



**AXA  
Departments  
Communication  
Matrix 2024**

	Email	Contact Number	Type of inquiry	Escalation
Production	<a href="mailto:Production@axa-egypt.com">Production@axa-egypt.com</a> <a href="mailto:sme.production@axa-egypt.com">sme.production@axa-egypt.com</a>	-	Responsible for corporate production issuance , invoices ,client contracts delivery, daily transactions , logistics , pension ,credit life and emerging customers.	<a href="mailto:Yasmine.khaled@axa-egypt.com">Yasmine.khaled@axa-egypt.com</a> <a href="mailto:Abanob.yassa@axa-egypt.com">Abanob.yassa@axa-egypt.com</a>
Corporate Collection	<a href="mailto:Corporate.collection@axa-egypt.com">Corporate.collection@axa-egypt.com</a>	Mohamed Hegab (SME) 012 8362 3218 Mohamed Omar (Motor, P&C) 012 8045 1617 Magdy Fawzy (Medical, life) 012 7918 2207, 012 8045 1617, 012 8362 3218	P&C,Medical,SME,Motor,Life payment submission and reconciliation refund	<a href="mailto:Amr.Hamdy@axa-egypt.com">Amr.Hamdy@axa-egypt.com</a>
Complaints	<a href="mailto:Complaints@axa-egypt.com">Complaints@axa-egypt.com</a>	-	Handling complaints after escalation phase	-
Operation collection	<a href="mailto:Ops.collectionteam@axa-egypt.com">Ops.collectionteam@axa-egypt.com</a>	Abdelhamid Fahmy 012 7919 9628	Receiving receipts for Motor, P&C LOB, Handling internal visits for collection.	<a href="mailto:Abdel.hameed@axa-egypt.com">Abdel.hameed@axa-egypt.com</a>
Life protect Retail sales	<a href="mailto:Angie.mourad@axa-egypt.com">Angie.mourad@axa-egypt.com</a>	Angie Mourad 012 8877 3071	Issuing and submitting Life protect and protect plus	<a href="mailto:Mohamed.Fadda@axa-egypt.com">Mohamed.Fadda@axa-egypt.com</a>
Health Retail Sales	<a href="mailto:Amr.Kamel@axa-egypt.com">Amr.Kamel@axa-egypt.com</a> <a href="mailto:samira.abdelfattah@axa-egypt.com">samira.abdelfattah@axa-egypt.com</a>	Amr Kamel 012 2222 0987 Samira Abdelfatah 012 0008 7711	Sending Quotation tool and required documents for local and int. individual policies	<a href="mailto:Mohamed.Fadda@axa-egypt.com">Mohamed.Fadda@axa-egypt.com</a>
P&C Retail Sales	<a href="mailto:Amr.Kamel@axa-egypt.com">Amr.Kamel@axa-egypt.com</a>	Amr Kamel 012 2222 0987	Responsible for safe home ,safe business and motor insurance offers	<a href="mailto:Mohamed.Fadda@axa-egypt.com">Mohamed.Fadda@axa-egypt.com</a>

