

Appendix Claims Guide

1. Report via hotline 955XX or mobile app.
2. Service hours: 24/7 intake, manual review 9am-6pm workdays.

3. Sample continued clause (cont.)

This appendix standardizes claim material submission.

Incomplete files must be supplemented within three days.

Table 3 Claims Checklist

Document Type	Description	Mandatory?
Policy	Contract and riders	Yes
ID Proof	Insured or beneficiary ID	Yes
Medical Proof	Diagnosis, imaging, invoices	Conditional