

# Our contact details

Information on our International Health plans, quotation requests or literature supplies.	For Gibraltar	<b>sales.gibraltar@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Portugal	<b>sales.portugal@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Spain	<b>sales.spain@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	All other countries	<b>sales@alchealth.com</b>	<b>T +44 (0)1903 817970</b>

## Private Client

To send us a new Application Form		<b>privateclient@alchealth.com</b>	
	Or by post – see Head Office address		
Renewal queries	For Gibraltar	<b>renewals.gib@alchealth.com</b>	
	For Portugal	<b>renewals.portugal@alchealth.com</b>	
	For Spain	<b>renewals.spain@alchealth.com</b>	
	All other countries	<b>renewals@alchealth.com</b>	
To advise us of any changes to your personal or policy details		<b>privateclient@alchealth.com</b>	
To make a debit/credit card payment or change your card details		<b>Secure Message Centre</b>	

## Flying Colours

This plan provides cover specifically tailored for aviation personnel and their families		<b>flyingcolours@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	Or visit our dedicated web page <a href="#">Click here</a>		

## Corporate Clients

To send us a new Corporate Application Form	For Gibraltar	<b>sales.gibraltar@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Spain	<b>sales.spain@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	All other countries	<b>sales@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
For renewal queries, membership amendments and invoice queries		<b>corporate@alchealth.com</b>	<b>T +44 (0)1903 817970</b>

## Intermediaries and Introducers

If you would like to join our worldwide network of Intermediaries and Introducers	For Gibraltar	<b>sales.gibraltar@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Malta	<b>sales.malta@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Portugal	<b>sales.portugal@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	For Spain	<b>sales.spain@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
	All other countries	<b>sales@alchealth.com</b>	<b>T +44 (0)1903 817970</b>
Client premium payment queries		<b>clientfinance@alchealth.com</b>	
Broker commission queries		<b>commissions@alchealth.com</b>	

## Claims

## 24/7 Helpline Numbers

Contact us using one of these options	<b>Email</b> claims@alchealth.com	<b>UK +44 (0) 330 333 6686</b>	
	<b>Fax</b> +44 (0) 330 333 6687	<b>Local and Freephone numbers</b>	
<b>Post</b> ALC Health Claims Team PO Box 1114 Cardiff CF11 1UL United Kingdom	Germany	<b>0800 181 6880</b>	Portugal <b>800 814 989</b>
	Gibraltar	<b>200 66959</b>	Singapore <b>800 120 5462</b>
	Hong Kong	<b>800 965 313</b>	Spain <b>800 810 054</b>
	Malta	<b>800 62189</b>	USA <b>+1 646 851 0270</b>
	Philippines	<b>180011102096</b>	
<b>Pre-authorisation</b>			
To pre-authorise your claim (before you visit your doctor, specialist or hospital).			
+44 (0) 330 333 6686 or preauthorisation@alchealth.com			
<a href="http://www.alchealth.com/claims.htm">www.alchealth.com/claims.htm</a>			

## Office Addresses

### HEAD OFFICE

3rd Floor, Fitzalan House, Fitzalan Court, Cardiff, CF24 0EL. United Kingdom  
 T +44 (0) 1903 817970

## For general feedback and Customer Complaints

We welcome your comments and feedback.

We aim to provide you at all times with a high standard of service but we acknowledge that there may be times when you may be unhappy with us. If we are unable to resolve matters to your satisfaction and you wish to make a complaint please contact our Managing Director at our Head Office address above or email

**qualityassurance@alchealth.com**