Internal

	Email	Contact Number	Type of inquiry	Escalation
P&C Corporate production	<a href="mailto:pc.corporateproduction@axa-egypt.com">pc.corporateproduction@axa-egypt.com</a>	-	Handling corporate p&c , motor production (issuance , renewal and inquiries)	<a href="mailto:Menna.elsaadany@axa-egypt.com">Menna.elsaadany@axa-egypt.com</a>
P&C Retail Production	<a href="mailto:P&amp;C.Retailproduction@axa-egypt.com">P&amp;C.Retailproduction@axa-egypt.com</a> <a href="mailto:Motor.NB@axa-egypt.com">Motor.NB@axa-egypt.com</a>	Dina Amin 012 7918 8210	Issuing new business motor policies	<a href="mailto:Mohamed.Bahaa@axa-egypt.com">Mohamed.Bahaa@axa-egypt.com</a>
Corporate SME health and life	<a href="mailto:Ahmed.Habashy@axa-egypt.com">Ahmed.Habashy@axa-egypt.com</a> <a href="mailto:Mostafa.omar@axa-egypt.com">Mostafa.omar@axa-egypt.com</a>	Ahmed HABASHI 012 7867 3637 Moustafa Omar 012 7869 7469	Responsible for local &int.SME offers , submitting client's contracts	<a href="mailto:sandra.elgabalawy@axa-egypt.com">sandra.elgabalawy@axa-egypt.com</a>
Large Corporate health	<a href="mailto:mohamed.lotfy@axa-egypt.com">mohamed.lotfy@axa-egypt.com</a> <a href="mailto:fouad.maghraby@axa-egypt.com">fouad.maghraby@axa-egypt.com</a> <a href="mailto:soha.gezeiry@axa-egypt.com">soha.gezeiry@axa-egypt.com</a>	Mohamed LOTFY 012 7546 4689 Fouad MAGHRABY 011 1645 5555 Soha el gezairy 012 8362 5998	Responsible of Employee benefits for large corporates above (200 employee) related to Medical,life,pension and Global LOB	<a href="mailto:Mohamed.Ramadan@axa-egypt.com">Mohamed.Ramadan@axa-egypt.com</a>
Individual Health	<a href="mailto:Individual.health@axa-egypt.com">Individual.health@axa-egypt.com</a>	-	Issuing new business policies for local individual health, policy amendment and delivering client contracts	<a href="mailto:Mohamed.Bahaa@axa-egypt.com">Mohamed.Bahaa@axa-egypt.com</a>
IHCC	<a href="mailto:Int.health@axa-egypt.com">Int.health@axa-egypt.com</a> <a href="mailto:Approvals.international@axa-egypt.com">Approvals.international@axa-egypt.com</a>	-	Global policies approvals inside and outside Egypt	<a href="mailto:Yara.Abdelsamad@axa-egypt.com">Yara.Abdelsamad@axa-egypt.com</a>
Network	<a href="mailto:Medical.network@axa-egypt.com">Medical.network@axa-egypt.com</a>	-	Network Inquiries and addition requests	<a href="mailto:ahmed.mosaed@axa-egypt.com">ahmed.mosaed@axa-egypt.com</a>

Internal

	Email	Contact Number	Type of inquiry	Escalation
Medical Approvals	<a href="mailto:Medical.approvals@axa-egypt.com">Medical.approvals@axa-egypt.com</a> <a href="mailto:Chronic.medications@axa-egypt.com">Chronic.medications@axa-egypt.com</a>	-	Inpatient,Outpatient,Dental approvals and posting monthly chronic medications	<a href="mailto:loay.hassanein@axa-egypt.com">loay.hassanein@axa-egypt.com</a>
Medical Claims	<a href="mailto:Medical.claims@axa-egypt.com">Medical.claims@axa-egypt.com</a>	-	Medical Claims inquires , Broker medical inquiries	<a href="mailto:sarah.caesser@axa-egypt.com">sarah.caesser@axa-egypt.com</a> <a href="mailto:Amr.yasser@axa-egypt.com">Amr.yasser@axa-egypt.com</a>
Motor Claims	<a href="mailto:Motorclaim@axa-egypt.com">Motorclaim@axa-egypt.com</a>	Hamdy Mahmoud (survey) <b>010 9309 3801</b> Mina Hany(Cheques) <b>010 2339 9187</b> Rasha Aly(Registration) <b>011 1350 9067</b>	Motor Claims ,Resubmission and registration requests	<a href="mailto:Ahmed.samir@axa-egypt.com">Ahmed.samir@axa-egypt.com</a>
Life claims	<a href="mailto:Life_claims@axa-egypt.com">Life_claims@axa-egypt.com</a>	-	Assessment Acceptance, cheque delivery repudiation communication, Requirements inquiries	<a href="mailto:Sandy.bassily@axa-egypt.com">Sandy.bassily@axa-egypt.com</a>
Health Customer service and collection	<a href="mailto:loyalty@axa-egypt.com">loyalty@axa-egypt.com</a>	-	Health renewal submission and collection /Inquiries	<a href="mailto:Heba.ezz@axa-egypt.com">Heba.ezz@axa-egypt.com</a>
Motor and p&c Customer service and collection	Renewal : <a href="mailto:loyalty@axa-egypt.com">loyalty@axa-egypt.com</a> Collection: <a href="mailto:retailmotor.collection@axa-egypt.com">retailmotor.collection@axa-egypt.com</a>	-	Retail motor and p&c renewal submission and collection /inquiries	<a href="mailto:Heba.ezz@axa-egypt.com">Heba.ezz@axa-egypt.com</a>
Broker Service Unit	<a href="mailto:Broker.services@axa-egypt.com">Broker.services@axa-egypt.com</a>	Amer ABDELRAZEK <b>012 0402 2531</b> Nahla Yousry <b>012 0402 2564</b> Yara Alaa <b>012 0402 2564</b>	Broker registration and contracts submission ,System broker coding , Commission releasing for all LOB'S ,Issuing letters and checking broker's inquiries	<a href="mailto:Nesma.ezzat@axa-egypt.com">Nesma.ezzat@axa-egypt.com</a>

Internal