

AXA INFORMATION DAY – 30/6/2009

Summary of Questions by National Agencies and Answers from the AXA team:

Phone number/hotline/website/communication:

1. There should only be one unique phone number" for AXA/EBA – referring only to this number in all information produced by AXA (welcome pack etc).

The phone number is + 33 1 44 71 50 29 and it is available on the Volunteer ID card sent with the welcome pack to the Volunteer and also available on the web site: www.europeanbenefits.com

2. More frequent updating of information on AXA's website;

AXA's web site is continuously updated and a new version will be released very soon after full testing and EACEA's approval.

3. In case of emails there is very often a long time until there is an answer from AXA/EBA if at all;

AXA is committed to answer emails within 2 working days.

4. HELPDESK for the group insurance plan with determined contact persons for NAs but also for the project promoter and volunteers

Please send all requests to evs@euroben.com

5. Why isn't there a Euro-wide "green number"/hotline that promoters and volunteers can call for information related to EVS?

At present there is no "Green number" provided, however, AXA can call the volunteers back on the phone number indicated. Calls made as reversed charges are also accepted.

6. Availability of Insurance-Staff in case of insurance requests or claims;

The staff is available:

- ***24h/24h for general requests concerning the management of the contract***
- ***Monday to Friday for claim processing.***

7. Would AXA approve a call-back procedure for EVS-related questions?

At present there is no "Green number" provided, however, AXA can call the volunteers back on the phone number indicated. Calls made as reversed charges are also accepted.

If there are some changes in AXA insurance (information; new rules, new procedures, new codes for making insurance...), the NAs would appreciate to receive this information as soon as possible.

EBA keeps the EACEA informed about the new codes, the new procedures and relevant information. The despatching of this information to the NA is under EACEA responsibility. The codes for the whole year 2009 are all available on Youthnet since 2/04/2009.

Language:

8. Language; it should be possible that volunteers can talk in their mother tongue with Insurance-Staff
9. If AXA promises a support in the volunteer's mother tongue, they should be fit to fulfil this pretension. This is particularly true for the e-mail-helpdesk.
10. Support in volunteers mother tongue should be provided always

EBA is capable to answer in more than 30 languages and always tries to find the prompt solution to communicate with the volunteers.

Coverage and Reimbursements:

11. Reimbursement should be faster and in case of inquiries there should be Insurance-Staff to answer instead of expensive waiting loops;

Claims are treated within 3 working days after reception if all the necessary documents are sent.

The reimbursement statement confirming the payments are available on the website/participants' pages. Payment is delayed only if necessary information is missing, i.e. the bank details or original bills. This notification is sent to the volunteer on the reimbursement statement.

12. What about prescription charges and charges for a visit in a doctor's surgery are these covered by AXA?

The highlights of the EVS plan will be presented on the 30/6/2009.

13. Extension of the insurance to cover personal belongings;

It is not included in the pack. It is rare that customers ask for this type of extension as it is always included in the property and damage insurance.

14. Why is the reimbursement claim not tailor-made for EVS?

There is a specific claim form available to the EVS plan available on the home page www.europeanbenefits.com.

15. Why does not the claim exist in other languages than EN & FR?

The claim form is now available in English, French, Finnish, German, Italian, Spanish, Portuguese, Greek, Polish, Russian, Arab, Turkish, and Swedish. The claim form will shortly be available in all the official languages of the European Union.

Roles and Responsibilities:

16. Competency; who is dealing with what at AXA/EBA, who to refer to in case of insurance questions?

Simply contact EBA.

17. Clarification of the role of National Agencies related to AXA/EBA insurance procedures and problems.

To be clarified during the AXA Information DAY - 30/6/2009.

18. AXA/EBA-organisation chart for the group insurance plan which shows who is responsible for what (name, phone number, email) would be helpful;

The organisation chart of the group AXA/EBA will be presented on the 30/6/2009.

Enrolment/Insurance card and follow-up:

19. Technical problems with enrolment, still while enrolling participants the system is asking for the address of a sending organisation and not for the address of the co-ordinating organisation as foreseen in the Programme Guide for YOUTH IN ACTION, the enrolment procedure needs to be adapted to YOUTH IN ACTION requirements

A detailed demonstration will be provided during the presentation day on the 30/06/2009.

20. Big delays in receiving the insurance card after volunteers are registered;

The enrolment on line should be made 3 weeks before the project starts in order to make sure that the Volunteers will have their documents in time. AXA has noticed that enrolments are often made few days before the start of the project and therefore the welcome-pack arrives after the volunteer's departure.

21. Organisations should be able to make inquiries on behalf of their volunteers they have applied for

Yes, they can make all the necessary inquiries on behalf of the volunteers any time they want to.

22. Clear system needed where the insurance documents are sent to and when;

The welcome-pack is sent to the volunteer's home address as requested in 2007 by EACEA.

23. How to make sure that the correct insurance is chosen for the volunteer "total or complementary"?

If the volunteer has a national health care system in his home country then he should apply for a complementary plan if not he has to choose a total coverage plan. In case of doubt, please always choose the Total Cover.

24. Changes in AXA insurance procedures etc. should be transmitted to the NAs early enough

EBA keeps the EACEA informed about the new codes, the new procedures and relevant information. The despatching of this information to the NA is under EACEA responsibility. The codes for the whole year 2009 are all available on Youthnet since 2/04/2009.

25. There should be an arbitative board in case of problems with the insurance

This contract is ruled under the National Belgium law. For any divergence of opinion arising out of the policy, Belgian Courts will be the arbitrator in an attempt to resolve the dispute amicably.

26. Concerning the enrolment of volunteers: errors during the input of data cannot be modified retroactively. Why so?

Once enrolled, the volunteer data can be changed or modify only by EBA on the data base and not on the web site. To do so the Sending or Hosting organisation may send an email to evs@euroben.com with the changes required.

27. Wish for a HELPDESK in AXA, which would support the sending/hosting EVS organisations directly in case of questions/problems with EVS insurance (with actual contacts...) and creation of an insurance guide ("step by step" procedures) for the promoters (SO-HO-CO).

AXA has created a Volunteer's Guide as a summary of the general conditions of the policy and details of the procedure on how to use the services.

Welcome pack:

28. Why doesn't the so-called WELCOME-PACK contain all relevant documents, i.e. AXA Guide in the volunteers' language, reimbursement claim/form?

At present, the WELCOME PACK contains – EVS ID card, Insurance Certificate with the dates of coverage. The claim form in the volunteers' language is not sent as it is available on the web site as well as the Volunteer's guide.

29. Why does it happen so often, that the welcome-pack does not arrive in time?

The enrolment on line should be made 3 weeks before the project starts in order to make sure that the Volunteers will have their documents in time. AXA has noticed that the enrolments are made few days before the start of the project and therefore the welcome-pack is arriving after the volunteer's departure.

30. Why is the welcome-pack sent to different destinations: sometimes to the volunteer, sometime to the SO, sometimes to the HO?

The welcome-pack is sent to the volunteer's home address.

31. There should be an insurance guide for promoters and for volunteers;

AXA has created a Volunteer's Guide as a summary of the general conditions of the policy and details of the procedure on how to use the services.