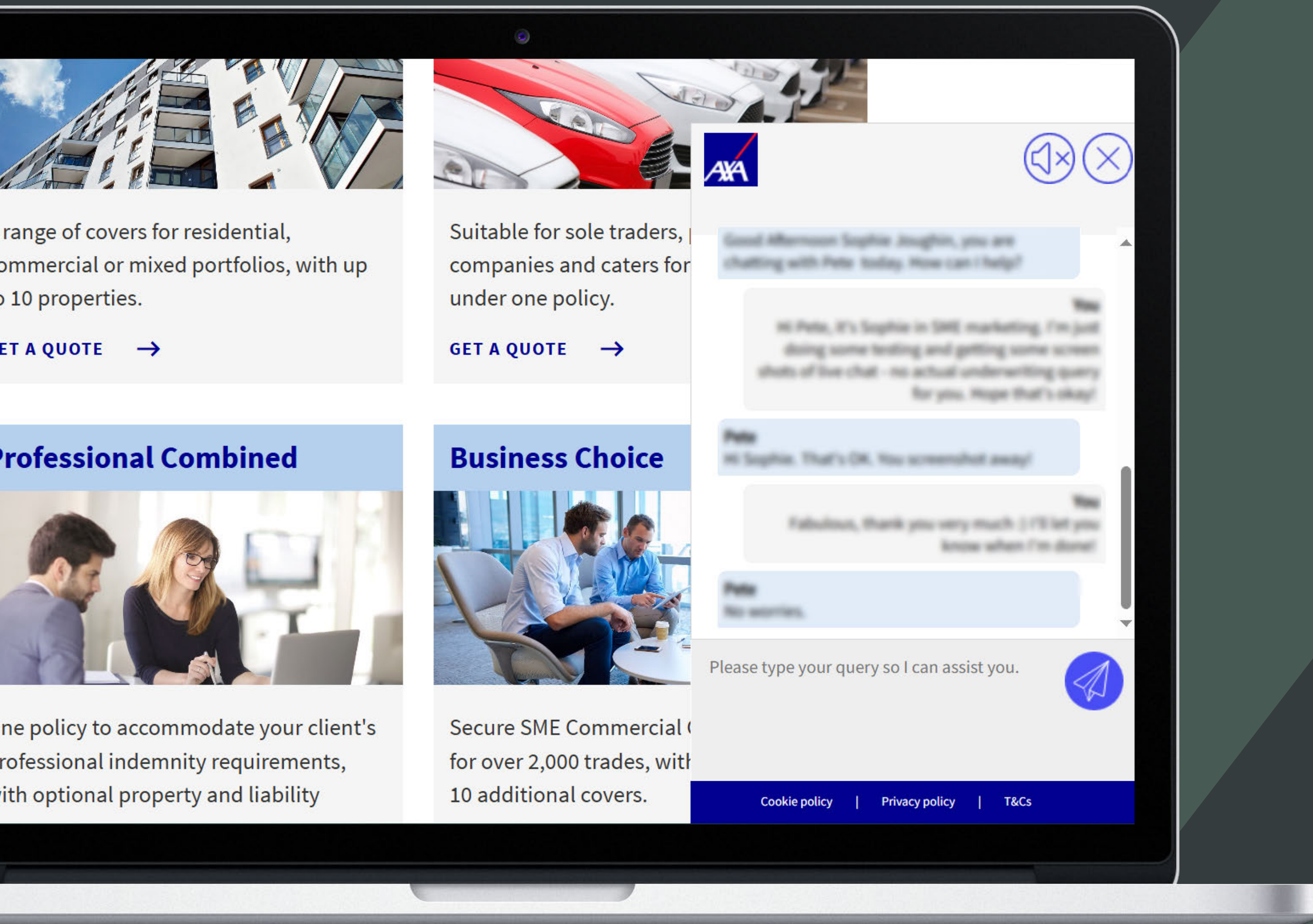
Instant support

Underwriters on hand to support with
queries through Live Chat 9am - 5pm
Monday to Friday.



