

How to claim for a life benefit

Please follow the steps below so we can look after the details to make the process as smooth as possible for you.

1 Send us an email with the following information:

- insured member's name
- insured member's date of birth
- insured member's date of death
- insured organisation's name
- policy number if known.

** Please bear in mind the notification limits applicable, as specified in your Table of Benefits and/or Company Agreement*

2 A Claim Assessor will register the case and contact you within 5 working days to provide you with a specific list of forms and requirements. If suitable, our Claims Assessor will be happy to discuss the claim process on the phone with you.

Please see the standard list of requirements in the Company Benefit Guide.

3 Email us a digital (or scanned) copy of all the supporting documents. We will review the information received and let you know if any additional information is required within 5 working days. Once the file has been completed, we will assess the claim and inform you of our decision by email.

4 If the claim is approved, we will request the hardcopy of the file (certified copies) to be posted to our offices in Dublin. Once the physical file has been received and validated, we will send you a confirmation and will aim to process the payment within 5 working days.

Payment will be made to the employer, unless different agreement in place.

Please note that you may be liable for payment of tax or other government levies that may be due in respect of above payment. We would advise you to contact your tax authority to settle any appropriate taxes.

5 A confirmation of payment will be issued and the payee will be required to acknowledge receipt of the funds.

6 On confirmation that the payment has been received, the claim will be closed.

We are here to help, if you need us!

Please refer to your Company Agreement and Table of Benefits for particular information on benefits duration, amounts and applicable exclusions.

If you have any queries please do not hesitate to contact us:

24/7 Helpline for general enquiries and emergency assistance

**Telephone:**

English: + 353 1 630 1301
German: + 353 1 630 1302
French: + 353 1 630 1303
Spanish: + 353 1 630 1304
Italian: + 353 1 630 1305
Portuguese: + 353 1 645 4040

Toll-free numbers: www.allianzcare.com/toll-free-numbers

If you are not able to access the toll-free numbers from a mobile phone, please dial one of the Helpline numbers listed above. Calls to our Helpline will be recorded and may be monitored for training, quality and regulatory purposes.



Fax: + 353 1 630 1306



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www.allianzcare.com