

COVID - 19 Announcement

Written by Administrator

Friday, 27 March 2020 06:19 - Last Updated Friday, 27 March 2020 06:35

We are all aware about the recent outbreak of corona virus (COVID-19) and its rapid spread in our region. During this hard time, your Company is taking all possible measures to ensure safety of its employees, clients and community by following the directives of the respective provincial governments by temporary closing offices in Karachi, Lahore and Islamabad starting Tuesday, 24th March 2020.

Surviving in this unprecedented time is challenging, yet we are committed to deliver essential services to our clients by the use of technology. Our selected employees will be working from home to facilitate our insured members.

We are adapting ways to ensure continuous operations and would appreciate your patience and understanding, if you experience any delays during this disruptive time. Following are our contact points where our staff can be contacted for relevant inquiry.

For general queries you can contact us at
CRM Call Center (9am-5pm): 92-21-111-435-700 and email us at
customer.relations@allianz-efu.com
You can also contact us at 0300-8208555

For online premium / contribution payments, kindly email us at billing@allianz-efu.com. You will be guided accordingly.

For any amendments / endorsements within your policy, kindly email us at policy.admin@allianz-efu.com, underwriting@allianz-efu.com. You will be guided accordingly.

For online claim submission, kindly email us at claimsonline@allianz-efu.com. Please attach images of all the relevant claim documents along with the completely filled claim form. Kindly do not forget to mention your name, cert id number, employer name (for corporates) and policy number on each attached claim document.

However, we urge our valued insured members / covered participants to kindly opt for the cashless hospitalization at our panel hospitals in order to avoid out of pocket direct cash payments.

For medical emergencies and pre-authorization at our panel hospital, please contact us at
0300-8207000 for Sindh and Baluchistan
0300-8483818 for Punjab
0300-8508550 for Islamabad and Peshawar

Stay safe, wishing you all health

Allianz EFU Health Insurance Limited.

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