

HEALTHCARE CLAIM PROCEDURE

OUR CLAIM PROCEDURE - EASY AS 1, 2, 3!

Step 1

In the event of claim, immediately notify to Claims Department as soon as possible via

Hotline	:	(855) 97 5 911 911	Fax no.	:	(855) 23 215 505
		(855) 77 333 688			
Office Tel	:	(855) 23 212 000	Email	:	claims@cvi.com.kh

And afterward submit the written notice by giving circumstances, nature and extent of sickness/injury to us.

Step 2

For the prompt claims process, please submit the following documentation (where applicable) without any delay:

- Duly Completed Healthcare Claim form
- Medical Report/Certificate, Medical Receipts/invoices, Lab Test Report, Echo Result, X-ray, and prescription
- A Police Report (if any)
- ID/passport, family book, employment contract of the Insured/deceased/ legal personal representative (in the case of the death)
- An original or certified copy of the Death Certificate/Cremation Certificate (in the case of the death)
- Other supporting document as required by us

Only original documentation will be accepted. In the event where the original is not available only copies certified by a competent authority will be accepted.

NOTE:

- Hospitalization and surgical can be at any clinic or hospital but **if it is at our Panel Hospitals and Clinics the payment for medical expense need not to be made by you as we will directly settle it with them.** However, you have to present the "Membership Card" to our Panel Hospital and Clinics for this purpose.
- Beside our Panel Hospital and Clinic, the medical treatment payment shall be made by you and afterward submit the relevant documents for subsequent reimbursement from us.
- If we have settled with the hospital in full, you would be required to bear any amount exceeding the limits of the Insured Plan. There may be instances whereby certain expenses incurred during the insured person stay in the hospital may not be covered in the Policy.

SEND ALL THE DOCUMENTATION REQUIRED TO OUR CLAIMS DEPARTMENT DIRECTLY TO:



CAMBODIA-VIETNAM INSURANCE COMPANY PLC.
8th Floor, No. 398, Monivong Blvd., Sangkat Beoung Keng Kang I,
Khan Chamkarmon, Phnom Penh, Cambodia

Step 3 (Applicable for Non-Panel Hospital Only)

- In case of valid claim, the claim payment will be released within 14 business days from your approval on the Offer Letter issued by us. However, in the case of invalid claim, we shall send you a Repudiation Letter within 7 business days from the date of full completion of claims documents.

CONCLUSION

We will take all reasonable steps to settle a valid claim promptly.

**FURTHER ENQUIRIES,
PLEASE CONTACT OUR CLAIMS CARE SERVICE AT 097 5 911 911**