

Compassionate emergency visit Claim form

Please complete clearly in **BLOCK CAPITALS**.

Are you submitting this claim as a scanned copy? Yes No

One form must be completed for each claimant.

Further information about how to complete this form can be found on the reverse.

Your claim will be processed by Aetna Global Benefits (UK) Limited on behalf of the insurer. Failure to complete all sections marked 'must be completed' on this form may result in delays.

Section A: Claimant details – must be completed

Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms		Other:	
Family name (surname):		First name(s):	
Date of birth (dd/mm/yyyy):		Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Member number:		Plan number:	
Correspondence address:			
Town:	Postcode:	Country:	
Email:			
Daytime phone:		Evening phone:	

Section B: Main member details (if different from section A)

Family name (surname):	First name(s):
Member number:	Plan number:

Section C: Compassionate emergency visit expenses – must be completed

Details of the close family member you are visiting.

Family name (surname):	First name(s):
Relationship to the claimant:	

Attach a copy of the birth certificate/a copy of the marriage certificate or other official documents for proof of relationship.

Is/was the close family member critically ill? <input type="checkbox"/> Yes <input type="checkbox"/> No
If 'Yes', please provide the original medical report.
If the family member is deceased please provide a copy of the death certificate and/or a copy of the funeral notice.

Date(s) of travel (dd/mm/yyyy):

Please attach the original booking invoice and boarding pass.

Did you call the 24-hour International Helpline? <input type="checkbox"/> Yes <input type="checkbox"/> No

Provide the breakdown of the invoices being submitted:

Type of expenses claimed	Invoice date (dd/mm/yyyy)	Invoice reference	Amount (including currency)

Use a separate sheet if you need more space.

Section D: Data Protection and Declaration

The words 'Aetna' and 'other Aetna entities' mean Aetna Global Benefits (UK) Limited and include any other Aetna International Inc. group company as the context requires.

Data Protection Notice

We are committed to protecting your personal data and privacy. Any personal information that we collect from you will be kept confidential and will be processed in accordance with the UK Data Protection Act 1998, medical confidentiality guidelines, other related legislation and our own strict internal policy.

We will use any personal data we collect about you to process your claim, administer your policy, detect and prevent fraud, service our relationship with you, provide you with products and services and evaluate their effectiveness, provide you with better customer services and for statistical analysis.

We may also, in carrying out your instructions, processing and administering claims, transfer your personal data to other Aetna entities and/or third parties acting on our behalf inside or outside the European Union where there may be less stringent data protection laws. However, wherever it is held and processed, your personal data will be protected by a strict code of security which we and any third parties working on our behalf are subject to and will only be used in accordance with our instructions.

Any medical information we hold will only be disclosed to those involved with a patient's treatment or care, including the general practitioner/primary health physician, or to their agents.

We will communicate directly with you about your claim if you are aged 18 or over, or with the main member if you are under 18 unless we are advised otherwise. Claims information may be discussed with your agent or broker if you have requested the broker to assist you in handling your claims and you have authorised us to provide them with such medical information; or to another person that you have authorised us to provide such information.

Claimant's/main member's signature:	Relationship:
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Declaration – must be signed by the claimant or the main member or guardian if the claimant is a dependant under the age of 18

I declare that all the details given on this Claim form are true and accurate and that I have not missed out any details important to this claim. I understand that if this claim is found to be fraudulent, in whole or part, I may be committing a criminal offence and that this may invalidate the plan and make me liable to prosecution. I understand that Aetna may seek further information in order to assess the claim.

I confirm that I give explicit consent, within the provisions of the Data Protection Act 1998, (on behalf of myself and any family members specified in this form) for Aetna Insurance Company Limited to process our personal information with respect to our membership and I confirm that I have brought the Data Protection Notice to the attention of these family members and the relevant close family member who is the subject of this claim.

(Our full terms and conditions and details of our privacy policy can be found at www.interglobalpmi.com).

Claimant's/main member's signature:	Date (dd/mm/yyyy):
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Section E: Payment details

You must tell us how you wish to be reimbursed by ticking either 1, 'Bank transfer' or 2, 'Foreign draft', and completing the required information.

We will only issue payment to:

- the claimant if they are 18 or over;
- the planholder if the claimant is under 18 and is a dependant under the plan; or
- the parent or legal guardian named as the planholder, if the claimant is the main member and is under 18.

If another person or entity has paid on your behalf please give their name:

Failure to complete all information for the chosen reimbursement method may result in you, the named person or entity:

- experiencing delays in receiving the claim settlement; and
- incurring additional bank charges.

