

INSTRUCTION FOR CLAIMS PROCESS

- SOFT COPY -

Effective from Aug 01st 2017, claims of BHV product could be processed basing on soft copy/image. Please kindly follow the instruction below:

1. Collect claim documents

- For fast claim process, remember to collect all required documents (*)

2. Take Photo of your claim notification form, VAT invoice(s) and all claim & medical documents

- Fill out and sign Notification of Claim form; take good quality photo picture of your documents (**)
- Or scan all documents.

3. Send your claim photo pictures or scanned copy to

claimsubmission@pacificcross.vn

- You will receive an autoreply confirmed of receipt.

4. Receive claim's result within 5 working days (after submitted fulfill claim documents and information as required)

- We will send you an email for instructions for receiving claim payment (***)

Notice:

(*) Below are the required documents for claim processing. Any missing document may result in late or no claim processing. If you have any question about claim document, please contact our customer service for assistance.

- Notification of claim form
- Medical report/Medical book
- Discharge summary (for Inpatient case)
- Prescription
- Breakdown of charges
- VAT invoice or official receipt
- Other document(s) or information might be required for specific case.

(**) Photo picture must be in color and readable. Any non-readable documents will be asked for retaken and delay in claim processing.

(***) For law compliance, we must have several types of claim documents as original hardcopies for processing payment if a claim is payable.

Please note: Pacific Cross Vietnam (PCV) has the right to redo claim adjudication with new claim result if information on hardcopy is not the same as on the photo/image that PCV had received.