

Claims Procedures

To obtain a claim form please contact Willis Australia's claims management team at Acclaim:

CLAIM CONTACTS:

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Acclaim
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Victoria

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CLAIMS CHECKLIST



*Before returning completed claim form with attachments please note:

- ✓ All invoices must be presented to Medicare and / or your Private Health Fund insurer where applicable before you present the invoices to the Student Accident insurer, via Willis.
- ✓ Whilst the GAP from your Private Health Fund insurance is claimable, if your Private Health Insurer does not pay the invoices or part thereof, you must provide a letter from them stating the reasons why.
- ✓ Legislation prevents insurers from paying claims for any Medicare GAP;
In other words, any expense associated with a Medicare benefit is not covered.
- ✓ The Policy only provides cover for costs incurred for a period of 24 months from the date of the accident / injury.
- ✓ Please keep a copy of all documents submitted