

Customer Online /

AXA PPP International's web-based service allowing you to manage your policy at anytime

**Online
access to the
membership
information
you need**

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PPP INTERNATIONAL

redefining / standards

Introducing Customer Online

Registration

If you have not already registered for Customer Online then go to www.axappinternational.com/customeronline and simply click the 'Register now' button.

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:

1. Enter your policy details
2. Enter your personal details
3. Create login details
4. 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. To provide extra security you will be asked to set-up a memorable word. 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. You will then receive an email with your temporary password which will also include a link to the Customer Online login page.

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



If you require any additional information or have any questions relating to this service, please do not hesitate to contact us on +44 (0)1892 556695.

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Using Customer Online

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

When you have logged in, the Policy Overview page will display your policy number and your level of cover. You can now access your full membership information, update your personal details (currently not available to our Corporate policyholders), pre-authorise treatment and submit claims simply by clicking on **'Manage policy'**.

You will find the following sections:

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
- International directory of hospitals.

You can also request a new membership card from this page. This will be sent to the postal address we have for you on our system. To view this go to the 'Personal details' section.

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 people

If you have any other family members on your policy, you can view their details by going to the 'Other people' 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 the 'Grant access by sending an invite'

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

Benefits and limitations

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

Make a claim

You can now pre-authorise your treatment at any time by using this service.

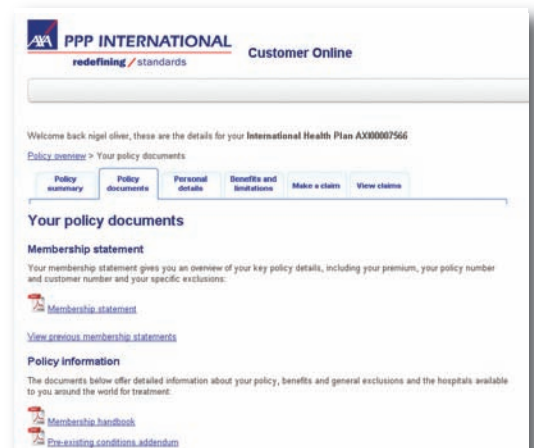
Please note, to ensure your confidentiality, additional security questions will be asked to enable you view our reply.

You can also upload documents relevant to your claims and set up wire transfer arrangements using an online form in this section.

View claims

The 'View claims' section allows you to view any current claims on your policy.

Please note, for confidentiality reasons you can only view your personal claims details and details for your dependants who are under 16 years old.



While you are getting on with your life, let us take care of your healthcare needs. Whether it's paying for medical treatment, providing information and advice or helping to improve your lifestyle, we can help.

At AXA PPP International we are dedicated to supporting you.

International medical insurance
Travel insurance

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