



AXA Advanced Useful Information

Claim Notification

To make a claim, contact:

For contents worldwide and buildings	0330 024 6843
Optional covers	
Family legal protection	0330 024 6861
Home assistance	0330 024 6849
Identity theft	0330 024 8687

Making a complaint

AXA Insurance UK plc aims to provide the highest level of service to every customer. If our service does not meet your expectations we want to hear about it so we can try to put things right.

If your complaint relates to a claim on your policy, please contact the department dealing with your claim.

If your complaint relates to your policy, please contact the agent or AXA office where it was bought, or AXA Insurance UK plc.

If your complaint relates to any of the optional covers, contact Arc Legal Assistance Ltd for Family legal protection or contact AXA Assistance SA for Home assistance. These are dealt with separately in your policy booklet.

If the complaint is still not resolved, you can approach the Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect your right to take legal action.

Full details of addresses and contact numbers can be found within the policy booklet.

Financial Services Compensation Scheme (FSCS)

AXA Insurance UK plc, Inter Partner Assistance SA, Arc Legal Assistance and AmTrust Europe Limited are covered by the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the scheme in the unlikely event they cannot meet their obligations to you. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available on the FSCS website www.FSCS.org.uk or by calling 0800 678 1100.

AXA Insurance UK plc

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Telephone calls may be monitored and recorded.

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