

# Hospitalisation benefit claim form

(To be completed by the claimant)

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## Instructions

Please complete this form in English. All questions must be answered accurately with full disclosure of all relevant information. If there is insufficient space for any answer please continue on a separate piece of paper and attach to this form. Please return this questionnaire to your local Zurich office, details of which are on page 6.

We adhere to strict confidentiality procedures when we communicate with our clients. For security purposes, we will regard the details you provide as your authorised contact details; it is therefore important that they are accurate and that you let us know if any of these details change.

Any benefit payment made will be subject to any applicable trade or economic sanctions.

## 1. Policy number

## 2. Details of the Life Insured

Title  Mr  Mrs  Ms  Other (*specify*)

First name

Last name

Any previous names or alias used, including maiden name (*if applicable*)

## 3. Claim history

Have you made a previous benefit claim to Zurich International Life in the past

Yes  No

If 'Yes', please provide the following information:

Policy number(s):

Date of previous claim(s):

Benefit(s) previously claimed:

Details of the illness(es) for which you had previously claimed.

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#### 4. Details of your current hospitalisation

Date of admission 

D	D	M	M	Y	Y	Y	Y
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 Date of Discharge 

D	D	M	M	Y	Y	Y	Y
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When did you first suffer symptoms? Date 

D	D	M	M	Y	Y	Y	Y
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Please provide us details of your hospital/doctor(s) where you were admitted for your medical condition (please include name of the doctor(s), speciality, hospital/clinic, address, telephone number and email address)

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Please provide the reason for your hospitalisation (details to include – symptoms, diagnosis details, investigations and treatment details).

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Have you been hospitalised for this medical condition before?  Yes  No

If 'Yes', please provide us details

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Is the country where your treatment took place different from your country of residence?  Yes  No

If 'Yes', please provide a reason why

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Please provide the name and contact details for all the doctors who have treated you (please include name of the hospital, address, telephone number and email address)

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Have you received payment for this condition under any other insurance policies?  Yes  No

If 'Yes', please provide details

Name of the company	Type of Insurance	Amount of Cover

Please provide any additional information below which you consider are relevant to your claim.

## 5. Claimant details

Title  Mr  Mrs  Ms  Other (specify)

First name

Last name

Date of birth

Country of birth

Place of birth

Nationality

Do you hold nationality in any other country?

Yes  No

If 'Yes', please confirm the country

Current residential address

Correspondence address (if different from the residential address)

Email ID

Contact number (including country code)

Is this a US\* based telephone number?

Yes  No

Are you a US\* tax payer?

Yes  No

Are you a US\* citizen?

Yes  No

\* The definition of US includes the 50 United States of America, the District of Columbia, Guam, Puerto Rico, US Virgin Islands, American Samoa and the Northern Mariana Islands.

### Please state all countries where you are currently deemed to be resident for tax purpose

Country/Countries of tax residence	Tax reference number(s)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

\*\* If you are currently tax resident in the United Kingdom, please provide your National Insurance number

## 6. Method of payment (Please tick one of the following options)

Autopay

Interbank giro payment (Singapore dollars in Singapore only)

Telegraphic transfer (bank charges apply)

Swedish giro (Swedish krona to Swedish banks)

BACS (UK only)

Bank name

Bank address

Account holder's name(s)

**If the above stated account holder(s) name differs from the claimant(s) name, please clarify why and complete the following information. If not different, please leave the below section blank and continue to bank account detail – section 7.**

Reason

## 6. Method of payment (continued)

Title  Mr  Mrs  Ms  Other (specify)

First name

Last name

Any previous names or alias used, including maiden name (if applicable)

Date of birth

Country of birth

Place of birth

Nationality

Do you hold nationality in any other country?  Yes  No

If 'Yes', please confirm the country

Current residential address

Email ID

Contact number (including country code)

Is this a US\* based telephone number?  Yes  No

Are you a US\* tax payer?  Yes  No

Are you a US\* citizen?  Yes  No

\* The definition of US includes the 50 United States of America, the District of Columbia, Guam, Puerto Rico, US Virgin Islands, American Samoa and the Northern Mariana Islands.

