



1. Click Claims from the product page (Global & Local Health) based on the policy type







## 2. To submit a new claim click on « New Claim »

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÷	Claims	
Active Cla	aims	
Received	Reference Number 4025294196/1 Patient Name MYAXA TEST INTL Received on Jan 12, 2022	Update 1 EGP
Received	Reference Number 4025294170/1 Patient Name MYAXA TEST LOC Received on Jan 12, 2022	Update 1 EGP
Received	Reference Number 4024946050/1 Patient Name MYAXA TEST LOC Received on Dec 19, 2021	Update 1 EGP
Received	Reference Number 4024899906/1 Patient Name MYAXA TEST INTL Received on Dec 16, 2021	Update 1,337 EGP
Received	Reference Number 4024894633/1 Patient Name MYAXA TEST LOC Received on Dec 16, 2021	Update 210 EGP
	New Claim	
	How Claims <u>Work</u> ?	
Home	Products Notification	ns
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3. Choose the Card you would like to submit a claim for



## New claim for <u>expired policy</u>











## 4. Fill in the required information

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4	Claims			
C	omplete the required informa	tion		
	Patient Name			
	MYAXA TEST LOC			
	Treatment Date			
	Mar 16, 2022			
	Claim Value	Currency		
	1000	EGP 🛩		

Upload the required documents as a single file or multiple files

Upload the following documents:

- Final original dated stamped invoices including cost and date of each performed services
- Investigations result's / medical reports / prescriptions / referrals mentioning diagnosis / signs & symptoms of each medical conditions

Note: Please visit the link below to find detailed requirements based on the claim type for assisting you before claim submission







5. Upload the required documents and click on the link to find details of those documents required based on the claim type for assisting you before claim submission

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$\leftarrow$	Claim	s		
Pati	ent Name			
	MYAXA TEST LOC			
Trea	tment Date			
	Dec 13, 2	2021		
Clair	m Value	Currenc	у	
	10	EGP	•	
Upload or mult	l the required docur tiple files	nents as a sing	le file	
cdv	/_photo_002.jpg	cdv_photo_003.jpg	S	
			+	
	Next			
Home	Products	E 26 Notifications	=	





6. You Can submit your claim or add another claim







7. You will receive notifications upon any update to your claim

Not	ification Cente	×
MyA	XA	∧ Show less X
ANA	MyAXA Unfortunately, claim refere 4024760963/1 has not be more details, please refer section.	43m ago ence no. en accepted and for back to claim details
ANA	MyAXA Please note that claim refe 4024725564/1 has been a details, please refer back section.	43m ago erence no. accepted, for more the claim details





8. You can update your claim by adding more documents as long as the claim is still under processing

← Claims	
Claim Update	
Claim Summary	
Reference Number <b>4024809423 /1</b>	
Patient Name MYAXA TEST LOC	
Treatment Date <b>Dec 12, 2021</b>	
Claim Value <b>20 EGP</b>	
Claim Status <b>Received</b>	
Received Date Dec 12, 2021	
Upload the required documents as a single file or multiple files	
cdv_photo_005.jpg	
+	
Submit	
Home Products Notifications	





9. Once claim assessment finalized, the claim status will change from active to completed

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	←		Claims	S	
Completed Claims					
	9	Reference Patient Na Received o	Number 402 me MYAXA T on Dec 19, 20	24957137/1 TEST LOC 021	Details 2,000 EGP
	Resubmitted	Reference Patient Na Received o	Number 402 me MYAXA T n Dec 19, 20	24949870/1 TEST LOC 021	Details 590 AUD
	Resubmitted	Reference Patient Na Received o	Number 402 me MYAXA 1 m Dec 19, 20	24948421/1 EST LOC 021	<b>Details</b> 1 EGP
	Not Covered	Reference Patient Na Received o	Number 402 me MYAXA T on Dec 16, 20	24899104/1 TEST LOC 021	Details 2,000 EGP
	Resubmitted	Reference Patient Na Received o	Number 402 me MYAXA T on Dec 16, 20	24899104/2 EST LOC 021	Details 300 EGP
			New Cla	aim	
		Но	w Claims	Work?	
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	<b>T</b> Home	Products		= Notificatio	ns
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## 10. Completed claims include the option to view the claim details

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← Claims	
Claim Details	
Claim Summary	
Reference Number <b>4024666663 /1</b> Updated on <b>Dec 5, 2021</b>	
Claimed Amount <b>440</b>	
Total Paid Amount 440 EGP	
Mode of Payment <b>Cheque</b>	
Claim Status Payment issued	
Service Details	
Service Type SPECIALIST CHARGES	
Total Invoice Amount 440	
Show all Details	
For more information, please conta on 16363 or our Facebook page AXA and inform our staff with the above reference number. For Global health customers, call 1	act us Egypt claim 6292.
▲ ··· <b>(</b> <del>]</del> <b>(</b> 13)	
Home Products Notifications	—
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11. You can re-submit your claim after receiving a rejected or a partially accepted claim

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Claim	Update	
Claim Refe Patio Trea Clain Rece Upload	Summary erence Number 402 ent Name MYAXA tment Date Nov 0 m Value 4 EGP m Status Payment eived Date Dec 05,	246666677 /1 TEST LOC 6, 2021 : issued 2021 ments as a single file
or mult	tiple files	
cdv	_photo_006.jpg	
		+
	Resub	omit
Home	Products	Notifications