

## Covid-19 - AXA Travel Insurance Online Claims Portal

**We thank you for your continued support during this uncharted territory and we are still here to support you too.**

AXA have an **Online Claims portal** that enables you to submit any “Non-emergency” claim with ease, due to high call volumes we advise all our brokers to advise their customers that need to submit any claim to use the link below (claims lines are still open if you prefer to submit a claim over the phone):

### **AXA Claims:**

For SunWorld policies (inc B2C online policies) please follow this **link** to be directed to the online claims portal.

For Travel Insurance Company please select: "**David Oliver SunWorld**".

Please only complete the online form if your clients have contacted their tour operator, transport or accommodation provider to understand what refunds are available or other options such as changing trip dates. AXA cannot process the claim without this action taken first.

**For any Non-Claim Travel Insurance related queries please contact our specialist Travel Helpline on:**

**Tel:** 0800 389 5904 (Please note calls waiting times will vary due to high call volumes)

**Email:** [Travel@doainsurance.co.uk](mailto:Travel@doainsurance.co.uk)

For all updated information re Covid-19 please see the Notice Board located on the SunWorld homepage or click **here**.