

# Our contact details

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

## Private Client

To send us a new Application Form		<b>privateclient@alchealth.com</b>	
	Or by post – see Head Office address		
Renewal queries	For Gibraltar	<b>renewals.gib@alchealth.com</b>	
	For Hong Kong	<b>renewals.hk@alchealth.com</b>	
	For Portugal	<b>renewals.portugal@alchealth.com</b>	
	For Spain	<b>renewals.spain@alchealth.com</b>	
	All other countries	<b>renewals@alchealth.com</b>	
To advise us of any changes to your personal or policy details		<b>privateclient@alchealth.com</b>	
To make a debit/credit card payment or change your card details	T +44 (0)1903 817970		

## Flying Colours

This plan provides cover specifically tailored for aviation personnel and their families		<b>flyingcolours@alchealth.com</b>	T +44 (0)1903 817970
	Or visit our dedicated web page <a href="#">Click here</a>		

## Corporate Clients

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

## ALC Travel

For all Travel Insurance queries	Visit our dedicated web page <a href="#">Click here</a>		
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## Intermediaries and Introducers

If you would like to join our worldwide network of Intermediaries and Introducers	For Gibraltar	<b>sales.gibraltar@alchealth.com</b>	<b>T +350 200 77731</b>
	For Hong Kong	<b>sales@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +350 200 77731</b>
	For Portugal	<b>sales.portugal@alchealth.com</b>	<b>T +34 952 93 16 09</b>
	For Spain	<b>sales.spain@alchealth.com</b>	<b>T +34 952 93 16 09</b>
	All other countries	<b>sales@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
Broker commission queries		<b>commissions@alchealth.com</b>	

## Claims

## 24/7 Helpline Numbers

Contact us using one of these options

**Email** ALCclaims@healix.com  
**Fax** +44 (0) 20 3764 0761  
**Post** **ALC Health Claims Team**  
 Healix House  
 Esher Green  
 Esher  
 Surrey KT10 8AB  
 United Kingdom

**UK +44 (0) 20 3764 0760**

<b>Local</b>		<b>Freephone</b>
Gibraltar	<b>200 66959</b>	Germany <b>0800 6644832</b>
USA	<b>+1 646 851 0270</b>	Hong Kong <b>800 965 313</b>
		Malta <b>800 62189</b>
		Portugal <b>800 814 989</b>
		Singapore <b>800 120 5462</b>
		Spain <b>800 810 054</b>
		Philippines <b>180011102096</b>

Or the number on the back of your membership card

[www.alchealth.com/claims.htm](http://www.alchealth.com/claims.htm)

## Office Addresses

### HEAD OFFICE

ALC Health  
 Chanctonfold Barn  
 Chanctonfold  
 Horsham Road  
 Steyning  
 West Sussex  
 BN44 3AA  
 United Kingdom

### SPANISH OFFICE

ALC Health  
 Centro Plaza  
 Oficina 70  
 Nueva Andalucia  
 29660 Marbella  
 Malaga  
 Spain

### GIBRALTAR OFFICE

ALC Health  
 30 Ocean Village  
 Promenade  
 Gibraltar  
 GX11 1AA

## 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**