

DEATH CLAIM PROCEDURE

DOCUMENTS REQUIRED

1. Death Claim Form: Part I - Claimant's Statement
2. Death Claim Form: Part II - Physician's Statement (report fee to be borne by Claimant)
3. Clinical Abstract Application Form
4. Certified True Copy of Death Certificate (Please refer to Important Notes (e) below)
5. Original Insurance Policy Contract(s)
6. Copy of the NRIC/FIN or Passport of the Claimant
7. Proof of Claimant's relationship with deceased as follows:

<u>Claimant</u>	<u>Documents required (certified true copy)</u>
Spouse	Marriage Certificate of Claimant
Children	Birth Certificate of Claimant
Parent	Birth Certificate of deceased
Sibling	Birth Certificate of deceased and Claimant

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

8. Newspaper Clipping (if any)
9. Police Report and/or Coroner's Report
10. 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.
11. Burial Cremation Documentation and Letter from ICA (Immigration and Checkpoint) confirming the invalidation of Deceased's Singapore IC/Passport – if death occurred overseas
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 (a) below)

IMPORTANT NOTES

- (a) 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.
- (b) The Claimant's Statement must be completed by the person to whom the insurance is payable i.e. (a) beneficiary, (b) trustee, (c) assignee or (d) personal representative. Please refer to point 7 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 certified true 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 (e) below)
- (c) For Physician's Statement or reports to be obtained from hospitals, specific Clinical Abstract Forms may be used. Please refer to the respective hospital website for details. For clinics, please use AIA Singapore's Clinical Abstract Application Form.
- (d) 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.
- (e) Copies of the Death Certificate and other documents 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.
- (f) 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.

SUBMISSION OF DOCUMENTS

All claims required documents can be submitted to AIA Singapore Private Limited ("AIA Singapore") 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>).