



Customer Online

24/7 online access to the
membership information you need



Customer Online

Access and registration

If you have not already registered for Customer Online then go to www.axappinternational.com/customeronline.

You will need your policy and customer numbers to complete the registration.

Please note, the main policyholder must be the first person to register for Customer Online.

Four simple steps to completing the registration process:

- Enter your policy details
- Enter your personal details
- Create login details
- Confirmation

Your policy details

You will be asked to enter your policy number and your customer number here. Both can be found on your membership card or statement.

Your personal details

You will be required to register your personal details, which we will check against the information we hold on our system.

If you have any other members on your policy, an additional security question will be asked.

Create login details

You will then be asked to create login details – your username will be your email address. You will not have to create a password at this point. When registration is completed, we will email a temporary password to your email address.

Confirmation

Once all information is entered a confirmation message will display. A temporary password will be sent to your registered address, which will also include a direct link to the Customer Online login page. When you first login you will be prompted to update your temporary password to a more memorable one of your choice.

Please note, to protect your personal information this temporary password will expire after 48 hours.

Once registration is complete you will be able to log in to Customer Online.

Policy overview

When you have logged in, the 'Policy overview' page will display your policy number and your level of cover. By clicking on 'Manage policy' you can access your full membership information, update your personal details (currently not available to our Corporate policyholders), send us a query, check your treatment is covered and submit claims.

You will find the following sections:

- Your policy
- Your claims
- Your services
- Your messages

The screenshot shows the 'Policy overview' page for a user logged in as 'Sample Member'. It displays the policy number 'AX00007201' and the policy type 'International Health Plan Enterprise (GBP)'. A table lists policy details, including a 'Manage policy' button. Below this, there are sections for 'Manage your policy efficiently online' with bullet points about checking cover, viewing treatment details, contacting the Message Centre, and viewing policy documents. A 'Frequently asked questions' section is also visible, along with a 'Contact us' button and a 'Call us on' number '+44 (0) 1952 563856'.

The screenshot shows the 'Customer Online' home page. It features a navigation bar with links to 'Home', 'Your policy', 'Your claims', 'Your services', and 'Your messages'. The main content area is divided into several sections: 'Welcome back Sample Member, here are the details for your International Health Plan AX00007201', 'Welcome to Customer Online', 'Your claims' (with a link to 'View your claims and assessment details'), 'Make a claim or ask a question' (with a link to 'View your messages'), 'Your policy' (with links to 'View policy information', 'View policy documents', 'View personal details', and 'Other family members'), 'Your services' (with links to 'Health information', 'Search for a provider', and 'Personal Case Management'), and 'Contact us' (with a link to 'Message Centre' and a phone number '+44 (0) 1952 563856'). The footer includes 'The AXA global group', 'Other AXA UK sites', and 'AXA PPP International is a registered trading name of AXA PPP healthcare'.

Your policy

Membership details

This section of Customer Online gives you quick access to:

Policy summary

This page displays a brief overview of your policy and premium details.

Policy documents

This page allows you to view:

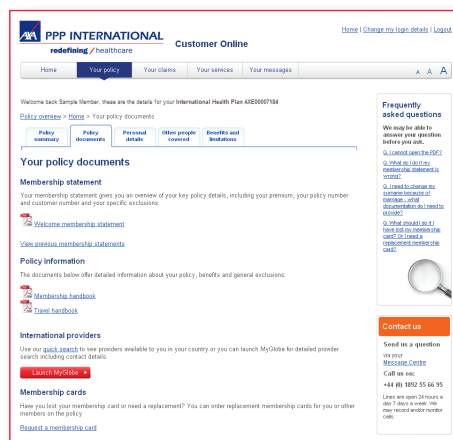
- **Your most recent membership statement**
- **Previous membership statements**
- **Membership handbook.**

You can also do a quick provider search and request a new membership card from this page.

Your card will be sent to the postal address we have for you on our system. To view this go to the 'Personal details' section.

Benefits and limitations

Here you can view your benefits as well as the general exclusions and limitations that apply to your plan.



Personal details

You can view the personal details we have for you on this page.

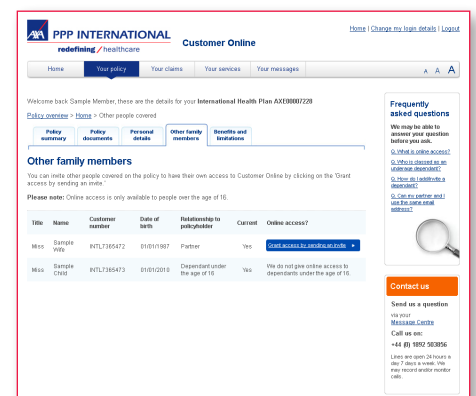
Individual members can also make changes to their personal details using this section.

