



SINGAPORE

# Outstanding Claims Management



XL Insurance

AXA XL's unwavering dedication to exceptional claims management has been recognised with the Outstanding Claims Management award. This achievement is underscored by a remarkable case handled by the Singapore office, where AXA XL's client-centric approach was showcased through a complex and challenging claim resolution.

In this instance, a Singapore-headquartered insured party faced a complex claim in a Middle Eastern country affecting their UK subsidiary. Unlike conventional property or asset-related claims, this case involved the intricate task of securing the release of an individual from wrongful imprisonment in a particularly challenging legal environment.

AXA XL's Singapore claims team, in close collaboration with local experts in Doha, demonstrated remarkable resolve and expertise in navigating the complexities of the jurisdiction, ultimately facilitating the individual's safe return and providing steadfast support throughout this trying ordeal.

This case exemplified AXA XL's distinctive multinational solutions for its global clients. The success of the company is deeply rooted in its adept claims professionals, who possess a profound understanding of local nuances and unique challenges across over 200 countries and territories.

With expertise in various lines of businesses, industries, and regions, AXA XL's professionals are dedicated to leveraging their knowledge and experience to deliver solutions at every stage of the claims lifecycle.

AXA XL teams are empowered to promptly and fairly address and resolve claims at the local level. The combination of local expertise and global reach to navigate claims in any jurisdiction globally in an interconnected world is something many firms claim, but few can truly deliver.

Emphasising the company's personalised approach to engaging with clients and brokers, AXA XL immerses itself in understanding its clients' businesses. This, coupled with its unparalleled flexibility and commercial acumen in handling claims, the firm's willingness to go above and beyond to delivering exceptional client value that transcends the financial aspect of policies speaks volumes about its integrity.

The collaborative and unified approach demonstrated by AXA XL – with the broker, client, and insurer working seamlessly as a cohesive unit – set a standard for the industry to learn from.



Sylvie Gleises  
CEO, AXA XL, Singapore

***"This award is a proud moment for us and a reflection of our relentless dedication to excellence in claims management. Our Singapore team has consistently demonstrated the ability to navigate complex challenges with a client-first mindset, blending local expertise with our global capabilities. At AXA XL, we are committed to going beyond the conventional, delivering tailored solutions that truly resonate with our clients' needs. This recognition is a testament to the strength of our team and our unwavering commitment to providing exceptional value at every stage of the claims process."***