

DEATH CLAIM PROCEDURE

DOCUMENTS REQUIRED

1. Death Claim Form: Part I - Claimant's Statement
Part II - Physician's Statement (report fee to be borne by Claimant)
2. Death Certificate (Please refer to Important Notes (c) below)
3. NRIC/Passport/Identity Document of the Claimant/Beneficiary(ies)/Nominee(s)/Trustee(s)/Assignee(s) (Please refer to Important Notes (c) below)
4. Proof of Relationship on Claimant/Beneficiary(ies) with deceased as follows:

<u>Claimant</u>	<u>Documents required</u> (Please refer to Important Notes (c) below)
Spouse	Marriage Certificate
Children	Birth Certificate of Claimant
Parent	Birth Certificate of deceased
Sibling	Birth Certificate of deceased and Claimant

5. Letter of Consent Form
6. Grant of Letters of Administration/Probate and Will, if available (Please refer to Important Notes (c) below)
7. Return of Policy Contract(s) for cancellation, if the original is available

Additional documents required if death was due to an Accident OR if death occurred overseas:

8. Police Investigation Report and/or Coroner's Certificate
9. Post-Mortem Report and Toxicology Report or "Application For A Copy of an Autopsy/Toxicology Report" (from the Health Sciences Authority (HSA)). The "Application For A Copy of an Autopsy/Toxicology Report" is applicable only if the post mortem or toxicology test was done in Singapore.
10. Burial Cremation Documentation and Letter from ICA (Immigration and Checkpoint Authority) on the invalidation of Deceased's Singapore IC/Passport – if death occurred overseas
11. Newspaper Clipping (if any)
12. All documents that are not issued in Singapore must be authenticated by either i) the Singapore Embassy in the country of death, ii) Singapore Consulate or iii) Notary Public. (Please refer to Important Notes (c) and (d) below)

IMPORTANT NOTES

- (a) The Claimant's Statement must be completed by the person to whom the insurance is payable i.e. (a) trustee, (b) assignee (c) beneficiary or (d) personal representative. Please refer to point 4 above on documents required for proof of claimant's relationship with deceased. When a policy is payable to a minor, the Claimant's Statement must be completed by a parent or where applicable, the legal guardian. The copy of the minor's birth certificate or official certificate of appointment of the legal guardian must also be submitted. (Please refer to Important Notes (c) and (d) below)

All questions in the Claimant's Statement must be fully and truthfully answered. We reserve the right to require or obtain further information, if deemed necessary.

- (b) The Physician's Statement must be completed by the physician who attended to the deceased in his last illness or by the attending physician in the event of an accident. The cost of the Physician's Statement shall be borne by the claimant. For Physician's Statement or medical reports to be obtained from hospitals, the release of medical information Consent Form from the specific hospital to be used. Please refer to the respective hospital's website for details. For clinics, please use AIA's Letter of Consent Form.
- (c) Copies of the Death Certificate, NRIC/Passport/Identity Document, Proof of Relationship and Grant of Letters of Administration/Probate which are not issued by the relevant Authority of Singapore must be certified to be true copies by our Officers at AIA Customer Service Centre or a Singapore lawyer. Please note that the original documents have to be produced for certification.
- (d) All documents submitted must be in English. Any document that is not in English must be accompanied by an English translated copy of the document made by a certified translator/interpreter. In addition, a certificate stating the proficiency of the translator in the language being translated must also be submitted.

SUBMISSION OF DOCUMENTS

All claims required documents can be submitted to the Company through your Financial Services Consultant or Insurance Representative. Alternatively, you may submit the claim via post or personally to AIA Customer Service Centre. Both the operating hours and locations of our AIA Customer Service Centre can be found at our website (<http://www.aia.com.sg/en/index.html>).