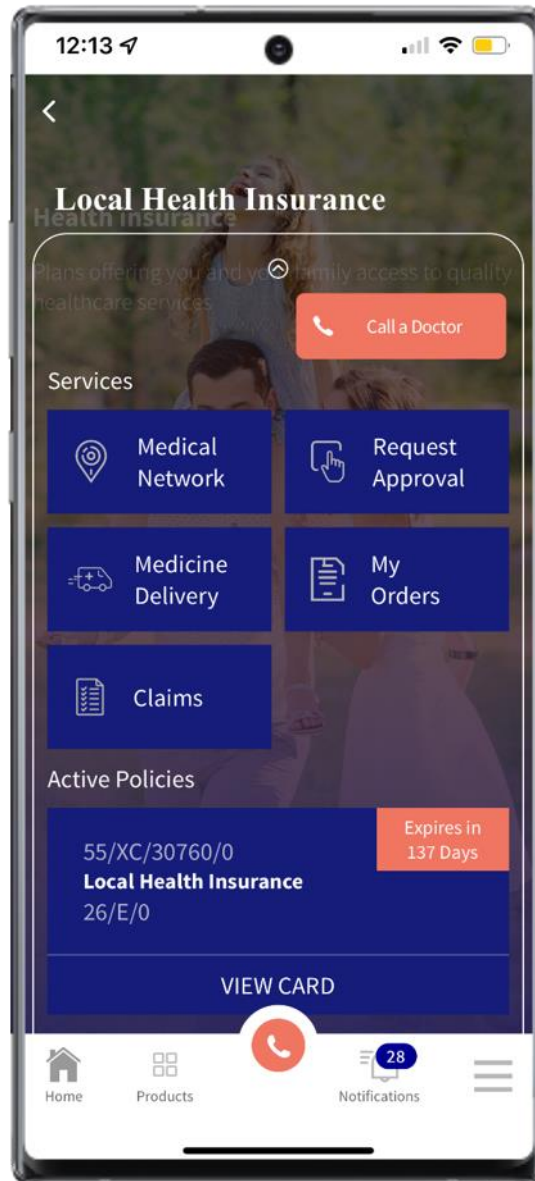




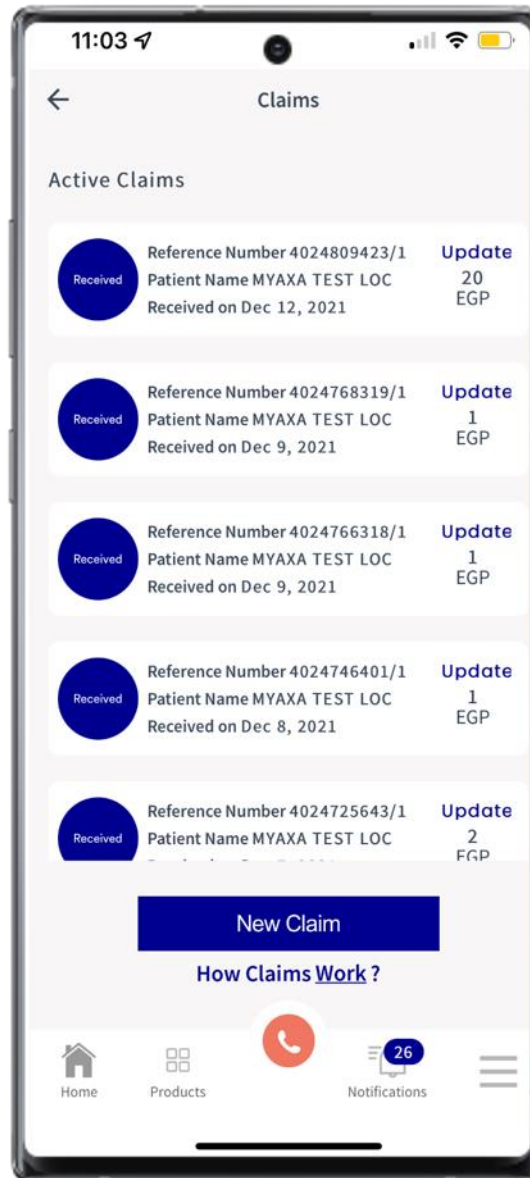
MyAXA Claims Guide

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





2. Select New Claim





3. Choose the policy you'd like to submit a claim for (you can submit a claim for a family member on the same policy)





4. Enter the required data

11:03

Claims

Complete the required information

Patient Name

MYAXA TEST LOC

Treatment Date

Dec 13, 2021

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/...

