



Here for our members during the coronavirus pandemic

The latest information, in one place

For the latest information on how we're supporting our members throughout the coronavirus pandemic, take a look at our online coronavirus hub.

axaglobalhealthcare.com/covid19

Here you'll find some of the most frequently asked questions about cover, the virus and the support available to members.

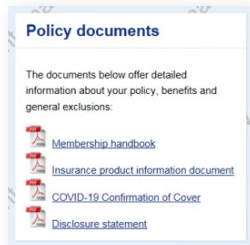


Giving clarity about cover during the pandemic

Members on international health plans arranged by our global hubs* will be able to claim for treatment of the effects of the coronavirus (COVID-19) in line with their usual terms, conditions and underwriting, but please be aware that many countries are restricting treatment of COVID-19 patients to state hospitals so there may be a limit on the private treatment available.

Members can easily check their policy benefits in their membership handbook, which is available to view on their [online account](#).

All members can also now access a new 'COVID-19 confirmation of cover' document from their online account. They can find it with their other policy documents.



Members based in the Gulf can continue to pre-authorise treatment or get the medical provider to do it on their behalf.

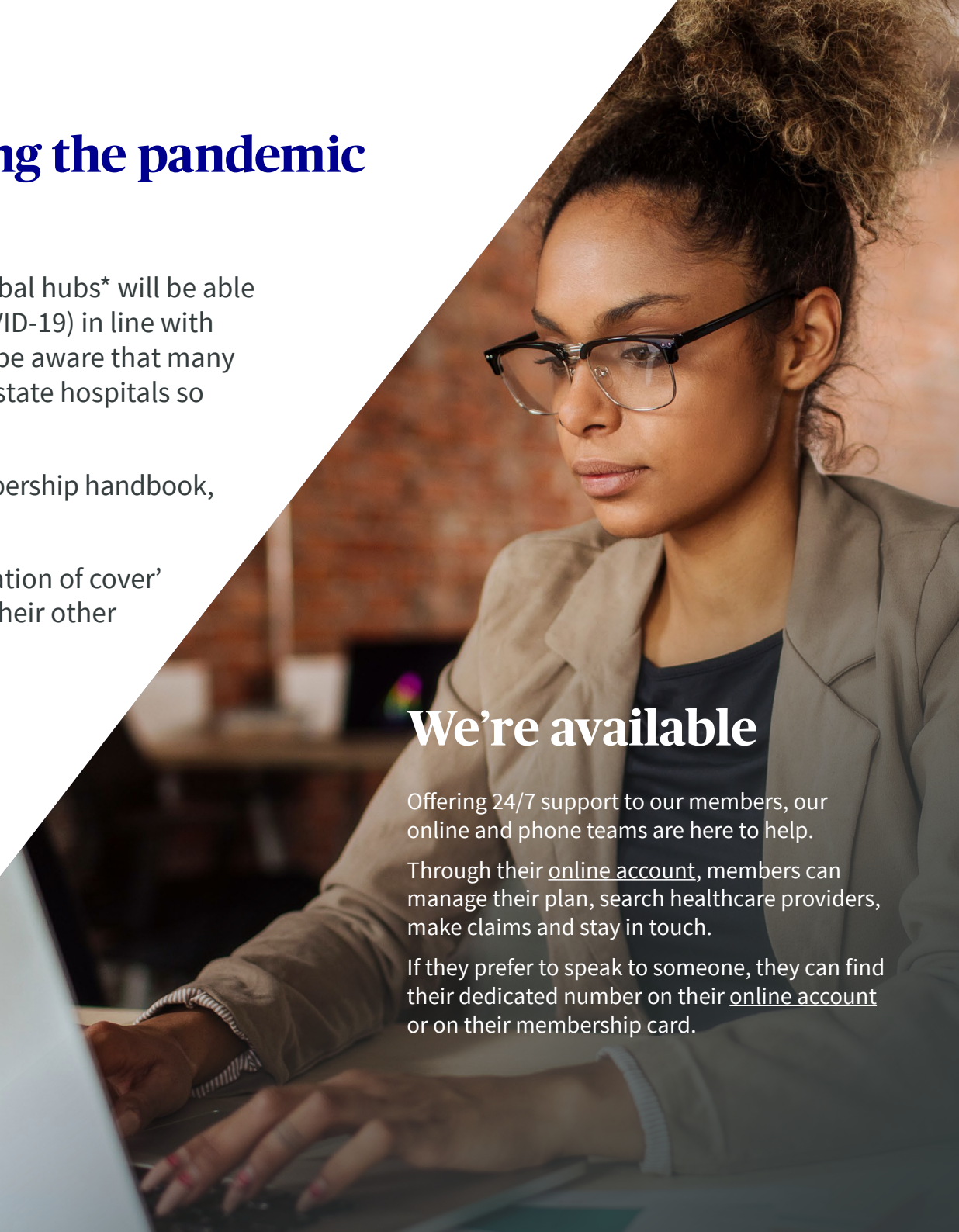
*AXA Global Healthcare (UK) Limited, AXA Global Healthcare (EU) Limited, AXA Global Healthcare (Hong Kong) Limited

We're available

Offering 24/7 support to our members, our online and phone teams are here to help.

Through their [online account](#), members can manage their plan, search healthcare providers, make claims and stay in touch.

If they prefer to speak to someone, they can find their dedicated number on their [online account](#) or on their membership card.



Supporting our members' health and wellbeing

CONNECTING OUR MEMBERS WITH A DOCTOR, 24/7

With people around the world seeking to protect themselves and their families by social distancing, it's more important than ever that they have access to medical advice when they need it. We're already seeing the reassurance our online doctor service is giving to many of our global members at this challenging time.

From 6 April 2020, if a scheme already has access to the Virtual Doctor service, please encourage employees to activate and use it, if needed. For any of our clients who did not previously have access to the service, we are now offering this from now until 30 June 2020.

To register for the service, members can download the Virtual Doctor from AXA app on iOS or Android app stores, or visit globalcareondemand.com/expats or call 24/7 on +44 (0) 203 4995 487 to arrange a call back. All they need to register is their **customer number**. For our members based in the Gulf, please use the activation code that was emailed to you in your registration email.

GIVING OUR MEMBERS ACCESS TO MIDWIVES AND COUNSELLORS

Members can use our **Health at Hand** helpline if they want to talk to a counsellor about how they're feeling or speak to a midwife about their pregnancy. Counsellors are available 24/7. Midwives are available from 8am to 8pm Monday to Friday, until 4pm on Saturday and until 12pm on Sunday (UK time).

The service is completely confidential. To use the service, members can call +44 (0) 1892 556753.



Supporting our members' health and wellbeing

RESOURCES TO HELP OUR MEMBERS' WELLBEING

We've a range of resources to help our members look after their physical and mental wellbeing. Take a look at our online resources.

Working well (wherever your desk may be)

Delivered by one of AXA's Lead Physiologists, for our own colleagues, we're sharing this webinar which covers ways to boost your immune system, ways to stay hydrated, tips for making sure you're still keeping those muscles moving, and ways to manage your mind health.

Mindfulness

Listen to our guided meditation podcasts to learn how to breathe and walk mindfully and take a break from the everyday.

Read more in our online [wellbeing hub](#).

Resilience

Resilience is a skill that can be developed and improved with practice, and a skill which might prove more useful than ever at the current time. There are a few ways that you can help yourself feel better prepared to manage stressful situations and solve problems when you're next faced with them.