

At Max Bupa, our mission is to help our customers live healthier and more successful lives by providing expertise as their healthcare partners. While all of us have been impacted by the ongoing Covid-19 pandemic, we have taken the following steps to ensure that we deliver on our promise to customers.

Claims

We are committed to provide best possible service for your claims. Our team of doctors are working round the clock remotely to service you.

Cashless claims:

For cashless claims and pre- authorisation, there is no change in the process. You can inform us of your pre-authorisation on our helpline **1860 500 8888** or write to us at customercare@maxbupa.com. If you are already in the hospital or hospitalised, your hospital TPA desk will send us the documents and we will process your pre-authorisation and discharge speedily.

Reimbursement claims:

For reimbursement claims, there may be some disruption as courier services are not working cross the country and our branches are working with very limited capacity in light of the nationwide lockdown. You may not be able to get your documents to us right away. However, we would like to assure you that we will not deny any claims for delay in document submission and you could send us your claims once the situation returns to normal.

For details on our claims process, [click here](#).

Customer service

Our teams are working remotely with limited staff and there may be some delay if you try and reach out to us on phone. We would urge you to use our digital self service options that we have enabled for you in these unprecedented times so that our staff can prioritise customer requests related to claims.

For accessing your policy kit, health card and tax receipts, you can

Put a request with our chatbot CIA on our [website](#). CIA can also help you download your policy kit, tax receipts, look for the nearest network hospital and process your renewals request.

Download the [Max Bupa health app](#)

Chat with a live agent on our website or log on to your [account](#)

Or write to us at customercare@maxbupa.com. Our current response times with the inflow and reduced capacity is 5 days.

Renewals

For renewal of your policy, we encourage you to use the multiple digital payment options enabled for you.

In case you have received an SMS for your premium payment, follow the one step payment link embedded in the text message. Our website has multiple payment options enabled for you to pay your

premium remotely. In light of the current situation, we are encouraging customers whose policy has lapsed up to 60 days ago to pay their premiums and enjoy continuity benefits.

We care about your well being, which is why we are encouraging you to pay digitally through [our website](#), instead of cheques. For step by step details on making an online payment for renewing or buying a Max Bupa policy, please refer to the annexure below.

For the safety and well being our employees and as a responsible corporate, we would like to minimise walk-ins into our branches and have enabled remote servicing options for all our customers. Some branches may operate with very limited staff to ensure smooth running of our operations.

Stay safe and we assure you we are there for you in these testing times as your healthcare partner.

Buying Health Insurance:

We would like to assure you that all our indemnity plans cover hospitalisation for Covid-19. To know more about health insurance plan suited for your needs, please call **1860 500 8888** or chat with CIA on www.maxbupa.com

Annexure

Pay Online:

Online Payment through Max Bupa Website (<http://www.maxbupa.com/renew>)

You can pay premium in less than 2 minutes.

- Choose from credit cards (Master/Visa/Amex/Diners) through Cards issued in India
- EMI on credit card (Master/Visa/Amex)
- Debit cards (Visa / Master / Rupay / Maestro)
- Net Banking

Do two small steps:

- Select your preferred payment gateway
- Fill in your information and make the payment

Pay through NEFT
(National Electronic Fund Transfer):

Online Payment through Internet Banking (NEFT) with below process:

You can log in to your bank's website and select NEFT for making the payment.

Beneficiary Name	MAX BUPA HEALTH INSURANCE COMPANY LIMITED
Beneficiary credit A/C number	MAXBUPAP(Customer ID)
Beneficiary bank IFSC code	HSBC0110002
Beneficiary bank name	HSBC LTD
Branch name	BARAKHAMBA ROAD

Pay by Auto-Debit:

Payment through Credit Card – The auto-debit feature allows you to give standing instructions to your credit card (VISA / Master Card) for automatic payment of your premium before the due date.

Note:

- Standing Instruction by enrolling yourself on Max Bupa Website while making premium payment
- An Email/SMS confirmation will be sent to your registered contact Email ID/Number once your credit card will be registered.
- This facility is available for VISA and Master credit card only.

Payment through ACH (Auto Clearing House) -You can opt for the ACH feature that automatically debits the premium amount from your bank on your chosen draw date.

Fill out the ACH Form after verifying your bank details, and send it to us along with a cancelled cheque, at least 30 days before your next premium due date.

You can send these documents to us by:

- Visiting one of Max Bupa branch offices, once the situation has returned to normal.
- Handing it to your advisor appointed by Max Bupa Health Insurance
- Courier to the following address:

Max Bupa Health Insurance Company Limited, A-25, First Floor, Mohan Cooperative Industrial Estate, Mathura Road, New Delhi 110044

Pay in Max Bupa Branch:

1. Payment through a Cheque

- You should write a cheque payable to ‘Max Bupa Health Insurance Co. Ltd.’ followed by your 14-digit policy number.
- Please mention your name, policy number, and contact details at the back of the cheque.
- It should only be done in case you are not able to access any of the mentioned digital avenues for making a payment.

2. Payment through one of Max Bupa Branch Offices - We have a network of 41 branch offices across 16 states. We accept payments through Credit Card, Demand Draft & Cheque at our branches.

To reach us:

- Click here to locate the nearest branch office to you
- Call us at our helpline number 1860-500-8888

Note: Please do not forget to take the acknowledgement slip post the payment.

Request for a Renewal Cheque Pick-up - You can call us at our helpline number 1860-500-8888 and request for a renewal cheque pick-up. Please opt for it only if are not able to access any of the listed digital options on our [website](#) or [app](#).

The cheque pick-up facility is available in the following cities:

- Delhi & NCR
- Ludhiana
- Jaipur
- Mumbai
- Kolkata
- Hyderabad
- Bangalore
- Chennai
- Surat
- Pune

Visiting Bancassurance Partner Branches:

Pay for your policy through fund transfer

- In case you have purchased policies through Banc assurance partners, you may visit any Bank Branch to make payment for your Max Bupa policy.
- Opt for auto payment for next year by enrolling yourself on Standing Instructions(SI)
- You can pay Max Bupa health Insurance policy premium from your bank's branch location by filling out the NEFT/RTGS form. You will need the following details.

Beneficiary Name	MAX BUPA HEALTH INSURANCE COMPANY LIMITED
Beneficiary credit A/C number	MAXBUPAP(Customer ID)
Beneficiary bank IFSC code	HSBC0110002
Beneficiary bank name	HSBC LTD
Branch name	BARAKHAMBHA ROAD

Pay at nearest Axis Bank:

1. Pay for your policy through cheque –
 - You should write a cheque payable to 'Max Bupa Health Insurance Co. Ltd.' followed by your 14-digit policy number.
 - Please mention your name, policy number, and contact details at the back of the cheque.
2. Payment through an Axis Bank Branch - Max Bupa health insurance has exclusively partnered with Axis Bank. You can make your policy premium payment at any of its branch locations.

Use your phone to renew your Max Bupa policy:

You can renew your policy through the Max Bupa Health App. Download from Google Play Store or iOS App store. [Click here to download now.](#)