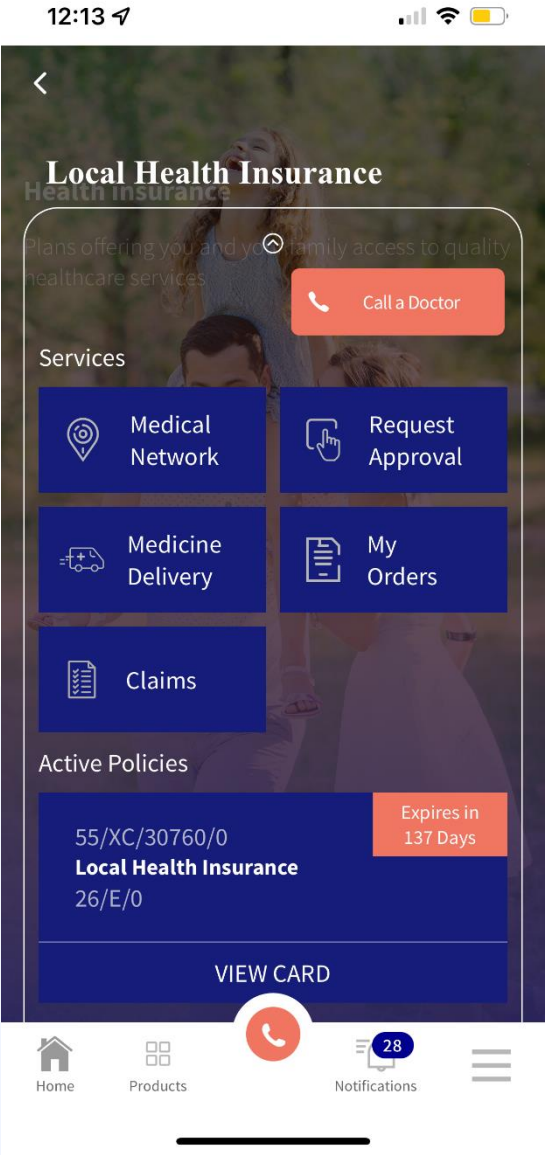


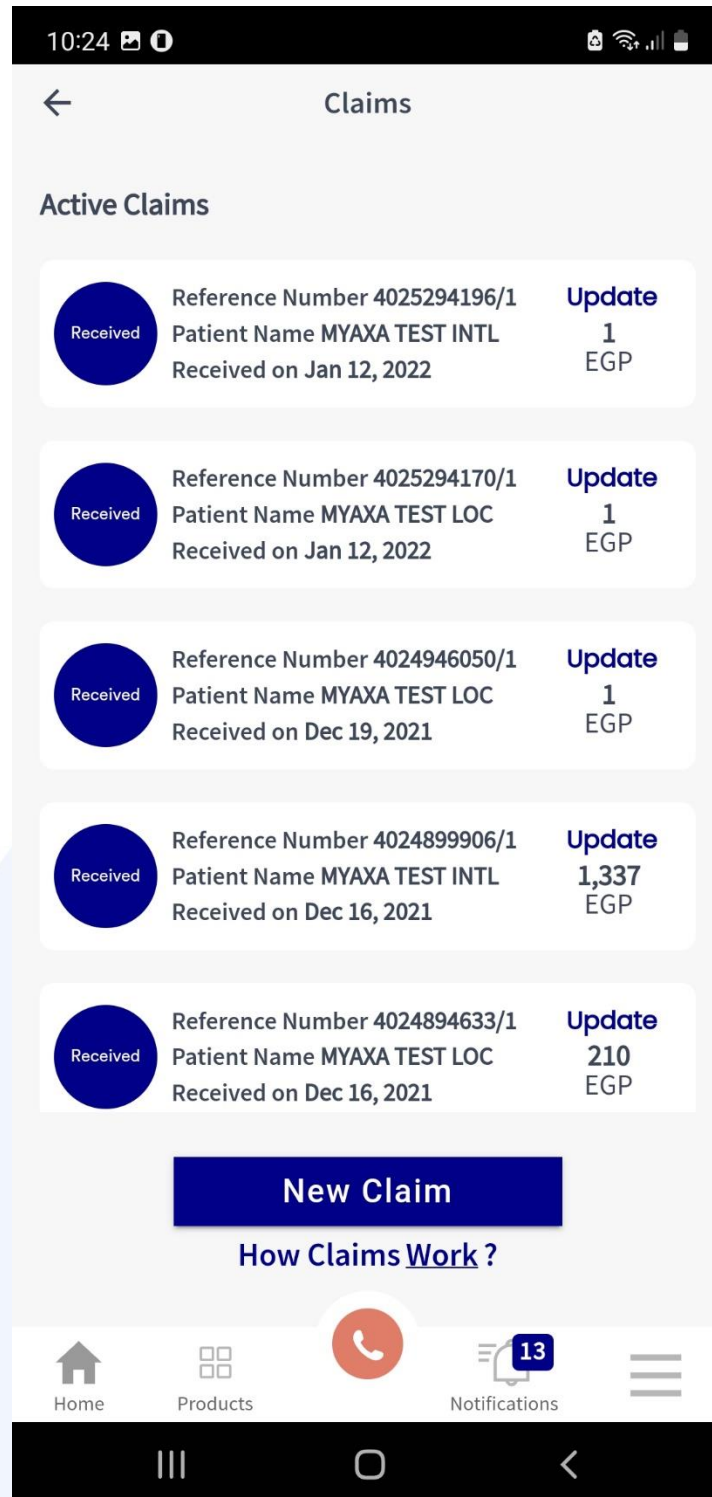


- 1. Click Claims from the product page (Global & Local Health) based on the policy type



