

## Claims Process

Claims are settled directly into the parents' bank account and the claim form is designed to allow for this.

In the event of a claim parents should pay hospital bills, physio bills etc and obtain receipts. They should then complete a claim form (this can be downloaded from our website <https://www.jfd.ie/our-products/product/pupil-protector>).

The completed claim form (and Medical Cert if the claim is over €250) should be sent on to the AIG Claims Department by email to [pupilprotectorclaims.ie@aig.com](mailto:pupilprotectorclaims.ie@aig.com)

AIG will settle claims within 10 working days into the **parents bank account** provided everything is completed satisfactorily.

If for any reason, the school pays the medical bills for the pupil AIG will pay the claim directly into the **School Bank Account**. However, it should be clearly stated on the claim form that the school has paid the bills and the school bank details should be filled in Section 7.

If you are unclear on any of the above or if you ever have difficulty with a claim please do not hesitate to contact me, [adillon@jfd.ie](mailto:adillon@jfd.ie), or telephone 045 878500.