

CLAIM FORM



PERSONAL INFORMATION

Insured's name: Date of birth:/...../..... Male Female
Certificate No.: ID/ Passport: Employee Dependent
Policy Owner: Relationship with Insured:
Claimant's email: Claimant's phone number:

PAYMENT INFORMATION

Bank account name: Bank account No.:
Bank branch name:

CLAIM TYPE

Medical treatment/ Maternity expenses Death benefit

DESCRIPTION OF ACCIDENT FOR ACCIDENTAL TREATMENT OR ACCIDENTAL DEATH

Date/ time and place of accident:
Cause of accident:
Place of first aid:

ENCLOSED DOCUMENTS

- Discharge note
- Surgery certificate
- Medical book
- Para-clinic test result
- Prescription
- Invoices/Receipts (please specify on next column)
- Death/ Injury/ disability certificate
- Police's report
- Accident statement
- Sick leave certificate
- Others:

Accounting documents	
Invoice No.	Amount (VND)
Total:	

DECLARATION

I, _____ hereby certify that the information on this form is complete and correct to the best of my knowledge. I authorize Generali Vietnam Life Insurance LLC. (Generali) to obtain necessary information from all physicians, hospitals, medical service providers, pharmacists, employers, and all other agencies or organizations (including other insurers) to consider the claim for reimbursement under my insurance contract.
Card holder undertake to refund to Generali the expenses exceeding the covered limit or being uncovered amount which was paid to hospital by Generali.

Full name and signature of Claimant

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Date:/...../20.....



DOCUMENTS REQUIRED FOR CLAIM SUBMISSION

No.	DOCUMENT TYPE	Coverage type						
		Out-patient	In-patient	Operation	Dental	TPD	Hospital income	Death
1	Claim form is signed by claimant	Required						
2	Discharge note		Required	If any		Required		If any
3	Surgery certificate			Required		If any		If any
4	Injury/ disability certificate					Required		
5	Para-clinic test result (X-ray, ultrasound,...)	Basing on requested benefit, these documents can be required						
6	Hospital payment detail	Required		If any	Required	If any		
7	Original invoices	Required						
8	Prescription with diagnosis from doctor	Required			If any			
9	ICU treatment certificate		Required					
10	Dental treatment certificate signed by Dentist, number of treated teeth				Required			
11	Accident report issued by District Police	For accident benefits						
12	Accident statement/ Labor accident report confirmed by employer.							
13	Attendance check list confirmed by employer						Required	
14	Labor contract/ Promotion letter at the treatment time							
15	Death certificate							Required
16	Death notice							If any
17	Inheritance Dividend Negotiation report							Required
18	ID & residence book of insured							
19	ID & residence book of claimant/ payee							
20	Authorized letter		If any			Required	If any	Required

Please also note:

1. Dental treatment:

- For denulp treatment, please submit X-Ray and progressing treatment.
- For some specific cases, Generali can require panorex film. The expense for getting panorex film will be paid by Generali.

2. Medical evidence:

- The valid prescription/ medical book is the one that shows diagnosis and treatment method by doctor. Prescription is valid within 5 days from issued date. Any adjustment on prescription must be verified by doctor.
- Some copied documents can be accepted with verification of employer.

3. Payment evidence:

- Valid invoices: showing the name of Insured, hospital/ clinic stamp, the issued date must match with the treatment date. Invoices issued by doctor are invalid.
- VAT Invoice is required for any expenses over VND 200.000. Receipts of under VND 200,000 due to splitting over VND 200.000 bill are invalid.
- Payment detail is required for invoice that has more type of expenses.
- Inpatient treatment at clinic is invalid.
- Claim request is required to submit within 30 days from the treatment date.

For any question or assistance, please contact us at 5th Floor, Khanh Minh Building, 55 Suong Nguyet Anh, District 1, Ho Chi Minh City. Phone: +848 62886888, Fax: +848 6291 6308, Email: eb-claims@generalife.com.vn or Website: www.generalife.com.vn