

## Service MSIG Japan OPD Cashless

### Q : How do I use the MSIG Japan OPD Cashless service?

A : Contact MSIG Assist at +66 2039 5704 or via free Wi-Fi calling on LINE OA @MSIGThailand. The staff will check your information and arrange an appointment at a network hospital.



0 2039 5704



free Wi-Fi calling on  
Line OA @ MSIGThailand

### Q : In which countries is this service available?

A : This service is available only in Japan.

### Q : What information is needed to request the service?

A : Your full name, policy number, symptoms, and your accommodation in Japan at the time of the incident. This information is used to check your coverage and arrange a nearby network hospital.

### Q : How long does it take to confirm an appointment?

A : You will receive confirmation within 2 hours\* from the time you contact MSIG Assist.

\*Subject to local operating hours (07:00–15:00 Thailand time). If you contact after hours, the appointment will be arranged on the next day.

### Q : Does this service cover all illnesses or accidents?

A : This service is for non-emergency and mild conditions that can wait for an appointment.

For emergency or life-threatening cases, please go to the nearest hospital immediately and then contact MSIG Assist. Conditions not eligible for this service include :

1. Pre-existing Conditions, such as high blood pressure, diabetes, brain disorders, heart rhythm problems, coronary artery disease, asthma, congenital conditions, mental health disorders, stress-related conditions, etc.
2. Severe injuries, such as fractures or head injuries.
3. Injuries or illnesses occurring :
  - 3.1 Under the influence of illegal drugs,
  - 3.2 Under the influence of alcohol with blood alcohol level  $\geq 150$  mg%, or
  - 3.3 When intoxicated to the point of losing self-control.

### Q : How will MSIG Assist confirm my appointment?

A : You will receive an appointment confirmation email, and you may attend the service as scheduled. If you face any issues, contact MSIG Assist immediately.

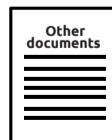
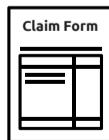
### Q : How do I cancel or change an appointment?

A : If you are unable to attend the appointment due to unforeseen circumstances, you may contact MSIG Assist in advance so we can coordinate and arrange a new appointment for you.

### Q : If I already paid for treatment, how do I submit a claim?

A : Please prepare and submit the following documents :

1. Completed claim form.
2. Original medical certificate.
3. Original receipt with medicine details. (name, quantity, dosage.)
4. Copy of your bank book for refund.
5. Other documents requested by the company. (if needed.)



Please send documents to:

Accident & Health Claims Department

MSIG Insurance (Thailand) PCL

1908 MSIG Building, New Petchburi Road Bang Kapi, Huai Khwang Bangkok 10310

