Dear Valued customer,

On the Novel Coronavirus (COVID-19) unseen pandemic that has now spread broadly across the globe. During this hard time, the health and well-being of AXA customers is always our top priority. We are preparing regulations and supports "AXA Cares for You" to ensure the customers well-being. Meanwhile, AXA customers are entitled to privileged service by showing AXA care card at any of our wide network hospitals.

Please Submit the following claims documents as a scanned copy or picture to AXA.

1. Claim form **(Duly filled by insured)**
2. Original receipt and mark the receipt with the word "certified claim for health/AXA"
3. Medical certification **(Original or copied with hospital stamp)**
4. Copy of ID card and Insurance card, certified true copy, in case of a Thai citizen.
5. Copy of passport and Insurance card, certified true copy, in case of a foreigner
6. In case of the insured is a child, please attached parent's ID card or passport.
7. If you wish to receive reimbursement by bank transferring, please attached the copy of your saving bank book account and certified true copy.
8. If you need to have the original document back after claim adjudication, please advise AXA on the dedicated claim form area to inform us.

In order to follow the Social Distancing recommended by the government, we allow our valuable customers to send claims reimbursement via **email healthclaims@axa.co.th** or visit **https://www.axa.co.th/health-insurance-claim**

AXA is required to collect the original documents and mark the receipt with the word **"SCAN"**,

Please send to us at the following address :

1168/67 Lumpini Tower 23rd floor, Rama 4 rd., Thung Mahamek, Sathorn, Bangkok 10120

Customers can follow up their claims or coordinate for pre-authorization : **Please contact our 24/7 Hotline (English/ Thai),**

Smart care product : 0 - 2119 - 4055 | **International Exclusive : 0 - 2119 - 4059**

If you have any further query please email to **healthclaims@axa.co.th**

During that period, do not hesitate to approach your usual contacts. For more information:

📞 **Call Center 02-118-8111**   f **AXAThailand**   LINE **@AXAThailand**

In this challenging period, we wish you and your families to stay safe and healthy.

AXA Thailand General Insurance