

Dear Claimant,

**Re: Medical Expenses / Curtailment Insurance Claim**

We are sorry that an incident has occurred during your trip. Please find attached a claim form. Please ensure this is fully completed, signed and returned to us by post, together with the following original documentation. We require:

1. Proof of your insurance. This may be in the form of a holiday booking invoice or for Internet bookings or an email confirmation.
2. The Airlines booking invoice or proof of travel and payment of trip.
3. Original receipts/invoices in respect of the amounts being claimed.
4. All Travel tickets - used and unused.
5. A letter from the treating doctor confirming dates of admission and discharge.
6. For curtailment claims, written confirmation from the treating doctor that such curtailment was medically necessary.
7. Where necessary, a medical certificate may require completion. If necessary, this will be sent after your claim has received an initial assessment.

If any of the above cannot be provided, please enclose a covering letter explaining the reasons for this.

Please note that in order for us to handle your claim as quickly and efficiently as possible, it is necessary that you answer **all** questions and forward **original** documents. We suggest that you retain copies for your records. **Please ensure you make it clear who you wish any payment to be made out to if not the claimant.**

The address to send your completed claim form and supporting documentation to is as follows:

Travel Claims Department,

Telephone: +27 8719 50581

E-mail: [travel.claims@nextcarehealth.com](mailto:travel.claims@nextcarehealth.com)

We look forward to hearing from you.

Yours faithfully,

Travel Claims Department

## CLAIM FORM

Please ensure all original documents requested are enclosed

Claim Reference No.:

### Personal Details

Surname:

Forename(s):

Title:  Date of Birth:

Address:

Occupation:

Daytime Tel No:

Postcode:

Evening Tel No:

Mobile No:

E-mail Address:

Cheque to be made payable to:

### Trip Details

Destination / Country of this Journey:

Date Journey Booked:

Date Insurance Purchased:

Date of Journey:

Date of Return:

Duration: days

No. of People Insured:

Place Insurance Purchased:

Name of Tour Operator (if applicable):

### Travel Insurance Details

Travel Insurance Policy No/Ref:

What company did you buy your Travel Insurance from?

Other Insurance: Please confirm which Bank you hold current accounts and / or credit cards with:

Bank Name

Credit Card No.

Issued Bank

Date of Expiry



Do you have any private medical Insurance? Yes :  No:

If yes:  
Name of Company :  Address:

Policy Number:

**Curtailment (cutting short your trip) claims only**

For claims due to death or illness Outside your country of **residence**, Please Confirm the name of the persons and relationship to the claimant.

Name:  Relationship:

If you did not contact us for medical assistance prior to curtailing (cutting short your trip), please explain the reasons for this

Name of persons curtailing (cutting short the trip)	Total holiday cost per person less insurance premium

Date of returned:  Date you should have returned:  No. days missed

**Declaration:** Insurers and their agents share information to prevent fraud and for underwriting purposes. It is a criminal offence to make a fraudulent claim. Cases are investigated and any person suspected of fraud is reported to the police with whom we always co-operate in effecting a prosecution. I/We declare that the information contained within this claim form is true and correct to the best of my/our belief. I/We assign to Insurers all rights of recovery/salvage against any person or organization and will do whatever else is necessary to secure such rights. I/We agree that Insurers may contact our *family or treating doctor* for more information if they deem it necessary.

Printed name:  Signature:  Date: