



## COMMUNIQUE

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### Swan General Ltd

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Dear Valued Customers,

The Global outbreak of the new coronavirus disease (Covid-19) has unfortunately reached out the Mauritian Territory.

SWAN would like to firmly reassure and inform our valuable insured members that we shall cover under Protect Health Insurance Policy in case of hospitalisation at the onset of the flu symptoms somewhat similar to the coronavirus.

However, in accordance with the Ministry of Health protocol, the patient diagnosed or highly suspected having coronavirus will be transferred to a quarantine center or to a designated treatment center equipped for such purpose.

In order to curb the spread and societal impact of the disease, SWAN will only entertain claims received through mySWAN App and will be refunded by direct credit.

**We therefore invite you to:**

- 1. Download the App and submit your out-patient claims through the App**
- 2. Provide your National Identity Card Number and contact details such as;  
mobile phone number and email address on [myswan.appsupport@swanforlife.com](mailto:myswan.appsupport@swanforlife.com)**
- 3. Provide your banking details to enable us to refund your claims by way of direct credit on [health@swanforlife.com](mailto:health@swanforlife.com)**
- 4. View and access your Admission Card in digital on mySWAN App**
- 5. Send all instructions by email through the normal communication channel**

Our service support unit will be pleased to assist you for Registration and/ or any updating of your records. Please do not hesitate to call on 207-9111.

We would also like to remind that it is essential that each and every one of us collaborate fully to control the spread of the virus in order to protect our family, our relatives, our friends, our colleagues, our customers and the Mauritian population.

Stay safe.

Swan Health Department