

File a medical claim



Go to www.allianz.com.my/individual-life

- Look for "File a Medical Claim"
- Download and complete the Claimant's Statement & E-Payment Authorisation Form.
- Compile documents according to the checklist on the claim form. The diagnostic test result for COVID-19 must be submitted apart from the standard checklist.

Claim documents for → hospital admission

Claim documents for hospital income benefit

Claim documents for pre & post hospitalisation treatment, outpatient treatment Documents to be provided by Claimant

- Claimant's Statement (Hospitalisation and Surgical Claim)
 → Download form
- Claimant's NRIC (Both Sides) / Passport Copy, duly certified (if not submitted previously)
- E-Payment Authorisation Form (if not submitted previously)
 - ↓ Download form



Submit the Claimant's Statement, E-Payment Authorisation Form, together with all the original required documents to any nearest Allianz Branches. Documents to be collected from hospital

- Medical Report (Hospitalisation Claim)
- Original Receipts
- Original Final Tax Invoices
- Itemised Bills / Detailed Bills indicating:
 - Doctor's Fee
 - Medicine Charges (including medicine name, unit price, prescribed quantity and supply duration)
 - Test/Investigation Charges
- Diagnostic Reports, for example:
 - Magnetic Resonance Imaging (MRI)



Reimbursement Claim Process: <u>Hospital Admission</u>

Allianz Life Insurance Malaysia Berhad (100248-X)	Allianz 🕕
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- 1. Hospitalisation & Surgical Claim Claimant's Statement
- 2. Claimant's NRIC
- 3. E-Payment Authorization Form
- 4. Medical Report (Hospitalisation Claim)
- 5. Clarification Letter from Treating Doctor with Indication of Covid-19 Category
- 6. Laboratory / Diagnostic / Imaging Reports including Covid-19 Test Result
- 7. Original Official Receipt
- 8. Original Final Tax Invoice
- 9. Detailed / Itemised Bill

Please insert policy number as << G081875-000 >>.



Reimbursement Claim Process: Pre & Post Hospitalisation Treatment

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ad Office: Level 29, Menara Allianz Sentol, 203, Julan Tun Sambandhan, Kisab Lumpur Sentol, 50470 Kisab Lumpur. Tel: +603-3264 1188/ 2364 0688 Fax: +605-3264 8MB (LHC): www.sillanz.com.my	

DOCUMENT CHECKLIST:

- 1. Outpatient Treatment Claim Claimant's Statement
- 2. Claimant's NRIC
- 3. E-Payment Authorization Form
- 4. Laboratory / Diagnostic / Imaging Reports
- 5. Original Official Receipt
- 6. Original Final Tax Invoice
- 7. Detailed / Itemised Bill

Please insert policy number as << **G081875-000** >>.

Reimbursement Claim Process: Submit to Allianz



01 Submit

Complete the claim form and claim documents and submit over to Allianz

02 Allianz

Deferment claim for incomplete claim submission will be issued within 18 working days

03 Bank

Approved Claim-Credit payment to customer's bank account within 21 working days



Allianz HQ Address for Claim Document Submission:

Attention to: Mohd Khairul Izwan / Anezfareha Allianz Life Insurance Malaysia Berhad, Operation Support, Level 23, Menara Allianz Sentral, Jalan Tun Sambanthan, 50470 Kuala Lumpur

Note: In the Claimant's Statement, please provide the policy number of "G081875-000". For more information on Claims, kindly email to ALIM.EBClaim@allianz.com.my.