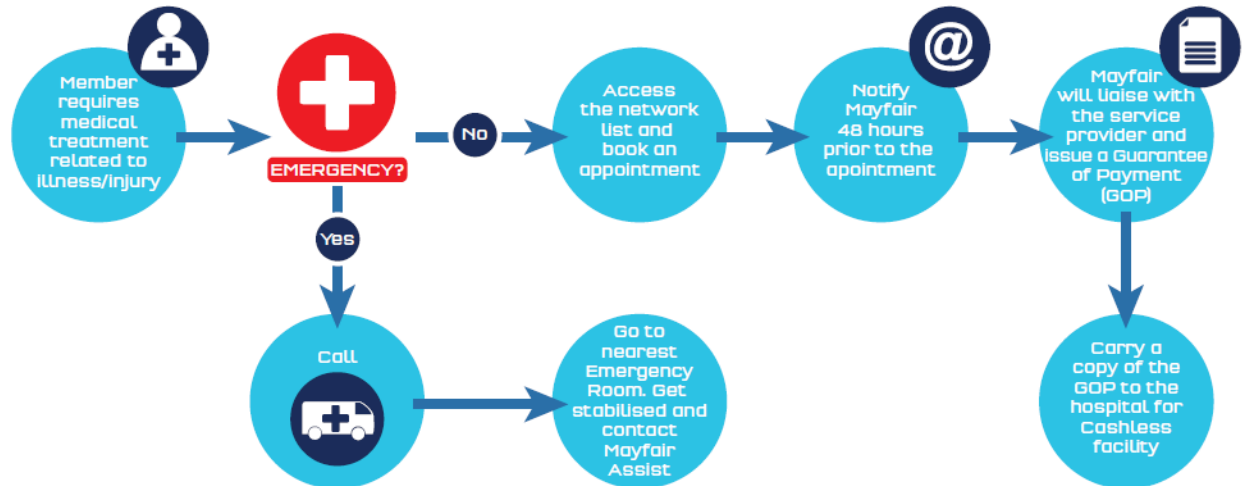




MAYFAIR
WE CARE

MAYFAIR ADVISORY GUIDE FOR MAKING CLAIMS

MAYFAIR CASHLESS PROCEDURE



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.

