



Welcome to the family of BAGIC. We, as the second largest Private Insurance Company and are dedicated to serve you in all best possible ways. To assist you for Reimbursement of Mediclaim, please refer below mentioned procedure. We have a dedicated central unit – Health and Travel Administration Team (HAT) to handle your claims in fastest possible way.

Want to lodge a PA Claim?

Here are the ways to reach HAT Team:

- **Intimate** your Claim on our Call Centre's Toll-Free number: (1800 103 2529) and share essential details like Policy number, Health card number, Name of employee and patient etc. The Call centre executive will assist and guide you further.
- **Courier** your Claim documents to below mentioned address :
Bajaj Allianz General Insurance Co. Ltd.
Health and Travel Administration Team,
Bajaj Finserv Building, 2nd Floor, Behind Hyatt Hotel,
Off Nagar Road, Viman Nagar, Pune 411014





Want to Reach us for Claim related queries and status?

Here you go with multiple options as below:

- Web Link: <https://general.bajajallianz.com/BagicNxt/InHouseSP/hm/externalUserCC.jsp>

- Chat Bot- BOING:
<https://yellowmessenger.github.io/bagic/index.html>
<https://youtu.be/EjgDfkA56Xg>

- Call Centre: We have a dedicate Call centre working in association with HAT for uninterrupted service. You can reach them at : 1800 103 2529, STD – 020 30305858

- Customer Care centre: we have an in-house Team of Customer care representatives to assist you for handling your all claim related queries/grievances, Deficiencies, Document sent back requests. You can reach them at: hat@bajajallianz.co.in






List of Documents-Death Claims

- Duly Filled Person Accident Claim Form with signature of Claimant
- Attested Copy Of Death Certificate
- Attested Copy of Post -Mortem Report (if applicable)
- Attested Copy if Viscera/Chemical Analysis Report ((if applicable)
- Attested copy of FIR / Panchanama / Inquest Panchanama/Final Police Report
- Hospital Death summary stating the date of admission, clinical condition of patient on admission and date and cause of death.



List of Documents-PPD/PTD

- Duly Filled Person Accident Claim Form with signature of Claimant
 - Certificate from treating doctor stating diagnosis and details of treatment, circumstances of Injury
 - X-ray films /Investigation reports supporting the diagnosis (If Applicable)
 - Permanent disability certificate from the Government authority certifying the disability of the insured.
 - Photograph of the patient before and after the accident to support the disability.
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List of Documents- TTD

- Duly Filled Person Accident Claim Form with signature of Claimant
- Certificate from treating doctor stating date and circumstances of Injury
- Certificate from treating doctor stating diagnosis and details of treatment
- Final Medical fitness certificate from treating doctor stating the type of disability and disability period.
- Leave certificate from employer stating the exact leave period, duly signed and sealed by the employer.
- X-ray films /Investigation reports supporting the diagnosis.
- All the consultation papers with details of treatment during TTD period
- Final medical fitness certificate from treating doctor stating the type of disability, disability period and declaration that patient is fit to resume his duty on given date (submitted certificate can not be considered as Final Fitness Certificate as Patient has not resumed his duties)
- Salary slip of Insured for the month of policy issuance



List of Documents- Accident Hospitalization

- Duly Filled Person Accident Claim Form with signature of Claimant
- Original discharge summary from the hospital stating date and time of admission and discharge, diagnosis, details of treatment
- Pre and post operative X-ray plated and reports.
- Original Final Hospital bill with paid receipt with revenue stamp and seal of -----
-- hospital for hospitalization
- Kindly provide KYC (Know your customer) form with photo dully completed filled and signed by NOMINEE along with AML documents: Pan card/passport/Voter's identity card (For identity proof), Bank account statement/electricity bill/Telephone bill (For the residential proof)



List of Documents- Accident Hospitalization

- As per IRDA mail received all GPA claims to be paid to Employee/Nominee, hence Employee NEFT DR raised
- Kindly provide undertaking on the letter head of the corporate with seal and signature to transfer claim amount in the company account.
- Completely filled NEFT form stating Branch MICR Code, Branch IFSC Code, Account type, Complete Account Number duly signed by Employee with original cancel cheque (Name & Account number pre-printed) or if the pre-printed cheque is not available kindly provide 1st Page of Bank Pass Book/ Bank statement Attested by the Bank which clearly indicates Beneficiary Name & Complete Account no as well IFSC code.(All Fields in the form are mandatory to process) OR if payment need to make CORPORATE Account- Kindly provide under taking on the letter head of the corporate with seal and signature to transfer claim amount in the company account.
- Completely filled NEFT form stating Branch MICR Code, Branch IFSC Code, Account type, Complete Account Number duly signed by NOMINEE with original cancel cheque (Name & Account number pre-printed) if pre-printed cheque is not available Kindly provide 1st Page of Bank Pass Book/ Bank statement Attested by the Bank which clearly indicates Beneficiary Name & Complete Account no as well IFSC code.(All Fields in the form are mandatory to process) OR if payment need to make CORPORATE account- Kindly provide under taking on the letter head of the corporate with seal and signature to transfer claim amount in the company account.
- Kindly provide KYC (Know your customer) form with photo dully completed filled and signed by NOMINEE along with AML documents: Pan card/passport/Voter's identity card (For identity proof), Bank account statement/electricity bill/Telephone bill (For the residential proof)