

# Our contact details

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

## 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 For Hong Kong For Portugal For Spain	<b>renewals.gib@alchealth.com</b> <b>renewals.hk@alchealth.com</b> <b>renewals.portugal@alchealth.com</b> <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	<b>T +44 (0)1903 817970</b>		

## Flying Colours

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

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

## 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  
For Hong Kong  
For Malta  
For Portugal  
For Spain

**sales.gibraltar@alchealth.com**  
**sales.hongkong@alchealth.com**  
**sales.malta@alchealth.com**  
**sales.portugal@alchealth.com**  
**sales.spain@alchealth.com**

**T +350 200 77731**  
**T +852 3478 3751**  
**T +350 200 77731**  
**T +34 952 93 16 09**  
**T +34 952 93 16 09**

All other countries

**sales@alchealth.com**

**T +44 (0)1903 817970**

Broker commission queries

**commissions@alchealth.com**

## Claims

## 24/7 Helpline Numbers

Contact us using one of these options

**Email** claims@alchealth.com  
**Fax** +44 (0) 330 333 6687  
**Post** **ALC Health Claims Team**  
PO Box 1114  
Cardiff  
CF11 1UL  
United Kingdom

**UK +44 (0) 330 333 6686**

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

[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

### HONG KONG OFFICE

Level 21 The Center  
99 Queen's Road  
Central  
Hong Kong

## 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**