

IN RESPECT OF REIMBURSEMENT CLAIMS

EMPLOYEES/ INSURED'S TO FORWARD THEIR CLAIMS IN THE FOLLOWING MANNER

- ✓ On the physical bill employee will write across as "sent to AZ on 04.24.2021". He/ she will also sign the bill.
A sample is attached herewith so that it will be clear to all those who will be using this facility as to what is expected from you as the Insured.
There should be NO alterations made on the bill. Any bill with an alteration will be strictly rejected.
- ✓ The said bill or prescription MUST be sent us (Insurer) either as a scanned document or as a photograph. Whichever way, it has to be a coloured document.
- ✓ Type on the email body relevant details such as Insured's name, Employee name, NIC, Policy Number, Bank details and contact number.
- ✓ Send the said email to the respective HR, Broker or our sales person

THE SAID EMAIL SHOULD BE SENT TO:

- **Cooperate and branches**

Harsha Dananjaya

Email - harshad@allianz.lk

Contact Number – **0722242226**

- **Broker Channel**

Kasun Fernando

kasunfk@allianz.lk

Contact Number - **0762995707**

IMPORTANT

- The aforesaid process will be adopted by AZ provided the broker or the HR of the insured would accept this method of processing claims by AZ. This will have to be acknowledged in writing. To this extent the insured must take responsibility that their employees will not submit the same bill over and over again and if found that they undertake to refund the amounts paid in excess back to the insurer.
- The marketing officer or the staff attached to our broker servicing team will have to be responsible to get us the original bills within 2 weeks once the lockdown/curfew is uplifted in the country.
- Payment to any insured will be made solely on the company's credit policy only. This essentially means that, payments will be released only to those clients where there is no premium outstanding or where AZ finance team will give the approval to release the payment.

