

Claim Process:

- If the Remitter/customer expires due to Natural &/or Accidental Death. The nominee is required to immediately notify such loss to TPL Life within 48 hours from the happening of the loss on the contact details given below:
TPL Life Insurance Limited - WTO
19 B, Lane 3, Block B, SMCHS, Karachi 74900.
UAN #: 021 111 – 000 – 330
Email: info@tpllife.com or claims@tpllife.com

If any statement in the Claim notification by the Covered person/Nominee is found to be false, incorrect or fraudulent or not made in accordance with the terms and conditions herein, Insurer shall be absolved of any liability under this Takaful Policy and will not be held responsible.

- Parental and Dental Takaful Cover claims will be submitted to TPL Life - WTO with duly filled claim reimbursement form against actual cost of the bill. Claims department will assess the claims and will approve or decline the claim accordingly.

Documents Required for Claim Settlement

Following documents will constitute "Claim Documentation" for a valid claim:

Life Takaful Cover:

- Claim form duly filled and signed by the Nominee
- Death certificate by hospital and NADRA
- FIR (Police report) for all Accidental death claim cases.
- Any other documents as required by the company.

Parental & Dental Takaful Cover:

- Claim form
- Treatment Record
- Medical bills for In-patient and Dental Treatments.

The Customer may be asked for additional information if required by the company. No claim shall be payable under this insurance policy if the necessary claim information is not provided by the covered person in respect of the claim.

Claim Payment & Settlement

- The claim shall be settled through a cheque in favor of the Nominee for Life Takaful Cover.
- In favor of covered person for Health/Dental Cover by TPL Life - WTO and it will be mailed to the covered person on the last known address – as per the address mentioned in the claim form.