

Customer Service Center

Clalit's customer service center is at your service 7 days a week from any phone. The center offers a wide variety of services, all just one phone call away at *2700 or 03-9405350. But it's important that you know: You can perform many tasks on our website, such as searching for service providers and scheduling appointments.

How can you reach us?

Just dial *2700 or 03-9405350 from any phone.

Clalit customers abroad need to dial: +972-3-6333333 (or 03-6333333).

You can also contact us via email at: clalit.online@clalit.org.il - also regarding Clalit's website and the Clalit's Online website.

When you dial *2700 you'll get an automatic response:

- » Choose a language (e.g. for Hebrew dial 1)
- » Choose a service (e.g. for Internet support services dial 7)
- » Enter your entire ID number followed by # (to improve the service)
- » The system puts you through to a service representative.

What are the call center's activity hours?

Appointment bookings (ext. 1), inquiries regarding financial matters (ext. 2) and information and service (ext. 4):

- Sundays - Thursdays: 7 am - 8 pm
- Fridays: 7 am - 1 pm

How can the hard of hearing contact us?

There are several ways you can contact us: via email, through the online form, and through a sign language interpreter.

Nurses' call center (ext. 5)

Our team of nurses is at your service 24 hours a day and will be happy to help you with any question or health issue that's bothering you.

Website support service (ext. 7)

- Sundays - Thursdays: 7 am - 1 am
- Fridays: 7 am - 1 pm
- Saturday - about an hour after sundown on Saturdays - 1 am.

Before you call the center, here are some things you can do online

You can receive a variety of services through the call center, as specified below

Book appointments for specialists

You can book appointments to see our specialists.

Information about service providers

All the information you need about doctors, clinics, institutes, pharmacies, and emergency medical centers.

Information about Clalit Mushlam

Information about Clalit Mushlam and how to join the best and most comprehensive health insurance in Israel, giving you discounts and coverage for a wide range of services and treatments not included in the health basket.

Information about Clalit Alternative Medicine

At Clalit Alternative Medicine clinics you can enjoy reflexology, shiatsu, Chinese medicine, and a broad range of alternative treatments, as well as meditation, Reiki, yoga workshops, and more

Information about Clalit Aesthetics

Information about the chain of aesthetic medicine centers offering plastic surgery, laser hair removal, and a host of aesthetic treatments you can feel calm about.

Information about Clalit Smile

Information about Clalit's chain of dental clinics, which has the best dentists and specialists for special treatments.

Clalit Travel call center

Medical insurance for travelers, providing the most comprehensive coverage and treatments by specialists all around the world for the lowest price.