

Claim form

Section 1: Member information.

First name

Family name

Medibank membership number

Date of birth (DD/MM/YYYY)

Please note Medibank will only pay benefits for claims lodged within two (2) years of the date of service, and your membership must be current at date of service. Benefit payments will be made by your preferred method (EFT/Chq) and a statement of benefit (not available for Overseas Student Health Cover (OSHC) members) will be sent to the address we have on record. If you wish to update your details, simply visit us online.

Section 2: Claim information.

If your claim relates to an injury or illness caused by the negligence of a third party (e.g motor vehicle accident, workers' compensation, common law), you may be entitled to compensation. If you think you may be entitled to compensation from a third party (i.e from an entity other than Medibank), please contact our Compensation Team **before lodging this form**. Refer to our contact details on page 2.

Please ensure the receipts and/or accounts for each claim are attached, and that they are original, itemised in full, written in English, and on the provider's official stationery, or have the provider's official stamp.

If you indicate that your account is paid in full, please provide any receipts as evidence, otherwise Medibank may:

- 1) be unable to pay benefits for the claim; or
- 2) pay any benefits for the claim directly to the service provider.

- ☐ The services I am claiming for have been paid in full.
- ☐ I hold an Overseas Student, Overseas Visitor or Overseas Worker Health Cover. *If ticked, please proceed to section 3.*

Have you made a claim through Medicare for medical services that were performed in hospital? Before submitting this claim form, make sure you have obtained the Medicare Statement of Benefits available through the MyGov inbox or by contacting Medicare. These will need to be lodged with this form.

- ☐ I'd like to use my Membership/Package Bonus.
- ☐ I'd like to use my Gold Hospital Bonus.

Section 3: Declaration.

I declare and acknowledge that:

All information supplied in connection with this claim is true and correct. I consent to the handling of my personal information provided with this claim in accordance with the Medibank Private Privacy Policy. I authorise any hospital or health service provider to give Medibank Private any information as may be necessary to assess this claim. The expenses detailed in this claim are not, and will not be, subject to a compensation or damages claim.* If I am lodging this claim for another person, I declare that I have their consent to lodge this claim and to make the above declarations and acknowledgements on their behalf.

*Benefits are not payable where you have, or may have, an entitlement to receive compensation or damages. In such circumstances, we expect that you will pursue that entitlement. We may make provisional benefit payments on application, subject to our Fund Rules and policies, but you must agree to repay such payments, in full, from your final settlement.

Signature

Date

Lodging a claim.

There are many convenient ways to make a claim.



Online

Register or login to My Medibank at medibank.com.au/login
For OSHC members visit medibankoshc.com.au



Membership card

Claim on the spot for some extras services at participating providers.



My Medibank App

Make a claim directly through the app as soon as you've visited your provider. You can even check your claims history and the status of claims you've made.



By mail

Send the completed claim form and supporting documents to:

Medibank
Medical & Extras Claims
Reply Paid 2984
MELBOURNE VIC 8060

Visit medibank.com.au/selfserve for more information on ways to claim.

We're here to help.

If you have any questions or require help completing this form, call us on **132 331**. For OSHC members, please call **134 148**. For our Compensation Team, please call **1300 880 276**.

We'll be happy to help.

Privacy Statement.

We collect and use your personal and sensitive Information to enable us, other Medibank Group Companies and our third party suppliers and partners to provide you with products and services, including insurance, health related services and partner offerings and to give you information on other products and services. If we do not collect this information, we may not be able to provide you with these services. We may collect your information from you, another person on your membership, a person authorised to provide us this information on your behalf, another Medibank Group company or a third party. Where you give us personal information about others, you must ensure that you let them know what information you are giving us and that you have their consent to do so. You should also let them know about this Statement. We may disclose your personal information to persons or organisations in Australia or overseas including other Medibank Group Companies, our service providers and professional advisers, health service providers, our suppliers and partners, government agencies, financial institutions, your employer (if you have a corporate product) and your educational institution, migration agent or broker (if you have OSHC or a visitors cover). We may also disclose your information to other persons covered under your policy or your agents and advisers. We may disclose your personal information overseas to other Medibank Group Companies or third parties who provide services to us including in India, the United States and New Zealand. We or another Medibank Group Company may contact you to market products and services and to keep you informed of special offers from Medibank Group Companies and third parties, including by direct mail, SMS and MMS messages, by phone and email. You can choose how we communicate with you and manage your consents to receiving promotions and offers by calling us on **132 331**, visiting one of our stores, or accessing the Manage My Preferences page within the Online Member Services facility. Our Privacy Policy contains more information about our privacy practices, including how you may request access to, or correction of, personal information we hold about you, how you can lodge a privacy complaint and how we manage such complaints. You can obtain a copy of our Privacy Policy by contacting us or at medibank.com.au or contact our Privacy Officer at 695 Collins Street, Melbourne, VIC 3008 or email privacy@medibank.com.au