Continuous innovation

We're always learning and expanding
our query-resolution through Live Chat



* figures correct as of December 2024



Outstanding SME product suite

We've designed our products to give SMEs protection for what matters to them most.

You can choose to trade digitally via our AXA Extranet, your Software House of choice, or talk to our specialist underwriters. Our SME Business Unit has more than 175 underwriters, who can help you write more business.



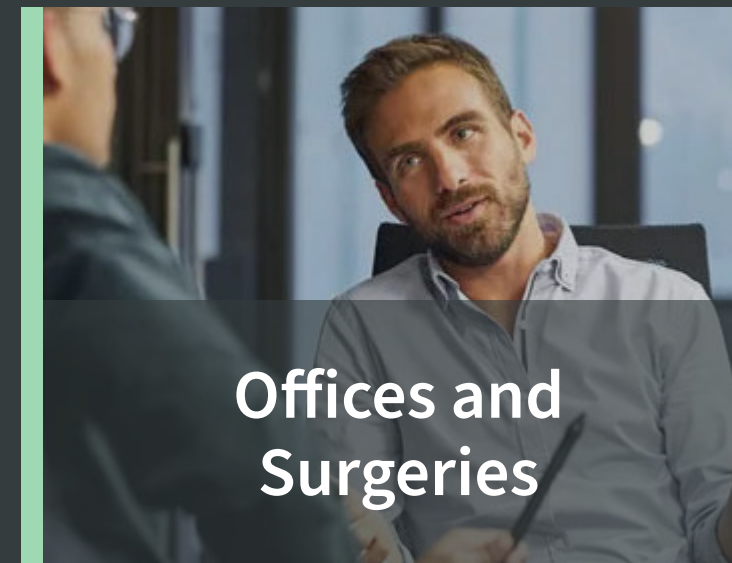
Real Estate



Minifleet



Management Liability



Offices and Surgeries



Professional Indemnity



Retailers



Business Combined



Contractors Insurance



Tradespeople and Professionals



Outstanding claims support whenever you need

We know how important it is for SMEs to get claims paid quickly so they can get back on their feet as soon as possible after a loss. We're dedicated to making the claims process straightforward for you and your customers.



95%

claims requests addressed
and resolved in

48 hours



400K

telephone calls handled
for our customers*



237K+

brokers self-served
on eServe**

Claims portal

Keep on top of your customers' claims on-the-go, at any time with eServe – our claims web-based portal. eServe is a more efficient way of managing your customers' claims. You can search, view and see updates on all the claims on your customers' policies with AXA without picking up the phone.

*Telephone data from 2023

**Total number of broker access to eServe as of March 2024





Expert support services

Extensive Risk Management services

It takes a lot to run a successful business. Many SMEs don't have the resources to focus on risk management. We have a team of 50 in-house Business Resilience Managers in the UK, who can help with expert advice and information to help your customers reduce their risks.

Legal assistance through rradar

Access to rradar services are available to AXA Management Liability Policy (MLP) policyholders. As a full-service law firm, rradar has the skills and knowledge to advise and represent policyholders across a wide range of areas of expertise.

The services provided by rradar include 24 hour crisis support line, 40 online guidance modules and templates, 30 minutes of free legal advice via telephone on the topics.

Helping your business to grow

Learning resources

Grow your business and support your people through easy-to-use learning modules on Brokerwise and Brokerwise Passport provided by AXA.

You'll also get exclusive access to Zing, a series of 60-minute live learning sessions to help you support your employees, grow your business, and develop your people.



