

Claims Escalation Process

At DOA, we're proud to work alongside our trusted partner AXA to provide exceptional service to you and your clients. While AXA's claims service is generally smooth and efficient, we understand that on rare occasions, delays or challenges can arise.

To support you in those moments, we've like to remind you about our **claim's escalation process**, launched in July last year, to ensure cases receive the attention they need when things don't go quite as expected.

You might consider escalating a claim if:

- You haven't received a response from AXA within **10 working days** of initially logging the claim.
- There's been no update within **5 working days** after you submitted all required supporting documents.
- Your customer is abroad and struggling to get assistance via the Assistance helpline.
- You believe the outcome of a claim doesn't reflect the customer's situation or the policy wording.

While these cases should be the exception rather than the rule, we want to make sure you feel fully supported at every step.

If any of the above apply, just drop us an email at travel@doainsurance.co.uk with the details. Please include the customers information, policy number and claim number if it is available, to helps us escalate efficiently.

Once submitted, we'll work with AXA to review and progress the case. **Please allow up to 5 working days** from the escalation date for a response.

If you have any questions or would like to speak with us directly, our friendly travel team is here to help at travel@doainsurance.co.uk or **0800 389 5904**.

Our passion is your success!