

INFOSYS FULHEALTH GERMANY

FLOW CHART

MAYFAIR REGION 3 CONTACT DETAILS AND ACTIVATION PROCEDURE

a) For 24 Hours Emergency Medical Assistance and Cashless Services:

TOLL FREE from most landlines: * +800 629 32470

DIRECT LINE: +1 317 818 2800

Email: mayfair.region3@sevencorners.com

Please provide the below information when emailing in a request for any medical assistance:

- (1) Your Name:
- (2) Your Date of Birth:
- (3) Your Mayfair ID:
- (4) Your Employee Number:
- (5) Your Company Name:
- (6) Your Current location Home address including ZIP/Postal code:
- (7) Your Telephone contact number (mobile number preferred) with all relevant Country codes, etc:
- (8) Treating doctor contact details including fax number and/or medical report if available and applicable:
- (9) Type of assistance needed (if not sure specify type of ailment) and time preference if any:

b) For Pay and Claim or General Policy Queries:

TOLL FREE from most landlines: + 800 629 32470

DIRECT LINE: 91 80 42645000 **

Email: mayfair.claims@ihmsworldwide.com

Post: **INTERNATIONAL HEALTHCARE MANAGEMENT SERVICES PVT LTD.**

Mayfair Claims Department

459, 2nd Floor, Service Road,

Off Outer Ring Road, Teacher's Colony,

Venkatapura, Bangalore- 560 034 INDIA.

Please refer to the latest version of this document available at your insured's login at

<http://www.mayfairworldwide.com/asp/insuredslogin.asp>

c) Escalations and Feedback:

(1) Please note that all claims for reimbursement must be submitted to mayfair.claims@ihmsworldwide.com with kiran@ihmsworldwide.com and ashwin@ihmsworldwide.com on copy.

(2) All claims for cashless to be submitted to mayfair.region3@sevencorners.com with ashwin@ihmsworldwide.com and kiran@ihmsworldwide.com on copy.

(3) If you do not receive a mail response to your initial communication within 48 hours, please do escalate to me on bindu.tk@ihmsworldwide.com or **Mob: +91 98453 55558**

d) Important Points to Note:

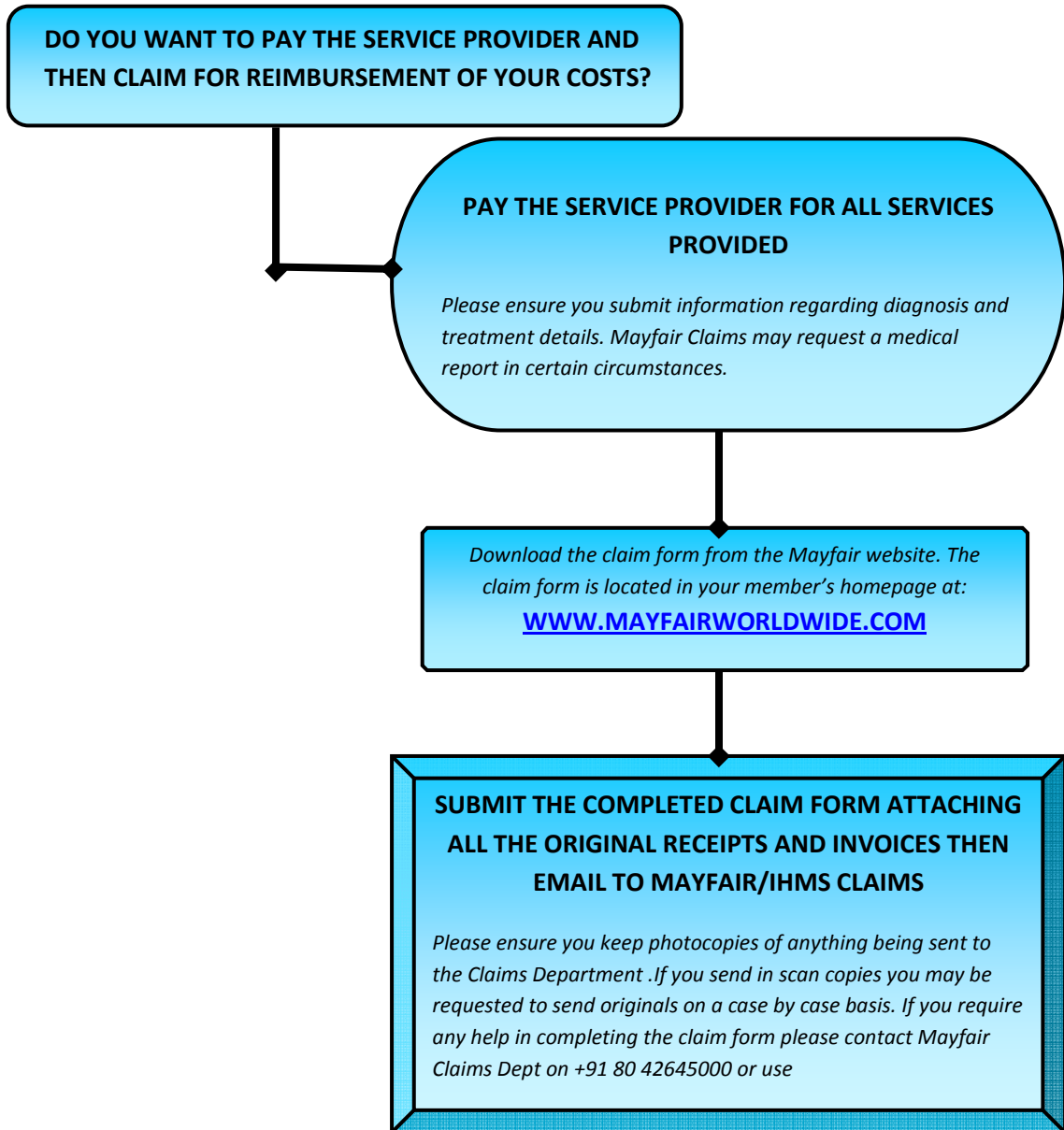
(1)* Please always note the direct-line number as the toll-free number may not work from certain connections. Please also be aware that you need to use the international dialing code pre-fix for the specific country you are in. For example in most countries this would be 00. So the number to dial would be 00 800 629 32470

