

From 1 January 2025 we are changing our Global Assist servicing partner from AXA to **Europ Assistance**

Frequently Asked Questions – International Euro Card

1. Who is replacing AXA as insurance service provider?

Europ Assistance S.A. will replace Inter Partner Assistance, S.A. (part of the AXA Group), hereinafter referred to as “AXA”, as one of your Insurance service providers and will continue to support you while travelling.

2. When will this change happen?

From 1 January 2025, Europ Assistance will assist your Cardmembers and/or Travel Users (together referred to as “Insured Persons”) with the 24/7 Global Assist helpline and they will manage the claims handling process.

3. Do I need to do anything?

No, there is no action for you to take.

4. Will my insurance benefits be included with my Corporate Card or BTA change?

No, your insurance cover and benefits will stay the same.

5. Where can I find more information about my Corporate Card/BTA Insurance Benefits?

You can find details of your benefits in your Insurance Terms and Conditions by visiting go.amex/iec-insurances

6. How do I make a claim, manage an existing one or ask for assistance?

From 1 January 2025, Cardmembers will have access to an online insurance portal www.americanexpress.com/en-iec/insuranceportal to file claims, access servicing and seek general information regarding their benefits. Travel Users can call the number **+44 (0) 845 841 0059** to introduce a claim or receive assistance. Insured Persons can call the following number **+44 (0)1273 868900** to contact the Global Assist helpline.

7. Who is Europ Assistance?

Europ Assistance is part of the global group Generali founded in 1963, Europ Assistance is the pioneer of the assistance service and supports its customers in over 200 countries and territories through its network of 750.000 approved partners and 57 assistance centres. Today, Europ Assistance is an international group and a global operator of assistance and travel insurance services across health, home, automotive, travel and concierge services.