

COMPLAINTS PROCEDURE

Customers of Crossborder Health Partners SAS

At Crossborder Health Partners, we deeply value every one of our members. We are committed to delivering exceptional customer service at all times. If you feel that we have not met this standard, we encourage you to follow the steps outlined below to help us address your concerns promptly and effectively

If you are not happy with the service you have received, you may write to us at any time at the address across:

Crossborder Health Partners SAS

137 rue de l'université, 75 007 Paris

Phone +44 38-36-75-00

Email complaints@crossborderhp.com

or submit a form at

Website: <https://customers.crossborderhp.com/complaints-form>

We will acknowledge receipt of your complaint within 2 working days. We will investigate your complaint and send a response to you within 4 weeks of the receipt of your complaint. If we are unable to provide you with a final response within this time period, we will write to you advising you of when we will be able to respond. We will endeavour to send a final response to you within 8 weeks of the receipt of your complaint. If we are unable to provide you with a final response within this time period, we will write to you again explaining why and advising you of when you may expect a final response.

Crossborder Health Partners acts as mandated underwriter on behalf of the insurer of your plan in respect of policy administration and claims handling. If your complaint relates to a decision we have made on behalf of our insurers (e.g., a decision regarding a claim you have made), you can write to the insurers at any stage in the process.

The insurer of our international health insurance, international life insurance, international income protection, and personal accident insurance plans is AXA France SA

AXA HEALTH SOLUTIONS

Customer Relations Department / Direction Relations

Clientèle

75008 Paris

Service 2874, 21 avenue Matignon

France

Email Address: Internationalinsurance@axa.com

AXA France SA is a signatory to the French Insurance Mediation charter. In the event of a persistent and definitive disagreement, the plan holder has the option, after the exhaustion of all domestic remedies referred to above, to call for the French Insurance Mediator without prejudice to possibilities of legal action.

La Médiation de l'assurance

TSA50 110

75441 Paris Cedex 09 France

Web mediation-assurance.org

If your complaint relates to a service provided by Crossborder Health Partners and you have not received a response from us within 8 weeks of our receipt of your initial complaint, or you are dissatisfied with the final response you have received from us, you may write to the Financial Ombudsman Service in the UK or the French Ombudsman des Assurances.

Financial Ombudsman Service

Exchange Tower London E14 9SR, UK

Phone +44 (0)20 7964 0500

Email complaint.info@financial-ombudsman.org.uk

Web financial-ombudsman.org.uk

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The insurer of our international health insurance, international life insurance, international income protection, and personal accident insurance plans is AXA France SA

AWP Health& Life SA

Customer Relationships

rue Dora Maar

93400 Saint Ouen France

Email client.care@allianzworldwidecare.com

AWP Health& Life SA is a signatory to the French Insurance Mediation charter. In the event of a persistent and definitive disagreement, the plan holder has the option, after the exhaustion of all domestic remedies referred to above, to call for the French Insurance Mediator without prejudice to possibilities of legal action.

La Médiation de l'assurance

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75441 Paris Cedex 09 France

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Email complaint.info@financial-ombudsman.org.uk

Web financial-ombudsman.org.uk

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