

Third Party Consent Form



Your claim will be managed by IMG or another third party on behalf of IMG. To do this efficiently, we ask your permission to contact any doctor you have been under the care of for your current medical condition and, where required by the terms and conditions of your policy, any doctor for which we can collect relevant previous medical history. However, please be aware that if you choose not to, we may be unable to accept or process your claim.

Filling out this form

- Make sure you answer all questions and sign the declaration.
- Please write clearly using capital letters.
- If you have any questions, call us on +44 (0) 330 333 6686

What's next?

Send your completed form to us using one of these options.

Online: Login to your MyIMG account

Email: GPMIclaims@imglobal.com

Fax: +44 (0) 330 333 6687

Post: Global Prima Claims Team,
PO Box 1114 Cardiff CF11 1UL
United Kingdom

1 Patient's details

Title

Mr Mrs Miss Ms Other

Patient's first name(s)

Patient's surname

Date of birth (DD-MM-YYYY)

Patient's Customer and Policy Number

Condition ID/Case Reference

Patient's postal address

Postcode Country

Patient's email address

Patient's contact numbers

Landline:

Mobile:

2 Designated Person and or Broker Details

Name a Broker company OR a designated person

Relationship

Telephone Number

Email address

We are not able to disclose your medical information to your family members, close friends or third parties such as brokers and personal assistants without your consent. If you would like us to keep anyone informed about your case then you should provide us with their details. We are unable to discuss your case with anyone other than yourself or your designated person. Your designated person should be prepared to answer some security questions when they call so that we can properly identify them.

This authorisation is valid for the full policy year, and will cover all financial, policy and claims related queries. You have the right to revoke this consent at any time. Please use our contact details at the top of this form.

Please tick this box to confirm that you agree.

3 Important information

Please read carefully and keep for your records

General Data Protection Regulation (GDPR):

Information about health, medical history and any treatment that you have is sensitive personal information.

- We process your sensitive personal data as part of our legitimate interests to provide you with health insurance. This includes assessing your application, managing your policy and handling claims. Additionally, we rely on the lawful bases of substantial public interest to prevent fraud and ensure the integrity of the insurance industry, legal obligations to comply with regulations and reporting requirements, and contractual necessity in order to provide you with the coverage and services outlined in your policy..
- For a full description of how we gather and use your personal information and your rights under GDPR, please review our Privacy Policy at www.imglobal.com/intl/legal/privacy-policy

Auditing and the prevention and detection of crime.

We may audit the records of medical practitioners and hospitals to:

- Ensure that we are being correctly billed for their services;
- Prevent and detect crime, particularly fraud; or
- Review the performance of specialists.

Audits may be part of a programme or in response to a specific circumstance and may involve reviewing customers' medical records held by the person or organisation being audited.

We may need to share information that we receive with third parties. This includes medical experts, other insurers, the NHS Counter Fraud Security Management Service and the General Medical Council. We are required by law, in certain circumstances, to disclose information to law enforcement agencies about suspicions of fraudulent claims and other crimes.

This may involve adding non-medical information to a database that will be viewed by other insurers and law enforcement agencies. We are required to notify the General Medical Council or other relevant regulatory body about any issue where we have reason to believe a medical provider's fitness to practice may be impaired.



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