



# From October 2015 UNIQA scans your claim documents

## How to claim

As from October 2015 please us the following guidelines

### ■ UNIQA Member Lounge

Connect to <https://extranet.uniqa.net> (create an account if you do not already have one).

Click the "Submit a claim" button and follow the instructions.

### ■ Email

Send your basic insurance reimbursement statement in \*.pdf format to: [claims.gpafi@uniqa.ch](mailto:claims.gpafi@uniqa.ch)

Add your UNIQA policy number in the subject fields.

(Please note that this email address is dedicated only for claims, for questions and queries please use : [contact.gpafi@uniqa.ch](mailto:contact.gpafi@uniqa.ch))

### ■ Post mail

Do not use staple, adhesive tape or glue.

## In all cases

■ Send your claim within 12 month from the claim summary date

■ Just send your reimbursement advice

■ Invoice copies are only needed for:

In-patient treatment

Treatments that have a limited number of sessions per year (psychotherapy, nurses...) Optical, medical apparatus and transport

Insured that have been accepted with a medical exclusion (for it's time frame)

■ For natural medicine treatment: send the original bill with the proof of payment and the prescription of medication.

More details at:

[www.gpafi.ch](http://www.gpafi.ch)

<https://extranet.uniqa.net>

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