

## HOW TO MAKE A STUDENT ACCIDENT INSURANCE CLAIM

- 1/ Obtain student accident claim form from your child's school
- 2/ Complete the form with all appropriate details and you must sign and date the form
- 3/ Attach all corresponding invoices which must be paid in full.

Please note:

- All invoices must be presented to Medicare and/or your Private health insurer where applicable.
- The gap on invoices covered under Medicare is not refundable through the insurer. No gap cover is insurable in Australia for Medicare; this means these costs are not covered.
- If your private health insurer does not pay a portion of the invoices you must provide a letter from them stating why.
- The gap from your Private medical insurance is claimable.
- The cover pays for costs incurred for a period of 24 months from the date of accident. This decision is made by the insurer.
- Please keep a copy of all documents submitted.

4/ Submit your claim for insurer consideration via the school

5/ All payments will be paid by Electronic Funds Transfer provided your bank account details are supplied

6/ Please note the insurer may have some questions or requests from time to time during the claim period.

The website link [willis.com.au/student-accident](https://willis.com.au/student-accident) will provide parents with general information regarding student accident claims.

**Prompt response to Insurer requests will expedite your claim**