Claim Form

Please complete this form in **BLOCK CAPITALS**

orient
orient insurance pjsc
Allianz Worldwide Care Designed Products

1 Policyholder's details

Policy Number

Surname

First name(s)

Date of birth D D M M Y Y

Latest correspondence address

Telephone 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)

Surname

First name(s)

Date of birth D D M M Y Y Gender: Male ☐ Female ☐

3 Payment details

Option 1: Payment to policyholder ☐

Option 2: Payment to provider of medical service (e.g. hospital/clinic, pharmacies and diagnostic centers)* ☐

Please tick if direct billing has been previously agreed with us ☐

Payment to be made in: Invoice currency ☐ Other currency ☐ Please specify (and ensure that your bank supports this currency)

Preferred payment method: Cheque** ☐ Bank transfer ☐ (Please provide bank details below)

Name of bank account holder

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.

** 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, United Arab Emirates, Saudi Arabia, Angola, Tunisia, Turkey, Jordan)**, 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, making sure to include the amount charged. Please note that for costs incurred in China, a Fa Piao invoice needs to be submitted with all claims. If your invoice/receipt does not include the diagnosis/medical condition, please ensure that you provide us with 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	Has this bill been paid by you?
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
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				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐
				Yes ☐ No ☐

In what country did the treatment take place?

Has pre-authorization been obtained? Yes ☐ No ☐

If this claim is resulting from an accident or work-related illness/injury and you hold any other insurance policy (e.g. car insurance), or if you are filing a claim or lawsuit against a third party to recover the costs incurred as a result of this accident/injury, please provide details in a separate document.

Sections 5 and 6 are to be completed by the treating doctor unless detailed in the supporting documentation (e.g. receipts or invoices).

⑤ Medical provider's details

Name of doctor/specialist

Qualifications/credentials

Name of hospital/clinic

Address

Telephone COUNTRY CODE AREA CODE

Fax COUNTRY CODE AREA CODE

Email

⑥ Medical details

Has pre-authorization been obtained? Yes ☐ No ☐

If Yes, please provide the Guarantee of Payment (GOP) reference number that relates to this treatment:

Indicate type of treatment received Elective ☐ Emergency ☐

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? D D M M Y Y

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

Has the patient suffered from this condition previously? Yes ☐ No ☐ If Yes, when? D D M M Y Y

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 D D M M Y Y

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 indicate the date of onset of pain D D M M Y Y

Please sign and authenticate with an official stamp.

Doctor's signature

Date D D M M Y Y

Official stamp of medical provider

7 Data Protection and release of medical records

References to information includes personal information given by you to us, in your Claim or Pre-authorization Form and/or supporting documents/ information we collect in connection with products or services we provide.

Uses: Personal information may be used for insurance administration (e.g. underwriting, claims handling, fraud prevention). We may use third parties to process data on our behalf. Such processing is subject to contractual restrictions regarding confidentiality and security in line with Data Protection obligations.

Sensitive data: We need to collect sensitive data relating to you (e.g. health details), to assess insurance terms and/or administer claims.

Disclosure: We may share your information with our agents, members of the Allianz Group, other insurers and their agents, service providers, any intermediary acting on your behalf or governing/regulatory bodies (of which we are a member or by which we are governed). In certain circumstances,
we may use private investigators to investigate a claim you have submitted.

Retention: We are obliged to retain your records for six years from the date the insurance relationship ends. We will not retain your data for longer than necessary and will hold it only for the purposes for which it was obtained.

Representation and consent: By signing this form you confirm that you have the authority to act on behalf of your dependents in respect of all personal information you provide to us, and that you consent to the disclosure, processing, usage and retention of this information in relation to yourself and on behalf of your dependents.

Access: You have the right to request and receive a copy of your personal data held by us. If you wish to do this, please write to us at the address provided on this form or via MEHelpline@international-healthcare.com.

Call recording: Calls to our Helpline will be recorded and may be monitored for training, quality and regulatory purposes.

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 authorize my medical practitioner, health professional or other relevant medical establishment to provide relevant medical information relating to me, if requested by Orient Insurance PJSC, 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 D D M M Y Y

8 Third party authorization

As the claimant I hereby authorize INSERT NAME OF THIRD PARTY
to act on my behalf and on behalf of any dependents named on this form (where applicable), in relation to the administration of this claim which may include the disclosure of sensitive medical information.

Claimant's signature

Claimant's printed name

Date D D M M Y Y

Please send your fully completed Claim Form(s) with invoices/receipts as follows:

By email to: claims@international-healthcare.com
By post to: Orient Insurance PJSC, Allianz Worldwide Care Designed Products, 02a Orient Building,
Al Badia Business Park, Dubai Festival City, P.O. Box 27966, Dubai, United Arab Emirates

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.

Helpline: 800 6334 (toll-free from inside the UAE) or + 971 (0)56 681 9977 (from outside the UAE)
Fax: + 971 (0)4 251 5071