

There's an easier and faster way to submit claims!

Just e-mail claims@pacificcross.com.ph



Follow these steps when sending your claims:

01



Gather all the basic requirements before filing for a claim. A copy of the **Claim Reimbursement Checklist** can be found at the back portion of a **Pacific Cross Notification of Claim (NOC) form** which is accessible via the Pacific Cross website www.pacificcross.com.ph

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On the website, click on the tab *Resources – Brochures and Forms – I need to file a claim*. You can opt to download the **PDF** or **Fillable Word file of the NOC form** based on your plan.

- For **Clients with Pacific Cross Insurance, Inc. (PCII) Medical Insurance Plans** (i.e., Blue Royale, Blue Royale Premier, Select, Premier, FlexiShield), please download the **Notification of Claim - Medical Insurance form**.



Downloadable PDF



Fillable Word

- For **Clients with Pacific Cross Health Care, Inc. (PCHC) Healthcare Plans** (i.e., BC Flexi Access, BC Flexi Access Plus, LifeStyle), please download the **Notification of Claim - Healthcare Plan form**.



Downloadable PDF



Fillable Word

- For **Clients with Pacific Cross Travel Insurance Plans** (i.e., Travelsafe, Annual Business Travel, ShortSecure), please download the applicable **Travel Insurance NOC form**.



Downloadable PDF
Travelsafe



Fillable Word
Travelsafe



Downloadable PDF
Business Travel



Fillable Word
Business Travel



Downloadable PDF
Travelsafe (Non-Air Domestic)



Fillable Word
Travelsafe (Non-Air Domestic)

- For **Clients with Pacific Cross Personal Accident Insurance Plans**, please download the **Notification of Claim - Personal Accident form**.



Downloadable PDF



Fillable Word

- For **Clients with Pacific Cross Prepaid Insurance Plans**, please download the **Select Prepaid Insurance Plans Notification of Claim form**.



Downloadable PDF



Fillable Word

03



Fill out the downloaded **NOC form** with your **correct** and **true information**.

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Once you have **completely filled out** the **NOC form** and have completed the basic requirements, you may submit your claims documents through the following:

- Soft Copies:** E-mail your NOC and documents to claims@pacificcross.com.ph
- Hard copies:** Send your NOC and documents to Pacific Cross Claims Management, 2nd Floor (Client & Partner Center), 8 Rockwell Building, Hidalgo Drive, Makati City, Metro Manila, Philippines

Important Notes:

- Please note that for soft copy claims submissions, Clients are still required to immediately submit hard copies of their claim documents to Claims Management, 2nd Floor (Client & Partner Center), 8 Rockwell Building, Hidalgo Drive, Makati City, Metro Manila, Philippines.
- To avoid duplication of processing, Clients must label the hard copies or place a printed note stating that the said documents have also been forwarded to Pacific Cross via e-mail, including the date that the documents were submitted via e-mail.