

List of Documents required (Medical Claims)

Cashless Claims

A. Compulsory documents:-

1. Pre- Authorisation Form
2. Copy of Final Bill(s)
3. Copy of Guarantee Letter

B. Document to be submitted if due to an accident :-

1. Copy of Police Report (if any)
2. Copy of Incident Report (if required)

C. Additional Documents (if any) :-

1. Copy of NRIC/ Medical Card (if any)
2. Copy of Itemised Bill(s)
3. Copy of Referral Letter (if any)
4. Copy of Excess Letter (if any)
5. Copy of MRI, X-ray, CT Scan, HPE & other radiology/ lab reports & other relevant reports (if any, depends on the tests performed by the doctor(s))

Reimbursement Claims

A. Compulsory documents:-

1. Reimbursement Medical Form
2. Original Hospital Bill(s), Itemized Detailed Bill(s) and Receipt(s)
3. Copy of Claimant's NRIC/ Passport/ Residence card
4. Copy of MRI, X-ray, CT Scan, HPE & other radiology/ lab reports & other relevant reports (if any, depends on the tests performed by the doctor(s))

B. Document to be submitted if due to an accident :-

1. Copy of Police Report (if any)
2. Copy of Incident Report (if required)

C. Additional Documents (if any) :-

1. Copy of Referral Letter (if any)
2. Copy of Excess Letter (if any)

Important Notes :

1. *If Emergency Accidental Out- Patient Treatment claim amount is less than RM500, treating doctor can indicate the diagnosis on the receipt itself and Part 2 Treatment Details (To be completed by Attending Doctor) of MiCare Hospitalization Reimbursement Claim Form will be waived.*
2. *For a post-hospitalisation claim following a cashless admission with a Zurich medical card, the claimant is not required to complete Part 2 Treatment Details (To be completed by Attending Doctor) of MiCare Hospitalization Reimbursement Claim Form.*
3. *To facilitate prompt processing of claims, please submit all required documents.*
4. *The list of required documents for Life Insurance Claims serves as a guideline for claims submission. The Company reserves the right to request for further information or documents if deemed necessary.*

Customer Service Center

Ground Floor, Block B, Plaza Zurich, 12, Jalan Gelenggang, Bukit Damansara, 50490 Kuala Lumpur.
(for other branches, please refer to company website)

 1300-888-622  callcentre@zurich.com.my  www.zurich.com.my Customer portal : www.myzurichlife.com.my