



## FILE A CLAIM

**Q: What do I need to do to file a Claim?**

A: Follow the steps below:

- Complete and sign the [Proof of Loss Form](#).
- Submit the following documents with your completed [Proof of Loss Form](#). ***Documents must be submitted within 90 days of incident/accident or the claim will not be covered.***
  - Copies of your Passport including the identification page and the entry/exit stamps from the past 12 months.
  - Detailed bills for services received.
  - Receipts for payments made.
  - Any other supporting medical documentation provided.

**Q: My parents are returning home. Can the claims check be sent to me?**

A: Substitution of a different payee (not the insured) on a claim reimbursement can be accomplished, but authorization from the insured is needed.

A written document must be provided and signed by the insured, authorizing Seven Corners to reimburse the other party named in the document. This document is required to protect all parties from possible incorrect payment of funds. An address must be listed in the document stating where claims payments should be sent. Please keep in mind that claims must be submitted within 90 days from the date of service.

**Q: Will you send my claim reimbursement via wire transfer?**

A: Wire transfers are possible for claim payment (some restrictions may apply). In order to process such a request, detailed banking information is required. Please obtain contact information and forward to [claims@sevencorners.com](mailto:claims@sevencorners.com). Our claims personnel will contact you within two business days. Please keep in mind that claims must be submitted within 90 days from the date of service.

**Q: How do I appeal my claim?**

A: You may appeal the decision made on your claim by filing an appeal with us. Please visit our [Appeals page](#) for instructions on how to file an appeal.

**Q: What if I paid for my medical bills in a foreign currency and my doctor's receipts are in a foreign language?**

A: We will have your documents translated. If the claim is considered eligible, you will be reimbursed in U.S. dollars, based on the exchange rate for the U.S. dollar on your date of service. Please keep in mind that claims must be submitted within 90 days from the date of service.

**Claims documents must be signed and submitted within 90 days from the date of service via postal mail, fax or email attachment to:**

Seven Corners, Inc.

Attn: Claims

303 Congressional Boulevard

Carmel, IN 46032 USA

Fax: (+01) 317-575-2256

Email: [claims@sevencorners.com](mailto:claims@sevencorners.com)