

# Our contact details

|                                                                                           |                                                                          |                                                                                                                                                                                            |                                                                                                                                         |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Information on our International Health plans, quotation requests or literature supplies. | For Gibraltar<br>For Hong Kong<br>For Malta<br>For Portugal<br>For Spain | <b>sales.gibraltar@alchealth.com</b><br><b>sales.hongkong@alchealth.com</b><br><b>sales.malta@alchealth.com</b><br><b>sales.portugal@alchealth.com</b><br><b>sales.spain@alchealth.com</b> | <b>T +350 200 77731</b><br><b>T +852 3478 3751</b><br><b>T +356 201 05776</b><br><b>T +34 952 93 16 09</b><br><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><br>Or by post – see Head Office address                                                                             |  |
| Renewal queries                                                 | For Gibraltar<br>For Hong Kong<br>For Portugal<br>For Spain | <b>renewals.gib@alchealth.com</b><br><b>renewals.hk@alchealth.com</b><br><b>renewals.portugal@alchealth.com</b><br><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><br>Or visit our dedicated web page <a href="#">Click here</a> | <b>T +44 (0)1903 817970</b> |
|------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------|-----------------------------|

## Corporate Clients

|                                                                |                                         |                                                                                                              |                                                                                 |
|----------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| To send us a new Corporate Application Form                    | For Gibraltar<br>For Malta<br>For Spain | <b>sales.gibraltar@alchealth.com</b><br><b>sales.malta@alchealth.com</b><br><b>sales.spain@alchealth.com</b> | <b>T +350 200 77731</b><br><b>T +356 201 05776</b><br><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> |  |
|----------------------------------|---------------------------------------------------------|--|

## 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 +356 201 05776**  
**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**

### Local and Freephone numbers

|             |                     |           |                        |
|-------------|---------------------|-----------|------------------------|
| 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> |           |                        |

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

## Office Addresses

### HEAD OFFICE

ALC Health  
Chanctonfold Barn  
Chanctonfold  
Horsham Road  
Steyning  
West Sussex  
BN44 3AA  
United Kingdom  
T +44 (0) 1903 817970  
F +44 (0) 1903 879719

### SPANISH OFFICE

ALC Health  
Centro Plaza  
Oficina 70  
Nueva Andalucia  
29660 Marbella  
Malaga  
Spain  
T +34 952 93 16 09  
F +34 952 90 67 30

### GIBRALTAR OFFICE

World Trade Center  
6 Bayside Road  
1st Floor – Unit 1.02  
Gibraltar  
GX11 1AA  
T +350 200 77731

### HONG KONG OFFICE

Level 15  
West Exchange Tower  
322 Des Voeux Road  
Central  
Sheung Wan  
Hong Kong  
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](http://www.alchealth.com)