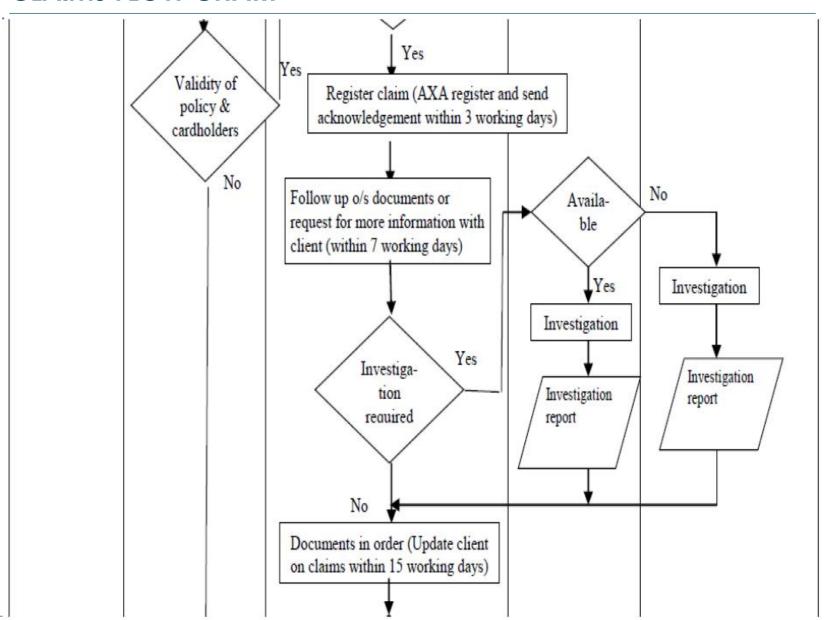
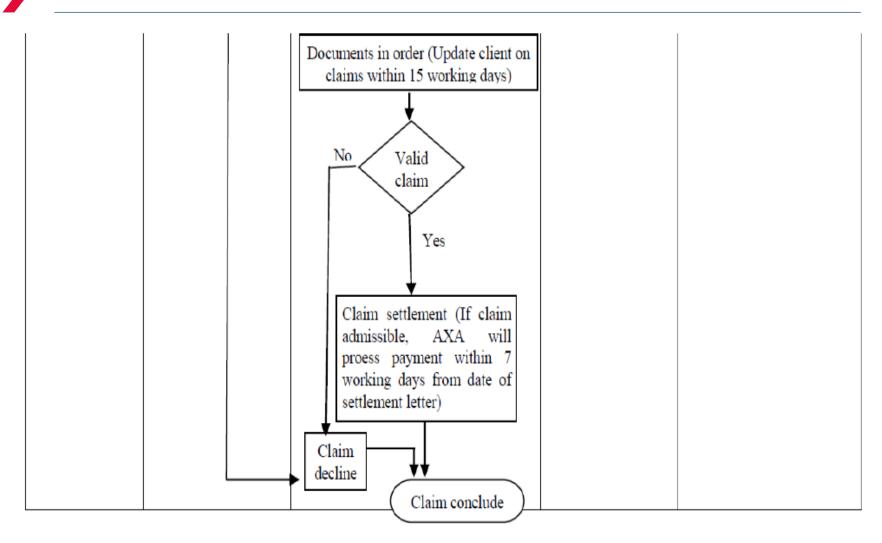
CLAIMS FLOW CHART

Finance	Underwriting	Claims	Claims SITF	Outside Service Providers
		Claim Notification via email cst@axa.com.sg (6880 4070) or https://www.axa.com.sg/customer- care/file-a-claim		
		AXA Claim Officer to check policy cover	rage	
	Confirm with HSBC bank on validity	No Validity of policy & credit cardholders		
	Validity of policy & cardholders	Yes Register claim (AXA register ar acknowledgement within 3 worki		

CLAIMS FLOW CHART



CLAIMS FLOW CHART



For more information please contact general.insurance@hsbc.com.sg and our customer service hotline: 6880 4070.