



Kerala Regional Office :

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04/02/2023

Mr. Rajan Jacob
Malankara Marthoma Syrian Church
Thiruvalla

Dear Sir,

Please refer the discussion we had on the process to be followed when hospitalization is in a Non Network Hospital. In such circumstances since the hospital will not extend cashless facility, reimbursement of expense incurred is the available option..

The following set of documents along with claim form (attached) need to be submitted for claims under reimbursement process..

- Duly filled claim form*
 - ✓ Part A to be filled by Insured
 - ✓ Part B to be filled by hospital ,sign and seal of hospital treating doctor is required)
 - ✓ Part C Neft Details to be filled by customer (Bank details of the insured)
- Original discharge summary/day care summary
- Original final hospital bill and other bills if any*
- Original payment receipts and other receipts supporting bills
- Original investigation reports (Including ECG/ CT/ MRI/ USG/ HPE)
- Original pharmacy bills
- Photocopy of doctor's prescriptions*
- Photocopy of age proof (Driving license/ PAN card/ Passport/ Aadhar card)
- EFT (Copy of cancelled cheque/self-attested ID poof/Bank attested copy of passbook with IFSC code)
- KYC (Copy of ID proof, Residence proof, & 2 Passport size photos) if the total claimed amount is more than ₹1 lakh
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The documents may be sent to our office at the below address:

K. M. Dastur Reinsurance Brokers Private Limited
Kochi Office: 4th Floor, "Sherloff",
S A Road, Panampilly Nagar
Kochi – 682 036
PH: 0484 4042292 / 4046810



Contact person : Elizabeth Neethu Mobile No. 95395 21457

On receipt of the above documents we will take up with the insurance for expeditious settlement of claim.

Regards,


Sebastian Chacko
Senior Vice President