(2)** Open IST (GMT +5.5) 10:00 to 18:30

(3) If you receive a copy of an invoice from a Service Provider requesting payment, please forward it to mayfair.claims@ihmsworldwide.com immediately

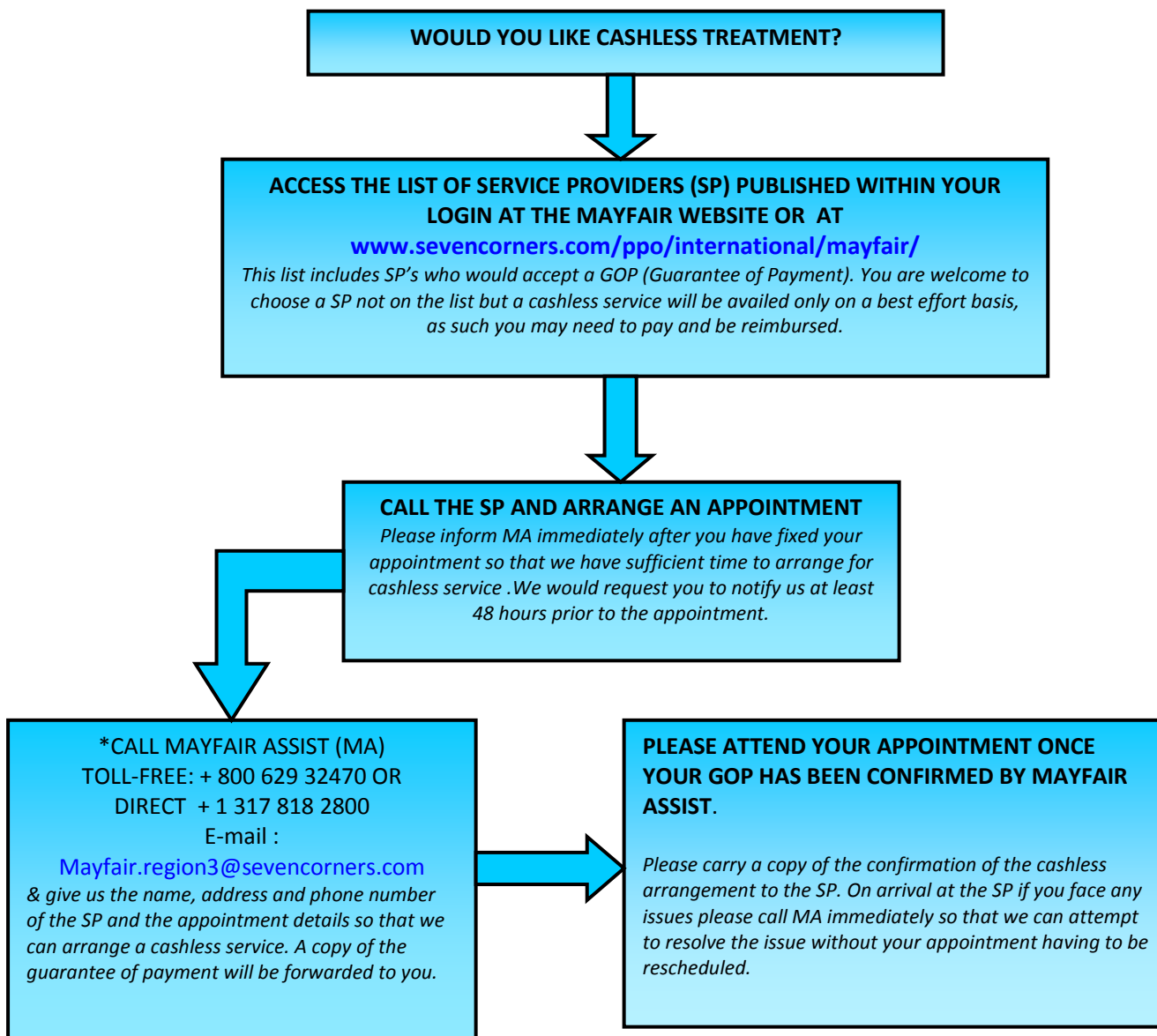
(4) Please be advised the above is only a brief summary. For further info (i.e. what is covered/not covered exclusions, helpful hints/advice, etc) you will need to get a copy of your company summary of cover either from your HRD/TRAVEL DEPT or by going online to www.mayfairworldwide.com and entering your insured's login)

➤ REIMBURSEMENTS (PAY & CLAIM):



- *All check-ups where no medical symptoms are known to the member, dental and vision care and pre-existing/chronic treatment are on a re-imburement basis only*

➤ **CASHLESS SERVICE PROCEDURE:**



- **IMPORTANT - In case of medical emergency please call the local ambulance service and they will take you to the nearest and most medically appropriate emergency department. Once stabilized you or a friend/relative can call Mayfair Assist who will liaise directly with the hospital and do everything possible to ensure a cashless service of expenses already incurred & to arrange a cashless service for any further treatment.**