



# HOW TO CLAIM GUIDE

FOLLOW THESE  
3 SIMPLE STEPS...

## 1 Complete claims form



## LIFE INSURANCE

Complete the claim form in CAPITAL LETTERS ensuring it is being filled by an authorised claimant, and an authorised representative of the policy holder.

## 2 Gather your documents

Please provide coroner's statement with the cause of death and/or the death certificate. Please provide the notarised address and the notarised ID of the authorised representative of the policy holder.

All copy documents must be certified as true copies by a suitable certifier and must be certified. (See details on claims form).

## 3 Email us



Email your completed claim form along with the relevant documents to our claims team. This has to be done only by the next of kin.

**IMPORTANT NOTE:** All claims are subject to assessment in accordance with policy terms and conditions. Any indication as to eligibility given before such an assessment is issued subject to the final claim assessment.