



MAYFAIR
WE CARE

MEMBER ADVISORY GUIDE FOR MAKING CLAIMS



MAYFAIR ASSIST CONTACT DETAILS

CONTACT NUMBER FOR UK: +44 (0) 20 8126 4023

For a list of other country specific contact numbers, please click on the below link:

<https://cigna.mayfairwecare.com/contact>

| | CONTACT MATRIX |
|---|--|
| For 24 hours emergency medical assistance and cashless services | mayfairassist@mayfairwecare.com |
| For pay and claim or general policy queries | mayfair.claims@mayfairwecare.com |
| Other queries (Provider network etc.,) & Escalation | info@mayfairwecare.com |
| Grievances | headcustomercare@manipalcigna.com |

| | MAYFAIR ASSIST TIMINGS |
|---|---|
| For 24 hours emergency medical assistance and cashless services | 24 / 7 / 365 |
| For pay and claim or general policy queries | On all working days from 8 AM to 8 PM IST |

Important points to note:

- 1) If you receive a copy of an invoice from a Service Provider requesting payment, please forward it to mayfair.claims@mayfairwecare.com immediately

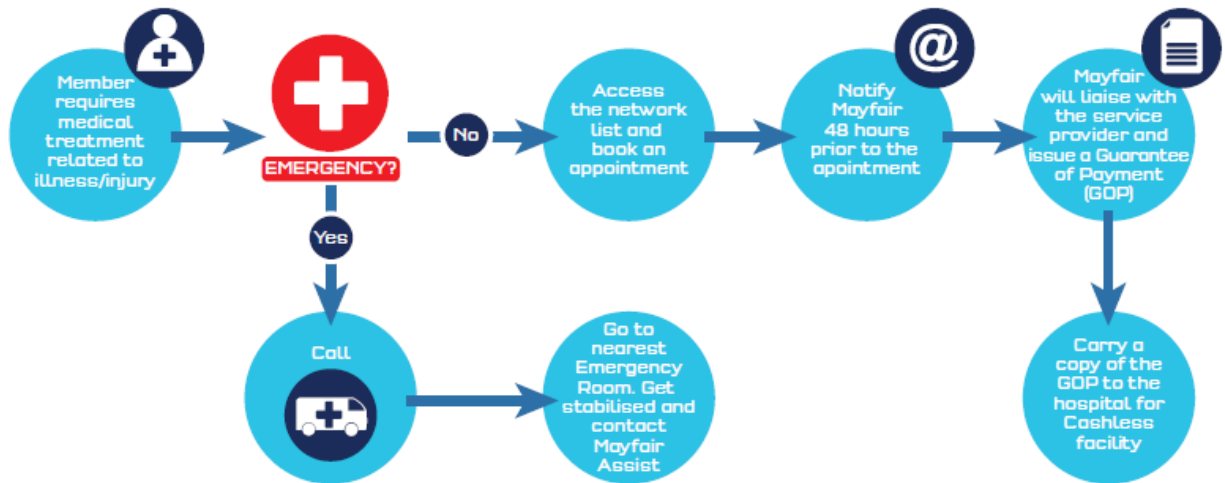
Please refer to the latest version of this document available at your Member login at

<https://cigna.mayfairwecare.com>

"The validity of the policy is subject to the current coverage dates listed in the Member portal"

