

# HOW TO MAKE A CLAIM

A valid insurance policy protects you against a range of possible misfortunes as outlined in your policy wording. If you suffer a claim event during your period of cover, please contact us as soon as possible by calling us at [+66 \(0\) 2305 8785](tel:+66023058785) or by completing the appropriate claim form.

For your convenience you can download and complete our claim form and email this to us at [claim-th@allianz.com](mailto:claim-th@allianz.com)

If you are hospitalised, please contact us as quickly as possible so that we may approve any medical costs incurred and provide the hospital with a payment guarantee.

## *DOWNLOAD CLAIM FORM*

Click here to download the claim form. Please note, you must have Adobe Acrobat Reader installed in order to download the below form.

You must give us any information we ask for to support your claim, such as police reports, valuations, medical reports, original receipts or proof of ownership.

We will settle your claims in Thai Baht. The rate of currency exchange that will apply is the rate at the time you incurred the expense. For your convenience and wherever possible, we will pay hospital bills directly with the hospital.

If you can claim from anyone else, we will only make up the difference. If you can make a claim against someone in relation to a loss or expense covered under your policy and you do not get paid the full amount of your claim, we will make up the difference. You must claim from them first.

If you have any queries, please read our Travel Claims FAQs. You may also contact our Claims Department via:

Telephone: +66 (0)2305 8785  
Facsimile: +66 (0) 2305 8523  
E-mail: [claim-th@allianz.com](mailto:claim-th@allianz.com)

By Kumlungjai Broker Co.,Ltd. Broker License No. Wor 00016/2560 Call.  
(662) 274-0688-9 (Mon to Fri 8.30 am. - 5.00 pm.)

**INFO** +66 2 665 4000 PRESS 5

(MONDAY - FRIDAY 24/7 SERVICES.) [info@muangthaiinsurance.com](mailto:info@muangthaiinsurance.com)

**CLAIMS** +66 2305 8785

(24/7 SERVICES)