



Health

FOR INTERMEDIARY INFORMATION

Analysis product updates

October 2025



Rich Glassborow
Distribution & Marketing
Director

Welcome and thank you

Welcome to our October 25 product update.

We don't have much to report this time: there are no changes to our terms of cover or the structure of our products. But we have improved the clarity of some of our policy wording, to make sure that our members can always be confident in the terms of their cover.

Thank you as always for showcasing the value that AXA Health's private healthcare cover can give your clients. And thank you, too, for your continued business with us.

If you have any questions about the changes in this update, please speak to your Relationship Manager.

Best regards,




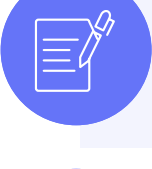
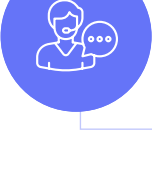
Rich Glassborow

Distribution & Marketing Director

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Update types

This key shows the kinds of changes we've made. Check the 'Products affected' field, too, to see if a change is relevant to the products you offer.

	Better	We've improved our members' experience, health or value.
	Clearer	We've made something easier to understand and not open to ambiguity or misrepresentation.
	Fairer	We've updated a product to reflect advances in medicine and treatment.
	Legal & Regulatory	We've updated something to reflect changes in the law, regulations or guidelines.
	Service	We've changed something about the service we provide, or we've added or removed a service.

Policy wording updates

Making our policy wording clearer

We want to make sure that the way we explain our products is clear. This review we have made a number of small changes to policy wording across a number of plans to make sure that they are easier to understand and not open to ambiguity for customers.



Clearer

Change:	We've clarified our stance on unproven treatment
Products affected:	Individual, SME, Large Corporate, PHC, Equipme and AXA Health Plan
Update type:	Clearer
We've reviewed existing handbook wording to make our stance on unproven treatment unambiguous. We've also included a link to key supporting information, so members no longer need to actively request it from us. This is purely a clarification: there's no change in our cover or terms.	
Where are we telling members about this?	Handbooks

Policy wording updates



Clearer

Change:	We've clarified the breadth of cover for our Employee Assistance Programme for SME
Products affected:	Business Health, Business Protect, Business Health Select (with the EAP option)
Update type:	Clearer
We've reviewed existing handbook wording to make clear that the EAP service is available to members aged 16 years and over.	
Where are we telling members about this?	Handbooks

If you'd like to know more about any of the changes in this update, simply contact your AXA Health Relationship Manager.

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