

CLAIM QUICK GUIDE

Important Note:

- The following information serves as a guide. Etiqa Life Insurance Berhad/ Etiqa Family Takaful Berhad (Etiqa) reserves the right to request for other relevant document and information or to view the original of copied document submitted whenever necessary.
- Non original documents must be certified as true copy by authorized parties prior to claim submission to Etiqa.

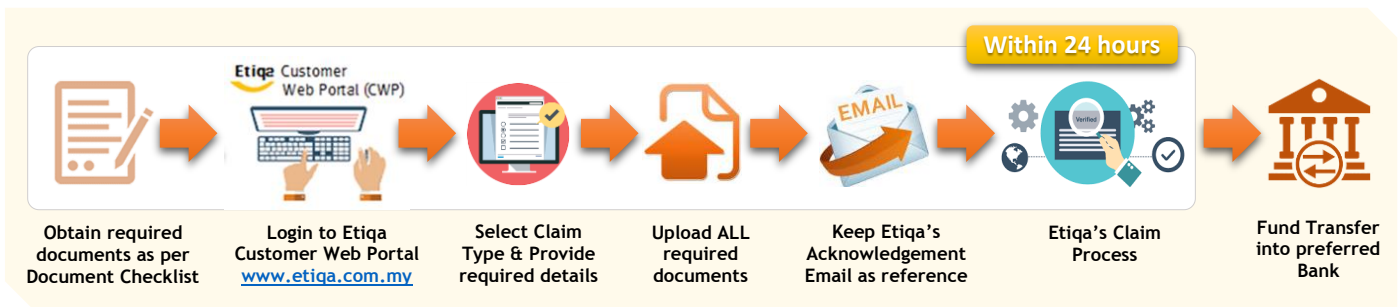
Quick Tips for Fast Claim Payout

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/ takaful coverage and benefits
- ✓ Read and understand the information or reports required to support your claims
- ✓ Ensure the required documents as per Checklist are accurately filled-up, certified & signed
- ✓ Ensure the Person Covered Identification Card such as MyKad, Army Card or Police Card is certified
- ✓ Ensure to upload ALL required documents as per Checklist with your eClaims submission
- ✓ Provide accurate and the latest bank account and contact details of the Person Covered

How to Submit Claim?

Submit your claim at your fingertips for a fast and easy claim experience. Go for eClaim Submission and follow the following easy steps:



Important Note:

1. Timeframe for claims approval is seven (7) working days start from Assessor receive complete information & mandatory reports
2. Claims payout will be directly bank-in to your preferred Bank

Document Checklist

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

- ✓ Certified true copy of the Person Covered Identification Card
- ✓ Original copy of Policy Contract/ Takaful Certificate
- ✓ Critical Illness (Cancer) - Statement of Medical Examiner (available at <https://www.etiqa.com.my/v2/claims/life-family>)
- ✓ Diagnostic Test Results or Medical Reports*

**Note: The Diagnostic Test Results or Medical Reports are among others which includes but not limited to Histopathology/ Biopsy Report, Bone Marrow Aspiration Report, CT Scan, MRI Report and others*
- ✓ Consent Letter for Medical Report Extraction

Any Inquiries?



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