

CLAIM QUICK GUIDE

Important Note:

• The following information serves as a guide. Etiqa Life Insurance Berhad (Etiqa) reserves the right to request for other relevant document and information or to view the original of copied document submitted whenever necessary.

Quick Tips for Fast Claim Payout

At Etiqa, we strive to provide you with a fast and easy claim experience. Here are the quick tips which will enable us to serve you better:

- Know your insurance coverage and benefits
- Appoint nominee(s) to receive speedy policy benefit upon death of the Life Insured. With nomination, the claimant is NOT required to obtain the Letters of Administration/Grant of Probate/Distribution Order
- Read and understand the information or reports required to support your claims
- Ensure the required documents as per checklist are complete and attached during claim submission
- Provide accurate and the latest bank account, address and contact details of the nominee/claimant

How to Submit Claim?

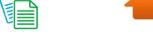
Submit your claim at your fingertips for a fast and easy claim experience. Go for hassle-free claim submission and follow the following easy steps:



Take photo or obtain

softcopies of required

claim document / info





Email the attachments & policy number to Etiqa Claims at claims.lifefamily@etiqa.com.my



Etiqa's Claim Process



Fund Transfer into preferred Bank upon claim approval

Important Note:

1. Timeframe for claims approval is seven (7) working days upon receiving complete information/document

Attach ALL

required

documents

2. Claims payout will be directly bank-in to your preferred Bank

Document Checklist

The following Checklist served as a guideline for Claim submission and Etiqa reserves the right to request for further information or documents if deemed necessary:

Certified copy of the Death Certificate

Copy of NRIC of the nominee(s) / Claimant

Proof of relationship between the Life Insured and the Claimant

Bank name & bank account number of the nominee(s)

Full address and handphone number of the nominee(s) / claimant

Any Inquiries?



Contact our friendly Claim Officers at 1-300-13-8888