

CLAIM PROCEDURE FOR PERSONAL ACCIDENT AND H&S

AFFILIATED CLINIC/HOSPITAL

- Call our 24 hours Claims Hotline and provide us your particulars and the nature of sickness/accident
- We will notify the clinic in order to make the arrangement for you
- You are required to produce your Company ID Card/Cambodian ID Card and contact number to the clinic/hospital
- You are required to be hospitalized for at least 6 hours in the event of sickness
- You are required to provide us with a copy of your Company ID Card /or Cambodian ID Card after discharged from the hospital.
- You are responsible for the payment to the clinic/hospital if the condition of your diagnosis is not covered by the policy or the medical expense exceeds the schedule of policy benefit.
- Claims form, Discharge Voucher, Offer Letter and Authorize Transfer Payment Letter will be dispatched to your Company
- A claim repudiation letter will be sent to your company in the event that the sickness/accident is not covered under the policy terms and conditions.

NON AFFILIATED CLINIC/HOSPITAL

- **IMPORTANT**: You are required to notify us within 30 days from the date of loss
- You are required to provide us with copy of your Company ID Card/Cambodian ID Card, Original medical bills, Doctor Certificate or Doctor Prescription
- You are required to be hospitalized for at least 6 hours in the event of sickness
- Claims form, Discharge Voucher and Offer Letter will be dispatched to your Company
- The claim payment cheque will be dispatched to your Company within 14 working days from the date of receipt of completed documents
- A claim repudiation letter will be sent to your company in the event that the sickness/accident is not covered under the policy terms and conditions.

24 Hours Claim Hotline

- +855 81 678 951
- +855 81 678 952