

**AXA PHILIPPINES
GROUP INSURANCE POLICY
DESIGNATE YOUR BENEFICIARIES ONLINE (MEMBER ACCESS)**

ACCOUNT CREATION:

Step 1. Go to <https://gms.axa.com.ph>

Step 2. Click SIGN UP

Step 3. Under "Please select your Group", select **Individual Certificate Holder**, then Type the Code

Step 4. Click Create New Account

Step 5. Type the Group Policy Number, your Last Name, First Name, Middle Name (Don't put any special character like period, slash, comma, dash into your name), your Birth Date >> Click OK

Step 6. Fill-out the necessary information >> *Click on I Agree* >> *Click Create my Account*

Step 7. Check your registered email address from GMS Admin for your GMS Login Credentials to activate your GMS Web Account

BENEFICIARY DESIGNATION:

Step 1. Go to <https://gms.axa.com.ph>

Step 2. Click Log In using your GMS Login username and password

Step 3. On My Accounts tab, click View

Proceed to Item number >> 3. Beneficiary Designation, Click **New** (Note: For options "Edit, New, Delete": To Edit is for Correction/Updating of beneficiary details; To Add is for New beneficiary; To Delete is for deletion of beneficiary) Then, Click **SAVE**

TROUBLESHOOTING:

Case 1. Can't remember your password - **Solution:** Go to <https://gms.axa.com.ph> Click Log In Click Forgot Password Fill-out necessary information (registered e-mail address must be provided) Type the code then hit SEND MY PASSWORD

Case 2. Account is locked - **Solution:** Email GMS.Admin@axa.com.ph to unlock your GMS Web account

Case 3. Can't remember both the username and password - **Solution:** Email GMS.Admin@axa.com.ph to request for your username. You can reset your password by clicking the "Forgot Password" on the site.

Case 4. Do not know how to designate a beneficiary - **Solution:** See Step 5 under Personal Information and Beneficiary Designation

Case 5. Prompt of, "Member does not exist" - **Solution:** Email GMS.Admin@axa.com.ph for assistance

Case 6. Your username and password is not working during log-in - **Solution:** Clean the browsing history/data of your browser. Close and reopen the browser. Then go to <https://gms.axa.com.ph> and login again. If your highlighting the password, please ensure to highlight up to the last character only.

For any related concerns, send an email to GMS.Admin@axa.com.ph