

Claims Decisions Appeals Process

Our Appeals Process

1. How to start your appeal

To start an appeal, please contact us by phone at **01 562 5100**, email at heretohelp@irishlifehealth.ie, or write to us at the address below:

**Irish Life Health dac,
PO Box 13028
Dublin 1
Ireland**

When you send your appeal, please include:

- > Your full name, date of birth, policy number, and claim number
- > The address and contact details associated with your policy
- > A clear statement of the decision you are appealing
- > Any evidence that supports your appeal
- > Any letters from professionals (for example, doctors or consultants) that support your claim
- > Any other documents or statements you feel are important

2. What we do next

We will review this additional information along with your original claim and the terms and conditions of your policy to determine whether the original claim decision can be changed or if the decision remains the same.

3. When you will hear from us

Once our review is complete, we will write to you (by email or post according to your recorded preference) with the outcome of your appeal.

The standard appeal process can take up to 60 working days, however if a decision is made sooner than this you will be notified.