

# Submitting A Claim

## 1 Complete a claim form

Call StudyInsured™ Assistance or visit your student insurance website to access a claim form. You can complete it on your computer or print it.

### Take special note of Section C:

You must describe **in detail** the reason for your medical visit.

**Incorrect:** "I broke my arm."

**Correct:** "I was ice skating and I slipped. I landed on my arm and broke it."

**If your claim is under \$500, you may not need to submit a claim form.**

Just email copies of your receipts, invoices, and any supporting documents, along with your name, policy number and full mailing address, to:

**studentclaims@studyinsured.com**

**! Print and sign your form. An unsigned form will not be processed.**

## 2 Gather your documents

Gather all medical notes, emergency/hospital reports, referrals, receipts and other paperwork provided during your medical visit. These documents will need to be scanned, copied, or photographed and submitted with your claim.

Please make sure everything is clear and easy to read.

Since you only need to submit copies of documents, keep the originals (including the claim form) in a safe place. You may need to provide them again at a later date.

## 3 Submit your claim

**By email:** **studentclaims@studyinsured.com**  
This is the best claim submission method. We will confirm we have received it.

**By fax:** **+1 416.730.1878**

**Online:** **Go to the Claims section of your student insurance website** and follow the instructions. We will confirm we have received your claim.

**By mail:** **StudyInsured™ Claims Administration**  
150 King St West, Suite 602 - PO Box 75  
Toronto, ON M5H 1J9

## 4 Check your claim status

Your claim will be processed within 10 business days. Check your email regularly to confirm if more information is needed to process your claim. Be sure to respond or provide additional information as quickly as possible.

Call **1.866.883.9485** or **416.640.7862** with any questions or to check the status of your claim.

If your claim is denied, an explanation will be provided by email.

Contact **1.888.883.9485** or **+1 416.640.7862** if you are leaving or have left Canada while your claim is still being processed. It is important that we have your most up-to-date contact information.

**CALL US  
FOR ASSISTANCE**

TOLL-FREE **1.866.883.9787**  
WORLDWIDE **+1 416.640.7865**

**StudyInsured™ Assistance is available 24/7 to help with:**

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

**Notify StudyInsured™ Assistance within 48 hours if you:**

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada