

## HOW TO FILE A DEATH CLAIM

### Dear Claimant

We're sorry to receive notice of the death claim. To enable us to process your claim, please follow the instructions provided below:

### IMPORTANT NOTES:

1. All items must be duly completed to avoid delay in the claim processing. Please indicate as "N.A." if not applicable.
2. All payments will be made via Direct Credit unless otherwise stated under the Payment Method section.
3. We reserve the right to pursue for any documents if they are deemed necessary, including sighting of the original document if a photocopy is submitted to us.
4. The cost of the Doctor's Statement and/or medical evidence shall be borne by the Claimant(s).
5. For Doctor's Statement or reports to be obtained from hospitals, specific consent forms must be used. Please refer to the respective hospital's website for details. For clinics, please use our Clinical Abstract Application Form.
6. All overseas documents must be certified by the Notary Public of the Country where Life Assured passed away.
7. All documents submitted must be in English. Any documents which are in foreign languages must be officially translated to English by a certified translator.
8. For policy with nomination, the death claim form should be completed by each of the nominee(s).

### Documents Required:

1. Death Claim Form – to be completed by claimant/nominee(s)/ Corporate Policyholders
2. Death Claim – Doctor's Statement (to be completed by the attending doctor who attended the deceased in his/her last illness or accident)
3. Copy of Death Certificate
4. Copy of NRIC/FIN or Passport of the Deceased
5. Copy of NRIC/FIN or Passport of the Claimant/Nominee(s) (Not applicable for Corporate Policyholders)
6. Copy of NRIC/Passport/Birth Certificate of all surviving family members of the Deceased (Not applicable for Corporate Policyholders)
7. Copy of Last Will and Testament of the deceased (Not applicable for Corporate Policyholders)
8. Copy of Grant of Probate/Letters of Administration of the Deceased (Not applicable for Corporate Policyholders)
9. Copy of NRIC or Passport of all the beneficiary(ies), Executor(s) and Trustee(s) named in the Last Will and Testament of the Deceased (Not applicable for Corporate Policyholders)
10. Any other documents that support the claim (e.g. official certificate of appointment of the legal guardian of minor's beneficiary)
11. Copy of the bank statement/bank book for account verification where payment is via Direct Credit
12. Proof of Claimant's relationship with deceased as follows (where applicable):

<u>Claimant</u>	<u>Documents required</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 Unnatural / Accident OR occurred overseas:

13. Newspaper Clipping and police Report
14. Police Investigation Report
15. Coroner's Inquest
16. Post Mortem and Toxicology Report
17. Letter from ICA (Immigration and Checkpoint) for Singaporean or Permanent Residents (PR) who died overseas confirming the invalidation of Deceased's Singapore IC/Passport and overseas Death Certificate
18. Repatriation Report (if body was repatriated to Singapore for cremation/burial)
19. Burial / Cremation Documentation (required for overseas death)

**Please continue to read page 2 of this instruction.**

Please read pages 1 & 2 “How to file a Death Claim”

**Additional Notes:**

**For Corporate Policy Only:**

Direct Crediting to Corporate Policyholder bank account only and should apply to all subsequent claims filed under the same policy unless further changes is advised to us in writing. Please provide copy of bank statement showing bank account holder with bank account number.

**Submission of documents:**

All claim documents can be submitted personally to Our Customer Service Centre or through the Financial Adviser Representative or intermediaries or by Post to:

4 Shenton Way  
#01-01 SGX Centre 2  
Singapore 068807

For Life Claims enquiries, you can also contact our Customer Service at (65) **6827 9933** or email us at **[cs\\_life@singlife.com](mailto:cs_life@singlife.com)**.

For Corporate Claims enquiries, you can also contact our Customer Service at (65) **6827 8030** or email **your designated account servicer or intermediaries**.

For General Insurance Claims enquiries, you can also contact our Customer Service at (65) **6827 9966** or email us at **[gi\\_claims@singlife.com](mailto:gi_claims@singlife.com)**.