



# *Medical reimbursements process*

<b>To qualify for medical reimbursement:</b>	<p>Policy must be incepted with Manulife Bermuda within the past 12 months. Declined or cancelled cases will not be eligible for reimbursement.</p>
<b>Where to send your reimbursement request:</b>	<p>Please send your reimbursement requests via email to your dedicated Case Manager. They will work with the reimbursement team for processing. Click <a href="#">here</a> to view our current contact sheet.</p> <p>Requests received in good order before the 15th of each month will be processed and paid by the end of same month. Submissions received on or after the 15th of each month will be processed and paid by the end of the following month.</p>
<b>To submit a request for medical reimbursement, simply email your Case Manager with the following items:</b>	<ul style="list-style-type: none"> <li>• A summary on company letterhead clearly stating the Insured's name, date of birth, and policy number.</li> <li>• An invoice showing the date of examination and the amount charged. If this invoice is not in English, we require a translated copy.</li> </ul> <p><b>Note:</b> if the invoice represents fees in currency other than USD, we will use the exchange rate from the date of the invoice to determine the USD equivalent for reimbursement. If any documents were translated, please also provide confirmation of the translation, including name and title of translator and date translated.</p>

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