

# Make a Claim



**Tell us a little bit about your claim. Don't forget we also need you to send us itemised original accounts and receipts.**

You can also login to your Member Centre to update your details 24/7. Just visit [hif.com.au/members](https://hif.com.au/members)

## Member details

Member number:

Surname:

First name of patient shown on invoice:

**Yes, I've paid the invoice** *(please tick)*

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## Have your payment details changed?

(Please complete only if you'd like to update where your benefits are paid to)

Please change my details for this claim only

Please update my details to reflect the account details I pay my premiums from (sorry, benefits cannot be paid to credit cards)

## Direct Credit Registration

(benefits will always be paid to this account unless one of the above boxes is ticked)

Account name:

BSB:

Account Number:

## Was the claim resulting from an accident?

I confirm this claim is the result of an accident and may be eligible for compensation from another source.

Yes / No

(If you tick yes, that's ok, we'll just send you another questionnaire to complete about the claim.)

## Declaration

I declare that I am responsible for the expenses this claim relates to. To the best of my knowledge and belief, all information is true and correct, I authorise the provider of this service to provide to HIF all requested information necessary to verify or audit this claim.

Signature:

Date:

## Have your personal details changed?

Please tick this box if you are happy for us to communicate with you via email.

Email:

First name:

Surname:

Street address:

Suburb:

State:

Postcode:

Telephone:

Mobile:

### Things you should know

We need you to send us all your receipts if you've paid the account. These documents are then kept on your file.

We're only able to make payments for services provided within Australia. If you've used a service just make sure you put your claim in within 2 years, after that we're not able to make a benefit payment.

If you have already claimed benefit from Medicare, please ensure you include the Medicare Statement of Benefit in your claim submission.

Once you have completed the form, please email it to us at **claims@hif.com.au** or mail to:

**HIF, GPO Box X2221  
PERTH WA 6847**

### Privacy Collection Statement

At HIF we comply with the *Privacy Act 1988* to ensure that your personal (including sensitive) information is protected. HIF collects your personal (including sensitive) information to provide you with private health insurance services. If you choose not to share this information with us, we may not be able to provide you with such services. To perform private health insurance services, such as paying benefits, HIF may disclose your personal information to persons or organisations within Australia.

HIF collects, uses, and discloses your personal information in accordance with our Privacy Policy and the Private Health Insurance Collection Statement at [hif.com.au/privacy](https://www.hif.com.au/privacy) which explains how HIF handles your personal information. This includes information on acknowledgement and consent, how we may collect, use and share your personal information, how to access your personal information and correct it when it is wrong, and how to make a privacy related complaint and how we will respond to it.

If you would like a copy of our Privacy Policy, need more information, or have a privacy concern, you can call **1300 134 060**, email [privacyofficer@hif.com.au](mailto:privacyofficer@hif.com.au), or mail HIF's Privacy Officer at GPO Box X2221, Perth WA 6847.