1. Bank transfer – this is the quickest and safest method of payment

Name of account holder:

If the claimant's name (as given in section A) is different to the account holder name, please provide the following details:

Address of account holder:

Email address of account holder:

Telephone number of account holder:

Bank account details:

Bank name:

Bank address (including town and city):

BIC/SWIFT code:

Currency of bank account:

Account number:

To help us direct your payments efficiently, supply the following as relevant:

IBAN number (mandatory for all payments to bank accounts in countries that have adopted IBAN):

Sort code (mandatory for UK located banks):

Routing code/Branch code (as available):

ABA number (mandatory for transfers to US located banks):

2. Foreign draft

Name to appear on the draft:

Currency of the draft:

Important information

Please remember these important points when completing your Claim form:

- Assessment of your claim may be delayed if you do not complete all the necessary sections of this form.
- Send your claim to us as soon as possible. We recommend that you do so within a maximum period of six (6) months from the first date of travel.
- Receipts and credit card statements are not acceptable.

Section A – Claimant details

- If the claimant is a dependant under the age of 18, the main member must complete the form and sign the declaration for them. If the claimant is the main member and is under the age of 18, the parent or legal guardian named as the planholder must complete the form and sign the declaration for them.

Section D

If the declaration has not been read and signed, we will not be able to process your claim.

Section E – Payment details

If you are not personally seeking reimbursement we will pay the provider directly, as long as the payment instructions are shown clearly on the invoice. If you are personally seeking reimbursement, you need to tell us how you wish to be reimbursed.

- Ensure that you are able to receive payment in the method and currency you have requested.
- We reserve the right to pass on any payment charges incurred by us for cancelling the original payment due to inaccurate information submitted to us.
- We will not be responsible for any payment shortfall due to exchange rate fluctuations and/or bank service charges. Please contact your bank for further details.
- If you do not give us the sort code/routing code, BIC/SWIFT code and/or IBAN number, you may incur additional bank charges and it will result in a delay in us paying your claim. You can find the payment information on your bank statement.
- Payment by foreign draft in certain currencies can result in long delays. These delays are beyond our control. We will not pay any bank charges incurred in encashing a foreign draft. We strongly recommend that, wherever possible, you choose to be reimbursed by bank transfer as this is the quickest and safest method of payment.
- We can make payment in most readily traded currencies and to most countries. In the event that we are unable to make payment in the currency or to the country you have specified, we will contact you to confirm an alternative currency. If you do not specify a payment currency, we will pay your claim in the currency of your plan. For the current list of applicable currencies and countries please refer to our website.
- We cannot issue foreign drafts to banks based in Qatar.
- Please note that we are unable to make claim payment reimbursements via bank transfers to Japan Post Banks as they do not accept international remittances.
- Japanese banks will often charge for processing a foreign draft. Most Japanese banks will not process foreign drafts in any currency other than Japanese Yen.
- Your bank may ask you to complete additional paperwork before they can release our payment to you. This may delay your receipt of the payment and is outside our control.

No-claims discount

The no-claims discount applies to individual and family plans only. Claims made under the compassionate emergency visit benefit will affect your no-claims discount.

The no-claims discount does not apply to groups.

Checklist

There are two ways to send your claim to us:

1. By post – check you have included:

- a fully completed Claim form with signed and dated declarations
- the original booking invoices
- the original travel tickets or boarding passes
- a copy of the birth/marriage certificate or a combination of documents proving relationship
- the original medical report/a copy of the death certificate/a copy of the funeral notice

If we have requested originals, photocopies will not be accepted. We will be unable to return them but we are happy to provide certified copies on request.

2. By email – have you read the scanned claims acceptance criteria?

You will find the criteria for accepting scanned claims in your Claims procedures or in the Members section at www.interglobalpmi.com

Please call us on Toll Free: 00 53 164 2084 or email IGSGClaims@aetna.com if you require any further assistance.

Send your claim to: Claims Team, Aetna Global Benefits (UK) Limited (Singapore Branch), 80 Robinson Road, #23-02/03, Singapore 068898.

If coverage provided by this policy violates or will violate any United States (US), United Nations (UN), European Union (EU) or other applicable economic or trade sanctions, the coverage is immediately considered invalid. For example, Aetna companies cannot make payments or reimburse for health care or other claims or services if it violates a financial sanction regulation. This includes sanctions related to a blocked person or entity, or a country under sanction by the US, unless permitted under a valid written Office of Foreign Asset Control (OFAC) license. For more information on OFAC, visit www.treasury.gov/resource-center/sanctions/Pages/default.aspx.

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