



AXA Car - Useful Information

Claim Notification

To make a claim, contact our claims advisers on **0345 608 0230**.

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.

Should you remain dissatisfied following our final written response, you may be eligible to refer your case to the Financial Ombudsman Service (FOS):

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
e-mail: complaint.info@financial-ombudsman.org.uk
Tel : 0300 1239123
Fax : 020 7964 1001
www.financial-ombudsman.org.uk

Financial Services Compensation Scheme (FSCS)

AXA Insurance is covered by the FSCS. You may be entitled to compensation from the scheme in the unlikely event we cannot meet our 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 from the FSCS at www.FSCS.org.uk

The European Commission has also provided an Online Dispute Resolution Service for logging complaints. To use this service please go to www.ec.europa.eu/consumers/odr.

AXA Insurance UK plc

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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.

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