

Claim document reference table

Application item	Documents supposed to provide	Application item	Documents supposed to provide
Inpatient	1. Claim application form 2. Case history, diagnose certificate, and hospital discharge certificate 3. Inpatient receipt and expenses list	Dread Disease	1.Certification of Policyholder 2.Claim application form 3.Identification of insured 4.Case history, diagnose certificate, hospital discharge certificate (Inpatient treatment) 5.Test report related pathology, blood and image etc.
Outpatient/emergency	1. Claim application form 2.Case history, diagnose certificate 3.Receipt, prescription, and test report of outpatient/emergency 4. Proof of the accident (Receiving treatment is caused by accident)	Disability	1.Certification of Policyholder 2.Claim application form 3.Identification of insured 4. Case history, diagnose certificate, hospital discharge certificate (Inpatient treatment) 5.Appraisal report of disability 6.Proof of accident (disability is caused by accident)
Accidental Medical treatment	1. Claim application form 2. Proof of accident 3. Case history, diagnose certificate 4.Receipt, prescription, and test report of outpatient/emergency 5 Inpatient receipt, hospital discharge certificate, expenses list(Inpatient treatment)	Death	1. Certification of Policyholder 2. Claim application form 3.Identification of insured, beneficiary and heir 4.Case history, proof of death, proof of cancellation of registered permanent residence and proof of burial. 5.Relationship proof of beneficiary, heir and insured; legal document of inheritance (beneficiary is not designated) 6. Proof of accident (death is caused by accident)
Hospital Income	1. Claim application form 2. Case history 3.Inpatient receipt, expenses list Inpatient treatment)		

Claim document explanation:

- The claimant is required to provide proof of accident and illustration of accidental process if insurance event is caused by accident. In the event of traffic accident, please provide the original copy of “road traffic accident responsibility confirmation notes” issued by traffic administrative department and provide valid driving license and vehicle driving license. In the event of public safety accident caused by assault, please provide the original copy of police report note. In the event of occupational injury, please provide the original report on treatment of occupational injury.
- In the event that the beneficiary of death benefits is not the designated one, he/she is also required to provide relationship proof of beneficiary, heir and insured, such as registered permanent residence booklet, marriage certificate, birth certificate and only-child certificate and so on; if certain special situations are required to confirmed such as the confirmation of valid inheritor, the beneficiary is also required to provide relevant written judgment, notarial deed, inheritor agreement and other legal documents.
- Original receipt of medical expenses should be issued by hospital where insured received treatment and supervised by financial & tax department of government.
- If original receipt of medical expenses cannot be provided because the claimant has been reimbursed by other organization, please provide reimbursement certificate, the Insurance Settlement Notification and the copy of medical expenses receipt issued by that organization.
- Valid ID identification: it refers to the certificate or document that can prove your identity and that is issued by authorized organization according to legal regulations, such as Identity card, registered permanent residence booklet, passport, soldier certificate and residence card etc.
- In the event of suffering from insurance event overseas, the claimant is required to provide original certificate/proof issued by local valid organization, gain admission by valid notary organization and local China embassy and translate into Chinese by valid translation organization after back to China. (Above related expenses are borne by claimant)
- The documents contained in above table are merely the basic claim documents required to provide. In the event of finding other issues during the assessment of claim, the Company will require the claimant to provide other relevant information.

Warm tip:

- After insurance event occurred, please inform us as soon as possible, keep all relevant receipt and documents and submit them to us as promptly. Otherwise, the claimant may bear relevant loss caused by the delay.
- Please receive treatment at hospitals specified in the contract.

3. Please bind up your medical receipts according to the sequence of time and you had better avoid binding them in the way of paste so that your medical expenses cannot be omitted and can be calculated correctly.
4. In order to ensure the completion of claim in time, the agency or the clients should give a full feedback to the notice sent by claim center or settle it down as soon as possible, and to sign it by self after receiving the notice. If physical check up is required, the insured should make it promptly. Other relevant notes please refer to the check up regulation of health care center.
5. If you never designate a bank account in our company, please provide the "letter of authorization of bank automatic transfer & withdrawal" that contains information on the authorized account and provide the copy of transfer bankbook or bank card. (This copy should clearly show the information of account, such as bank name, name of the province and city where this account opened, name of account and account number)

Note: If you need to know more detailed information, you can login in our official webpage: <http://www.generalichina.com> HYPERLINK "http://www.generalichina.com"