MyAXA FAQs for Corporate Customers

A) Introduction to MyAXA

1. **What is MyAXA?**
   MyAXA is available to our customer as a mobile application and alternatively as a web-based customer portal that allow our customers to easily service any of their AXA policies.

   With MyAXA, customers can get a quick overview of their AXA policy coverage and benefits, file claims and check the claim status, view the nearest clinics and access their e-Medical Card. The application also provides quick access to emergency contacts and AXA articles.

2. **How do I access MyAXA?**
   Simply download MyAXA from the app/ play store and follow the instructions to register.

3. **Can I download MyAXA from overseas App/ Play stores?**
   Yes, MyAXA is available for download in these following countries.

   - Malaysia
   - China
   - Hong Kong
   - Taiwan
   - Indonesia
   - Philippines
   - Vietnam
   - UAE
   - Japan
   - United Kingdom
   - South Korea

   - India
   - Myanmar
   - Cambodia
   - Bangladesh
   - Laos
   - Australia
   - New Zealand
   - France
   - USA
   - Brazil
   - Belgium

   - Canada
   - Ireland
   - Mexico
   - Morocco
   - Poland
   - Sri Lanka
   - Taiwan
   - Vietnam
   - Russia

4. **How do I register and login to MyAXA?**
   1. If you **only have a Group Health policy** with AXA, you'll be asked to input your NRIC/FIN/Passport, email address, Policy Number, DOB and mobile number during the registration process. A SMS OTP will then be sent to the mobile number you entered during the registration process.
   2. If you have **both** an individual (for e.g. Motor, travel, Life policies etc) and Group Health Policy with AXA and have NOT registered for a MyAXA account, you'll be asked to input your NRIC/FIN/Passport and email address during the registration process. A SMS OTP will be sent to a mobile number AXA has in our existing records.
   3. If you are an existing MyAXA user (i.e you have registered for a MyAXA account with your email address after 31st Oct 2019), please login to MyAXA with your existing email credentials to view your Group Health policies. There will be NO need for you to perform a re-registration.

5. **How do I reset my password?**
   Simply click on "Forget Password" link and follow the instructions. You'll have to enter your email you used for registration as well as the OTP sent to your registered mobile number to facilitate the process.

6. **What do I do if I face difficulties in registering / logging into MyAXA?**
   Please email your queries providing your Policy number, description of the issue faced, mobile, email address to customer.care.health@axa.com.sg

   Please expect 3 – 5 working days for us to get back to you.

7. **How can I update my email address after I have registered?**
   Please email us at customer.care.health@axa.com.sg and let us know the email you have previously registered with including your policy number and NRIC/FIN/Passport. You will need to request a deletion of your previous MyAXA account and re-register.

8. **How can I update my mobile number in the Profile screen?**
   AXA uses the mobile number to send the one-time-password and hence mobile numbers are
   viewed as security information. Please reach out to our Customer Care at customer.care.health@axa.com.sg to update your mobile number as above.

   Currently, we do not allow updating the mobile number via the MyAXA application.

B) Filing a Health Claim on MyAXA

9. **How do I file a Claim?**
   You can file a claim from MyAXA by navigating to the Healthcare tab and clicking on "File a Claim" button. Follow the steps to provide details on the primary diagnosis, claim type and date of the occurrence.

   For how to file a claim on MyAXA Mobile App, please watch this video

   For how to file a claim on MyAXA Web Portal, please watch this video

10. **How do I check my Claim Status?**
    Simply open the MyAXA app and navigate to the Healthcare tab and click on the "Health Claims" button.

    You will be able to view the Claims that are currently being processed under the "Pending" tab.

    In the event additional documents are required to support your claim, you will also be able to see these claims under the "Pending" tab, with the claim status marked as "Action Required".

    For previous claims submitted and processed, you'll be able to see them under the "History" tab.

11. **I was previously using "My Health Portal" to file a claim. Will I be able to see the previous claims that I have submitted on MyAXA?**

    Yes, you'll be able to view both your history claims and pending claims that were submitted via My Health Portal on MyAXA.

For history claims, you'll be able to view all the claims that were submitted and processed via My Health Portal, across a three-year period. This can be accessed via the "History" tab on MyAXA.

For pending claims, you'll be able to view all the claims that are currently being processed by
AXA under the "Pending" tab on MyAXA. For e.g.: If you previously submitted a claim on My Health Portal on 1st April 2020 and started using MyAXA on 15th April 2020, you will be able to this claim on MyAXA.
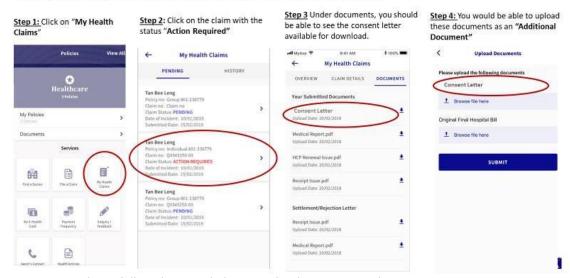
12. **If I have changed ID Number (NRIC/FIN/Passport) (e.g from Passport to FIN, FIN to NRIC, Old Passport to New Passport), will I still be able to see my previous claims filed under the previous ID Number tagged to this new ID Number?**
    1. Please contact customer.care.health@axa.com.sg and request a deletion of your previous MyAXA Account.
    2. Please re-register for MyAXA with your new NRIC/FIN/Passport, together with a new or existing email address as well.

13. **If AXA requested for me to sign the consent letter for hospitals to release my information, will I be able to do so via MyAXA?**

Uploading of Consent Letter (If required)
You may be asked by the claim handlers to submit your consent letter if its required.

Yes, please follow the steps below to upload your consent letter via MyAXA.
1. Navigate to "My Health Claims" on MyAXA.
2. Under the "Pending" tab, search for the claim number with the status "Action Required".
3. Click into the claim.
4. Under the **Document Tab**, you will be able to see the consent letter available for download, together with all the other documents that you have submitted during the claim process.
5. Please print out the consent letter, provide your signature and re-upload the file via MyAXA.

14. **How do I know that I need to upload additional documents for my claim?**
    If you are required to upload additional documents for your claims, you will first receive a SMS and email sent to you to notify you regarding this request.

Subsequently, when you log into MyAXA and navigate to "My Health Claims" tab, you will notice an "**Action Required"** status beside your claim number. You can then proceed to submit the additional documents required.

15. **What is the maximum file size for the documents that I am uploading onto MyAXA?** The maximum file size for each document is 3.5MB. The following formats are supported: .jpg, .jpeg, .png, .pdf

16. **Why is my "File a Claim" option greyed out?**
Your policy might have expired for more than 90 days. MyAXA allows you to file a claim up to 90 days after you leave the company for group customers.

For further enquiries regarding your claim status, please get in touch with AXA's customer care team at customer.care.health@axa.com.sg and provide your NRIC/FIN/Passport, email address and policy number for investigation.

17. **How will my claims be paid out?**
Your claims will be paid out via GIRO, to the bank account that you have inputted during the claims submission process.