TAGIC Claim Process:

• 24X7 customer support for settling claims

• Customer to register a claim through a call centre- Toll-free no. 1800-266-7780 or 1800-229-966 (For Senior Citizens), SMS- (SMS "claims " @ 5616181) or e-mail-general.claims@tataaig.com & in case a customer wants to escalate if he/she is not satisfied with the response of Customer care team then he/she may write to healthclaimsupport@tataaig.com

• Once the claim is intimated, the claim is registered and the necessary claim process document request is initiated. For more details, related to documents and processes please visit the link mentioned below-

https://www.tataaig.com/knowledge-center/health-insurance/health-insurance-claims-process-cashless-reimbursement

Key Points for settlement:

Sl No.	Treatment, Consultation or Procedure:	TAGIC or their TPA must be informed:
1	If any treatment for which a claim may be made and that treatment requires planned Hospitalisation	At least 48 hours before the Insured Person's admission.
2	If any treatment for which a claim may be made and that treatment requires emergency Hospitalisation	Within 24 hours of the Insured Person's admission to the Hospital.