



REAL Health Cover - Claim Form

Important information you must read before submitting this claim

- A GP referral letter must be attached to this claim form
- An estimate of costs must be attached to this claim form for surgical procedures
- Claims must be submitted within 12 months from the date of treatment.

Are you applying for prior approval?

Prior approval requires five working days to be processed, provided all requested information is submitted.

Please be aware that it may be necessary to request further information before completing the assessment of your claim.

☐ Y ☐ N

Section 1: Personal Details

Policy Owner

Title	First name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

Claimant *(if claimant is not the Policy Owner)*

Title	First name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

Physical address

Unit / apartment / building / floor	
Street	
Suburb	
Town / city	Postcode

Postal address *(if different from physical address)*

PO Box / private bag number	
Street	
Suburb	
Town / city	Postcode

Home phone

 ()

Business phone

 ()

Mobile phone

Fax No

 ()

Email

Date of birth

Section 2: Claim Details

Policy Owner

Details of the condition or symptoms which has resulted in this claim (please be specific).

Have you claimed for this condition previously?

☐ Y ☐ N

When did you first have symptoms?

When did you first seek medical advice?

Provide details of the investigation / treatment performed / to be performed.

Date of admission

Date of discharge

Please supply the name and contact details of your doctor who holds your medical records. (Please be aware that it may be necessary to request further information before completing the assessment of your claim.)

Is this work or accident related?

☐ Y ☐ N

ACC reference number

Receipt / Invoice details

Date of treatment	Provider's name	Condition treated	Pay provider (please tick)	Pay client (please tick)	Amount
Total value (\$)					

Section 3: Direct credit details *(should the claim be accepted)*

Which bank account would you like your claim paid into?

☐ Same bank account as the one my premium is paid from (Credit cards cannot be reimbursed)

☐ A different bank account Name of account holder

Bank Branch number Account number Suffix

Section 4: Disclosures and declarations

1. Statement of disclosure

- This claim form collects personal information about you which will be used to: (a) investigate and determine the validity of your claim; (b) confirm the information in your application for this insurance product; (c) maintain relevant statistical records.
- This information is collected and held by AIA New Zealand at 5-7 Byron Avenue, Takapuna, Auckland 0740, New Zealand.
- You have a duty to provide AIA New Zealand with all the facts material to your claim and all information, which we may reasonably require in relation to your claim. If you fail to provide this information we may not pay your claim. If you provide false information this may result in your policy being voided from inception or cancelled.
- Under the Privacy Act 1993 and Health Information Code 1994, you have the right of access to, and correction of, any information held or provided.
- AIA New Zealand is a member of Health Funds Association of New Zealand (HFANZ). On behalf of its members, HFANZ manages an Integrity Registry for the purposes of detecting and preventing fraud and other serious probity concerns. The Integrity Registry is operated by PricewaterhouseCoopers (PwC).
- In submitting this form you are authorising AIA New Zealand to collect, use and disclose personal information and health information about me for the purposes of the Integrity Registry.
- You have rights of access to, and correction of, information held on the Integrity Registry. The contact details for doing so are by writing to AIA New Zealand or HFANZ Integrity Registry Privacy Officer, Health Funds Association of New Zealand, PO Box 25161, Wellington 6146.

Declaration and Authority to obtain and use information

- I authorise any doctor, medical specialist, hospital, clinic, insurance company, ACC, employers or any other authority to disclose to New Zealand any and all information concerning my medical history. A photocopy or facsimile of this authorisation shall be as valid as an original.
- I have read and understood the information in this claim form including the section above relating to the Privacy Act 1993 and the Health Information Privacy Code 1994.
- I declare that all information provided by me relating to this claim is true and correct, and no material information has been withheld.
- I am authorised by each member named on this form to complete and sign on their behalf.

2. Declaration to AIA New Zealand

I declare that the answers to the above questions are true and correct.

Full name of Policy Owner

Signature of Policy Owner Date

Full name of Claimant

Signature of Claimant Date

(To be signed by the parent / legal guardian if claimant is a child under 16 years.)

Checklist

Please ensure all the relevant information is supplied to enable us to assess your claim:

- ☐ Referral letter from GP or medical practitioner (please attach to claim form)
- ☐ Medical report and estimate of costs from a specialist if hospitalisation (including day stay facilities) and / or surgical treatment is required (please attach to claim form)

- ☐ ACC letter of acceptance / decline for any accidental / injury related claim
- ☐ Original copies of invoices / receipts
- ☐ All sections of the claim form are completed in full, including the Privacy Act and Health Information Code declaration.

Please return completed claim form with relevant documentation to the address below, email: it to nz.claims@aia.com or fax to 0800 181 234.