



# Claims Made Easy

As your insurance broker, we at Lockton will aim to facilitate the process of reimbursement claims and pre-approvals when needed. We will ensure that you receive a high quality service and a hassle free overall experience.

Our experienced claims officers are ready to assist with any claim, pre-approval or inquiry when needed and can be reached on:

E: [ebclaims@mena.lockton.com](mailto:ebclaims@mena.lockton.com)

T: 04 373 8726

For Inayah: 800 INAYAH (800-462924)

## Your guide to claiming medical expenses with NLGI (INAYAH)

### What documents do I need?

- Claim form duly filled by both the member and treating physician
- Original itemized invoices and receipts
- Referral and result of any diagnostic test availed
- Prescription for the medications taken
- Referral for physiotherapy sessions from treating physician
- Discharge Summary/Operative notes in case of any hospitalization or surgery

### How do I submit my claim?

There are two ways to submit a claim:

1. Submission via [NLGI claims Email](#) and copy EB claims team
2. Original Submission through Lockton when claim above AED2,500 only  
( Please notify us via email to [EB Claims Team](#) in order to arrange for collection of your documents)

### Who should I notify for In-Patient reimbursement claims?

All inpatient treatments on reimbursement must be prior notified. Please update the treatment details with supporting documents to [EB Claims Team](#)

### Who do I contact?

Helpline Number (INAYAH)	800-462924
Lockton Switchboard	04 373 8726
Any Type of inquiry/assistance	<a href="mailto:ebclaims@mena.lockton.com">ebclaims@mena.lockton.com</a>

### What to remember:

- Reimbursement Claims submission is within 60 days for treatment inside UAE & outside UAE.
- Signature of the claimant and doctor's stamp and signature is mandatory.
- Always retain a copy of your claim documents.
- All foreign claims are to be translated to Arabic or English only.
- Turnaround Time for claims processing is 15-21 working days.