

# CLAIM Form

Please complete this form in **BLOCK CAPITALS**. For your convenience, this form (editable PDF version) is available on our website: [www.agcs.allianz.com/global-offices/singapore](http://www.agcs.allianz.com/global-offices/singapore)

MyHealth app  
for quick and  
easy claims  
submission



[www.allianzworldwidecare.com/myhealth](http://www.allianzworldwidecare.com/myhealth)

## 1 POLICYHOLDER'S DETAILS

Policy Number

First name

Surname

Date of birth  /  /

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 provide a description of the cover provided along with 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

**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 via bank transfer\*\*

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

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.

\*\*\* 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.



## 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 physician

Telephone number  COUNTRY CODE  AREA CODE

Date of referral   /   /

## 6 MEDICAL DETAILS

Indicate type of condition: Acute  Chronic  Acute episode of chronic

Please provide full details of the symptoms/medical condition requiring treatment, including ICD9/10 code/DSM-IV

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**?   /   /

Has the patient suffered from this condition previously? Yes  No  If Yes, when?   /   /

Are you aware of any treatment given for this or any related illness in the past? Yes  No

If Yes, please provide details

Is it likely to re-occur? Yes  No

Does it need rehabilitation? Yes  No

Is it permanent? Yes  No

Does it need long term monitoring, consultations, check ups, examinations or tests? Yes  No

Applicable to cases of pregnancy only:

Estimated date of delivery   /   /     Is birth of a single baby expected? Yes  No

If you answered **No** to the question above and twins/multiple babies are expected, is the pregnancy a result of medically assisted reproduction other than artificial insemination? Yes  No

If Yes, please provide further details

Applicable to dental treatment claims only:

Was the patient suffering from dental pain at the time he/she visited you for treatment? Yes  No

Please sign and authenticate with an official stamp.

Official stamp of medical provider

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

Date   /   /

## 7 WE CARE ABOUT YOUR PERSONAL DATA PROTECTION

Our Data Protection Notice explains how we protect your privacy. This is an important notice which outlines how we will process your personal data and should be read by you before the submission of any personal data to us. To read our Data Protection Notice visit: [www.agcs.allianz.com/site-tools/privacy](http://www.agcs.allianz.com/site-tools/privacy).

If you have any queries about how we use your personal data, you can always contact us by email at: [AP.EU1DataPrivacyOfficer@allianz.com](mailto:AP.EU1DataPrivacyOfficer@allianz.com)

Withdrawal of consent: you have the right to withdraw consent to the collection, use or disclosure of your personal data in accordance with the Personal Data Protection Act 2012.

Please tick to confirm I agree to the above data protection terms and conditions

### 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 in the event that this claim is found to be fraudulent, in whole or in part, the contract will be cancelled from the date of discovery of the fraudulent event 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 relating to me, if requested by the insurer, its medical advisers, 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   /   /

## 8 WE NEED YOUR CONSENT

In line with the General Data Protection Regulation (GDPR), we need consent to process your medical information and pay your medical expenses. If you haven't provided us with your consent, please access [my.allianzworldwidecare.com](http://my.allianzworldwidecare.com), login to Online Services and tick the required fields. Alternatively, you can download the Consent Form, available at [www.allianzworldwidecare.com/en/consent-form](http://www.allianzworldwidecare.com/en/consent-form). A paper copy is available on request. Please note that every member on the policy over 18 needs to provide their own consent.

## 9 THIRD PARTY AUTHORISATION

As the claimant, I hereby authorise

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

Claimant's signature \_\_\_\_\_

Date   /   /

Claimant's printed name

*It is your responsibility to retain any original supporting documentation (e.g. medical receipts) where copies are submitted to us, as we reserve the right to request original supporting documentation/receipts up to 12 months after claims settlement for auditing purposes. We also reserve the right to request a proof of payment by you (e.g. bank or credit card statement) in respect of your medical receipts. We advise that you 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 (CREDIT CARD SLIPS CANNOT BE ACCEPTED) AS FOLLOWS:

By email to: [claims@allianzworldwidecare.com](mailto:claims@allianzworldwidecare.com),

by fax to: + 353 1 645 4033,

or by post to: Claims Department, Allianz Care, 15 Joyce Way, Park West Business Campus, Nangor Road, Dublin 12, Ireland.

### IMPORTANT - PLEASE CHECK THE FOLLOWING:

- All receipts, invoices and prescriptions are included.
- The Claim Form is completed in full.
- The declarations are signed and dated.
- The diagnosis has been confirmed and is either stated on the Claim Form or on the invoice(s).
- If you have changed your contact details, please let us know on the Claim Form.



If you have any queries, please contact our Helpline from inside Singapore: + 800 353 1018

from outside Singapore: + 353 1 630 1301

[client.services@allianzworldwidecare.com](mailto:client.services@allianzworldwidecare.com)

For our latest list of toll-free numbers, please visit: [www.allianzworldwidecare.com/toll-free-numbers](http://www.allianzworldwidecare.com/toll-free-numbers)

Did you know...

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