



Making a Student Care claim

Having to make an insurance claim as a result of an accident can be stressful. We don't want to make the process any harder than it needs to be, so we've prepared some tips to help in the event of a Student Care claim.

Before you make a claim

- ◆ Make sure you have a medical or dental certificate from the treating doctor detailing the extent and treatment of the injury.
- ◆ Include any tax invoices for non-Medicare medical or dental fees relative to the injury. Don't worry if you haven't got all the invoices yet. You can send through any expenses for your claim via email once you have been provided your claim number.

Making your claim

Once you have all the relevant information, you can make a claim the following ways:

- ◆ Make your claim online via the client centre our website www.ccinsurance.org.au/client-centre or
- ◆ Contact CCI's Student Care team on **1300 138 498** or by email claims@ccinsurance.org.au

Reviewing your claim

Once your claim has been received, CCI will review and action it, usually within 3 business days.

A claims officer will then contact you to:

- ◆ Advise of your claim number.
- ◆ Request any further information required to process your claim.
- ◆ Provide a payment breakdown to outline expenses submitted under your claim.

If you have any questions about completing your claim, please contact **1300 138 498**.

1300 138 498
www.ccinsurance.org.au/studentcare

Student Care Claims

Mail: GPO Box 180, Melbourne Vic 3001
Email: claims@ccinsurance.org.au