

### ONLINE REIMBURSEMENT PROCESS-RELIANCE - DURING LOCKDOWN

This communication is to facilitate any medical reimbursements you may have with you which is yet to be claimed from the insurer. While the lockdown continues you can use the below option to expedite the processing of your claims. Our insurance provider, Edify Insurance brokers has outlined the steps you can take to commence processing of your claims below which you may use to your benefit.

1. Please find a reimbursement document checklist attached in excel. You are requested to refer to the checklist and organise all documents and scan them. Please ensure to scan all Mandatory documents.
2. The Claim form you will need to use is attached.
3. Please download the **SELF i** Reliance mobile app using below link, please use the mobile app upload the claim documents and confirm ( Documents upload process is available in the enclosed 1<sup>st</sup> attachment)

Android: <https://play.google.com/store/apps/details?id=com.rgi.customerapp.live&hl=en> |  
OS: <https://apps.apple.com/in/app/reliance-self-i/id1408864935>

4. Acknowledgement will be forwarded to your mailing ID you provide in the claim form once uploaded document is received by TPA
5. To receive the payment of the claim you will need to send the Original claim documents to below address after Lockdown is lifted.

### ADDRESS TO SEND ORIGINAL CLAIM DOCUMENTS

Ms. Padma  
Rcare Health,  
Reliance General Insurance Company Ltd.  
No.1-89/3/B/40 to 42/KS/301, 3rd floor,  
Krishe Block, Krishe Sapphire,  
Madhapur, Hyderabad 500081  
Email id:- [rgicl.healthclaimsS@relianceada.com](mailto:rgicl.healthclaimsS@relianceada.com)

**For any assistance, you may feel free to contact the undersigned personnel.**

**Mr. Jins P Jose**

Manager - Client Services

Cell: +91 9353100967



Reimbursement  
Check list.xlsx



Reliance  
claim-form.pdf



self-i  
presentation.pptx