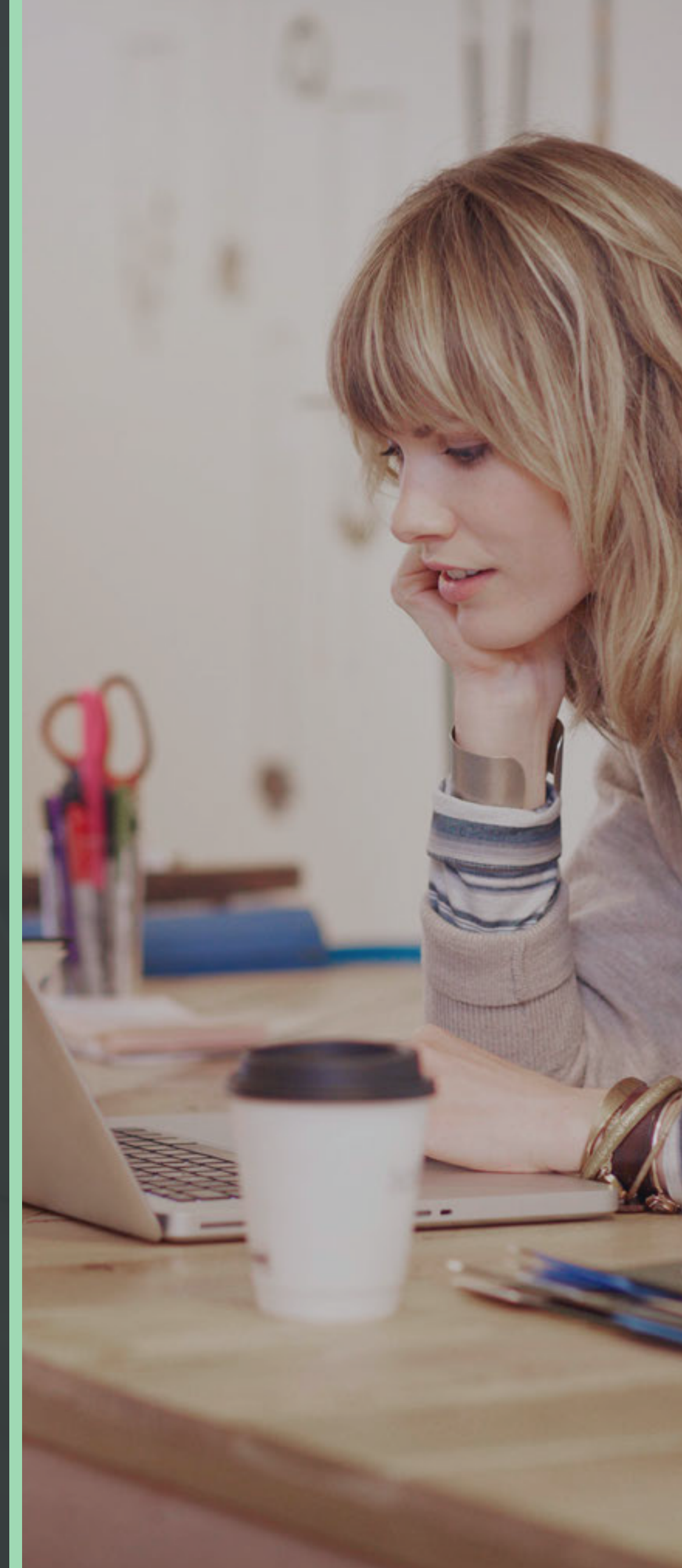
Brokerwise
Bite-sized knowledge



Brokerwise
Passport



ZING365
Learning without limits





We're here to help

Choose how you trade

Go digital through **our AXA Extranet** or your Software House of choice, or talk to our specialist underwriters.

Motor Fleet

New and Existing Business

 0345 600 3032
 axantc2.ins@axa-insurance.co.uk

Financial Lines

Management Liability Professional Indemnity



 0345 665 528  0161 958 2720

Property & Casualty

New Business

 01892 500 158
 axantc2.ins@axa-insurance.co.uk

Existing Business

 0330 332 1022 (North)
01473 337 177 (South)
 axantc2.ins@axa-insurance.co.uk

Self-serve online

 0800 051 8001
 OnlineTradingCentre@axa-insurance.co.uk





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