

Insurance Service Manual for UCI Gran Fondo World

Series • Hainan

I. General Claims Process

1. General Claims Process

Filing a Claim: - Claim filing methods: Contact the customer service at 95300, etc. File a claim immediately when an accident occurs.

Over-the-Counter Acceptance : After completing treatment, the customer prepares the relevant claims materials and submits an application for claims at our company's counter. The counter shall accept the application and provide a handover certificate.

Review: Claims personnel of the branch company review the case. If investigation and verification are required, an investigation task will be initiated; if not, the case will be submitted to the company for approval.

Investigation: Based on the case situation, the main investigation contents include but are not limited to: verifying the condition, checking the past medical treatment records and physical examination records, conducting interviews and taking statements, etc.

Claim Settlement: Settle the claim and pay the insurance benefit.

Note: Hospitals recognized by our company: domestic public hospitals at or above the second level. Reimbursable medical expenses shall be those within the scope of social security payment.

II. Materials Required for Claims

(I) Outpatient Medical Treatment

1. Customer Materials

- 1) Claims application form
- 2) Personal accident statement
- 3) Copy of the insured's ID card and bank card (in case of an accident involving a minor, provide a copy of the minor's ID card or household registration. The insurance benefit shall be collected by the guardian, who needs to provide copies of their own ID card and bank card, as well as a proof of relationship, such as a birth certificate, etc.)

2. Medical Treatment Materials

- 1) Outpatient medical records
- 2) Medical diagnosis certificate (must be affixed with the hospital's medical diagnosis certificate seal)
- 3) Relevant inspection reports
- 4) Original outpatient invoice
- 5) Expense list

(II) Inpatient Medical Treatment

1. Customer Materials

- 1) Claims application form
- 2) Personal accident statement
- 3) Copy of the insured's ID card and bank card (in case of an accident

involving a minor, provide a copy of the minor's ID card or household registration. The insurance benefit shall be collected by the guardian, who needs to provide copies of their own ID card and bank card, as well as a proof of relationship, such as a birth certificate, etc.)

2. Medical Treatment Materials

1) Medical diagnosis certificate (must be affixed with the hospital's medical diagnosis certificate seal)

2) Inpatient medical records (including the first page of the medical records, admission records, discharge records, and surgical records if surgery is involved)

3) Relevant inspection reports

4) Original inpatient invoice

5) Expense list

6) If reimbursement has been obtained from social security or the new rural cooperative medical system, a settlement statement from social security or the new rural cooperative medical system shall be provided.

(III) Death

1. Customer Materials

1) Claims application form

2) Personal accident statement

3) Copy of the insured's ID card and bank card (in case of an accident involving a minor, provide a copy of the minor's ID card or household

registration. The insurance benefit shall be collected by the guardian, who needs to provide copies of their own ID card and bank card, as well as a proof of relationship, such as a birth certificate, etc.)

4) Death beneficiary identity confirmation form

2. Medical Treatment Materials

1) Medical death certificate

2) Household registration cancellation certificate

3) Cremation and funeral certificate (provided when cremation is conducted)

(III) Total Disability and Disability

1. Customer Materials

1) Claims application form

2) Personal accident statement

3) Copy of the insured's ID card and bank card (in case of an accident involving a minor, provide a copy of the minor's ID card or household registration. The insurance benefit shall be collected by the guardian, who needs to provide copies of their own ID card and bank card, as well as a proof of relationship, such as a birth certificate, etc.)

2. Medical Treatment Materials

1) Medical diagnosis certificate

2) Disability identification certificate issued by a disability identification institution with legal qualifications or designated/recognized by relevant

state authorities

III. Service Specialist Phone Numbers

1. The person involved in the accident can file a claim by calling 95300;
2. They can also directly call the insurance company's service specialists for claim filing services:

Fan Qi: +8615555636636

Zou Jing: +8613876898652

Wang Huimin: +8613178938069