AXA UK collaborates with Cotality to power new Building Repair Network

Cotality's connected claims technology will support faster, simpler property repairs across AXA UK's personal and commercial lines

LONDON, UNITED KINGDOM, September 22, 2026 /EINPresswire.com/ -- Cotality™ UK, the data-driven technology leader connecting the property ecosystem, today announced a major, multi-year collaboration to provide the unified claims platform powering AXA UK's first-ever in-house Building Repair Network.

> "Adoption of the Claims Workspace platform will provide AXA with an enhanced service, removing delays and reducing the lifecycle of property claims across our personal lines and commercial business."
>
> *Karl Parr, Claims Technical & Central Services Director, AXA UK*

Going live in October 2026, the new Building Repair Network will bring together policyholders, repair contractors and claims teams on a single platform, supporting a more effective journey from initial assessment through to repair completion.

By replacing a number of legacy systems and streamlining complex workflows, AXA UK is trusting Cotality's ecosystem to create a more connected claims process across both personal and commercial lines.

The result will be a faster, more straightforward claims experience that helps families and business owners recover from property damage and get back to normal more quickly.

The transition comes as UK insurers face increasing regulatory pressure under the FCA's Consumer Duty guidelines to optimise customer outcomes and improve environmental sustainability across their supply chains.

At the heart of this approach is Cotality's Claims Workspace™. As the industry standard property claims management platform, Claims Workspace is used by ten of the top fifteen UK property insurers and underpins one in three UK property claims. Placing this platform at the centre of its operations allows AXA UK to unify processes.

Alongside Claims Workspace, AXA UK will deploy a suite of specialised Cotality solutions to ensure that data and communication flow smoothly across every claim, including:

- Claims Estimate™: more precise estimating and scoping across desktop and iOS, with AI-powered features on iOS Pro devices
- Carbon Aware™: granular data on claim-level carbon emissions
- Video Connect®: enhanced video assessments for quicker, more accurate claims
- LINK®: transparent, direct communication for insurers, policyholders, and contractors
- Desk Adjuster: streamlined desk-based claims assessment for faster resolution

This end-to-end connectivity enables the Building Repair Network to accelerate high-quality repair delivery by strategically matching contractors to each claim based on expertise, location, and availability.

This smart, automated coordination is designed to give policyholders more timely and consistent service, while helping AXA UK manage repairs more efficiently across the new Network.

Simultaneously, the Building Repair Network will also give participating contractors access to repair opportunities through a more coordinated process, helping them plan resources and reduce avoidable downtime.

Contractors participating in AXA UK's network will also be able to use Cotality's Contractor Workspace™ platform to manage jobs, reduce administrative tasks, and exchange information with other parties throughout the repair.

"Property claims involve insurers, policyholders, adjusters, and contractors working together at a time when clear communication really matters," said Mark Barrett, Vice President, Go-to-Market, UK & Europe at Cotality. "By connecting these parties through one ecosystem, AXA UK will create a smoother and more consistent journey from assessment through to repair. This is an important collaboration for Cotality, a demonstration of AXA UK's vision and trust, and a strong example of how unified technology can support better experiences for policyholders."

Karl Parr, Claims Technical & Central Services Director at AXA UK, said: "AXA Insurance UK is delighted to partner with Cotality to support the launch of its Building Repair Network. Adoption of the Cotality Claims Workspace platform will allow collaboration across our supply chain. This will provide AXA brokers, partners, and customers with an enhanced and streamlined service, removing unnecessary delays and reducing the lifecycle of property claims across our personal lines and commercial business."

About Cotality

Cotality accelerates data, insights, and workflows across property and service ecosystems to enable organisations to surpass their ambitions. With billions of real-time signals across every customer and operational touchpoint, Cotality uncovers hidden risks and transformative opportunities. On 24 March 2025, CoreLogic® officially rebranded as Cotality™ to reflect our

evolution and future direction. Learn more at cotality.com/uk.

About AXA UK

AXA Insurance UK plc registered in England and Wales under registered number 078950 and authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority under Financial Conduct Authority registration number 202312. Registered office is 20 Gracechurch Street, London, EC3V 0BG.

AXA UK is part of the AXA Group, a worldwide leader in insurance and asset management, with 147,000 employees serving 94 million clients in 50 countries. In 2023, IFRS revenues amounted to Euro 102.7 billion and underlying earnings to Euro 7.6 billion. AXA had Euro 844 billion in assets under management as of December 31, 2023.

In the UK & Ireland, AXA operates through a number of business units including: AXA Insurance, AXA Health and AXA Ireland. AXA UK & Ireland employs around 10,000 staff.

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