



**\* Section 3: Claim details**

Is this claim for a general wellness checkup?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If 'Yes', Section 6 does not need to be completed.	
Is this claim for optical care?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If 'Yes', Section 6 does not need to be completed. Refer to the instructions on the last two pages of this form for the documents you need to submit.	
Is this claim for a repeat prescription for an existing medical condition we have reimbursed you before?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If 'Yes', Section 6 does not need to be completed and you must provide the relevant claim number: _____	
Is this a new claim?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If 'Yes', complete the following and refer to 'How to: complete this form' for further advice.	
What symptoms did the patient have which needed treatment? _____ _____				
Confirm the medical condition or diagnosis if known: _____				
Is this a claim for hospital cash benefit?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
If 'Yes', Section 6 must be completed by the medical practitioner or specialist. Once completed, please send us the original admission and discharge form from the hospital where the treatment was provided together with this Claim form. If 'No', provide the breakdown of the invoices being submitted with this claim:				
<b>Country of treatment</b>	<b>Date of treatment</b> (dd/mm/yyyy)	<b>Invoice date</b> (dd/mm/yyyy)	<b>Invoice reference</b>	<b>Invoice amount</b> (including currency)
<b>Use a separate sheet if you need more space.</b>				Total number of invoices:
Does the patient have another insurance plan or policy that covers medical costs? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If 'Yes', provide the other insurer's details including the name of the insurer, the insurer's address and the patient's plan or policy number with that insurer: _____ _____				
Is the claim as a result of an accident? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If 'Yes', provide the circumstances of the accident including how it happened, the location, the time and the date, using a separate sheet if you need more space: _____ _____				
If the patient has suffered an injury as the result of an accident, are they claiming from a third party? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If 'Yes', provide the other insurer's details including the name and the plan number below: _____ _____				

**\*Section 4: Declaration – the Declaration must be signed by the patient or the main member if the patient is a dependant under the age of 18**

I declare that, to the best of my knowledge, all the information provided on this Claim form is truthful and correct. I understand that Archipelago Insurance Limited will rely on the information provided as such. I agree and accept that this declaration gives Archipelago Insurance Limited, and its appointed representatives, the right to request past, present, and future medical information in relation to this claim, or any other claim related to the member/covered individual, from any third party, including providers and medical practitioners. I declare and agree that personal information may be collected, held, disclosed, or transferred (worldwide) to any organisation within the Aetna group, its suppliers, providers and any affiliates.	
Patient's/main member's signature:	Date (dd/mm/yyyy)





## How to complete this form

One form must be completed for each patient, for each medical condition treated.

Assessment of the claim may be delayed if the patient/main member and the patient's medical practitioner, specialist or therapist do not complete all the necessary sections of this form.

Sections 1 to 5 must be completed by the patient, or the main member on behalf of the patient if the patient is a dependant under the age of 18.

Section 6 must be completed by the patient's medical practitioner, specialist or therapist unless the claim is for:

- a repeat prescription for medication to treat a chronic medical condition and we have previously approved and paid claims for the same medication to treat the same chronic medical condition.
- optical care; in this instance you need to send us the optometric prescription and the itemised invoice for the prescription spectacle lenses, prescription spectacle frames and prescription contact lenses, or
- a general wellness checkup.

For any other type of claim, we understand that it may not always be possible to have Section 6 completed by the medical practitioner, specialist or therapist. In such circumstances, we will process the claim if the invoices and receipts for the treatment costs incurred contain all of the following:

- diagnosis of the medical condition treated
- treatment date
- type of treatment, and
- the medical provider's official stamp

We may need to contact the patient's medical practitioner, specialist or therapist for more medical information in order for us to process the claim under the terms and conditions of the policy. We will tell you if we need to do this.

**A quick guide on how to submit your claim. For detailed information, please refer to the "Your guide to making a claim" section in your Claims Procedures.**

Send us the claim within 180 days of the first treatment date. You must send the following items to make sure that we can process your claim:

- the fully completed Claim form
- the original itemised invoice
- the original receipt. We do not accept credit card statements as proof of payment
- a copy of the prescription if you are claiming for medication
- a copy of the investigative tests results where relevant (e.g. blood tests, x-rays, ultrasound, MRI / CT scan/ PET scan, audiometry, etc.)
- a copy of the physiotherapy or alternative treatment (chiropractic, osteopathic, homeopathic, etc.) referral by the medical practitioner or specialist if you are claiming for physiotherapy or alternative treatment costs, and
- copy of the admission and discharge reports where relevant for inpatient or daycare admissions.

### Important information

Please remember these important points when completing your Claim form.

### Section 3 – Claim details

If the patient has another insurance plan or policy that covers him/her for medical costs, we will need to know the details as it may affect the amount we pay in respect of their claim.

### Section 4 –Declaration

If the declaration has not been read and signed, we will not be able to process the claim.

