

Our contact details

Information on our International Health plans, quotation requests or literature supplies.	For Gibraltar	sales.gibraltar@alchealth.com	T +350 200 77731
	For Hong Kong	sales.hongkong@alchealth.com	T +852 3478 3751
	For Malta	sales.malta@alchealth.com	T +356 201 05776
	For Portugal	sales.portugal@alchealth.com	T +34 952 93 16 09
	For Spain	sales.spain@alchealth.com	T +34 952 93 16 09
	All other countries	sales@alchealth.com	T +44 (0)1903 817970

Private Client

To send us a new Application Form		privateclient@alchealth.com	
	Or by post – see Head Office address		
Renewal queries	For Gibraltar	renewals.gib@alchealth.com	
	For Hong Kong	renewals.hk@alchealth.com	
	For Portugal	renewals.portugal@alchealth.com	
	For Spain	renewals.spain@alchealth.com	
	All other countries	renewals@alchealth.com	
To advise us of any changes to your personal or policy details		privateclient@alchealth.com	
To make a debit/credit card payment or change your card details		Secure Message Centre	

Flying Colours

This plan provides cover specifically tailored for aviation personnel and their families		flyingcolours@alchealth.com	T +44 (0)1903 817970
	Or visit our dedicated web page Click here		

Corporate Clients

To send us a new Corporate Application Form	For Gibraltar	sales.gibraltar@alchealth.com	T +350 200 77731
	For Malta	sales.malta@alchealth.com	T +356 201 05776
	For Spain	sales.spain@alchealth.com	T +34 952 93 16 09
	All other countries	sales@alchealth.com	T +44 (0)1903 817970
For renewal queries, membership amendments and invoice queries		corporate@alchealth.com	T +44 (0)1903 817970

ALC Travel

For all Travel Insurance queries	Visit our dedicated web page Click here		
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Intermediaries and Introducers

If you would like to join our worldwide network of Intermediaries and Introducers	For Gibraltar	sales.gibraltar@alchealth.com	T +350 200 77731
	For Hong Kong	sales.hongkong@alchealth.com	T +852 3478 3751
	For Malta	sales.malta@alchealth.com	T +356 201 05776
	For Portugal	sales.portugal@alchealth.com	T +34 952 93 16 09
	For Spain	sales.spain@alchealth.com	T +34 952 93 16 09
	All other countries	sales@alchealth.com	T +44 (0)1903 817970
Client premium payment queries		clientfinance@alchealth.com	
Broker commission queries		commissions@alchealth.com	

Claims

24/7 Helpline Numbers

Contact us using one of these options	Email claims@alchealth.com	UK +44 (0) 330 333 6686	
	Fax +44 (0) 330 333 6687	Local and Freephone numbers	
Post ALC Health Claims Team PO Box 1114 Cardiff CF11 1UL United Kingdom	Germany	0800 6644832	Portugal 800 814 989
	Gibraltar	200 66959	Singapore 800 120 5462
	Hong Kong	800 965 313	Spain 800 810 054
	Malta	800 62189	USA +1 646 851 0270
	Philippines	180011102096	
	Pre-authorisation		
	To pre-authorise your claim (before you visit your doctor, specialist or hospital). +44 (0) 330 333 6686 or preauthorisation@alchealth.com		
	www.alchealth.com/claims.htm		

Office Addresses

HEAD OFFICE

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SPANISH OFFICE

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GIBRALTAR OFFICE

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HONG KONG OFFICE

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T +852 3478 3751
F +852 3469 5454

For general feedback and Customer Complaints

We welcome your comments and feedback.

We aim to provide you at all times with a high standard of service but we acknowledge that there may be times when you may be unhappy with us. If we are unable to resolve matters to your satisfaction and you wish to make a complaint please contact our Managing Director at our Head Office address above or email

managingdirector@alchealth.com

www.alchealth.com