



A Medi Assist Company

Dear Member,

Greetings!

We are pleased to inform you that Mayfair We Care Ltd is the service provider for your Long Term LATAM Plan insurance policy underwritten by Tata AIG General Insurance Company Limited

As per the details received from the insurer, we have activated your coverage in our system. The following table indicates your activation details. Please go through the details and in case of any discrepancy, please reach us on medicalinsurance@mayfairwecare.com.

Insurer	Tata AIG General Insurance Company Limited	
Insurer Policy Number	0239784907/25	
Master Policy Holder	Tata Consultancy Services	
Plan Name: Long Term LATAM Plan	Start Date: 01 Feb 2025	
Area of Coverage: Worldwide Excluding USA	End Date: 31 Jan 2026	
Country(s): Uruguay	Duration: 365 Days	
Name	Employee ID	Member ID
Himanshu Sudhir Pundhir	1044123	6000136999

Registered Email Id : himanshu.pundhir@tcs.com

Important Notes:

We are excited to let you know that Tata Consultancy Services has now moved to the new Mayfair portal - HealthXcelerator. This portal allows you access via the web as well as via a mobile app (both iOS and Playstore).

Please note that for claims with treatment dates before February 1, 2025, you should continue to use the old portal - <https://cred.mayfairwecare.com> with your Member ID and password and submit claims online.

Claims with treatment dates February 1, 2025 onwards need to be submitted on the HealthXcelerator Portal/App.

All claims should be notified to Mayfair immediately or within thirty (30) days from the date that Insured Person first became aware of the claim.

You can write to mayfair.claims@mayfairwecare.com to notify Mayfair of your claim

You can log in to the new portal/app using the instructions provided below, in order to access your e-card, coverage document, claims advisory, policy details, as well as submit claims or request for cashless claims directly from the portal/app.

1. Visit the Play Store or App Store to download the "My Mayfair App", or Login to <https://me.mayfairwecare.com>
2. Input your registered email address and click "Continue".
3. Check your registered email inbox for an OTP sent from noreply@mayfairwecare.com.
4. Enter the OTP into the designated field and proceed by clicking "Continue".
5. Before you can use the Mayfair 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 Mayfair's serviceability and claims processing.
6. Before you proceed, you might want to set a password for your account. This will enable you to login if you don't have constant access to your email id.
7. You can anytime use your email Id and OTP, or the new password to login to Mayfair portal and App.

Incase you have difficulty logging into the portal, please write to info@mayfairwecare.com

Please feel free to revert back in case you need any assistance.

Regards,
Mayfair Admin



THIS IS A COMPUTER GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS EMAIL