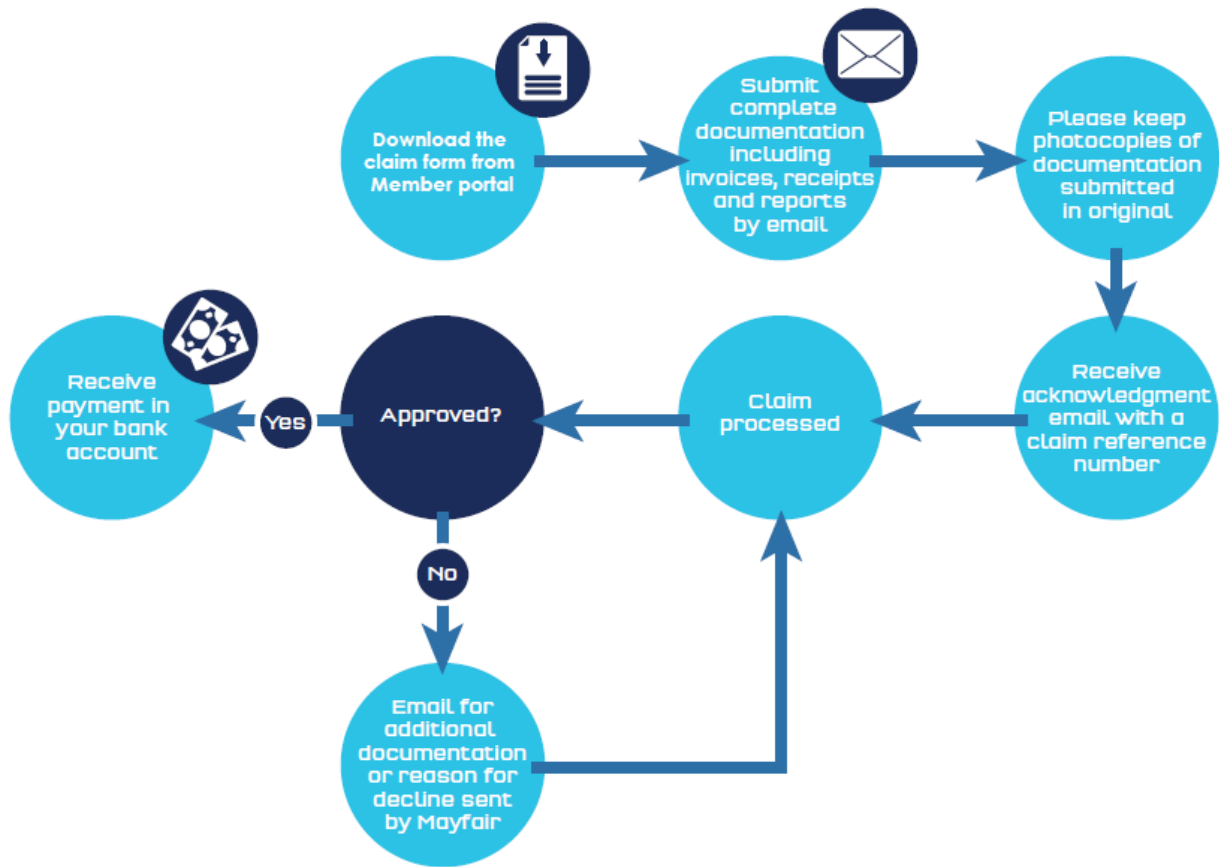
CLAIMS PROCEDURE

Claims process – cashless



IMPORTANT - In case of medical emergency, please call the local ambulance service and they will take you to the nearest and most medically appropriate emergency department. Once stabilised you or a friend/relative can call Mayfair Assist who will liaise directly with the hospital and do everything possible to ensure a cashless service of expenses already incurred & to arrange a cashless service for any further treatment. We will also communicate with client and the member's family to ensure they are aware of the situation if it is a life threatening or a serious medical issue. In the event the service provider is not within the online service provider section of Mayfair, Mayfair Assistance will contact the service provider and work out an arrangement for direct billing on a best effort basis.

Claims process – reimbursement



NOTE: Members would need to fill in the required details, scan and e-mail the filled claim form to mayfair.claims@mayfairwecare.com with all the supporting documents, invoices and receipts.



Using the Secure Member Website

Accessing the Website

First go to the site: <https://cigna.mayfairwecare.com>. In the "Member Login", click on "New User. Please click here". Be sure to have your member ID card as you will need it to successfully complete your online registration;

1. Log on to <https://cigna.mayfairwecare.com>
2. Click on the link "New User. Please click here" in the "Member Login".
3. The system will prompt for Member ID and your registered e-mail ID. Click on "Submit".
4. You will receive an activation e-mail. Do click on the link to continue.
5. You will be prompted to set a password of your choice.
6. Before you can then use the Member Portal, you will be asked to read and provide consent to the Privacy Notice which relates to data protection, storage and sharing. This consent is required under applicable Data Protection regulations. Please ensure you fully read this notice and consent before proceeding further. Should you not consent, this may impact on serviceability and claims processing
7. You can then use your Member ID and new password to login.

You can access your current coverage details by clicking on "Know Your Coverage" in the home page. You would also have links to download your e-card, coverage document and the documents tab. On the Documents tab, you can access & download various documents such as Advisory and Member booklet.

When in the home page, you can click on "Your Insurance History" link and this would be directed to the "Policies" Page. You would be able to view all the policies provided for your current and previous travels. To know more details on a particular policy, please click on the folder icon available for each policies.

You can click on the dependents link in the same page to view your dependant details.