



Claims Procedure with Universal Provident

1. Once you have seen your General Practitioner, you must contact Universal Provident Claims Helpline 08705 133432.
2. A member of the the claims team will then take your details and check that you are an insured member under the policy and a claim form will be sent to you.
3. All relevant sections of the claim form must be completed and in some instances your GP will need to complete part of the form.
4. Once in receipt of the claim form (within 24 hours) Universal Provident will confirm in writing that you have been authorised to proceed with treatment. An authorisation can be made over the telephone but only when Universal Provident have the claim form.
5. If you require assistance with your claim please call the Advo Team on 0845 612 2223

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