

HOSPI SAFE



The image features a European Union flag with twelve yellow stars on a blue field, waving in the wind. The flag is the central focus, with other similar flags visible in the background. The entire scene is overlaid with a warm, golden-yellow tint. In the background, a modern building with a grid of windows is visible, slightly out of focus.

FREQUENTLY ASKED QUESTIONS

Your policy premium due on the 1st January 2022

Making changes to your policy

When can I make changes to my cover?

If you want to make changes to your policy, you may do so between the 17th November 2021 and the 31st December 2021 only. Changes will take effect as of the policy renewal date 1st of January 2022. Note that you will not be able to back date changes to your cover.

Where can I see what I am currently covered for?

You can access your policy details and documentation in the [MyHealth Digital Services](#) or in the Allianz MyHealth app via the “Summary” tab under “My Policy” section.

You can also explore your benefits in the “My Benefit” section of MyHealth.

If this is the first time you are accessing [MyHealth Digital Services](#), you will first need to register with your policy number.

Where can I find more information on the different cover available?

You can compare the difference between the 3 Hospi Safe plans in the product table available [here](#).

Where can I make changes to my cover?

You can request changes to your cover via [MyHealth Digital Services](#).

How do I make changes to my cover via MyHealth Digital Services?

Please click on "Manage My Renewal" option under "My Policy" in your secure [MyHealth Digital Services](#) account, then select "Change Cover".

You will see your current cover selected and any other options available, including the premium payable for each option.

Select the person you want to change cover for, select the appropriate cover from the list and then click "Change Cover".

You will also get the option to make changes to cover for additional dependent included in your policy.

For guidance on how to add or remove dependents, please refer to the relevant sections below.

When can I add dependents to my policy?

You can add dependents (spouse/ child) at any point but please note that we cannot back-date cover.

Are there any rules around adding dependents?

You may add as many dependents as you wish within the following age limits:

- Children can only be covered up to the age of 26 (this age limit does not apply to children with a disability)
- A spouse can only be added up to the age of 100 years old.

How can I add dependents to my policy?

If you would like to add dependents prior to the renewal date of your policy (1st of January 2022), please contact us at igoservices@allianzworldwidecare.com.

All dependents you wish to add on or after the renewal date, can be added using [MyHealth Digital Services](#).

How can I add dependents to my policy using MyHealth Digital Services?

Please click on the "Dependents" tab under "My Policy" in your [MyHealth Digital Services](#) account. You will be able to see all dependents currently covered under your policy.

To add any dependent, select the "Manage Dependents" option and click on "Add Dependents".

Complete all personal details, choose the cover start date and click "Next".

Then select the Hospi Safe plan applicable to this dependent. This cover can be different from your own plan.

If you want to add another dependent, select the option "Add another Dependent" at this point and repeat the steps.

If you do not want to add another dependent, select the option "Add Dependent(s) to Policy". The dependent(s) will now be added to your policy.

I cannot move to the next stage after completing the details for the dependent. What do I need to do?

If any of the buttons which allow you to move to the next stage appear greyed out, please check that you have completed all required fields information above. Once all the mandatory fields are completed, you will be able to proceed.

For dependents over 18 years of age or older, a unique email address has been provided so they can access their own [MyHealth Digital Services](#) account.

Why do I need to provide a different email address for my spouse/ adult child dependent?

For dependents over 18 years of age or older, you will be prompted to provide a unique email address for them.

This has to be provided so they can access their own [MyHealth Digital Services](#) account.

It allows any adult dependent on the policy to access their own membership data and claim details, for data privacy reason in line with GDPR regulation.

How can I remove dependents from my policy?

To remove a dependent, send a cancellation request to igoservices@allianzworldwidecare.com clearly stating your policy number and the name of the member to be removed from the policy.

Cancellation requests can only be made between the 17th November 2021 and the 31st of December 2021, and will take effect as of the policy renewal date 01st of January 2022.

Premium Payment

When will my renewal premium be due?

Your renewal premium is due on 1st January 2022.

How can I pay my renewal premium?

Premium payment will automatically be processed based on the payment method selected by you.

Under the "Payments" tab in your [MyHealth Digital Services](#) account, you can view the premium due and the date the next payment will be due on.

This will also reflect any changes you have made to your cover.

I have added new dependent (s) to my policy. How will the additional premium be collected and when will it be due?

The additional premium for any new dependent added prior to the renewal of your policy will be due from the date of inception of cover.

Under the "Payments" tab in your [MyHealth Digital Services](#) account, you can view the balance due and the date the payment will be due on.

Premium payment will automatically be processed based on the payment method selected by you.

How can I view the invoice for the premium due?

You can obtain an invoice for your premium by clicking on the "Upcoming Payments Due" option under the "Payments" tab in your [MyHealth Digital Services](#) account.

If you have made multiple changes to your policy, e.g. have added dependents and upgraded cover, multiple invoices may be available due to different changes made. You can ignore previous invoices and only take into account the latest one available which will reflect all requested changes and the corresponding premium.

If you have selected to pay your premium via bank transfer, this will also contain information of the bank details to be used to make the payment.

How will the premium be collected?

The premium will be automatically collected based on the current payment method selected.

You can see the current payment method under the "Payments" tab in [MyHealth Digital Services](#), under "Payment details".

How can I select a different payment method?

If you are currently paying by bank transfer, and you'd rather pay by credit card, please use the "Make a payment" option shown under the "Payments" tab in your [MyHealth Digital Services](#) account.

Alternatively, you can contact our payments team at creditcontrol.individual@allianzworldwidecare.com

How can I update my credit card details?

To update your credit card details, log in to your [MyHealth Digital Services](#) account and click on My Policy > Payment.

How can I change the payment frequency?

Changes to the payment frequency of your premium need to be requested via igoservices@allianzworldwidecare.com clearly stating your name and policy number.

Where can I find an answer to a query not related to the policy renewal?

For queries around receiving treatment, claims submission and more, please refer to the Frequently Asked Questions for members [here](#).

Thank you for reading

The Underwriter of your insurance is AWP Health & Life SA, a limited company with a capital of €65,190,446 governed by the French Insurance Code, with its registered office at Eurosquare 2, 7 rue Dora Maar, 93 400, Saint Ouen, France. Registered in France: 401 154 679 RCS Bobigny. VAT number: FR 84 401 154 679. Allianz Care and Allianz Partners are registered business names of AWP Health & Life SA. The Administrator of your insurance is AWP Health & Life Services Limited – Belgium Branch having its branch trading address at 1 place du Samedi, 1000 Brussels, Belgium. VAT: BE 0843.991.159. RPM Bruxelles: 843.991.159. Allianz Care and Allianz Partners are registered business names of AWP Health & Life Services Limited.