### Please state all countries where you are currently deemed to be resident for tax purposes

Country/Countries of tax residence	Tax reference number(s)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

\*\* If you are currently tax resident in the United Kingdom, please provide your National Insurance number.

## 7. Bank account details

Please provide us bank account details of the country where you are currently resident

Please state the currency of your bank account (AED, USD, GBP, HKD, SEK, etc.)

If you do not indicate the currency of your bank account above, we will make proceed to make the payment in the plan currency and this may incur additional charges or exchange rate charges by your bank.

Account number

Sort code (UK banks only)  -  -

SWIFT code (not required for UK banks)

ABA number (US banks only)

IBAN (**Note:** depending on your region, you may not need to use all the IBAN boxes)

Bank number (Hong Kong only)

Branch number (Hong Kong only)

Reference to be quoted (if applicable)



## 11. Privacy notice

This Notice is a summary of our Privacy Policy which describes how we collect and use personal information as Data Controller. For the full version please visit online <https://www.zurichinternational.com/en/zurich-international-life/about-us/privacy> or contact us for a copy.

### Personal information we use

We use personal information such as name and contact details ("Personal Data") and sensitive personal information such as medical details ("Special Category Data").

### What we do with personal information

We use personal information to provide financial services, for example processing in connection with:

- setting up and managing a contract of insurance
- providing marketing information with consent
- complying with our legal obligations
- running our business where we have a legitimate interest to do so.

Without accurate and sufficient personal information where required, we cannot offer financial services.

### Sharing of personal information

We obtain personal information from, and share personal information with other organisations such as:

- Zurich Insurance Group Ltd. or any of its affiliated companies
- companies who supply services to us such as administration
- healthcare service providers
- financial advisors and employers where appropriate.

### How we transfer personal information to other countries

As a global business we ensure that personal information is equally protected in all locations by complying with data protection laws of the EU, Isle of Man and of each location in which operate.

### How long we hold personal information for

We retain personal information for as long as is necessary to meet the purposes for which it was originally collected or to satisfy our legal obligations.

### Data subject rights

The person who is the subject of the personal information (the "Data Subject") has the following legal rights:

- access to personal information
- data rectification where it is inaccurate or incomplete
- erasure of personal information
- to restrict the processing of personal information
- data portability – to obtain personal information in a digital format
- to object to the processing of personal information
- to not be subject to automated individual decision making processes
- to withdraw consent at any time where processing is based on consent.

If you have cause for complaint regarding our processing of personal information, you can contact the Isle of Man Information Commissioner.

### Data protection contact

- Email our Data Protection Officer at [ZILLPrivacy@Zurich.com](mailto:ZILLPrivacy@Zurich.com)

Write to our Data Protection Officer at Zurich International Life Limited, Zurich House, Isle of Man Business Park, Douglas, Isle of Man IM2 2QZ, British Isles.

## 12. Local Zurich office contact details

### Bahrain

Telephone: +973 1756 3321  
Email: [benefit.claims@zurich.com](mailto:benefit.claims@zurich.com)

### Isle of Man

Telephone: +44 1624 662266  
Email: [benefit.claims@zurich.com](mailto:benefit.claims@zurich.com)

### Qatar

Telephone: +974 4496 7555  
Email: [benefit.claims@zurich.com](mailto:benefit.claims@zurich.com)

### Singapore

Telephone: +65 6876 6750  
Email: [benefit.claims@zurich.com](mailto:benefit.claims@zurich.com)

### United Arab Emirates

Telephone: +971 4 363 4567  
Email: [benefit.claims@zurich.com](mailto:benefit.claims@zurich.com)

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Zurich International Life Limited is authorised by the Qatar Financial Centre Regulatory Authority.

Zurich International Life Limited is registered (Registration No. 63) under UAE Federal Law Number 6 of 2007, and its activities in the UAE are governed by such law.

Zurich International Life Limited (Singapore branch) is licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme.

Zurich International Life is a business name of Zurich International Life Limited which provides life assurance, investment and protection products and is authorised by the Isle of Man Financial Services Authority.

Registered in the Isle of Man number 20126C.

Registered office: Zurich House, Isle of Man Business Park, Douglas, Isle of Man, IM2 2QZ, British Isles. Telephone +44 1624 662266 Telefax +44 662038

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