

INFORMATION

Dear member,

We are pleased to remind you about our Customer Portal **yourDKV**.

This portal enables you to submit, in a convenient way, your documents related to your claims for reimbursement of medical treatment online, or even to change your customer information. This is also a benefit to our environment. You can manage the major part of your correspondence related to your health insurance online. Our Customer Portal gives you the possibility to take a quick photograph of your documents with your smartphone, or to scan and upload them. Thus, we can ensure a faster processing of your claims. You do not only save postage but also time.

If your login details are not yet available, if you have any questions about our Customer Portal or if you need support, please contact our customer service on 42 64 64-1 or send an e-mail to info@dkv.lu.

Our Customer Portal is accessible via our website <http://your.dkv.lu>.

If you would like to submit your claims as usual, we kindly ask you to add this cover sheet to the documents you send to us. This will enable us to treat your reimbursement more efficiently.

Information about the policyholder:

Last name	First name	Date of birth
Policy no.	Telephone (daytime phone)	Email

Social security number

The invoices are related to the following countries:
<input type="checkbox"/> Luxembourg <input type="checkbox"/> Germany <input type="checkbox"/> Belgium <input type="checkbox"/> France <input type="checkbox"/> Other:

Should you have any questions, our staff will be pleased to assist from Monday to Friday
between 8:15 am and 5 pm.

DKV Luxembourg S.A.

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