

# 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



Attach ALL required documents



Email the attachments & policy number to Etiqa Claims at [claims.lifefamily@etiqa.com.my](mailto: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
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**