Dear Team,

**This is regarding the query raised and repudiation against claim number H0204191224882B002-(98158803):**

As per your email, following documents are missing for which my claim was repudiated:

1. **Pre numbered cash receipt for the amount collected from the patient on 22/02/2019 for Rs. 5772-original pre no reciept against the bill of baby**

This receipt was missed somehow not sure at what end, so I went to the hospital again and got the receipt re-generated. As per discussion on email, these receipts have duplicate marked, **but if you check them they have original stamp and sign form hospital**. So please consider them as original. Also all the bills provided are bill cum receipts so they can be considered as original receipts.

1. **Pre numbered cash receipt for the amount collected from the patient on 29/12/18 for Rs. 5000-Original pre no reciept against the bill of mother**

This receipt was missed somehow, so I went to the hospital and got the receipt re-generated. As per discussion on email, these receipts have duplicate marked, but **if you check them they have original stamp and sign form hospital**. Also all the bills provided are bill cum receipts so they can be considered as original receipts.

1. **Settlement letter with sign and stamp from other insurance from which get settled.**

It was tedious job to get it, as other insurance also do not entertain much But somehow we were able to get it, I am attaching it with this email

1. **All the documents sign and stamp from other insurance**

**Since this was a cashless claim from my Wife’s insurance provided by her employer, it is getting difficult to get this. My wife is still recovering from c section operation and it will be not right for to travel office during maternity leaves for arranging documents that too in the scorching heat.. Please consider. Moreover all the documents are with medi buddy now, so not sure how this will work.**

**It will be inhumane from insurance teams to ask for more and more documents, every time, My wife who claimed this insurance first cannot travel much with new born and been recovering from surgery, it is not correct for the denial of claim. I have provided enough proof for the money I spent, I would ask insurance company to prove it wrong, and if it’s proven I am ready to face any consequences.**

**Also, wanted to mention in the nowhere in policy documents I found on knowmax that in case of multiple insurance claims, we are required to submit settlement letter and all documents signed and stamped from other insurance, if this is the case insured must have proper information on portal so they can apply for it in advance.**