

# HOW TO CLAIM

Simply follow our step-by-step guide to making a claim



## INPATIENT TREATMENT AND ANY CLAIMS LIKELY TO EXCEED £1,000/\$1,700/€1,400



### STEP 1

#### CONTACT CEGA (THE ASSISTANCE COMPANY)

Call **+44 (0)1243 621130** or email: **april-international@cegagroup.com**  
(You will need your certificate number and treating physician's details).



### STEP 2

#### ASSESS YOUR CLAIM

CEGA will assess the claim and advise on cover available.



### STEP 3

#### GO FOR TREATMENT

Receive your treatment as per the advice from CEGA. The hospital or physician will settle their bills directly with CEGA.

## OUTPATIENT AND DENTAL CLAIMS



### STEP 1

#### OBTAIN A CLAIM FORM

It's on our website  
**uk.april-international.com**



### STEP 2

#### COMPLETE THE CLAIM FORM

Your treating physician or dentist will need to complete part of the form.

Is the cost of the claim more or less than £1,000/\$1,700/€1,400?

#### • IF LESS

Email the form and supporting invoices to: **claims@april-international.co.uk**

#### • IF MORE

Post the form and supporting invoices to:  
April International UK, Minster House, 42 Mincing Lane, London, EC3R 7AE, UK.



### STEP 3

#### ASSESS YOUR CLAIM

We will review the claim form and pay eligible benefits within 5 working days directly to your bank account.

## EMERGENCY MEDICAL EVACUATION CLAIMS



### STEP 1

#### CONTACT CEGA (THE ASSISTANCE COMPANY)

When you have an emergency or life threatening medical condition and local medical facilities are not available or adequate, call **+44 (0)1243 621130**, or email: **april-international@cegagroup.com**  
(You will need your certificate number and treating physician's details).



### STEP 2

#### ASSESS YOUR CLAIM

CEGA will assess the availability of the local facilities and decide whether a medical evacuation is required and make the necessary arrangements.



### STEP 3

#### MEDICAL EVACUATION

You will be taken to the nearest centre of excellence to receive medical treatment. All medical and evacuation costs will be settled directly with CEGA.