

Dear policy's holder,

Currently there are wide spread of Virus, Covid-19, which may raise your concerns of the coverage from the company. We would like to clarify our terms and services during this situation.

1. Coverage

Our coverage for In-patient (IPD) policy, always include treatment that are not fall within any exclusion. Therefore, the virus Covid-19 will be cover and will be able to claim as the same as other diseases which has the coverage such as room, nursing, general expense, etc. You can be assured that our policy will still in effect and all of our hospital network can be used with our health insurance card.

2. In case of extraordinary situation

In case the situation escalated that lead to any closing of public places, the company has business continuity plan which will remain operate as normal, such as call contact, underwriting, claim, and other department will be operated as usual.

3. Contact

Normal operating number can be use

3.1 Claim department Tel: 084 525 1119 or e-mail: care@thaihealth.co.th

3.2 Travel Insurance Tel: 02 202 9230-32 or e-mail: travel@thaihealth.co.h

3.3 Group Insurance Tel: 02 202 9213, 02 202 9211 or e-mail: nidtha@thaihealth.co.th,
Asamaporn@thaihealth.co.th

3.4 Business Development division Tel: 084 525 1110 or e-mail buy@thaihealth.co.th

3.5 complain or suggestion, e-mail: crm@thaihealth.co.th

For your up-to-date information please follows us on www.thaihealth.co.th and facebook page: @thaihealthpage

Best Regards.