

NOTE: Fill out  with block letters.

Put  on the tick boxes representing options.

Please use reverse side for answers requiring additional information but not indicated on this questionnaire.

Identify your answers with the corresponding numbers.

**PATIENT'S INFORMATION**

**Name:**

<i>Last Name</i>	<i>First Name</i>	<i>Middle Name</i>
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**Date of Birth:**

Are you related to the patient?  Yes  No

If yes, please state relationship.

**Gender:**  Male  Female

**DIAGNOSIS** *(to be filled up only by a licensed Physician)*

1. Nature of Complaint:  Accident  Sickness

2. What is your diagnosis? Please provide details.

(Please attach corresponding medical document for diagnosis or use back sheet if necessary).

3. What are its contributory causes?

 Chat with Bessie, for your policy-related concerns and other questions. Simply go to <https://m.me/BessieofBPIAIA/>.

 Send an email to [BPIAIA.CustomerService@aia.com](mailto:BPIAIA.CustomerService@aia.com) for your inquiries and feedback.

 Talk to a **Bancassurance Sales Executive** at any BPI or BPI Family Savings Bank branch.

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 Call our customer hotline at **(02) 8528-5501** from Mon.-Fri., 8AM-5PM, except holidays.

 Drop by our Vibe Customer Service Center at **GF BPI AIA Makati, 6811 Ayala Avenue, 1226 Makati City.**

**IF THE COMPLAINT IS DUE TO AN ACCIDENT, PLEASE COMPLETE THIS SECTION**

4. Nature of accident

- Road Traffic Accident
- Hit by a Heavy Object / Person
- Fire, Explosion, Hot Substance
- Attacked / Bitten by Insect / Animal
- Natural Disaster / Environmental
- Others
- Accidents caused by Machinery
- Pricked by a Sharp Object
- Accidental Fall
- Cut by Substance / Device

Please specify:

5. Date and time of accident

mm / dd / yyyy	hh / mm	<input type="checkbox"/> AM <input type="checkbox"/> PM
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6. Place of accident

7. Describe the circumstances of the accident fully.

**DETAILS OF THE TREATMENT** *(whether accident or sickness)*

**For Outpatient Treatment/Consultation**

8. Did the patient undergo an outpatient treatment/consultation?  Yes  No

a. Date and time of first consultation

mm / dd / yyyy	hh / mm	<input type="checkbox"/> AM <input type="checkbox"/> PM
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**For Hospital Confinement**

9. Was the patient hospitalized?  Yes  No

If yes, please give details.

Name of Hospital	Address (City and Province)	Date and Time of Admission	Date and Time of Discharge
		mm / dd / yyyy    hh / mm	mm / dd / yyyy    hh / mm
		mm / dd / yyyy    hh / mm	mm / dd / yyyy    hh / mm
		mm / dd / yyyy    hh / mm	mm / dd / yyyy    hh / mm

**DETAILS OF THE TREATMENT** *(whether accident or sickness) Continuation*

10. Was any part of the patient's body amputated or has lost its use?  Yes  No

If yes, state which body part.

11. Was surgery performed on the patient?  Yes  No

If yes, please provide the following details:

a. Type of surgery

b. Date of surgery

12. When was the patient first diagnosed with his/her illness?

a. From where did the condition originate?

13. Has the insured been treated by any other physician?  Yes  No

If yes, give their names and addresses.

Name of Physician	Address	Date	Nature of Disease
		mm / dd / yyyy	
		mm / dd / yyyy	
		mm / dd / yyyy	
		mm / dd / yyyy	

14. Is the patient disabled?  Yes  No

If yes, state duration of disability

From

To

15. Is the patient diagnosed with Cancer?  Yes  No

If yes, please indicate the outpatient and chemotherapy treatments below:

Name of Doctor/Clinic	Address (City and Province)	Treatment Dates	Type of Treatment
		mm / dd / yyyy	
		mm / dd / yyyy	
		mm / dd / yyyy	
		mm / dd / yyyy	



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## DETAILS OF THE TREATMENT (whether accident or sickness) Continuation

Please answer with a YES or NO	YES	NO
16. Is the patient's condition a mental or nervous disorder? .....	<input type="checkbox"/>	<input type="checkbox"/>
17. Is the treatment related to pregnancy, miscarriage, abortion or childbirth? .....	<input type="checkbox"/>	<input type="checkbox"/>
18. Is the condition sustained from being intoxicated or under the influence of drugs? .....	<input type="checkbox"/>	<input type="checkbox"/>
19. Is the condition sustained from alcoholism or drug addiction? .....	<input type="checkbox"/>	<input type="checkbox"/>
20. Is the treatment for routine physical check-up, rest cure, or special nursing care? .....	<input type="checkbox"/>	<input type="checkbox"/>
21. Is the patient's condition congenital? .....	<input type="checkbox"/>	<input type="checkbox"/>
22. Is the treatment for cosmetic reasons, a dental treatment or an elective surgery? .....	<input type="checkbox"/>	<input type="checkbox"/>
23. Is the treatment for circumcision, sterilization, artificial insemination, sex transformation, or treatment of infertility? .....	<input type="checkbox"/>	<input type="checkbox"/>
24. Is the patient's condition AIDS-related or due to a sexually transmitted disease? .....	<input type="checkbox"/>	<input type="checkbox"/>

## PHYSICIAN'S DECLARATION

I,

a graduate of

in the year  with License No.

hereby truthfully certify that the answers given above are full, complete and true.

Witnessed by:

<input style="width: 300px; height: 25px;" type="text"/> <b>Physician's Signature</b>	<input style="width: 420px; height: 55px;" type="text"/> <b>Printed name and signature of witness</b>
<b>Date Signed:</b> <input style="width: 260px; height: 25px;" type="text" value="mm / dd / yyyy"/>	
<b>Place Signed:</b> <input style="width: 260px; height: 25px;" type="text"/>	
<b>Mobile Number:</b> <input style="width: 260px; height: 25px;" type="text" value="(09XX-XXXXXXX)"/>	
<b>Clinic Address:</b> <input style="width: 750px; height: 25px;" type="text"/>	
<b>Clinic Hours:</b> <input style="width: 260px; height: 25px;" type="text"/>	