

How to claim for a disability benefit



Please follow the steps below if you need to claim for a disability benefit while an insured employee is unfit to work due to illness or accident. We will look after the details to make the process as smooth as possible for you.

1 Send us an email as soon as you are made aware of the absence of the insured employee. Please include:

- insured member's name
- insured member's date of birth
- insured organisation's name
- policy number if known.

** Please bear in mind the notification limits applicable, as specified in your Table of Benefits and/or Company Agreement*

2 A Claim Assessor will register the case and contact you within 5 working days to provide you with a specific list of forms and requirements. If suitable, our Claims Assessor will be happy to discuss the claim process on the phone with you.

3 Email us a digital (or scanned) copy of all the supporting documents. We will review the information received and let you know if any additional information is required within 5 working days. Once the file has been completed, we will assess the claim and inform you of our decision by email.

4 If a claim is approved, we will send you a confirmation of the benefit entitlement, including dates, benefit amount, date of the initial payment, information on further approved benefit and what will be required to review the case to consider further benefits.

5 Payment will be made to the employer, unless different agreement in place.

Please note that you may be liable for payment of tax or other government levies that may be due in respect of above payments. We would advise you to contact your tax authority to settle any appropriate taxes.

If a claim is declined, a review can be requested based on new supporting evidence.

Disability cases are subject to regular reviews, which are established on a case by case basis. A case review may include an Independent Medical Examination, which the insured member will be informed of in due course.

If an approved Short Term Disability case is approaching its maximum benefit period, an assessment for Long Term Disability, if eligible, will be organised to establish the insured member's entitlement.

We are here to help, if you need us!

Please refer to your Company Agreement and Table of Benefits for particular information on benefits duration, amounts and applicable exclusions.

If you have any queries please do not hesitate to contact us:

24/7 Helpline for general enquiries and emergency assistance



Telephone:

English: + 353 1 630 1301
German: + 353 1 630 1302
French: + 353 1 630 1303
Spanish: + 353 1 630 1304
Italian: + 353 1 630 1305
Portuguese: + 353 1 645 4040

Toll-free numbers: www.allianzcare.com/toll-free-numbers

If you are not able to access the toll-free numbers from a mobile phone, please dial one of the Helpline numbers listed above. Calls to our Helpline will be recorded and may be monitored for training, quality and regulatory purposes.



Fax: + 353 1 630 1306



Email: disability.services@allianzworldwidecare.com
UAE: Disability.Services@international-healthcare.com



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www.allianzcare.com