

# Group Claim form

Please complete this form in **BLOCK CAPITALS**. You can also use our MyHealth Digital Services to submit your claim online: [www.allianzcare.com/en/myhealth.html](http://www.allianzcare.com/en/myhealth.html)

**!** **Don't forget:** You must submit your claims within the claiming deadline set out in your Benefit Guide, available at <https://my.allianzcare.com/myhealth/login>

## 1 Policyholder's details

Policy number  Date of birth  /  /

First name

Surname

Latest correspondence address

Telephone number COUNTRY CODE  AREA CODE

Email

Do you have any national/public or state provided health insurance cover in your home country or country of residence e.g. National Health Insurance? Yes  No

If Yes, please name the cover provided. Please give your reference number/identifier with the state.

## 2 Patient's details (if different from policyholder)

First name

Surname

Date of birth  /  /  Gender: Male  Female

## 3 Payment details

Please EITHER tick option 1 OR tick and complete option 2.

**Option 1:** Payment to medical provider\* (e.g. hospital, specialist)  The bank details requested below are not required for this option.

**Option 2:** Payment to policyholder

Preferred payment method: Bank transfer\*\*  Cheque\*\*\*

Please specify the currency you would like to be reimbursed in (and ensure that your bank account supports it)

Name of bank account holder as shown on your bank statement

Account number

IBAN (where required)\*\*\*

Sort/branch code

BIC/Swift code\*\*\*

Name of bank

Bank address

ABA/ACH code (for US bank accounts only)

Account beneficiary's address in the USA

If you are aware of any additional information required in order to process international transactions within your country (e.g. agency code, tax ID), please list below:

Swift code of intermediary bank (where applicable)

\* If you have not already paid the medical provider.

\*\* For bank transfer, please provide bank details.

\*\*\* Cheques payable to the policyholder will be sent to the correspondence address provided in section 1.

\*\*\*\* If your bank is within the EU, or if your specific country requires an IBAN (e.g. Qatar, Saudi Arabia, Angola, Tunisia, Turkey), please supply both your IBAN and BIC/Swift code to facilitate the payment of your claim.

## 4 Claim details

Please complete all parts of the following table with the details of each invoice/receipt.

Please note that for costs incurred in China, you must submit a FaPiao invoice. If your invoice/receipt does not include the diagnosis/medical condition, you must give this information below. If there is insufficient space in the table below, please provide details on a separate page.

| Description of expense/treatment | Diagnosis/medical condition | Provider's name | Amount charged | Currency | Have you paid this bill?                                 |
|----------------------------------|-----------------------------|-----------------|----------------|----------|--|
|                                  |                             |                 |                |          | Yes <input type="checkbox"/> No <input type="checkbox"/> |
|                                  |                             |                 |                |          | Yes <input type="checkbox"/> No <input type="checkbox"/> |
|                                  |                             |                 |                |          | Yes <input type="checkbox"/> No <input type="checkbox"/> |
|                                  |                             |                 |                |          | Yes <input type="checkbox"/> No <input type="checkbox"/> |
|                                  |                             |                 |                |          | Yes <input type="checkbox"/> No <input type="checkbox"/> |

Total Amount of Expenses

(Please note that the total displayed here is only accurate when all invoices are issued in the same currency. If you are claiming costs in different currencies, please ignore the total amount displayed)

In what country did the treatment take place?

**Applicable to cases of pregnancy only:** Estimated date of delivery  /  /

**Claims related to an accident or injury:** Is this claim related to an accident/injury? Yes  No

If yes, please complete the following:

Date of accident/injury  /  /

Details of the accident/injury

Do you have any other insurance policy (e.g. Travel insurance)? Yes  No

If yes, please provide the following:

Name of the insurer

Policy number

Was the accident/injury caused by a third party? Yes  No

If yes, please complete the following:

Name of the third party

Name of the third party insurer

Third party policy number

Please send us a copy of the police report if available to: [claims.recoveries@allianzworldwidecare.com](mailto:claims.recoveries@allianzworldwidecare.com)

## 5 Medical provider's details

|                            |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|----------------------------|--------------|--|--|--|-----------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Name of doctor/specialist  |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Qualifications/credentials |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Name of hospital/clinic    |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Address                    |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                            |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                            |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Telephone number           | COUNTRY CODE |  |  |  | AREA CODE |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Fax number                 | COUNTRY CODE |  |  |  | AREA CODE |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Email                      |              |  |  |  |           |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Applicable to **physiotherapy/psychotherapy** claims only. Please provide full referral details:

|                          |              |   |   |   |           |   |   |   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--------------------------|--------------|---|---|---|-----------|---|---|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Name of referring doctor |              |   |   |   |           |   |   |   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Telephone number         | COUNTRY CODE |   |   |   | AREA CODE |   |   |   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Date of referral         | D            | D | / | M | M         | / | Y | Y | Y | Y |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## 6 Medical details

Indicate type of condition: Acute  Chronic  Acute episode of chronic

Please provide full details of the symptoms or medical condition requiring treatment:

ICD9/10 code/DSM-IV


Details of the symptoms/medical condition

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

On what date did the patient first present these symptoms to you?

