



**ACE European Group**  
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# Claim Form

HOSPITALISATION

**PLEASE USE BLACK INK AND BLOCK CAPITAL LETTERS AND ENSURE YOU SIGN THE DECLARATION ON THIS FORM.**

THANK YOU FOR NOTIFYING US OF YOUR CLAIM. PLEASE COMPLETE **ALL** QUESTIONS - IF ANY QUESTION IS NOT APPLICABLE PLEASE STATE 'N/A'

NAME OF POLICYHOLDER	CERTIFICATE/POLICY NO.	
FULL NAME OF INSURED PERSON (MR/MRS/MISS/MS)	DATE OF BIRTH	
FULL ADDRESS		
		POSTCODE
TELEPHONE NO. BUSINESS	TELEPHONE NO. HOME	
FOR SECURITY PURPOSES PLEASE PROVIDE A PASSWORD WHICH WILL BE REQUIRED TO ACCESS YOUR CLAIM INFORMATION:	E-MAIL ADDRESS	

## ACCIDENT/SICKNESS DETAILS

Please give exact date and time when injured or taken ill: DATE \_\_\_\_\_ TIME \_\_\_\_\_ am / pm

If **accident** please state fully:-

(a) Where the accident occurred: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

(b) How the accident occurred: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

(c) The injuries sustained: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

If **illness** please state full details of your illness \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

Have you ever suffered from this illness before? YES / NO

If YES please give details \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

## AUTHORISATION PLEASE COMPLETE THE FOLLOWING IF APPLICABLE

I hereby request and authorise ACE European Group Limited to pay benefit due in respect of this claim to:

Name: \_\_\_\_\_

at address: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

SIGNED

DATE

**IMPORTANT:** THIS CLAIM FORM MUST HAVE THE HOSPITAL STATEMENT COMPLETED AND ACCOMPANIED BY AVAILABLE EVIDENCE OF HOSPITALISATION (E.G. HOSPITAL BILLS ETC)

**HOSPITAL STATEMENT** THIS SECTION MUST BE FULLY COMPLETED BY HOSPITAL MEDICAL STAFF OR RECORDS - ANY FEE FOR COMPLETION OF THIS SECTION IS THE RESPONSIBILITY OF THE INSURED PERSON

Patient's Name: (Mr, Mrs, Miss, Ms) \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Please give full details of injury/illness: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Final diagnosis: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When did the patient first receive medical attention for this condition? \_\_\_\_\_

Has the patient ever suffered with this or any similar condition before the present episode? YES / NO

If YES, please give details including dates treatment and consultation: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please give name and address of usual doctor: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Period of Hospitalisation**

(a) Type of hospital/ward: \_\_\_\_\_

(b) Name of Doctor or Consultant in charge: \_\_\_\_\_

(c) The dates admitted and released: ADMITTED: \_\_\_\_\_ RELEASED: \_\_\_\_\_

(d) Was any period spent in intensive care: YES / NO FROM: \_\_\_\_\_ TO: \_\_\_\_\_

(e) Was the patient subsequently confined to their home on medical grounds? YES / NO

If YES, please give dates: FROM: \_\_\_\_\_ TO: \_\_\_\_\_

Is there any additional information that you feel is relevant? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

Position held in Hospital: \_\_\_\_\_

Qualifications: \_\_\_\_\_

**Please use validation stamp or complete in block capitals:-**

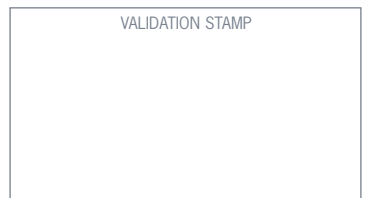
Hospital Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_



Thank you for your assistance in completing this form.

**ACCESS TO MEDICAL REPORTS ACT 1988** BEFORE YOUR ATTENDING DOCTOR CAN GIVE A MEDICAL REPORT ON THIS CLAIM FORM WHICH IS A REQUIREMENT OF THIS CLAIM, YOU MUST GIVE YOUR CONSENT. BEFORE GIVING YOUR CONSENT, YOU SHOULD BE AWARE OF YOUR RIGHTS UNDER THE ACT WHICH ARE SUMMARISED AS FOLLOWS:-

1. You may withhold your consent.
2. You may see the report before it is sent to us within 21 days from the date of this report.
3. You may ask to see the report for up to six months after the report is completed.
4. You may ask the doctor to amend any part of the report which you consider to be incorrect or misleading. If the doctor does not agree with your request you may attach your comments to the report.

NB: The doctor may withhold all or part of the report from you if he considers that you may be physically or mentally harmed by it.

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

**PAYEE'S BANK DETAILS** WHEN THE CLAIM HAS BEEN APPROVED YOU MAY HAVE THE PAYMENT CREDITED DIRECT TO YOUR BANK ACCOUNT. THIS PAYMENT METHOD IS BOTH SPEEDIER AND SAFER THAN BY CHEQUE. IF YOU WOULD LIKE TO TAKE ADVANTAGE OF THIS ARRANGEMENT THEN PLEASE COMPLETE THE FOLLOWING:-

Name of your Bank/Building Society: \_\_\_\_\_  
Bank

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_

Bank Sort Code (from the top right hand corner of your cheque)

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Account Number \_\_\_\_\_

Account Name(s) \_\_\_\_\_

**DATA PROTECTION** The information that you and your medical representative have provided in the claim form and Doctor's Statement is 'sensitive data' as defined by the Data Protection Act 1988. Sensitive data includes any information about your physical and mental health. We require your consent before we can process this or any other such sensitive data that you may have already provided us with or may do so in the future.

In order to administer your claim, this information will be used by ACE European Group Limited and its group companies. It may be held on computer and or in manual files for administration, and risk assessment purposes. We may disclose your personal data and sensitive data to, and may request information from other insurance companies for underwriting, claims handling and fraud prevention purposes.

By returning this form, you consent to our processing your sensitive personal data for the above purposes. You also consent to our transferring your information to countries which do not provide the same level of data protection as the UK, if necessary for the above purposes. If we do make such a transfer we will, if appropriate put a contract in place to ensure your information is protected.

Where you have provided information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data, including sensitive data, to the transfer of their information abroad and to receive on their behalf any data protection notices.

**DECLARATION** I DECLARE THAT ALL THE INFORMATION GIVEN IS TO THE BEST OF MY KNOWLEDGE AND BELIEF, FULL TRUE AND CORRECT.

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

**CHECKLIST** PLEASE RETURN THE COMPLETED CLAIM FORM TOGETHER WITH ANY ENCLOSURES TO YOUR INSURANCE BROKER OR TO ACE. PLEASE ENSURE...

- YOU FULLY COMPLETE EVERY QUESTION **BEFORE** YOUR DOCTOR COMPLETES HIS STATEMENT
- YOU HAVE ENCLOSED ALL REQUESTED INFORMATION/DOCUMENTATION
- YOU HAVE SIGNED THIS CLAIM FORM .
- YOUR ATTENDING DOCTOR FULLY COMPLETES THE STATEMENT

AS FAILURE TO DO SO WILL RESULT IN DELAY IN HANDLING YOUR CLAIM

Thank you for fully completing this claim form.

