

1) Where can I reach Bharti AXA life insurance for my policy related queries and policy servicing aspects?

Answer: We are available at following service touch points

Call us on Toll free 1800-102-4444

SMS us service at 56677

Email us service@bharti-axalife.com

You can also login to our website for a vast experience

<https://www.bharti-axalife.com>

To login in our customer portal please visit our website.

2) Where and how can I pay premium against my policies?

Visit our website by login <https://www.bharti-axalife.com>

Below mentioned services are available for you:

Service Name	Application
Premium Payment	Website
Claims Registration	Website
Track claim Status	Website
RPR Download	Website
Fund Statement Download	Website
Branch Locator	Website
Call Back	Website
Fund Value	Website
Service Request Status	Website
Product Features	Website

Pay your premium online at: <https://www.bharti-axalife.com/pay-premium-online>

Payment Via phone :Most of us prefer using our phones to make quick payments and transactions; for this very reason we have enabled a service where you can pay your premiums by using your phone.

Now make quick premium payments over the phone, anytime, anywhere.

Simply call our customer care at 1800 102 4444 and request for the IVR payment service. You will then be able to pay your premium through the IVR.

Currently any valid VISA or Master credit card can be used to make payments.

Service Unit Address:

Bharti AXA Life Insurance Company Limited, Spectrum Tower, 3rd floor, Malad Link Road, Malad West, Mumbai - 400064, Maharashtra

Registered Address:

Bharti AXA Life Insurance Company Limited, IRDAI Registration No.: 130, Unit No. 1904, 19th Floor, Parinee Crescenzo, 'G' Block, Bandra Kurla Complex, BKC Road, Behind MCA Ground, Bandra East, Mumbai -400051, Maharashtra | Tel: +91 22 4030 6300 | Fax: +91 22 4030 6347 | CIN: U66010MH2005PLC157108

Visit us at: www.bharti-axalife.com

3) What services I can avail and from where?

Visit our website <https://www.bharti-axalife.com> > go to login TAB > chose 'customer ' to enrol yourself to be enabled to access customer portal (CP).

a) Following services are available in customer portal

Service	Application
Address Change	CP
Contact Details Change (mobile and Email ID)	CP
Bank Account Details updation	CP
Fund Switch	CP
Premium Redirection	CP
Mode Method Change	CP
Pay Top up Premium	CP
Change ECS Date	CP
SI Registration	CP
Deactivation of Accumulator	CP
Add new policy	CP
Raise and Track Query	CP
Application Tracker	CP
Deposit Receipt Download	CP
Portfolio Statement download	CP
Premium Payment	CP
Claims Registration	CP
Track claim Status	CP
Fund Statement Download	CP
Branch Locator	CP
Call Back	CP
Fund Value	CP
Service Request Status	CP
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b) You can also avail our services through Ask Amigo (chatbot)

Below mentioned logo of Amigo will appear for your assistance



Following are the services available for you:

Service Name	Application
Policy Contract Delivery Status	Amigo
Policy Status	Amigo
Premium Due Details	Amigo
Policy Contract download	Amigo
Fund Statement Download	Amigo
Branch Locator	Amigo
Call Back	Amigo
Fund Value	Amigo
Service Request Status	Amigo
Product Features	Amigo
RPR Download	Amigo

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