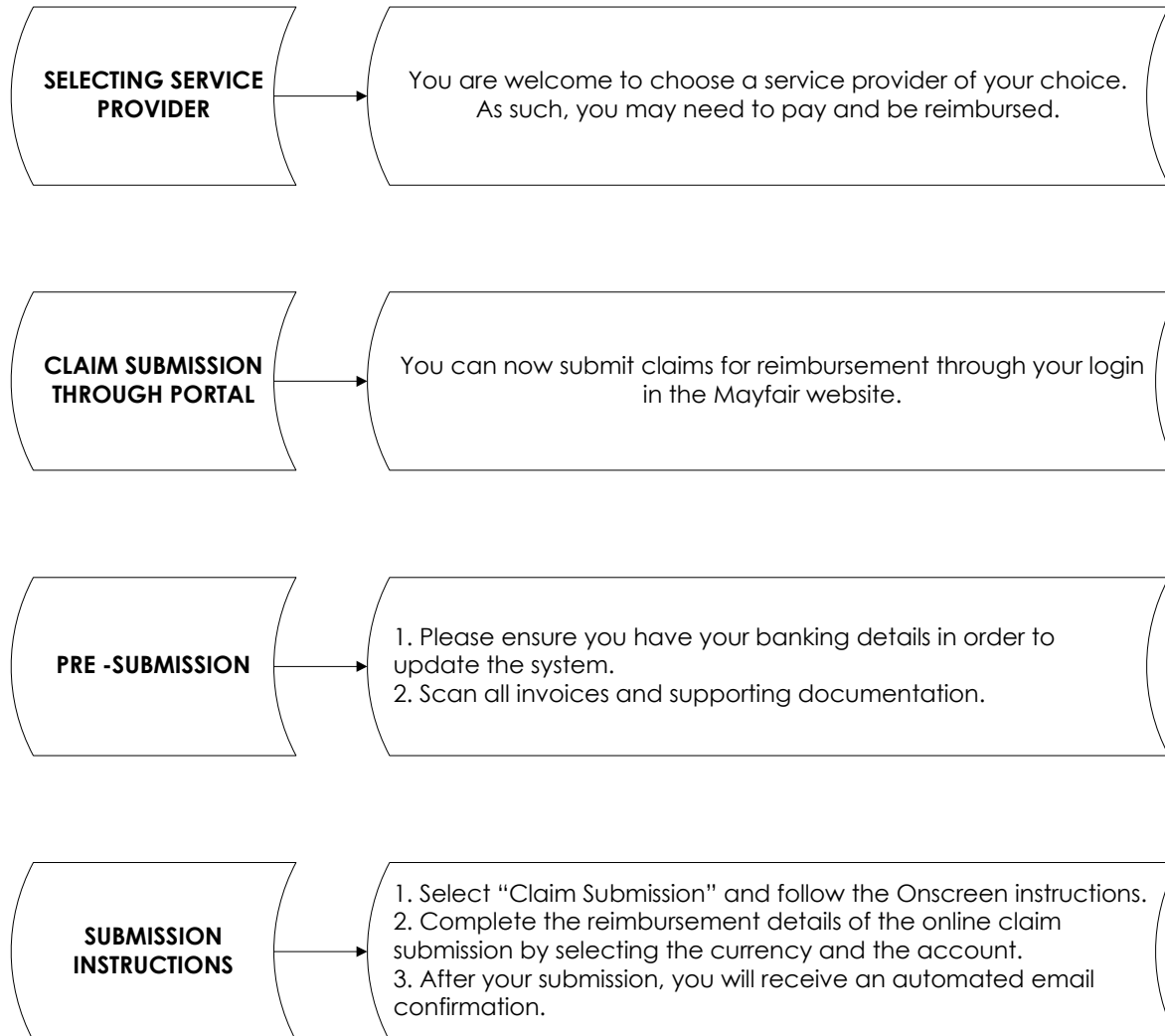
In order to proceed with the Guarantee of Payment (GOP) request, kindly provide the below additional information via email to mayfairassist@mayfairwecare.com.

- 1) Name of the patient:
- 2) Date of Birth:
- 3) Mayfair ID:
- 4) Your Company Name & Employee Number:
- 5) Your Current location Home address including ZIP/Postal code:
- 6) Name & Complete address of the hospital:
- 7) Email address & Contact number of the hospital:
- 8) Supporting quotes (Hospital, doctor, Anaesthetic etc.) in case of Inpatient:
- 9) Date of admission:
- 10) Reason for visit, Nature of illness or exact medical condition:
- 11) When did symptoms first occur/when was condition first diagnosed:
- 12) Your Telephone contact number (If you have a mobile please also include this) with all relevant Country codes, etc.:
- 13) Treating doctor contact details including e-mail ID and fax number if available and/or medical report if available and applicable:

Following receipt of this information from your side, Mayfair Assist will determine eligibility for cashless service. Mayfair will issue a GOP on a best effort basis. Mayfair will provide the insured members with alternate Providers should a Provider be unwilling to accept our GOP.

Note: Minimum 2 weeks' notice is required for planned inpatient hospitalisation.

CLAIMS PROCESS – REIMBURSEMENT



Please refer to "Member Portal Overview and Instructions – Mayfair" that is available in your personalized Mayfair login for more details.

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://www.mayfairwecare.com/contact>.

| | MAYFAIR ASSIST E-MAIL |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| For any changes or corrections in your policy details | medicalinsurance@mayfairwecare.com |
| For 24 hours emergency medical assistance and cashless services | mayfairassist@mayfairwecare.com |
| For pay and claim or general policy queries | mayfair.claims@mayfairwecare.com |
| Escalations and feedback | info@mayfairwecare.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 point 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 insured's login at

www.mayfairwecare.com

"The validity of the policy is subject to the current coverage dates listed in the Mayfair website"