

Guide for Uni-Care Insurance Claims

Your complete step-by-step guide to filing claims



Step One: Gather Required Documents

Doctors Visit Claims

If you are claiming for a doctor's visit, you will need:

- Full receipt from the medical visit
- Consultation notes (with your full name and date of birth)
- Prescription receipt (if applicable)

Hospital Invoice Claims

If you are arranging for Uni-Care to pay a hospital invoice directly, you will need:

- Hospital invoice
- Hospital discharge notes

Lost or Damaged Item Claims

If you are claiming for a lost or damaged item, you will need:

- Proof of ownership (e.g., receipt, manual, or credit card statement)
- Police Report (if applicable)
- A quote for replacement or repair

Step Two: Complete the Uni-Care Claim Form

Please download the Uni-Care claim form using the link: [Uni-Care Claim Form PDF](#)

Complete all required sections:

- Policy Holder Details
- Claim Payment
- Claim Details
- Ensure you **sign page 2 of the form**

Step Three: Submit Claim to Uni-Care

After completing steps one and two, send the following documents to claims@uni-care.org:

- Completed claim form
- Consultation notes (if applicable)
- Receipts and any other supporting documents

Claims are typically processed within 10 working days

Step Four: Claim Outcome

Once your claim is processed, Uni-Care will contact you via email to confirm the outcome and any settlement amount.

Please allow **5-7 working days** for payments to appear in your bank account.

If you are not satisfied with the outcome of your claim, we encourage you to contact Uni-Care directly to discuss your concerns.