**Subject:** Information on Covid-19 Digital Platform Support | Reimbursement Claim Submission

Respected Sir/Ma’am,

We strongly believe in extending best of our services to our customers, partners & all stakeholders. Today amidst the **COVID 19 Pandemic** we are dealing with an unprecedented situation. The COVID-19 (coronavirus) pandemic has been dynamic & intense for all of us in past few weeks.

Our priority has always been to provide prompt business delivery to our customers, principals viz the insurance companies, distribution partners viz brokers & agents, yet it is also our responsibility not only to ensure the safety of all our employees but also to abide to government norms and guidelines on lockdown and self- isolation. Considering that one way to do so is social distancing, we have implemented “Work From Home” policy to limit the exposure of our employees to this extremely vulnerable disease prior to lockdown due to our best in class technology, infrastructure & software capabilities build by our inhouse IT engineers. While working from home, we have ensured that service delivery, quality norms, data security & turnaround time are not compromised.

We have been processing cashless  pre-authorization requests reported to us, managing calls on IVR as well as through relationship teams, addressing customer queries received on our dedicated customer care E-mail ID (listed on website)  and providing data analytics requested by various stake holders. We have further launched a  dedicated **COVID 19 Digital Platform** to facilitate the upload of reimbursement claim documents directly on our website which can be processed & settled as per policy terms & conditions with declaration from insured to submit all original documents post lockdown & not to be used for claiming reimbursement benefits elsewhere for insurance companies who have approved this process.

 We have given an option to insured to submit the documents through [www.rakshatpa.com](http://www.rakshatpa.com/). With this option they can upload claim file/Query Reply.(attached screen shot)

We have also given a special login to hospitals, which has Online Cashless Request/Cashless Dashboard/Claim Dashboard/Claim document submission window. An auto shoot mail with user id and password (sample attached) is send to hospital.

Please visit [www.rakshatpa.com](http://www.rakshatpa.com/) for more details regarding online claim submission process.

We wish you & your family to stay healthy ,stay safe and urge all to maintain social distancing.

 Regards,

Ashish-Raksha TPA