



Requirement Checklist for Life Claims Submission

Dear Members of Field Force,
You are advised to use this checklist as a guide on the documents required for the claim filed. You may obtain a copy of this checklist from Agent Service Centre, Form Counter or Servicing Branch and e-Partner.

Important Notes :

1. Please ensure that these requirements are fully complied with in order for us to assess the claim without delay.
2. Group Sales Manager (GSM) or Unit Sales Manager (USM) may certified all claims documents with the exception of claims incurred outside of Malaysia where the confirmation of the claim event and all other related and relevant documents issued by the Foreign Authority must be certified by the Malaysian Embassy or a Public Notary. Full passport book is required for all foreign claims.
Please ensure that at all times, all certified copies of the claim document are duly signed and stamped with the name and rank of the GSM or USM.
3. Submit this Requirement Checklist with the claim submission and tick the checkbox for documents submitted.
4. The Company may request for additional documents/reports if deemed necessary.

Policy No. :	Branch :	Agent's signature :	
Assured/Life Assured :	Agent/Contact No. :	Date :	

Direct Credit

- Direct Credit Facility Form
- Copy of NRIC
- Copy of bank statement / first page of bank passbook with account details

Death Claims

- Death Claim Form - Claimant's Statement
- CTC Death Certificate
- CTC Claimant's NRIC
- CTC Deceased's NRIC
- CTC of Embarkment Certificate
- CTC Marriage Certificate if Claimant is spouse
- CTC Birth Certificate of Claimant if Claimant is child
- CTC Birth Certificate of Deceased if Claimant is parent
- Original copy of Letter of Authorisation/Consent (3 copies)
- Confirmation letter from National Registration Department (for overseas death claims)

Important Notes

- i. If cause of death is unknown, the Company will advise further on receipt of the Death Certificate.
- ii. For Great Senior policies, the Doctor's Statement is waived. However, if death is due to accident – the ADB form & post-mortem report are required.
- iii. For foreign Death Claim, CTC full passport book / Citizenship Certificate are required.
- iv. For policy without nomination, Grant of Probate / Letters of Administration is required.

Additional requirements on accidental death

- Accidental Death Benefit (ADB) Claim Form
- CTC Police Report
- CTC Detailed Post Mortem Report
- CTC of Toxicology Report, if any
- Newspaper Cutting, if any
- Others : _____

Death due to natural causes

- Doctor's Statement (for policy less than 5 years from date of commencement or from date of reinstatement, whichever is the later)

Total & Permanent Disability Claims

- TPD Claim Form - Claimant's Statement
- TPD Claim Form - Doctor's Statement
- Original copy of Letter of Authorisation/Consent (3 copies)
- CTC Employment Termination Letter, if applicable
- CTC Life Assured's NRIC
- CTC Claimant's NRIC (if different from Life Assured)
- CTC Clinic/Hospital Consultation Card
- CTC EPF Withdrawal letter, if applicable
- CTC SOCSO Offer Letter/ SOCSO "Keputusan Jemaah Doktor Mengenai Keilatan", if applicable
- CTC of all relevant diagnostic test results or reports
- CTC Police Report (**accidental cause**)
- Newspaper Cutting (**accidental cause**), if applicable
- Others : _____

Living Assurance Claims

- Living Assurance Claim Form - Claimant's Statement
- Confidential Medical Certificate (Cancer)
- Confidential Medical Certificate (Brain, Nerve & Muscle related condition) - to be completed by Consultant Neurologist
- Confidential Medical Certificate (Heart related conditions)
- Confidential Medical Certificate (Other Illnesses)
- Original copy of Letter of Authorisation/Consent (3 copies)
- CTC of Life Assured's NRIC
- CTC Claimant's NRIC (if different from Life Assured)
- CTC of all relevant diagnostic test results or reports for individual Covered Event (please refer to the list of Covered Events on the reverse side)
- Others : _____

Accident Rider Claims

- Accident Claim Form - Claimant's Statement
- Accident Claim Form - Attending Physician's Statement
- CTC Life Assured's NRIC
- CTC Claimant's NRIC (if different from Life Assured)
- Original/CTC Medical Certificates
- CTC Police Report, if applicable
- CTC Hospital bill(s) and Payment Receipt(s)
- Original Bills and original Payment Receipts (applicable to reimbursement claims)
- CTC of X-ray, MRI, CT scan or other radiology reports
- Others : _____

GreatLady Claims

- For Childbirth / Caesarean Claim
- CTC Life Assured's NRIC
- H&S Claim Form - Claimant's Statement
- CTC child's birth certificate
- CTC hospital bill and doctor to endorse the date, cause & type of surgery performed (applicable to Caesarean claims)
- For Other Female Illness Claim
- H&S Claim Form - Claimant's Statement
- CTC Life Assured's NRIC
- CTC of all relevant diagnostic test results or reports

For Office Use

Checked By :	
Check Date :	

Note : CTC = Certified True Copy

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**LIST OF COVERED EVENTS AND THE REQUIRED MEDICAL EVIDENCE FOR POLICIES INCEPTED
YEAR 2012 AND ABOVE**

