

# Our contact details



Information on our International Health plans, quotation requests or literature supplies.	For Gibraltar	<b>sales.gibraltar@alchealth.com</b>	<b>T +350 200 77731</b>
	For Hong Kong	<b>sales.hongkong@alchealth.com</b>	<b>T +852 3478 3751</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +356 201 05776</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>

## 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	<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>	<b>T +44 (0)1903 817970</b>
	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>	<b>T +350 200 77731</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +356 201 05776</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>
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	<b>sales.gibraltar@alchealth.com</b>	<b>T +350 200 77731</b>
	For Hong Kong	<b>sales.hongkong@alchealth.com</b>	<b>T +852 3478 3751</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +356 201 05776</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	<b>Email</b> claims@alchealth.com	<b>UK +44 (0) 330 333 6686</b>	
	<b>Fax</b> +44 (0) 330 333 6687	<b>Local and Freephone numbers</b>	
<b>Post</b> ALC Health Claims Team PO Box 1114 Cardiff CF11 1UL United Kingdom	Germany	<b>0800 6644832</b>	Portugal <b>800 814 989</b>
	Gibraltar	<b>200 66959</b>	Singapore <b>800 120 5462</b>
	Hong Kong	<b>800 965 313</b>	Spain <b>800 810 054</b>
	Malta	<b>800 62189</b>	USA <b>+1 646 851 0270</b>
	Philippines	<b>180011102096</b>	
<a href="http://www.alchealth.com/claims.htm">www.alchealth.com/claims.htm</a>			

## Office Addresses

<b>HEAD OFFICE</b> ALC Health Chanctonfold Barn Chanctonfold Horsham Road Steyning West Sussex BN44 3AA United Kingdom	<b>SPANISH OFFICE</b> ALC Health Centro Plaza Oficina 70 Nueva Andalucia 29660 Marbella Malaga Spain	<b>GIBRALTAR OFFICE</b> ALC Health 30 Ocean Village Promenade Gibraltar GX11 1AA	<b>HONG KONG OFFICE</b> Level 17 China Building 29 Queen's Road Central Hong Kong
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## For general feedback and Customer Complaints

	<p>We welcome your comments and feedback.</p> <p>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</p> <p style="text-align: center;"><b>managingdirector@alchealth.com</b></p>
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**[www.alchealth.com](http://www.alchealth.com)**