

Claim form

Policy nr.

Please complete the following claim form and send it back by email to izmaksas@ergo.lv
Instructions and address are at the second page

INSURED PERSON	
LAST NAME	First name
Gender Male (<input type="checkbox"/>) Female (<input type="checkbox"/>)	Date of birth (dd/MM/YYYY)
Email	Phone number
Address	Zip / City
Country of permanent residency	Occupation

BANK ACCOUNT FOR REIMBURSEMENT (Attention: please fill in all the details carefully)	
Bank holder name + full bank address	Same as insured person (<input type="checkbox"/>)
Bank name + full bank address	IBAN
	Swift / BIC

Are there any other insurers covering and/or reimbursing the costs for this claim? Yes () No ()

In the affirmative, please send us the coordinates of these insurers as well as the detailed accounts of any settlements already made and copies of medical prescriptions, invoices and other relevant supporting documents.

IMPORTANT :

1. Did you have already made a claim to this policy within the last 12 months or does this claim concern a follow-up treatment of an affection already declared to the Claims Department?

Yes () Claim nr. _____ No ()

2. Is the related treatment received due to alcohol or drug abuse?

Yes () No ()

ILLNESS (maternity not covered)	
Type of illness / Diagnostic	Date/time first symptom
Description	
Have you already received medical care (including prescribed or bought medicine) for this illness or any potentially related health condition? Yes (<input type="checkbox"/>) Date of treatment _____ No (<input type="checkbox"/>)	
Name of the treatment received	
Name, address, phone, email, fax of the physician	

ACCIDENT	
Date of the accident	Place of accident
Circumstances	

Nature of the injury

Other involved person Yes () No () If yes, please indicate the complete address, phones, emails....

Police or emergency unit report Yes () No () if yes, please enclose the report

Important: Direct settlement may only be given to a hospital, in case of hospitalisation. The prior approval is compulsory for the reimbursement of certain services as mentioned in the general insurance conditions.

OTHERS

Date of the event

Place of event

Circumstances

Nature of the event

CONFIRMATION

All documents provided must be translated into English at the insured's own expenses. The insurer reserves the right to refuse refunds if the required documents are not translated.

I confirm that I attached all as indications below (all must be ticked to be reimbursed)

<input type="checkbox"/> Detailed invoice or invoice with medical report	<input type="checkbox"/> Proof of payment (bank, cash, credit card receipt)
<input type="checkbox"/> Physician prescription(s)	<input type="checkbox"/> Diagnostic of the illness or accident
<input type="checkbox"/> Bank holder and bank name complete details	<input type="checkbox"/> Claim form completed

Date

Signature

IMPORTANT INFORMATION

In order to get refunded as quickly as possible, send us all the necessary documents stated above. Each new event in case of sickness or accident needs a separate claim form.

Complete bank details are required. Bank name or holder without full address can block the transaction(s).

To avoid high bank fees, we suggest that you collect your invoices for reimbursement and send it together with the claim form to our claims management.

ADDRESS FOR SENDING CLAIM FORM

By scan : izmaksas@ergo.lv

By postal mail at the following correspondence address :

Claims Department
ERGO Insurance SE Latvian branch
Skanstes iela 50
Vidzemes priekšpilsēta
Rīga, LV-1013, Latvia
+371 26359204

(the company reserves the right to request originals)

In case of emergency, hospital admission or pre-approvals, please contact :

Assistance service: If an insured event occurs, contact ERGO's partner 24/7 at +371 22585500 (press option No. 3), e-mail: help@interassist.lv

ERGO