Canadian Expatriates

How to Submit a Claim

Allianz
Global Assistance

TO SUBMIT YOUR CLAIM:

STEP 1 Gather all your claim documentation
STEP 2 Complete and sign the claim form
STEP 3 Complete any other necessary forms
STEP 4 Complete the checklist below
STEP 5 Mail all documentation to Allianz Global Assistance

IMPORTANT

- All claims must be reported within 30 days of occurrence.
- Written proof of claim must be submitted within 90 days of occurrence.
- You are responsible for any fees charged for completing this form or issuing supporting documentation.

CHECKLIST

Do you have:

- ❑ The fully completed claim form, signed and dated?
  Incomplete claim forms will be returned to you and this will delay the processing of your claim submission.
- ❑ Emergency room report and/or hospital records (if treated at a hospital/outpatient facility)?
- ❑ All original receipts?
  Photocopies will not be accepted.
- ❑ A copy of all documents for your records?

Send your completed forms and original receipts to:

Allianz Global Assistance Claims Department
P.O. Box 277
Waterloo, Ontario N2J 4A4
Canada

To check your claim status, please call:

Toll-free Canada/USA: 1-800-869-6747
Collect worldwide: 416-340-8809
E-mail: claims.to@allianz-assistance.ca

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SECTION 1: PRIVACY AND DECLARATION

Allianz Global Assistance Privacy Statement

Allianz Global Assistance is committed to protecting the privacy, confidentiality, accuracy and security of the personal information that it collects, uses, retains and discloses in the course of conducting business.

At Allianz Global Assistance, we recognize and respect the importance of privacy. When you enrol for insurance coverage or submit a claim, we establish a confidential file and collect, use and disclose your personal information[1] for the purposes of issuing, administering, adjudicating and/or servicing your insurance. You may access and correct, if needed, the personal information in your file by sending us a request in writing.

We limit access to your personal information to our staff and other persons we have authorized who have a need to know it to perform their duties. Our systems and procedures are designed to prevent the loss, misuse, unauthorized access, disclosure, alteration, or destruction of your information. Our commitment to security extends to the contracts and agreements we sign with external suppliers and service providers. We may store or process your personal information in Canada, the United States or other countries for processing, storage, analysis or disaster recovery and, under applicable law, governments, courts, law enforcement or regulatory agencies, may, by lawful order, obtain disclosure of your personal information. You can find more details about Allianz Global Assistance's privacy policy at www.allianz-assistance.ca. If you have any questions regarding our privacy practices, please contact the Privacy Officer at :

AZGA Service Canada Inc.
o/a Allianz Global Assistance
P.O. Box 277
Waterloo, Ontario N2J 4A4
Canada

Telephone: 416-340-1980
E-Mail: privacy@allianz-assistance.ca

If you do not agree with our use and disclosure of your information in connection with your application and servicing any policy that we issue, we will not be able to offer you the insurance product you are interested in, service your insurance or adjudicate your claim.

I have read and understood the privacy statement and I consent to the collection, use, retention and disclosure of my personal information or those of my dependants for the purposes stated above. I understand that I may revoke my consent at any time in writing and acknowledge that should I do so, my claim may not be adjudicated.

I hereby assign to AZGA Service Canada Inc. o/a Allianz Global Assistance any benefits obtainable from other sources for losses covered under this policy. I authorize and direct these sources to release payments to Allianz Global Assistance and for Allianz Global Assistance to release pertinent payments to other parties for the purposes of processing my claim.

I certify that the information contained herein is true, complete and accurate and that each of the listed expenses was purchased and/or incurred in connection with the medical treatment of the individual(s) named below. I acknowledge that the submission of false or incomplete information may result in the delay or denial of this claim. In the event there is suspicion and/or evidence of fraud and/or plan abuse concerning this claim, I acknowledge and agree that Allianz Global Assistance may investigate any information about me, my spouse and/or dependents pertaining to this claim, which may be used and disclosed to any relevant Third Party, and where applicable my plan sponsor, for the purpose of investigating and preventing fraud and/or plan abuse.

If I receive payment from Allianz Global Assistance in an amount that exceeds the benefit(s) to which I am entitled under the policy (the "overpayment amount"), then I acknowledge and agree that: (a) I am indebted to Allianz Global Assistance for such overpayment; (b) Allianz Global Assistance has the right to recover the overpayment amount through any means available by law; and (c) Allianz Global Assistance will offset any benefits payable to me by the overpayment amount until Allianz Global Assistance has recovered the overpayment amount in full.

I declare my statements above, including all other past and future statements made through personal or telephone interviews relating to my claim, to be true, complete, current and accurate.