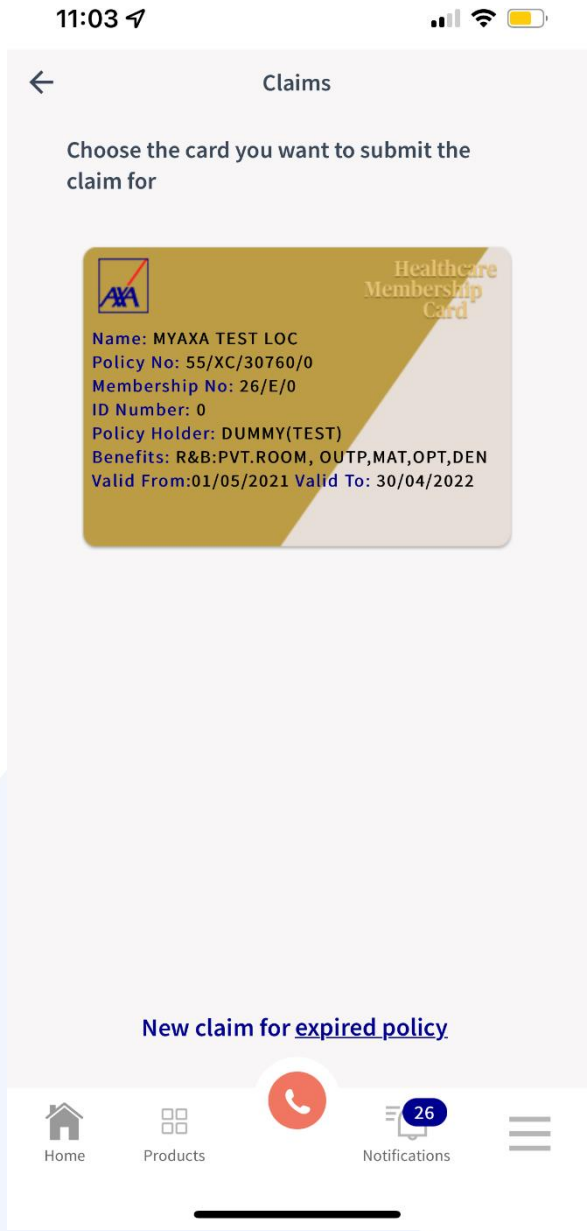


2. To submit a new claim click on « New Claim »





3. Choose the Card you would like to submit a claim for



4. Fill in the required information

10:25 [Signal Icons]

