



Important changes to AXA Extra

For all policies renewed on or after the 1st November 2023, we are introducing changes to the AXA Extra policy which have been summarised below:

1 Escape of Water Excess Increase

The escape of water excess on your policy has been increased to £500 and applies to both the buildings and contents sections.

Please refer to your policy schedule where all the policy excesses are listed.

2 Home assistance cover changes

Regulatory Status changes to Home assistance cover

Your policy schedule will show if you have selected this optional cover.

The insurer of Home assistance cover, Inter Partner Assistance S.A., has made some regulatory disclosure changes.

On 5th July 2022, Inter Partner Assistance S.A. was authorised by the Prudential Regulatory Authority (PRA) to conduct regulated business in the UK.

The full disclosure wording is now changed, as follows:

Inter Partner Assistance S.A. is authorised and regulated by the National Bank of Belgium, with a registered head office at Boulevard du Régent 7, 1000 Brussels, Belgium. Authorised by the Prudential Regulation Authority (firm reference number 202664). Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Inter Partner Assistance S.A. UK branch office address is 106-118 Station Road, Redhill, RH1 1PR.

Inter Partner Assistance S.A. is part of the AXA Group.

This change does not affect your insurance cover that you have with us. It may change how your data is collected and processed, so we need to inform you of this regulatory change.

Domestic Emergency

4 What is covered

What is covered has been amended to state you are now also covered for a primary system running on air, ground or water source heat pumps, however we may settle claims for these types of energy on a reimbursement basis if we do not have a suitable authorised contractor local to you.

9 What is not covered

Exclusion amended to include “units” as follows:

LPG fuelled, oil fired, solid fuel fired, warm air units, solar and un-vented hot water systems or boilers with an output over 60 Kw/hr.

For full information please go to the Home assistance insurance section of your policy wording.

3 Making a complaint

Contact details

The contact details have changed, for complaints relating to your Buildings and/or Contents Insurance the new address is the following:

AXA Insurance
PO Box 2796
Bolton
BL6 9LZ



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Registered Office: 20 Gracechurch Street, London EC3V 0BG. A member of the AXA Group of companies. AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Telephone calls may be monitored and recorded.