

## NON – MOTOR CLAIMS PROCESS

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### *CLAIM INTIMATION*

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- All claims should be intimated to our Third Party Assistance immediately as specified in our policy documents without fail.
- For further assistance, claims can be intimated to our call center immediately on 0112 800 200 or 0112 800 600 or via email to – nmc2@cilanka.com



### *INFORMING RELEVANT AUTHORITIES*

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- Make arrangements to inform the Police/Airport/relevant authorities as applicable on the incident immediately.



### *FOLLOW-UP ACTION*

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- On receipt of the intimation, our Third Party Assistance will provide the assistance on the said claim.



### *DOCUMENTS*

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- Subsequent to the claim intimation, our Third Party Assistance will inform you of the required documents to proceed with the claim. Also, the Claim Form consists the basic documentation requirement.
- In addition to the above, if necessitating, we will inform you of the additional required documents to proceed with the claim via email.



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### **LOSS ADJUSTMENT**

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- On receipt of the documents, the same will be forwarded to the Loss Adjuster/Risk Manager to proceed with the Loss Assessment.



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### **APPROVAL**

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- On receipt of the Loss Adjuster's/Risk Manager's report, our Third Party Assistance will let you know the decision of the claim. A discharge receipt will be issued for all liable claims along with the Subrogation & Indemnity forms where necessary.



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### **PAYMENT**

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- On receipt of the original Discharge Voucher along with other requirements (Subrogation & Indemnity forms, final bills, etc.), payment can be arranged by way of a cheque or fund transfer at your request or Guarantee of payment to the Hospital by our Third Party Assistance.
- Payment/Guarantee of Payment can be arranged within a maximum of 03 days once all documents are completed.

#### **Our Third Party Company Assistance 24/7 Hotline - For Claims**

**Claims should immediately be notified to "Paramount Healthcare Management Pvt Ltd" at the destination of occurrence.**

| Available 24 Hrs. / 7 days                                                                      |                 |
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| Description                                                                                     | Contact Numbers |
| Dedicated Helpline No.                                                                          | +91 22 40908319 |
| Regular Helpline No.                                                                            | +91 22 40004219 |
| Mobile and WhatsApp No.                                                                         | +91 7718806681  |
| US Toll Free No.                                                                                | +1 866 978 5205 |
| Email: <a href="mailto:travelhealth@paramount.healthcare">travelhealth@paramount.healthcare</a> |                 |