Insured's Signature: _____ Date: MM/DD/YYYY

Insured's Name (please print): _____ Policy #: _____

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SECTION 2: INSURED'S INFORMATION

Insured's First Name: Last Name:

❑ M ❑ F ❑ X Date of Birth: MM/DD/YYYY Policy #: Phone #: ( )

Cell #: ( ) Fax #: ( ) Email:

Address:

City: Province: Postal Code:

Departure Date: MM/DD/YYYY Return Date: MM/DD/YYYY Destination:

SECTION 3: MEDICAL INFORMATION

In the case of an **injury**, how, when and where did it happen?

Please provide the following information if your claim relates to a motor vehicle accident.

Name of auto insurance company:

Address: City:

Province: Postal Code: Phone #: ( ) Policy number with auto insurance company:

If your claim is due to sickness, when did you first notice symptoms? MM/DD/YYYY Date of first treatment: MM/DD/YYYY

What is the diagnosis?

Have you ever been treated for this or a similar condition before? ❑ Yes ❑ No If 'Yes', when: MM/DD/YYYY

Please provide attending doctor's name and phone number:

Please provide the names of any medications you were taking prior to visiting the doctor:

Do you have any chronic sickness or disease? ❑ Yes ❑ No

If 'Yes', please provide date diagnosed and describe condition/diagnosis: Date diagnosed: MM/DD/YYYY

Description:

Please provide the name of your usual family physician:

Address: City:

Province: Postal Code: Phone #: ( ) Fax #: ( )

Was this condition due to pregnancy? ❑ Yes ❑ No

If 'Yes', please provide specific details:

Date of last menstrual period: MM/DD/YYYY Expected date of delivery: MM/YYYY

Was the condition related to the use of alcohol, misuse of drugs, or self-inflicted injury? ❑ Yes ❑ No

If 'Yes', please provide details:

SECTION 4: EXPENSES CLAIMED

Amounts paid by you will be reimbursed to you if claim is eligible. Otherwise amounts will be paid directly to the provider of service.
You are financially responsible for the expenses not covered by your insurance.

Name of Service Providers (for example, doctors, hospitals, clinic)	Date of Service	Amount Billed	Amount You Paid
1.	MM/DD/YYYY		
2.	MM/DD/YYYY		
3.	MM/DD/YYYY		
4.	MM/DD/YYYY		

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SECTION 5: OTHER INSURANCE COVERAGE – INCLUDING CANADIAN GOVERNMENT HEALTH INSURANCE PLAN

(If the insured is a minor, this section is applicable to a parent or legal guardian.)

Do you have any other travel or out-of-country medical insurance coverage through your employer, your spouse's employer or a retiree plan?

❑ Yes ❑ No If 'Yes', provide details below.

Plan	Name of Insurance Company	Group Policy #	Member ID#	Telephone
Your Employer				( )
Your Spouse's Employer				( )
Retiree Plan				( )

Name of Spouse: Spouse's Date of Birth:

Do you have insurance benefits available through homeowner's insurance, automobile insurance, Canadian GHIP or any other source?

❑ Yes ❑ No If 'Yes', provide details below.

Plan	Name of Insurance Company	Policy #	Telephone
Homeowners Insurance			( )
Automobile Insurance			( )
Canadian government health insurance plan			( )
Other			( )

Do you have credit card insurance coverage for travel outside your province? ❑ Yes ❑ No

Name and address of issuing bank for credit card

Name:

Address:

City: Province: Postal Code

First 6 digits of credit card #: Expiry Date: MM/DD/YYYY

Name of Cardholder (please print): Cardholder Signature:
(if different from insured)

Insured's Signature: Date: MM/DD/YYYY

SECTION 6: DIRECTION AND AUTHORIZATION TO PHYSICIANS, HOSPITALS AND OTHER MEDICAL PROVIDERS

By signing this form, I hereby authorize and direct any physician, health care facility, treatment provider, plan administrator, any insurance company, reinsurer, provincial health insurance plan, government department (collectively, "Third Party") having medical or other relevant personal information[1] regarding me, my spouse and/or dependent to disclose, release, share and exchange information with Allianz Global Assistance, its underwriter, plan administrator, agent or representative any and all such information necessary for the purposes of determining my eligibility, assessing my application, investigating and confirming the accuracy and validity of my claim, and administering or processing my claim. I am authorized to act on behalf of my dependants for these purposes. The authorization and direction I provided herein shall be good and sufficient authority, and any copy of this completed form is as valid as the original. My consent and authorization shall remain valid for the duration of my claim unless I revoke these in writing.

Full Name of Patient/Insured (please print): Date: MM/DD/YYYY

I authorize payment of this claim to (print name):

Signature of Insured (if minor, signature of parent or legal guardian):

Signature of policyholder of other insurance in Section 5 (if applicable):

[1] IMPORTANT: Personal information excludes genetic tests. Genetic test means a test that analyzes DNA, RNA or chromosomes for purposes such as the prediction of disease or vertical transmission risks, or monitoring, diagnosis or prognosis.