← Claims

Complete the required information

Patient Name

MYAXA TEST LOC

Treatment Date

Mar 16, 2022 [Calendar Icon]

Claim Value

1000

Currency

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

[www.axa-egypt.com/health-claim-requirements](http://www.axa-egypt.com/health-claim-requirements)

Home Products [Phone Icon] Notifications 13

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

11:08 4G

### Claims

Patient Name

MYAXA TEST LOC

Treatment Date

Dec 13, 2021

Claim Value

10

Currency

EGP

Upload the required documents as a single file or multiple files

cdv\_photo\_002.jpg

cdv\_photo\_003.jpg

+

Next

Home Products Notifications 26



6. You Can submit your claim or add another claim

11:12 4G

← Claims

Claim Review


**Claim Summary** [Edit](#)

Patient Name **MYAXA TEST LOC**

Treatment Date **Dec 13, 2021**

Claim Value **10 EGP**


**Claim Documents**

 cdv\_photo\_004.jpg

By clicking the submit button below You agree to and accept the following [terms and conditions](#)

**Submit**

**Add Another Claim**

Home Products  26 Notifications




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

# Notification Center

MyAXA


^ Show less



MyAXA

43m ago

Unfortunately, claim reference no. 4024760963/1 has not been accepted and for more details, please refer back to claim details section.



MyAXA

43m ago

Please note that claim reference no. 4024725564/1 has been accepted, for more details, please refer back the claim details section.



