

Outstanding Customer Service



XL Insurance

"It is a great honour for our team to receive this strong, positive, and encouraging award that recognizes our efforts and contributions. Each team member was dedicated to meeting the demands and needs of every client, delivering effective and tailored solutions to any complex problem. This recognition strengthens our mission to redefine customer service and set the standard for excellence worldwide."



Jamie Chambers, Chief Executive Officer, Hong Kong & Greater China, AXA XL

When it comes to making a real difference, the true measure of success is the ability to deliver exceptional service when clients are in their hour of need. AXA XL Hong Kong has consistently demonstrated its unwavering commitment and leadership in customer service. The team's dedication exemplifies how a client-centric approach can build lasting trust and meaningful partnerships in a dynamic market, earning the Outstanding Customer Service Award 2026.

At the core of this success is a simple yet powerful belief that every claim is an opportunity, not only to resolve an issue, but also to reinforce customer-centric values, technical expertise and unfaltering dedication to clients and brokers alike. Guided by the 'from payer to partner' philosophy, the team combines its global reach with deep specialization and innovation, ensuring a transformative client experience.

Leveraging its extensive global footprint, AXA XL Hong Kong empowers clients facing complex, cross-border exposures. Its leadership in multinational solutions was exemplified with the teams' successful acquisition of two major hotel group accounts in 2025. These achievements reinforce the company's reputation as a trusted insurer, capable of delivering consistent, reliable solutions across diverse jurisdictions.

What sets AXA XL Hong Kong apart is its pursuit of innovation and continuous improvement. Initiatives like the 'Claims Academy' embodies a commitment to deepen technological prowess and further collaboration. It creates a space where insights are shared, ideas are challenged, and excellence is cultivated. The 'End-to-End Transformation' initiative reimagines the claims journey through digital innovation, with tools like 'The Claims Workbench' providing real-time solutions that reduce friction and accelerate resolutions, always with the clients' needs at the forefront.

Behind these accomplishments lies a fundamental belief that clients are the heart of operations. This conviction drives every interaction, solution, and innovation. As independent broker surveys consistently reaffirm, AXA XL Hong Kong's approach, based on its responsiveness, expertise and collaborative spirit, has earned the team the reputation for excellence in the industry, that is rooted on trust, confidence, and shared progress.