

Outstanding Claims management



XL Insurance

“This award reflects the spirit of our Claims team – committed, agile, and deeply focused on delivering solutions that matter to our clients. Each team member brings expertise, intent, and professionalism to every interaction. This recognition reinforces our drive to lead with integrity, earn trust, and shape a future where service excellence defines every claim experience.”



Brian Yang
Head of Claims, AXA XL Singapore

By transforming complexity into clarity for its clients, AXA XL consistently stands out, earning the Outstanding Claims Management Award for the second year in a row. This recognition reflects the company's ongoing commitment to operational excellence and a culture of perfectionism that goes beyond industry standards. It confirms AXA XL's position as a leader in claims management and highlights its drive for performance in a competitive market.

AXA XL's 'Payer to Partner' strategy underscores its role beyond paying claims. In line with this strategy, the team spearheaded innovative initiatives such as the annual Claims Academy and Client-Focused Trainings, engaging brokers and clients across Singapore and Southeast Asia, offering insights into real-world claims scenarios, emerging trends, and key lessons. These sessions serve as open platforms for two-way feedback, ensuring continuous improvement on AXA XL's service based on client needs. They enhance technical knowledge, strengthen partnerships, and promote transparency across the claims ecosystem.

In 2024, for the second edition of its Claims Academy, AXA XL gathered over 100 claims broking partners. The academy created space to explore crucial and fundamental topics such as Claims Lifecycle Management, Reserving Philosophy, Proximate Cause, Renewable vs. Conventional Power Claims, Environmental and Pollution Liability Claims, Cyber Claims, Marine Cargo & Hull Claims, and Emerging Risks.

Last year, the Client-Focused Training program delivered bespoke, face-to-face claims training to key partners in Singapore and across Southeast Asia. Tailored to client portfolios, these trainings foster open dialogue, enabling AXA XL to redefine its claims approach with feedback.

Highlighting the company's integrated approach to education, engagement, and feedback, AXA XL dedicates itself to thoroughly understanding its clients' businesses and empowering them with clarity and preparedness. In addition to its flexibility and business insight in managing claims, AXA XL demonstrates a commitment to exceeding expectations in delivering exceptional client value that goes beyond the financial aspects of policies. This commitment reflects its integrity and sets a benchmark for the industry.