



AXA Insurance Appoints Audatex UK as its Vehicle Claims Management Technology Partner

FAQs

- Q.** When does AXA's contract with Audatex take effect?
A. 1st October 2008
- Q.** Will the introduction of Audatex as AXA's estimating solution of choice affect the way that Approved Repairers currently do business with AXA?
A. No, the process remains the same apart from the estimate, which from 1st October 2008, will need to be created and sent via Audatex
- Q.** Does the introduction of Audatex affect the Approved Repairers' current contract with AXA?
A. No, providing you already have Audatex. If you do not subscribe to Audatex you will, under the terms of our contract, be expected to subscribe and be operational by 1st October 2008
- Q.** My account with Glassmatix is due for renewal before 1st October 2008. What should I do?
A. AXA's decision does not affect its Approved Repairers' contractual arrangements for Glassmatix with EurotaxGlass's. A EurotaxGlass's representative will be in contact with you to discuss the situation.
- Q.** Can I continue to use Glassmatix with AXA until the end of my current contract if this is after 1st October 2008?
A. No, from 1st October 2008, AXA will require all of its Approved Repairers to submit estimates via the Audatex system only.
- Q.** Can we send Audatex assessments to AXA now?
A. No, AXA's contract with Audatex commences 1st October 2008.
- Q.** I don't have the Audatex system, what should I do?
A. A representative of the Audatex Crash Repair Team will contact those who are not currently using the system to advise you. Alternatively please contact the Audatex Salesdesk on 0118 923 5557 or email: salesdesk@audatex.co.uk.
- Q.** If I obtain Audatex before 1st October 2008 can I send estimates to AXA via the Audatex system?
A. No, AXA's contract with Audatex commences 1st October 2008.
- Q.** Will AXA be providing training on the Audatex system?
A. AXA is not providing training on Audatex. However Audatex has a wide range of systems and skills-based training courses available. [Click here](#) for further information or contact Audatex Training on 0118 923 5684, email: training@audatex.co.uk