

INSTRUCTION FOR CLAIM DOCUMENTS

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Claim form (original)

- Complete the following required information:
 - ✓ *Full name of insured (patient's name).*
 - ✓ *Date of birth.*
 - ✓ *Gender.*
 - ✓ *Number of insurance card.*
 - ✓ *Name of employee (if insured is dependent).*
 - ✓ *Name of company.*
 - ✓ *Mobile phone number.*
 - ✓ *Email.*
 - ✓ *Claim amount.*
 - ✓ *Bank account information (with branch).*

- The insured sign & name to confirm the information. If insured is a child, father / mother can sign but he / she needs to note the relationship with insured clearly.

Classify documents

| DOCUMENT FOR DENTAL TREATMENT | MEDICAL DOCUMENTS | ACCOUNTING DOCUMENTS |
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| | <ul style="list-style-type: none"> ▪ Dental treatment form: <ul style="list-style-type: none"> ✓ <i>Address & phone number of Dental clinic.</i> ✓ <i>Stamp of Dental clinic.</i> ✓ <i>Signature & name of physician.</i> ✓ <i>Status of treated teeth.</i> ✓ <i>Dental filling materials.</i> ✓ <i>Dental treatment process (if treatment needs many times, many days).</i> ▪ X-ray or Panorex film. If not, Clinic must confirm "<i>No film</i>" in treatment form. | <ul style="list-style-type: none"> ▪ Voucher/Receipt (for total cost under VND 200,000). ▪ VAT invoice/ Particular invoice (for total cost above VND 200,000). ▪ Detailed list of cost (if VAT invoice doesn't note). |
| | <p><input type="checkbox"/> Note: <i>Insurance company can request the investigation on dental treatment for insured in some cases need to verify.</i></p> | |

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| DOCUMENT FOR OUTPATIENT TREATMENT | MEDICAL DOCUMENTS | ACCOUNTING DOCUMENTS |
| | <ul style="list-style-type: none"> - Medical certificate. - Prescription. - The results of biology test & imaging. - Emergency certificate (in case of emergency). - Doctor's indication on the total number of physiotherapy/inhalation sessions (if costs are incurred). - Tracking form for physiotherapy/ inhalation. | <ul style="list-style-type: none"> ▪ Voucher/Receipt (for total cost under VND 200,000). ▪ VAT invoice/ Particular invoice (for total cost above VND 200,000). ▪ Detailed list of cost (if VAT invoice doesn't note). |
| DOCUMENT FOR INPATIENT TREATMENT | MEDICAL DOCUMENTS | ACCOUNTING DOCUMENTS |
| | <ul style="list-style-type: none"> - Hospital discharge form. - Discharge prescriptions. - The results of paraclinical tests. - Minor surgery/ surgery certificate (in case of minor surgery / surgery). - Medical record (in case of insurance companies needs check health information). | <ul style="list-style-type: none"> ▪ VAT invoice/ Particular invoice. ▪ The detailed list of hospital costs. |
| DOCUMENT FOR ACCIDENT TREATMENT | MEDICAL DOCUMENTS | ACCOUNTING DOCUMENTS |
| | <ul style="list-style-type: none"> - Medical certificate. - Prescription. - The results of paraclinical tests. - The result of determination for concentration of alcohol or medical certificate for not implementing concentration of alcohol test. - Accident report (original). - Document of vehicle and driving license. | <ul style="list-style-type: none"> ▪ Voucher/Receipt (for total cost under VND 200,000). ▪ VAT invoice/ Particular invoice (for total cost above VND 200,000). ▪ Detailed list of cost (if VAT invoice doesn't note). |
| | <p>□ Note:</p> <ul style="list-style-type: none"> ✓ <i>If there is life or traffic accident without witness => requirement for the signature of the declarer in the report only.</i> ✓ <i>If there is life or traffic accident with the witness of local government or the attendance of traffic police => requirement for the confirmation of local government or accident report of traffic police.</i> ✓ <i>If there is labor accident => it should be certified by HR & company's seal in the report.</i> | |

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| DOCUMENT FOR ALLOWANCE CLAIM | ALLOWANCE FOR HOSPITAL STAY DAY |
| | <ul style="list-style-type: none"> ▪ Hospital discharge form. ▪ If number of hospitalization days is more than usual, the detailed list of hospital expense to determine the number of hospital days is required. |
| | SALARY ALLOWANCE |
| | <ul style="list-style-type: none"> ▪ Hospital discharge form / Certificate of leave under SI/ Specify for leave of doctor on medical record. ▪ Examination receipts for each specified leave of doctor. ▪ Confirmation of company of the actual leave. ▪ Timesheets/ days off tracking (certified by the company). ▪ Labor contract/ Increasing salary decision. ▪ The company's confirmation of paid dates sick leave / accident. ▪ The latest 3 month salary. |
| | <p>☐ Note:</p> <ul style="list-style-type: none"> ✓ <i>The insured need to send documents for allowance claimn.</i> ✓ <i>The insured should specified "Allowance claim" in claim form.</i> |

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| DOCUMENT FOR RATE OF PERMANENT DISABILITY CLAIM | <ul style="list-style-type: none"> - Disability certificate of Medical Examination Center /The Council of Forensic Examination. - Medical records relating to the injury. |
| DOCUMENT FOR DEATH CLAIM | <ul style="list-style-type: none"> - The latest medical documents related to the cause of death. - Death notice (if die in the hospital). - Death certificate. - Certificate for the legal right of inheritance. - Power of attorney for inheritance. - Commitment about receiving insurance amount by authorized person. - ID card/ birth certificate of the insured. - The proof for relationship of legal heirs to the insured. - Certificate of marital status (single, separated, divorced). - Death certificate of person belonging to the legal heirs if person die. - Document inheritance declaration. |

General note:

- ✓ Claim documents must be documents with clear treatment; not re-examine every 03 months, 06 months,...
- ✓ Any additional information to be added or edited on medical records must be certified by the signature & name of physician.
- ✓ Medical certificate or Prescription must be signed by Doctor and the stamp of Clinic/Hospital.
- ✓ Prescription must be purchased within 5 days of treatment. If VAT invoice is made after 5 days, it should be provided a receipt / invoice showing the purchase of drugs within 5 days.
- ✓ Total expenses from a Clinic/Hospital is above VND 200,000 must have VAT invoices.
- ✓ Vouchers / Receipts / VAT Invoices must be made immediately after the completion of medical examination or be made within month.
- ✓ Information on Vouchers / Receipts / VAT Invoices must be in accordance with the criteria prescribed by Ministry of Finance.

In all cases, the instruction content is only for reference & does not replace the specified terms in the policy. Depending on specific circumstances, insurance company may require some other documents in order to clarify & have sufficient basis for claim settlement.