

Survey within 24 hours

**Don't worry! Our surveyors
will be there for you within 24 hours
of your claim notification.**

As one of the leading general insurers in Singapore, AXA Insurance is committed to be **Available, Attentive** and **Reliable** to our customers. At AXA, we do not just promise, we GUARANTEE ...

All Surveys* Within 24 Hours!

**if a survey is necessary*

If we fail to deliver our promise...

You will be given a **discount* of 20%** based on existing policy premium, limited to **S\$500 per claim**, on an aggregate of **40% or S\$1,000 per policy** (i.e. up to 2 claims per policy), whichever is lower.

**This discount is valid for one year from the date of issue and is non-transferable. It can only be used once to offset premiums for new or renewed commercial policies. This discount is not exchangeable for cash. Any unutilised amount of this discount shall be forfeited and is not refundable. The terms of this discount may be changed by AXA at any time without notice.*

Terms & Conditions

1. This Guarantee applies to:
 - claims arising from AXA Commercial Lines Insurance policies (Property & Marine)
 - for accidents occurring from 1 December 2008
 - inbound shipments only for Marine Cargo claims
2. All relevant information/documents must be provided for the assessment of the claim.
3. The survey will be carried out within 24 hours provided all parties are available and have agreed to the survey.
4. If claim notification is submitted via email or e-Claims on a non-working day, the 24-hour survey guarantee will apply on the next working day from 9am.
5. Insurance premiums have been fully paid at the time of notification of the claim.
6. This Guarantee does not apply to suspected fraud claims, public liability claims, co-insurance claims, common law claims, overseas shipments and during catastrophes such as flu pandemic, SARS, terrorism, natural disasters, major power failure, etc.
7. All terms and conditions including any benefits provided under this Guarantee are subject to change by AXA at any time without notice.
8. AXA shall have the sole and absolute discretion in deciding all matters concerning this Guarantee (including entitlement to and quantum of any awards or any substitution), and such decision shall be final and binding on all parties.

For any further information on these Guarantees, please contact your AXA Agent or Broker, or call AXA Customer Service Centre at 1800-8804-741.