- 1. Heart Attack**
 - Cardiac Enzymes Assay results (CK-MB, Troponin T / Troponin I)
 - ECG tracing
 - Echocardiogram / Coronary Angiogram report
- 2. Stroke**
 - CT Scan / MRI Report of Brain
 - * CMC to be completed by Consultant Neurologist
- 3. Coronary Artery By-Pass Surgery**
 - Coronary Artery By-Pass Surgery Report
- 4. Cancer**
 - Histopathology Report
 - CT Scan / MRI Reports, if available
 - Bone Marrow Aspiration / Trephine Biopsy Report (Leukemia only)
 - Blood and laboratory test report
- 5. End Stage Kidney Failure**
 - Kidney Dialysis Report / Dialysis Receipts
 - Kidney transplantation report
 - Blood test results
 - * CMC to be completed by Consultant Nephrologist
- 6. Fulminant Viral Hepatitis**
 - CT Scan Report of Liver
 - Liver Function Test results
 - Abdominal ultrasound
 - Hepatitis viral serology test
 - Any other laboratory or pathology reports
- 7. Major Organ / Bone Marrow Transplant**
 - Surgery Report
- 8. Paralysis / Paraplegia**
 - X-ray/CT Scan/ MRI Reports, if available
- 9. Multiple Sclerosis**
 - CT Scan & MRI Report of Brain & Spine
 - Nerve conduction study/ Evoked potential test
 - * CMC to be completed by Consultant Neurologist
- 10. Primary Pulmonary Arterial Hypertension**
 - All clinical and laboratory investigation results including cardiac catheterization
 - Echocardiogram report
- 11. Blindness / Total Loss of Sight**
 - Visual Acuity Report on both eyes to be done by an ophthalmologist
 - * CMC to be completed by an Ophthalmologist.
- 12. Heart Valve Surgery**
 - Heart Valve Surgery Report
- 13. Deafness / Total Loss of Hearing**
 - Pure Tone Audiometry Test and Sound Threshold Test results
 - Brainstem Auditory Evoked Response (BAER) report
- 14. Surgery to Aorta**
 - Aorta Surgery Report
- 15. Loss of Speech**
 - Laryngoscopy report
 - * CMC to be completed by speech pathologist/therapist
- 16. Alzheimer's Disease / Irreversible Organic Degenerative Brain Disorder**
 - All relevant investigation results in support of the diagnosis
- 17. Major Burns**
 - Total Body Surface Area Burn Assessment Report
- 18. Coma**
 - * CMC to be completed by Consultant Neurologist
- 19. Systemic Lupus Erythematosus (SLE) With Lupus Nephritis**
 - Lupus Erythematosus (LE) cell blood test results
 - Anti-DNA Antibodies
 - Urine FEME results over past 6 months
 - Renal function tests with eGFR results over past 6 months
 - Renal biopsy report
- 20. Motor Neuron Disease**
 - CT Scan/ MRI report of the Brain and Spine
 - Electromyography (EMG) test results
 - All relevant investigation results in support of the diagnosis
 - * CMC to be completed by Consultant Neurologist
- 21. HIV Infection due to Blood Transfusion**
 - HIV antibody test by ELISA method on the date of blood transfusion
 - HIV antibody test by ELISA method 3 - 6 months from date transfusion
 - Statement from statutory Health Authority to confirm that the disease was medically acquired.
 - Western Blot test
- 22. Parkinson's Disease**
 - All relevant investigation results in support of the diagnosis
 - * CMC to be completed by Consultant Neurologist
- 23. End Stage Liver Failure**
 - Liver Function Test
 - CT Scan of Liver
 - All laboratory, pathology, hepatitis screening, ultrasound & histology reports
- 24. End Stage Lung Disease**
 - Pulmonary Function Test results
 - Arterial Blood Gas test results
 - FEV 1 Test results
 - Relevant investigation results
- 25. Major Head Trauma**
 - CT Scan / MRI Report of Brain
 - Surgery report
 - Police report, if any
- 26. Chronic Aplastic Anemia**
 - Bone Marrow Aspiration Report
 - Blood transfusion records
 - Bone Marrow transplant report
 - Full Blood Picture reports
- 27. Muscular Dystrophy**
 - Lumbar puncture
 - Electromyography (EMG) test results
 - Muscles biopsy
 - All relevant investigation results in support of the diagnosis
 - * CMC to be completed by Consultant Neurologist
- 28. Benign Brain Tumor**
 - CT Scan / MRI Report of Brain
 - Histopathology Report, if available
- 29. Encephalitis**
 - CT Scan / MRI Report of Brain
 - * CMC to be completed by Consultant Neurologist
- 30. Severe Cardiomyopathy**
 - Echocardiographic report
 - Cardiac catheterisation report
- 31. Brain Surgery**
 - Brain Surgery Report
- 32. Bacterial Meningitis**
 - CT Scan / MRI Report of Brain & Spine
 - Lumbar puncture test report
- 33. Other Serious Coronary Artery Disease**
 - Coronary Angiogram Report
- 34. Angioplasty And Other Invasive Treatments For Major Coronary Artery Disease**
 - Coronary angiogram report
 - Percutaneous Coronary Intervention (PCI) or Laser treatment report
- 35. Loss Of Independent Existence**
 - CT Scan / MRI report
 - Ultrasound report
 - Surgery report
 - Blood test reports
- 36. Full Blown AIDS**
 - HIV antibody test by ELISA method
 - Western Blot Test
 - CD4 Cell Count
 - All serial Full Blood Picture blood test results
 - Histopathology examination (HPE)/ Biopsy report for Kaposi sarcoma or Malignant lymphoma
 - CT Scan/ MRI of Brain for Progressive multifocal leukoencephalopathy.
 - Chest X-ray report
 - Sputum C & S report
 - Sputum AFB

* CMC = Confidential Medical Certificate

