Health Insurance – Frequently Asked Questions

Q: How do I add a dependent to my health insurance plan? A: You can add a dependent, such as a spouse or child by filling out this [form](#). the link to fill the form is https://docs.google.com/forms/d/e/1FAIpQLSd6RuBtN_mBxH2X3RJdPKdBMSO_YBpqgvFiodHBYWLeOG4Ohg/viewform?usp=sf_link

Adding new dependents usually takes up to 5 days from the form submission date.

Q: Can I add my parents or siblings to the plan?
A: Only spouses and children are eligible to be added on your health insurance plan.

Q: Does the plan include gym membership or annual Check-ups?
A: Yes, gym discounts and annual check-ups are included.

Q: Where can I find my Member ID or enrollment number?
A: Your Member ID is provided via email upon registration. You can also find it on your digital health insurance card within the **My AXA Plus** app. If you have not received your ID or require it urgently, please contact your People Partner or Adenike in the People & Culture team

.**Q: What should I do in case of an emergency or hospital admission?**
A: If you require immediate medical attention, please go to the nearest hospital without delay. Remember to always provide your enrollment number when accessing care at the hospital.

Q: Who can I contact for other inquiries or support?
 A: For general inquiries or support, you can reach out to AXA Mansard via their contact centre or your Account Officer:

- **Account Officer (Chinonye):**
- **AXA Contact Centre:** 0700 2926 6273
- **Email:** healthcare@axamansard.com