



# SIMPLIFYING THE CLAIMS PROCESS FOR YOU.

- 1 **Register the claim with us through**  
Customer care - **0120 6234 6234 / 022 6234 6234**  
within 7 days from the date of discharge  
You can also reach out to us at **care@hdfcergo.com**
- 2 **Submit all documents along with duly signed claim form within 30 days**  
(Refer the sample claim form to fill the form correctly) .....
- 3 **Documents which you need to submit are:**  
(Refer the sample claim form to fill the form correctly).....
  - **Duly filled and signed claim form** (Important information to be correctly put like correct policy number, name, email id, phone number, details of insured person hospitalization, details of claim )
  - **Discharge summary**
  - **Original final bill**
  - **Payment receipts**
  - **Medicine invoices**
  - **Investigation report**
  - **Implant sticker/ invoice, if used**

**Health Insurance**



- **Past treatment documents**, if any
- In case of Accident, **Medico Legal Certificate or FIR NEFT/KYC details** are required along with legal heir in case the proposer has expired

- 4 We will process all the documents for claim
- 5 We keep you updated at every step through sms/email
- 6 Payment will be made through NEFT
- 7 You can upload your claims through Self Help portal on our website [www.hdfcergo.com](http://www.hdfcergo.com) or login to **HDFC ERGO app**

### **Important points to keep in mind when filing a claim.**

1. Please remember to mention the **correct claim amount** in the claim form
2. If the claim amount is more **than 1 lakh** - The **KYC** form is a mandatory document
3. While filling the KYC form - Please ensure to mention the **Mother's name** along with other mandatory fields (marked as\*).
4. **Blank cancelled cheque** in name of proposer or nominee incase the proposer has expired.

