

# Claim declaration

What should be done?

## Emergency hospitalization

1) Present your WRLife card and mention **ASSIST INTERNATIONAL SERVICES** at the hospital admission desk.

**By phone:** +66 953 697 939

**By email:** [operations@assistinter.com](mailto:operations@assistinter.com)

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2) The assistance company is **available 24/7** and confirms the coverage approval.

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3) **AIS settles the hospital bill directly** after receiving the medical report.

## Non-emergency hospitalization

1) Any planned hospitalization **requires prior approval**.

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2) Send the **full medical estimate** to: [operations@assistinter.com](mailto:operations@assistinter.com)

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3) Wait for written confirmation before admission.

# Consultations & outpatient care (Outpatient)

## Cf Module 2

For medical consultations, tests, or outpatient care, the insured must **pay the medical provider upfront.**

Supporting documents (medical report, detailed invoice, proof of payment, and bank details) must then be sent by email to **claim@assistinter.com**.

Once the complete file is received, **the reimbursement will be made to the insured's bank account within 7 business days.**

### Documents required for reimbursement

- 1/ Detailed medical report including the insured's contact details
- 2/ Itemized invoice for medical treatments and medications
- 3/ Laboratory test results
- 4/ Detailed hospital invoice and proof of payment
- 5/ Full bank details

### For CFE complementary insurance

For CFE complementary insurance: the CFE reimbursement statement (in addition to the documents listed above).

**Bangkok: +66 953 697 939**

**Planned hospitalization:** operations@assistinter.com

**Reimbursements & outpatient care:** claim@assistinter.com

**www.wrlife.net & www.wrlife.org**