



# Turnaround Time (TAT) for LIFE Policy Transactions

Customer Copy

At AXA Philippines, our commitment is to put the CUSTOMER FIRST in everything that we do. We constantly strive to deliver value and continuously improve our processes to make it easier for you to do business with us. For your reference, here are our turnaround times (TAT) for various life policy transactions.

## Policy Services

### Transaction

### Turnaround Time *in working days*

New Policyholders	
Policy Issuance*	8 days
e-Policy Release	2 days after issuance
Policy Contract Delivery	15 days after issuance
e-Certificate	Available via MyAXA
Existing Policyholders	
Change of Policy Information	2 days
Fund Allocation / Switching	5 days
Increase / Reduction of Policy Coverage	5 days
Index-Linked Increase Endorsement (IIE)	2 days
Reinstatement	5 days
Top Up	5 days

\*For Policy Issuance, complete and valid documents include full premium settlement.

## Payments

### Transaction

### Turnaround Time *in working days*

e-Receipt	Available via MyAXA
ADA Enrolment (BDO, PNB)	11 days
ADA Enrolment (Chinabank, BPI)	14 days
ADA Enrolment (Metrobank, PSBank, Landbank)	25 days

## Claims and Benefits

### Turnaround Time *in working days*

### Transaction

#### Bank-to-Bank Transfer

#### Check for Pick-up

Transaction	Bank-to-Bank Transfer		Check for Pick-up	
	Metrobank	Non-Metrobank	AXA Service Center in Metro Manila	AXA Service Center outside Metro Manila
Individual Hospitalization	5 days	6 days	8 days	13 days
Other Individual Claims	16 days	17 days	19 days	24 days
Benefits Availment	6 days	7 days	9 days	14 days

#### IMPORTANT NOTE:

- Turnaround time starts after submission of **complete and valid documents** to any AXA Service Center **on or before 3pm**.
- Complete and valid documents submitted after 3pm will be considered received for the following working day.