(Continued)

## How to complete this form (continued)

### Section 5 – Payment details

- If you are not personally seeking reimbursement we will pay the treatment provider directly, as long as the payment instructions are shown clearly on the invoice.
- If you are personally seeking reimbursement, we will only issue payment to:
  - the patient if they are 18 or over
  - the plan holder if the patient is under 18 and is a dependant under the plan, or
  - the parent or legal guardian named as the primary member, if the patient is under 18
- Ensure that you are able to receive payment in the method and currency you have requested.
- We reserve the right to pass on any payment charges incurred by us for cancelling the original payment due to inaccurate information submitted to us.
- We will not be responsible for any payment shortfall due to exchange rate fluctuations and/or recipient bank service charges. Please contact your bank for further details.
- If you do not give us the sort code/routing code, BIC/SWIFT code and/or IBAN number, you may incur additional bank charges and it will result in a delay in us paying your claim. You can find the payment information on your bank statement.
- Payment by foreign draft or cheque in certain currencies can result in long delays. These delays are beyond our control. We will not pay any bank charges incurred in encashing a foreign draft or cheque. We strongly recommend that, wherever possible, you choose to be reimbursed by bank transfer as this is the quickest and safest method of payment.
- We can make payment in most readily traded currencies and to most countries. In the event that we are unable to make payment in the currency or to the country you have specified, we will contact you to confirm an alternative currency. If you do not specify a payment currency, we will pay your claim in the base currency of your plan. For the current list of applicable currencies and countries please refer to our website.
- We cannot issue non-QAR foreign drafts or cheques to members/providers with bank accounts based in Qatar as the banks will not allow those to be encashed.
- Your bank may ask you to complete additional paperwork before they can release our payment to you. This may delay your receipt of the payment and is outside our control.
- Whenever coverage provided by any insurance policy is in violation of any US, UN or EU economic or trade sanctions, such coverage shall be null and void. For example, Aetna companies cannot pay for health care services provided in a country under sanction by the United States unless permitted under a written Office of Foreign Assets Control (OFAC) license. Learn more on the US Treasury's website at: [www.treasury.gov/resource-center/sanctions](http://www.treasury.gov/resource-center/sanctions)

We know you may have questions and we're always here to help. You can call us any time on the phone number listed on the back of your Member ID Card.

You can also send us a secure email by logging in to [www.aetnainternational.com](http://www.aetnainternational.com) and clicking 'Contact us'.

You can scan your claims to us, rather than post them. It is important that any claim you send to us is done either by scan or originals, but not both.

### Send your claim to us

- By post:  
**Archipelago Insurance Limited**  
**Unit 3A - 25**  
**Labuan Times Square**  
**U0350, Jalan Merdeka**  
**87007 F.T. Labuan**  
**Malaysia**
- For the quickest and most convenient way of submitting your claim, please register for the secure member website at [www.aetnainternational.com](http://www.aetnainternational.com) and submit your claim online.
- Send your claim via fax attaching receipts and all required documents from your medical practitioner, as explained above, to: +65-6395-6747
- Send your claim via email with copies of your receipts and all required documents from your medical practitioner, as explained above, to: [AsiaPacServices@aetna.com](mailto:AsiaPacServices@aetna.com)

### Contact us.

- For claim related queries please contact our 24 hour Member Services helpline at: Free from Malaysia 1-800-885-801  
Collect or Direct +60-3-7724-4179

Aetna® is a trademark of Aetna Inc. and is protected throughout the world by trademark registrations and treaties.

Archipelago Insurance Limited does not provide care or guarantee access to health services. Not all health services are covered, and coverage is subject to applicable laws and regulations, including economic and trade sanctions. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information, refer to [www.AetnaInternational.com](http://www.AetnaInternational.com).

If coverage provided by this policy violates or will violate any United States (US), United Nations (UN), European Union (EU) or other applicable economic or trade sanctions, the coverage is immediately considered invalid. For example, Aetna companies cannot make payments or reimburse for health care or other claims or services if it violates a financial sanction regulation. This includes sanctions related to a blocked person or entity, or a country under sanction by the US, unless permitted under a valid written Office of Foreign Assets Control (OFAC) license. For more information on OFAC, visit <http://www.treasury.gov/resource-center/sanctions/Pages/default.aspx>.

All plans are underwritten by Archipelago Insurance Limited and administered by Aetna Global Benefits (UK) Limited, registered in England (Company Registration No. 03554885), which is authorised and regulated by the Financial Conduct Authority (Firm Reference No. 312279). Registered at 50 Cannon Street, London, EC4N 6JJ, United Kingdom.

Archipelago Insurance Limited is licensed by Labuan FSA, Company No. LL09355, Licence No. IS2013136. Registered office address: Unit 3A – 25, Labuan Times Square, U0350, Jalan Merdeka, 87007 F.T. Labuan, Malaysia.

Important: This is a non-US insurance product that does not comply with the US Patient Protection and Affordable Care Act (PPACA). This product may not qualify as minimum essential coverage (MEC), and therefore may not satisfy the requirements, if applicable to you and your dependants, of the Individual Shared Responsibility Provision (individual mandate) of PPACA. Failure to maintain MEC can result in US tax exposure. You may wish to consult with your legal, tax or other professional advisor for further information. This is only applicable to certain eligible US taxpayers.

Please read carefully the disclaimers at the end of the form.

Please retain a copy for your records.