

Documents Accepted in Support of the Customers Claim

Hospital Claims

Documents accepted as proof of attendance

- Part B - Fully completed by a medical professional and stamped by the Hospital.
- Appointment Letter – Stamped, dated and signed by a hospital professional.
- Appointment Card - Stamped, dated and signed by a hospital professional.
- Results Letter – Confirms attendance of the appointment and the establishment attended. Where the results letter does not show the date of attendance we will still accept it as long as the appointment letter is also supplied.
- Written Confirmation from the Hospital – confirms dates and condition attended for.
- Written Confirmation from the customers GP – confirms dates and condition attended for.
- Discharge Document - Clearly showing admission and discharge dates.
- Hospital appointment check in ticket that details the customers name and the time and date of check in which matches the appointment information that the customer is claiming for.

Documents we do not accept

- Part B – Where the dates have been entered by the insured. The exception to this would be if the form was signed and dated by the hospital representative on the date of attendance and this is the only appointment they are claiming for or where the relevant appointment letters/discharge summaries were also enclosed.
- Hospital Car Park Receipts
- Hospital Wrist Bands
- Unstamped Appointment Letters/Cards

Overseas Claims

In addition to the Hospital documents detailed above we also require:

- Proof of travel – such as a booking invoice or any documentation that provides details of the customers departure from the UK, destination and return to the UK
- Any invoice, receipt or credit card statement for the treatment
- A copy of the customers passport
- If the customer has travel insurance and will you be making a claim, details of their insurer and their policy number.

They will also be required to complete and sign an overseas authority form giving us permission to conduct overseas investigations with the hospital and any third parties where necessary.

Convalescence Claims

- Original fit notes
- Hospital discharge summary (we will accept this for payment of the first 7 days for serious conditions where the customer would not be expected to return to work immediately as the customer can self certificate)

- Part B fully completed by a medical professional and stamped by the Hospital confirming that the customer has been an inpatient for at least one night (for self cert purposes for a serious condition for the first 7 days only).
- Pregnancy – Hospital discharge summary (we will accept this for payment of the first 4 weeks convalescence entitlement).
- Pregnancy – Part B fully completed by a medical professional and stamped by the Hospital confirming that the customer has been an inpatient for at least one night (we will accept this for payment of the first 4 weeks convalescence entitlement).

MI Claims

- Therapies – A receipt detailing the customers name, treatment type, name of therapist, date of treatment and cost of the treatment.
- Dental – A receipt detailing the customers name, a full breakdown of the treatment undertaken, details of the dentist attended, the date of attendance and cost of the treatment.
- Optical – A receipt detailing the customers name, a full breakdown of the optical costs by product/service, details of the optician attended and the date of the order.
- Birth Benefit – A copy of the childs birth certificate that details that the mother or father is the insured.
- Adoption Benefit – Copy of the adoption certificate that details that the adoptive mother or father is the insured.

Death Benefit

- Original Death Certificate.
- Original Birth Certificate.
- Grant of Representation where the benefit is to be paid to someone other than to the deceased estate.
- Indemnity Form, where the customer cannot obtain a Grant of Representation.

Where a name change of the deceased has occurred a full trail of name changes must be seen with all relevant **original** documents being required which may include:

- Original Marriage Certificate
- Original Divorce Papers
- Original Deed Poll