



# eServe Broker Registration Process

Step by step guide

eServe is AXA's web based portal which can be accessed using a desktop or any smart mobile device, so that you can keep on top of claims on the move, at any time.

eServe has been designed with brokers in mind and to make it easy for you to manage access to it for your brokerage.

## Levels of access available for Brokers:

### Broker Administrator access

- Available for a small number of individuals responsible for creating and maintaining eServe profiles for their brokerage and for their associated agency numbers.
- Provides access to view all AXA Commercial and Personal Intermediary Lines claims within the agencies they have been given access to.

### Broker access

- Provides access to view all AXA Commercial and Personal Intermediary Lines claims within the agencies they have been given access to.



## How to get started

- 1 To get started on eServe please identify who will have Broker Administrator access in your office and will manage access to eServe for your users and your associated agency numbers. This gives you complete control of access for your brokerage. We recommend 2 or more Broker Administrators per brokerage, please complete a new registration form for each additional Broker Administrator.  
**Please note:** Individual Broker users are unable to register for eServe until a Broker Administrator profile has been set up for their brokerage.
- 2 Broker Administrator should visit [www.axaconnect.co.uk/eServe](http://www.axaconnect.co.uk/eServe) and submit the following details via the online registration form. Broker Administrator can also submit the details of any additional users.
  - Valid email address
  - Full name
  - Agency number(s)
  - Postcode
  - Company name
  - Trading Name
  - Company House
  - FCA Number

- 3 AXA will validate and process your information within five working days. Following successful registration users will receive an activation email.
- 4 Upon receiving your activation email, click the link in your email to activate your account and set up your password.  
The activation link is only valid for two hours, if the link has expired, there is an alternate link within the email to request a new one.  
**Please note:** On completion of the registration process the Broker Administrator(s) will have responsibility for creating any new additional Broker user(s) and maintenance of these accounts. Profiles work in a hierarchy so the Broker Administrator(s) can only allocate agency numbers that have been made available to them.



## Frequently asked questions

### I don't know what my agency numbers are, can I still register?

You can still register on eServe if you have completed the mandatory information on the registration form, as denoted by \*.

Once we have completed our verification process to identify the agency number for your brokerage, based on the mandatory information you have provided, we will create your Broker and Broker Administrator profiles with the relevant access.

### I've not received an activation email for eServe, when should I expect this?

Activation emails are sent once we have completed our validation process and created your profile. We will aim to process your registration form as quickly as possible but please allow up to five working days. If you have not received a response from AXA within five working days, please get in touch.

### I've not received an activation email and I have been informed by AXA that my application has been processed?

There are a number of possibilities why this may occur:

- the email address you have provided is incorrect
- the email is in your spam or junk folder
- the email has been blocked by your company

**Please note:** The activation email will come from [eServeAccess.INS@axa-insurance.co.uk](mailto:eServeAccess.INS@axa-insurance.co.uk), in order to prevent the email going into your junk folder or being blocked, please add the address as a trusted sender. This mailbox is not monitored.

If you are still having difficulties please email [eServesupport@axa-insurance.co.uk](mailto:eServesupport@axa-insurance.co.uk)

### There are multiple office locations/trading names for my brokerage, which one do I provide?

Provide the names of the ones you require access to. If at a later stage you require access to an agency number or a claim number that you should have access to, you can contact us.

Once validated it will be processed and you will be notified of the change.

## Contact us

For further information about eServe or to register now, please visit [www.axaconnect.co.uk/eServe](http://www.axaconnect.co.uk/eServe)

If you require any further support please contact, [eServesupport@axa-insurance.co.uk](mailto:eServesupport@axa-insurance.co.uk)