Other family members

If you have any other family members on your policy, you can view their details by going to the 'Other family members' section. Please note, this page will not appear if you do not have any other members on your policy.

You can invite other people covered on your policy to have their own access to Customer Online by clicking on 'Grant access by sending an invite'.

Please note, online access is only available to members over the age of 16.





PAP INTERNATIONAL
redefining healthcare

[Home](#)
[Your policy](#)
[Your claims](#)
[Your services](#)
[Your messages](#)

Welcome back Sample Member, here are the details for your **International Health Plan AXI000007208**

[View my policies](#) • [Message Centre](#)
Message Centre
[Back to inbox](#)

 [Check cover for a new condition](#)

So that we can confirm cover for your condition or treatment, please complete the form below

Please take care to give accurate and complete answers to the questions for all members who are covered on this plan and that you have permission to submit on your behalf at all times. You are unsure of any of our answers please check and let us know if there have been changes. The answers you have given may affect your ability to claim.

Fields marked with * are required

Enter the patient's full name *

Select the existing claim number for this condition *

Do you have a claim number? *

Describe the condition *

Are the symptoms the results of an accident? *

Finally, please provide the diagnosis

What treatment is needed? *

What is the treatment? *

Where is the treatment taking place? *

Frequently asked questions

We help you able to answer your questions before you ask.

[Go to your latest messages for other members on the website](#)
[No, my claim number isn't there](#)



Contact us

Send us a question

[130 2020](#)
[Message Centre](#)

Call us on:

+44 (0) 1952 563056

Lines are open 24 hours a day
 7 days a week, one day per week on number calls

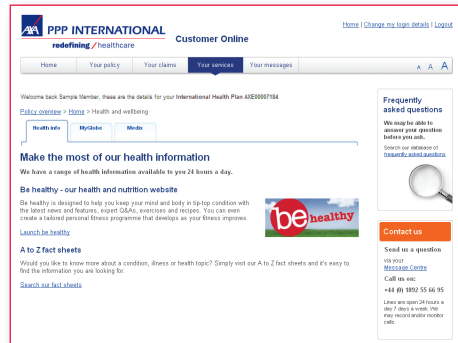
Your services

Additional services

For your convenience we have also included links to the additional services we provide:

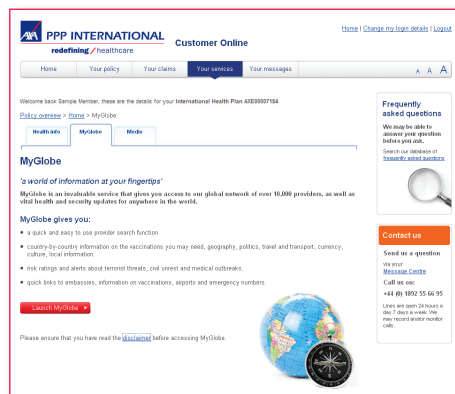
Health information

We have a wealth of health related information which we want to share with you – from fact sheets to new recipes – all to help you live a healthier life.



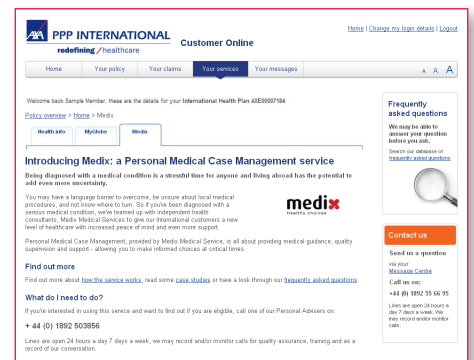
MyGlobe

This invaluable online service gives you access to our global network of over 10,000 medical services providers, as well as vital health and security updates for more than 180 countries and 900 cities globally.



Personal Case Management

Personal Medical Case Management is a unique service available to AXA PPP International members. This service is offered to those who have been diagnosed with a serious medical condition and could benefit from case management and support provided by a team of leading independent consultants. This team could help with overall assessment of medical records, propose an alternative treatment plan where appropriate, liaise with treating doctors and even support the rest of the family in these difficult times.



Contact us

Wherever you are, we'll
help connect you to the
right medical expertise.

www.axapppinternational.com

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calls for quality assurance, training and as a record of our conversation.