Home Products Notifications 26



5. Upload the required documents

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

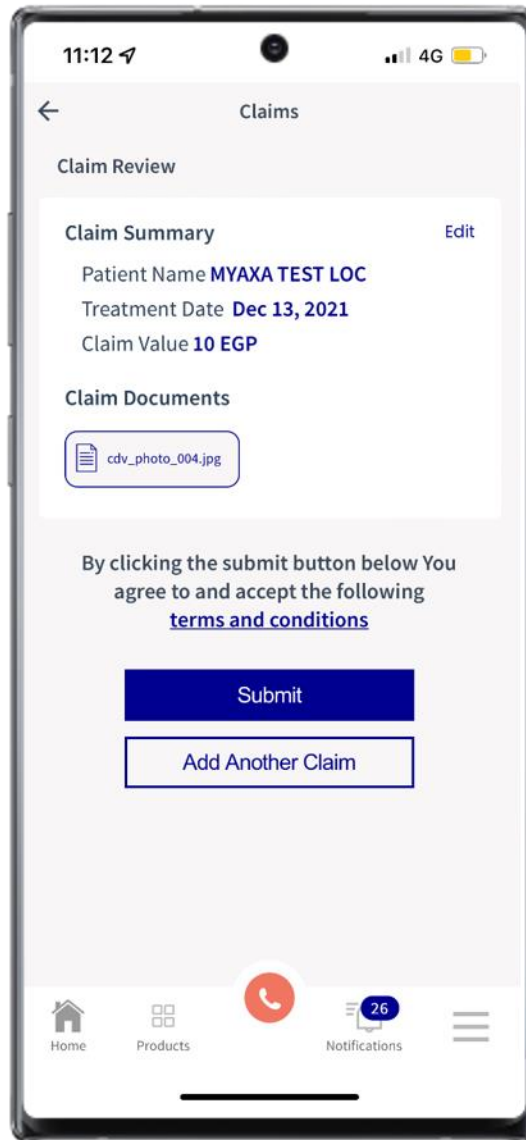
+

Next

Home Products Notifications 26

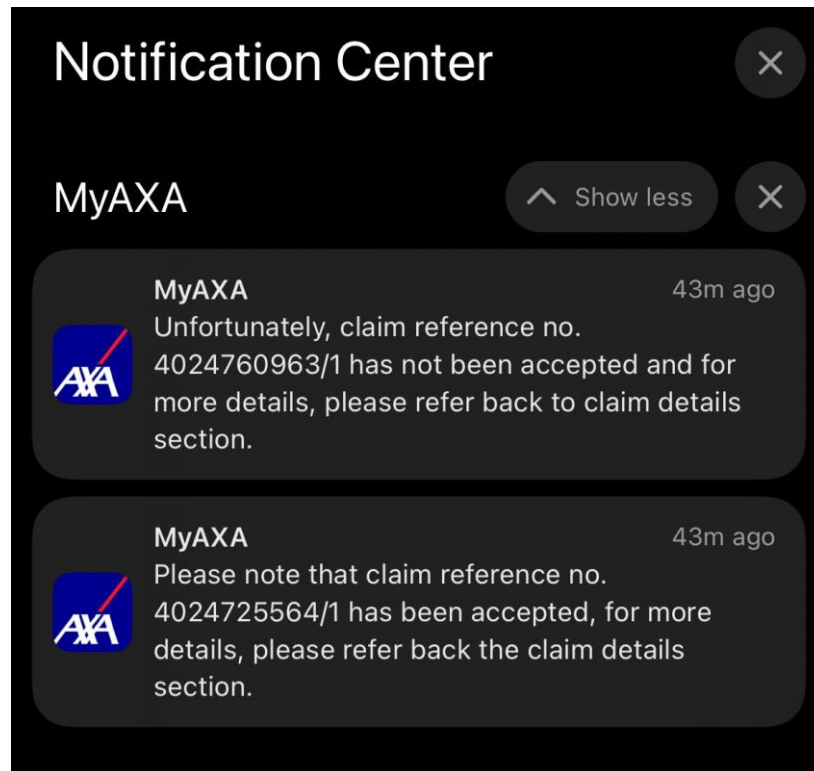


