



Ambledown is an Authorised Financial Services Provider, No. 10287



Absa Gap Cover Series Claim Form

Underwritten by Absa Insurance Company Limited (AIC) FSP No: 8030; Registration number: 1992/001373/06

This is not a medical scheme and the cover is not the same as that of a medical scheme. This policy is not a substitute for medical scheme membership. The master policy issued is the source of all benefits, rights, and obligations and exclusions. To determine your individual needs, we suggest you contact your broker and request advice from him/her.

Claiming procedures

Claims should be submitted in writing by no later than one hundred and eighty (180) days/six months (6) from the first day of treatment to; (i.e. complete the claim form and provide supporting documentation as soon as possible). The claim will be assessed and a decision made within ten (10) working days from receipt of all the correct documents. If there are any unforeseen delays, these will be communicated and an indication given of the expected date of a final decision.

BEFORE ANY CLAIM CAN BE SETTLED, COPIES OF THE FOLLOWING DOCUMENTATION RELATING TO THIS PARTICULAR CLAIM/S ARE REQUIRED:

1. Hospital Accounts
2. Doctors' Accounts
3. Medical Aid Statement

Ambledown Financial Services (Pty) Ltd, PO Box 1862, Cramerview, 2060

Tel: 086 126 2533

Fax: 011 463 1665

Email: claims@ambledown.co.za

(Failure to provide all applicable documentation to this claim form will cause undue delay in the processing thereof)

Principal insured member details

Claimant

Title:	Surname:	First names:
ID/passport number:		
Date of birth (DD/MM/YYYY):		
Policy / Member number:		

Contact details

Postal address	Physical address (if different to postal)
Postal code:	Postal code:
Home number:	Employer:
Cell number:	Employer contact number:
Email:	

Family doctor (GP) details

Name:
Telephone number:

Patient details

First names:	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Surname:	Relationship to principal member:	
ID / Passport number:	Self <input type="checkbox"/>	Spouse <input type="checkbox"/>
Date of birth (DD/MM/YYYY):	Child <input type="checkbox"/>	Other <input type="checkbox"/>
Medical scheme option:	Medical scheme name:	Scheme number:
Is the claim in respect of a dependent child over 21 years of age?		
		Yes <input type="checkbox"/>
		No <input type="checkbox"/>
Reason for hospitalisation:	When did the patient first receive treatment and/or advice in the above regard? (DD/MM/YYYY)	

NOTE: ONLY APPLICABLE TO POLICIES WITH THE DREAD DISEASE / SEVERE ILLNESS BENEFIT

Details of hospital admission

Was hospitalisation a result of an accident / injury?

Yes

No

Hospital name	Practice number	Ward type	Admitted (DD/MM/YYYY)	Discharged (DD/MM/YYYY)

Providers / Doctors details

Name	Practice number	Date of service (DD/MM/YYYY)	Telephone number

Payment instructions

Please note, the insurer reserves the right to negotiate any discount with the relevant service providers on your behalf, and pay the benefit payable in terms of the Gap cover policy directly to the service provider, should a discount be negotiated.

Should benefits be paid into the bank account from which your policy premiums are collected?

Yes

No

Benefits to be paid into the following bank account by means of electronic fund transfer:

Account holder's name:	Bank / Building Society:
Account number:	Branch:
Branch code:	Account type:
Source of funds:	<input type="checkbox"/> Current <input type="checkbox"/> Transmission <input type="checkbox"/> Savings

Are the benefits being paid into the bank account of a person/entity that is not an insured person on the policy?

Yes

No

If yes, state the relationship:

SIGNATURE OF ACCOUNT HOLDER	SIGNATURE OF PRINCIPAL INSURED MEMBER <i>(if different from account holder)</i>	DATE (DD/MM/YYYY)
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The company will not be liable for the loss of funds due to the provision of incorrect bank details by the member.

Required documents to process your claim

The following documents must accompany this claim form (which must be fully completed).

Please tick the required documents included with your claim form.

• Fully completed and signed claim form	<input type="checkbox"/>
• Doctors' Accounts	<input type="checkbox"/>
• Hospital Account (if the procedure took place in-hospital)	<input type="checkbox"/>
• Detailed Medical Aid Statement	<input type="checkbox"/>
• Confirmation of Banking Details	<input type="checkbox"/>



Declaration and mandate

I declare that the above particulars are true in every respect and I attach or will forward as soon as possible copies of all hospital, medical accounts and relevant medical aid statements. I hereby authorise any hospital, physician, medical aid or other person who has attended to or examined me or my dependents, to furnish to the company or its authorised representative any information with respect to any illness or injury, medical history, consultations, prescriptions or treatment and copies of all hospital or medical records.

You hereby authorise and mandate us to obtain all necessary information from your Medical Scheme, including but not limited to biographical information, benefit and claim information, and medical information.

You hereby authorise us to negotiate with and request your Medical Scheme to re-assess your claims, negotiate any discount with the relevant Service Providers on your behalf, pay the benefit payable in terms of the Gap Cover Policy directly to the Service Provider, should a discount be negotiated.

Privacy Notice

How we treat your personal information

We collect and process your personal information to enable us to provide you with products and services, amongst other things, and we may share it with:

- the Absa Group, its service providers and other third parties to comply with our regulatory obligations;
- any party to whom we assign our rights under this agreement or any of our agreements for products and services
- credit bureaus where credit products are applied for by you.

All the personal information we share is subject to our privacy and security requirements and we are responsible for ensuring that your personal information is processed lawfully and in a reasonable manner that does not infringe your privacy rights. We may make automated decisions based on your personal information and should you be unhappy with the outcome, please feel free to contact us. We will notify you if we intend using your personal data for other purposes. We will keep your personal information only for as long as the law requires us to. After this time, we will securely destroy or de-identify this information. You have the right to ask us for access to your personal information and to instruct us to amend and/or delete any personal information or to object to us processing your personal information. You can also let us know if you want us to stop or to limit how we use your personal information.

If you do not agree with how we use your personal information, please lodge a complaint at actionline@absa.co.za

Please read this application form in conjunction with our detailed Privacy Statement which you can access on absa.co.za.

This consent and mandate will remain in force until withdrawn in writing. I acknowledge I have the right request from Ambledown details of any of my personal information Ambledown holds on my behalf and details of how my personal information has been processed and to lodge a complaint with the Information Regulator.

Except to the extent that we acted with gross negligence or fraudulent intent, you hereby indemnify us and undertake to hold us harmless against any loss, damage, legal liability, legal costs (including costs on an attorney and client scale) or expenses of whatever nature we may suffer or become liable for alleged to arise or arising from the consent and mandate you provided to us in accordance with this Agreement.

SIGNATURE OF ACCOUNT HOLDER

SIGNATURE OF THE PATIENT

DATE (DD/MM/YYYY)

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(if different from account holder)

(If the patient is a minor, the form must be signed by the parent or guardian, who confirms that they are the competent and authorised person to sign on behalf of the minor)

In case of minor:

Name of the competent and authorised person: _____

Relationship to the minor patient: _____



Broker details

Name: _____

Telephone number:

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 Email: _____

Please return to your broker or alternatively: Ambledown Financial Services (Pty) Ltd, PO Box 1862, Cramerview, 2060
Tel Number 0861 262533, Fax Number 011 463 1600, E-mail Address: admin@ambledown.co.za

