



TOTALRISKADMINISTRATORS

An authorised Financial Services Provider | FSP no. 40815
T: 011 372 1540 | F: 011 372 1579 | www.totalrisksa.co.za

Auto & General Insurance Company Limited,
a licensed non-life Insurer & Financial Services Provider -
Reg No 1973/016880/06

IMPORTANT INFORMATION!

Please complete the form and return to Total Risk Administrators for attention TRA Claims Department via email to
claims@totalrisksa.co.za OR by fax to 011 372 1579 OR by post to P.O. Box 8012, Greenstone, 1616

SECTION 1: PERSONAL DETAILS

Medical Scheme, Med Aid No, Gap Policy No, Title, First Names, Surname, Date of Birth, ID Number, Contact Numbers, Email Address

POSTAL ADDRESS

COMMENTS

Postal address and comments input fields

SECTION 2: CLAIM DETAILS

Table with columns: Beneficiary Name, Treatment Date, Provider Name, Practice Number, Amount Claimed. Includes a TOTAL row.

It is very important that the medical aid statement reflecting the claims submitted, the hospital account and the doctor's
statements are provided with this claim! If these documents are not attached it will be considered an invalid claim.

SECTION 3: REQUIRED DOCUMENTATION

The following documentation is required BEFORE a claim can be processed:
First 2 pages of Hospital Account, Medical Aid Statement, Doctor / Service Provider Statement
Medical Aid Pre-authorisation letter showing requirement of co-payment
Proof of payment of co-payment to provider

All claim refunds will be paid into the bank account as per our system. For banking detail changes, please contact our Membership
Department on membership@totalrisksa.co.za / 011 372 1540

I, _____
the undersigned, declare that the afore-going details are, to the best of my knowledge true, correct and complete.

MEMBER SIGNATURE

Date Y Y M M D D

As per the terms and conditions of this policy all the required information must be submitted to TRA within
6 months from date of treatment after which the claim will be considered "stale".
Refunds are generally made directly into the policyholder's bank account.