On what date would the first onset of symptoms have been apparent to the patient?

Please sign and authenticate with an official stamp.

 Doctor's signature \_\_\_\_\_  
Date

Official stamp of medical provider

## 7 We care about your personal data protection

Our Data Protection Notice explains how we protect your privacy and process your personal data. You must read it before sending us any personal data. To read our Data Protection Notice, visit: [www.agcs.allianz.com/footer/privacy-notice.html](http://www.agcs.allianz.com/footer/privacy-notice.html)

Alternatively, you can contact us on + 353 1 630 1301 to request a paper copy of our full Data Protection Notice. If you have any queries about how we use your personal data, please email us at: [AP.EU1DataPrivacyOfficer@allianz.com](mailto:AP.EU1DataPrivacyOfficer@allianz.com)

## 8 Declaration

I certify that to the best of my knowledge, this Claim Form does not contain any false, misleading or incomplete information. I understand that if this claim is found to be fraudulent, in whole or in part, the contract will be cancelled from the date the fraud is discovered and I may be liable to prosecution.

I agree to waive any rights that I may have to medical secrecy/confidentiality in respect of my medical information and I authorise my medical practitioner, health professional or other relevant medical establishment to provide relevant medical information about me, if requested by the insurer, to its medical advisers or its appointed representatives, or to any third-party expert(s) in case of disputes, subject to any legal restrictions which may apply.

If a minor was treated, a parent or guardian should sign and date this section.

 Patient's signature \_\_\_\_\_  
Date

## 9 We need your consent


In line with the General Data Protection Regulation (GDPR), we need your consent to process your medical information and pay your medical expenses. If you have not yet provided us with your consent, please access <https://my.allianzcare.com/myhealth/login>, login and tick the required fields. Alternatively, you can download the Consent Form from [www.allianzcare.com/en/consent-form](http://www.allianzcare.com/en/consent-form). A paper copy is available on request. Please note that every member on the policy over 18 must provide their own consent.

## 10 Third party authorisation

As the claimant, I hereby authorise

INSERT NAME OF THIRD PARTY

to act on my behalf in relation to the administration of this claim. This may include the disclosure of sensitive medical information.

 Claimant's signature

Claimant's printed name

Date

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

|   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| D | D | / | M | M | / | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|---|---|

It is your responsibility to retain any original supporting documents (e.g. medical receipts) when you send us copies, as we reserve the right to request original supporting documents up to 12 months after each claim has been settled, for auditing purposes. We also reserve the right to request a proof of your payment (e.g. bank or credit card statement) in respect of your medical receipts. We advise you to keep copies of all correspondence with us as we cannot be held responsible for correspondence that does not reach us for any reason that is outside of our reasonable control.

## Please send your fully completed Claim Form(s) with invoices/receipts by:

Email to: [claims@allianzworldwidecare.com](mailto:claims@allianzworldwidecare.com)

Fax to: + 353 1 645 4033

Post to: Claims Department, Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland

## Did you know...

...that most of our members find that their queries are handled quicker when they call us?

If you have any queries, please contact our Helpline on: + 353 1 630 1301 or email: [helpline.hk@allianz.com](mailto:helpline.hk@allianz.com)  
 For our latest list of toll-free numbers, please visit: [www.allianzcare.com/toll-free-numbers](http://www.allianzcare.com/toll-free-numbers)

The insurer is Allianz Global Corporate & Specialty SE (incorporated in the Federal Republic of Germany with limited liabilities), Hong Kong Branch, address Suites 403-11, 4/F, 12 Tai Koo Wan Road, Tai Koo Shing Island East Hong Kong, Hong Kong. Company Registration No. F18771.

This policy is supported by AWP Health & Life SA, a limited company governed by the French Insurance Code and acting through its Irish Branch. Part of the Allianz Group, AWP Health & Life SA is registered in France: No. 401 154 679 RCS Bobigny. Irish Branch is registered in the Irish Companies Registration Office, registered No.: 907619, address: 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland. AWP Health & Life SA provides administration services and technical support for the policy. Allianz Care and Allianz Partners are registered business names of AWP Health & Life SA.