6. You can submit your claim or add another claim



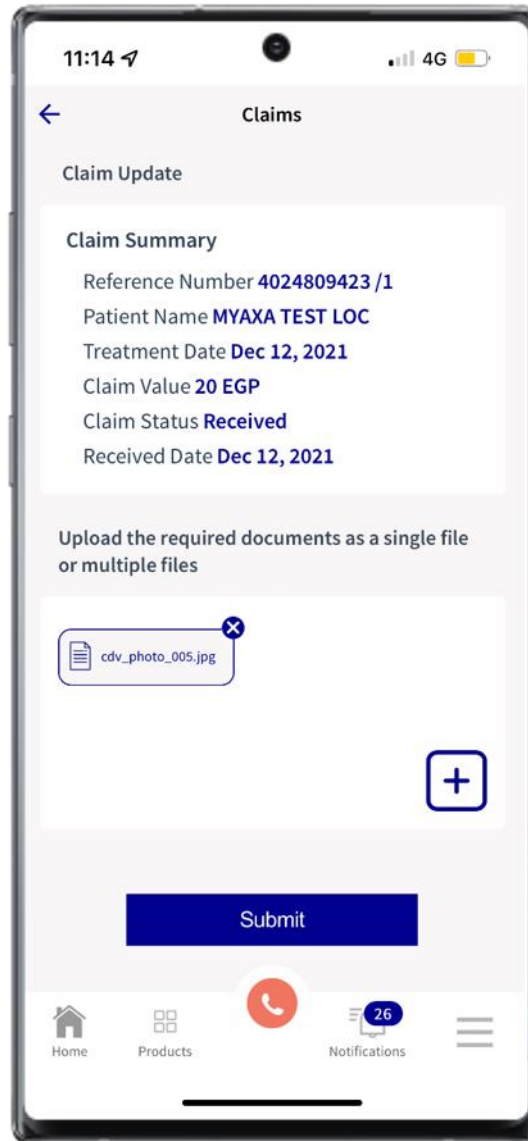


7. You will receive notifications upon any update to your claim



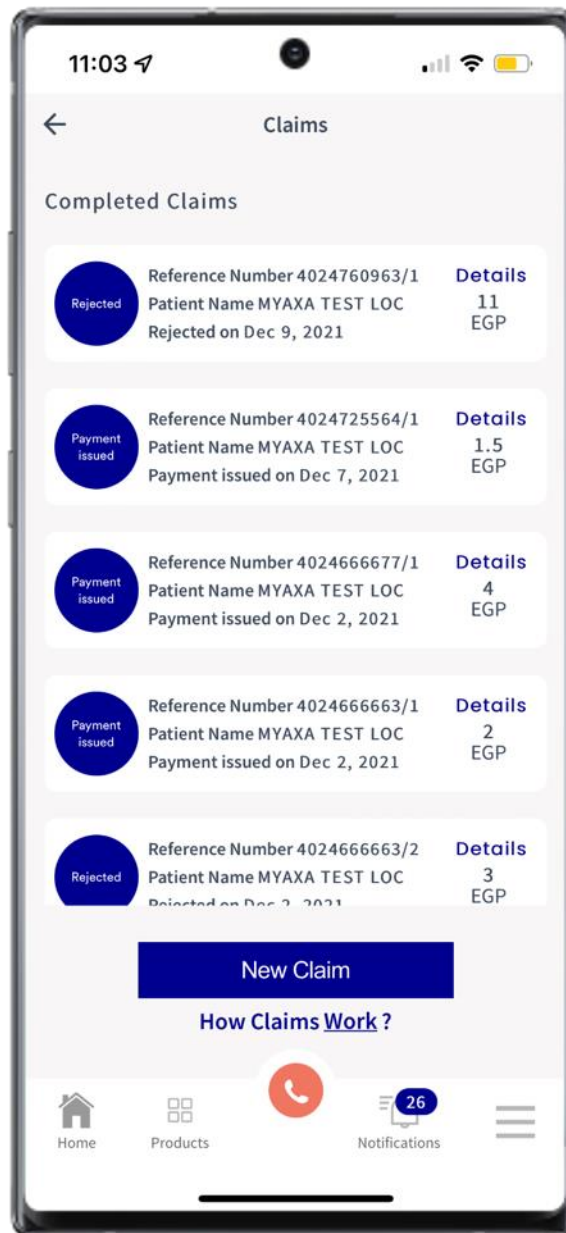