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

11:14

4G

←

Claims

Claim Update

Claim Summary

Reference Number **4024809423 /1**

Patient Name **MYAXA TEST LOC**

Treatment Date **Dec 12, 2021**

Claim Value **20 EGP**

Claim Status **Received**

Received Date **Dec 12, 2021**

Upload the required documents as a single file or multiple files

cdv\_photo\_005.jpg

+

Submit

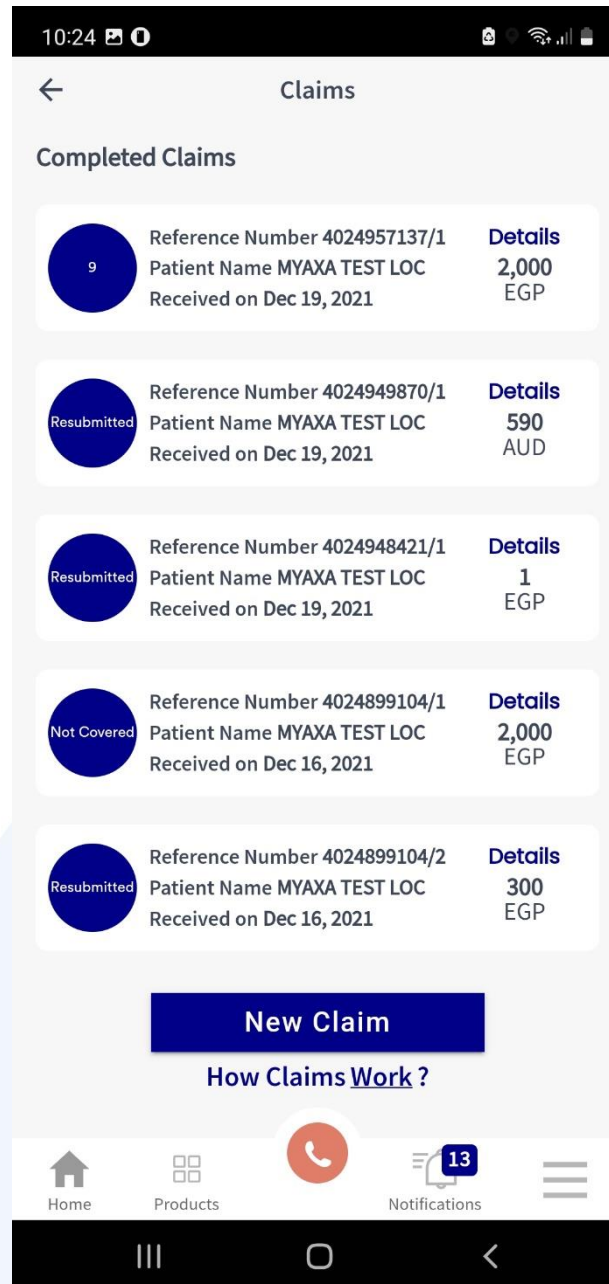
Home

Products

Notifications 26

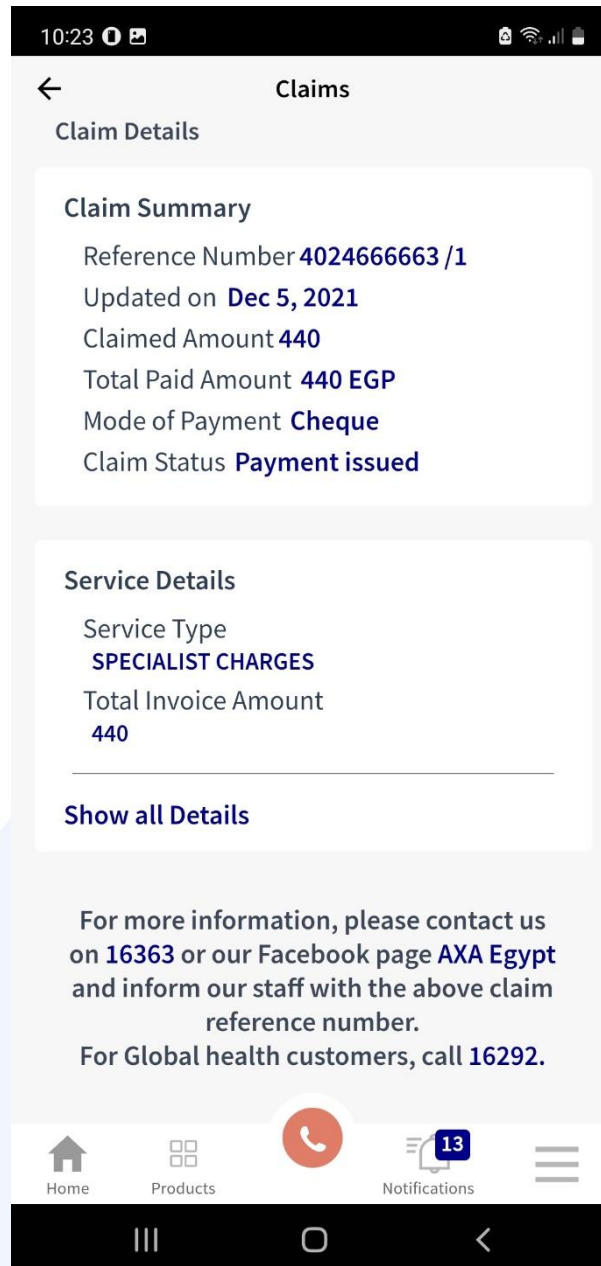


9. Once claim assessment finalized, the claim status will change from active to completed





10. Completed claims include the option to view the claim details



11. You can re-submit your claim after receiving a rejected or a partially accepted claim

11:20 4G

Claims

Claim Update

**Claim Summary**

Reference Number **402466677 /1**

Patient Name **MYAXA TEST LOC**

Treatment Date **Nov 06, 2021**

Claim Value **4 EGP**

Claim Status **Payment issued**

Received Date **Dec 05, 2021**

Upload the required documents as a single file or multiple files

cdv\_photo\_006.jpg

+

Resubmit

Home Products Notifications 26