

Health Insurance Claim Processing:

- 1. I'm a new international student and just touched down a few days ago. Am I covered by the medical insurance?**

A: Yes, you are covered from the day you enter to Malaysia.

- 2. If I am required to be admitted upon medical diagnosis, what can I do?**

A: Kindly present your medical insurance card to the hospital nurse and request a GL (guarantee letter). In case you do not have or yet to receive your medical card, you may present your passport for reference. You may also contact the insurance company hotline at 603-2772 5611.

- 3. Do I need to pay for the outpatient treatment?**

A: For outpatient claim, you are required to pay for the treatment in advance and submit all required documents to the International Office for reimbursement later.

- 4. What are the required documents for outpatient claim?**

A: Please prepare the following documents and send to International Office:

- *Original receipt*
- *Medical report if the claim amounting more than RM500 (you may download from IO website and get the attending doctor to fill out)*
- *Medical Insurance Claim form (may download from IO website)*
- *A copy of Passport Personal Details page*

- 5. I have decided to travel to another country for holidays during my semester break, am I covered?**

A: Yes, but you are only covered up to sixty (60) consecutive days outside the Country of Study

- 6. Where can I get further information?**

A: You may contact AIG at +603 2772 5600 and provide your policy number (stated on your insurance card) or email at AIGMYCare@aig.com

For more detail's information, you may refer to AIG official website at:

<https://www.aig.my/personal/travel/travel-student-insurance#accordion-dae83ca612-item-f87f6bdf22>