



## Claims Procedure with Standard Life Healthcare

1. If you need to make a claim, telephone the Customer Care Team on 01483 553556 and ask to speak to a Claims Advisor.  
Please have your policy number with you.  
The Claims Advisor will answer any questions you have and send you a claim form.
2. Once you have received your claim form, completed Part One. Please ensure all questions are answered including your GP's details.  
Both the claimant and the policyholder (if different) must sign the Declaration.
3. Your GP must complete Part Two. Make sure your GP understands that your Policy only covers treatment at a hospital on the Standard Life Hospital List. You must be referred to a Specialist who has admitting rights to these hospitals.
4. Once the Claim Form is completed, return to Standard Life to be assessed. The Claims Staff will then advise you whether your claim is eligible and if so will advise you in writing that your claim has been accepted.
5. Go ahead with your treatment. Please make sure your specialist is aware of the cover provided by your Policy. Show them your Claim Authorisation Letter and all your other policy documentation.
6. If you are unsure at any time about your cover, please telephone the Customer Care helpline.
7. In the unlikely event that you should you need additional assistance please call **ADVO Group – 0845 612223**

### IMPORTANT

It is important to remember that if you ask your GP to complete the claim form they may make a charge, which Standard Life will not refund.

[www.advogroup.co.uk](http://www.advogroup.co.uk)

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