AXA Customer Transition – FAQs

1. **How can I contact AXA?**

You can reach us through the channel that is most convenient for you:

- AXA Care Center **16363 and** press 2 for your individual policies after choosing the language.
- MyAXA App
- AXA Website
- AXA offices in Cairo, Giza, and Alexandria
  - Cairo: North 90th Street, Plot 214, Sector 2, New Cairo
  - Cairo: South 90th Street, Plot 15 (Twin Towers), New Cairo
  - Giza: 24 Geziret Al Arab Street, Mohandessin, Giza
  - Alexandria: Plot No. 345 El Guish Road, Saba Pasha, El Raml 1, Alexandria

Office Working hours: **Sunday to Thursday from 09:00 AM to 05:00 PM (Friday and Saturday Closed)**

AXA Care Center working Hours **operates from 9am to 5pm, call 16363**

2. **Where can I reach AXA or an AXA representative?**

AXA Representatives are available to serve you more seamlessly through the direct communication channels, you can continue through:

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3. **Will my policy be affected?**

Your policy remains active, and your existing coverage and benefits remain unchanged.

4. **Do I need an appointment to visit an AXA office?**

Our office**s** (is) **are** open Sunday through Thursday, from 9:00 AM to 5:00 PM (closed Fridays and Saturdays). You are welcome to walk in anytime during these hours or

book your appointment in advance via the MyAXA app for a faster, more seamless experience.

5. **Who can I contact if I have a question about my policy?**

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6. **Can I still visit the CIB branch for my AXA insurance needs?**

For insurance-related support, you can reach us through the channel that is most convenient for you:

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7. **What if I need urgent assistance?**

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8. Will my health or motor renewal be affected?

Your policy renewal process will continue as usual.

AXA will communicate with you regarding your upcoming renewal. If you have any questions, you can reach us through the channel that is most convenient for you

9. Will my existing AXA benefits change?

Your existing AXA Life Insurance policy, benefits, and coverage will remain unchanged. Your policy will continue to be governed by its existing terms and conditions.

Please rest assured that this change only concerns AXA representatives no longer being available inside CIB branches. It does not affect the validity of your policy or AXA's commitment to supporting you throughout your insurance journey.

For any questions regarding your policy, benefits, claims, or payments, you can contact AXA directly through our designated customer service channels.

10. Do I need to take any action?

No action is required solely because of this change. Your existing policy will continue according to its terms and conditions, and your current benefits will remain unchanged.

To ensure a smooth transition, we encourage you to save AXA's contact details and familiarise yourself with our direct customer service channels, which will remain available to assist you with policy enquiries, claims, payments, and other servicing needs.

11. Why should I use AXA's direct channels?

AXA's direct channels give you convenient access to support without needing to visit a branch.

Whether you prefer to call us, use our digital channels, or visit an AXA office, we're here to support you in the way that works best for you.

12. Where can I find more information?

You can contact AXA through the Care Center, MyAXA, Website or visit an AXA office for any inquiry.

Contact Details:

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Your policy stays with AXA. Your support stays with you.