A Guide for Insurance Claim against Ping An Life Insurance

Annexed medical treatment to accidental injury
A. Copy of passport of the insured;
B. Process of the accident and its proof (A proof of accident provided by the communications department of the police has to be presented in case a traffic accident occurs);
C. Diagnoses certificate and the medical records and medical examination receipt, diagnoses with medical charge, assist examination record of ultrasonic, CT, X-ray, nuclear and magnetic etc.
D. Copy of the insurance card of the insured.

Medical treatment in hospital
A. Copy of passport of the insured;
B. Process of the accident and its proof;
C. Original copy of diagnoses certificate and receipt and detailed documents for hospitalization;
D. Copy of the insurance card of the insured

Notes:
1. Where in one insured incident, the insured has to be treated in two or more hospitals, diagnoses certificate from those aforesaid hospitals and the medical records and other documents in respect thereof shall be presented.
2. The insured shall get treatment in hospitals which are public medical institutions and at least in second rank.
3. After the insurance company settles a claim, dividable medical charge bill sealed by the insurance company and the indemnity will be sent to the applicant so as to compensate the remaining medical charge.
4. Application of Nursing Fee:
   (1) Materials the insured is required to submit: Receipt of nursing fee issued by the hospital;
   (2) Materials required from the applicant’s working unit: Receipt of nursing fee issued by the hospital or letter of identification with nurse’s signature and official seal of the unit of applicant;
5. Materials sent to: the appointed local branches subordinated to China Ping An Life Insurance.

Please contact: International Office (AB407) for insurance claim