Leapstack

CLAIM REIMBURSEMENT PROCEDURE

Claim file	Completed claim within the authorized limit	Uncompleted claim (totally denied)	Uncompleted claim (partially reimbursed)	Completed claim above the authorized limit

1 working day

Leapstack sends claim acknowledgement via Email/ ZNS
(Not available for online claim submission. The message that confirms successfully submitting a claim via Portal/Mobile will replace this notice)

2 working days

Leapstack sends request for supplementary information/documents via Portal / ZNS

2 working days

Leapstack sends payment notice to the insured*

Leapstack sends the claim to the insurer for approval

5 working days

1st Reminder via Email / Portal

Leapstack sends payment notice to the insured*

5 working days

2nd Reminder via Email / Portal

5 working days

Leapstack closes the claim case due to inadequacy and informs the insured

Leapstack partially settles the claim if it is possible and is requested by the insured.

Leapstack makes the payment within 3-5 working days since the payment notice has been sent out.