8. You can update your claim by adding more documents as long as the claim is not in processing



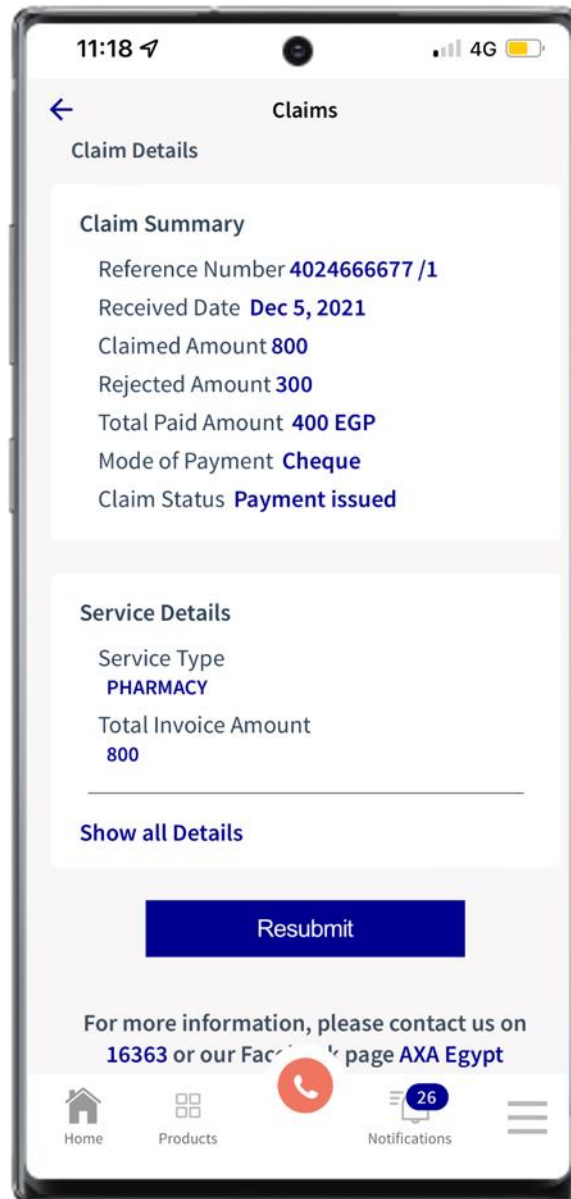


9. The status of the claim will change from active to completed





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.

