

TPL LIFE INSURANCE LIMITED

WINDOW TAKAFUL OPERATIONS

HOW TO GO ABOUT LAUNCHING A DEATH CLAIM

If you are a **Group Family Takaful Customer** and wish to launch a death claim for one of your employees you will need to follow the procedure specified below.

DEATH CLAIMS:

1. Intimate us about the claim with the **date, cause and identification details** by sending an email to claims@tpllife.com & group.life.operations@tpllife.com. The letter or claim intimation form should be addressed to Claims Department, **TPL LIFE INSURANCE LIMITED**, Head Office Karachi. The address of our head office is specified at the bottom of this document.
2. Once we receive the intimation, we will register the claim, issue claim forms and a covering letter that contains instructions to complete these forms.
 - i) **CLAIM FORM - A:** This requires information about the deceased employee, occupational details, the event leading to death etc. This form needs to be filled by the employer.
 - ii) **CLAIM FORM - B:** This will be filled by last medical attendant, who will give details of the circumstances that resulted in death, past medical history of the deceased and some additional information regarding the cause of death in the event of death (Natural / Accidental).
 - iii) In case the claim warrants an investigation, the company will complete the investigation as soon as possible but not later than 90 days of receipt of the last document.
3. Once we receive the completed forms, along with the required documents and the claim is approved, the cheque will be issued to the group life client.

DOCUMENTS REQUIRED FOR PROCESSING DEATH CLAIM:

1. Claim Form (Both A & B) - Dully filled, signed and stamped
2. Death certificate issued by local municipal, NADRA, health authorities, government hospitals, trust and private hospitals of good standings.
3. Copies of the CNIC of the deceased.
4. CNIC Cancellation Certificate - NADRA
5. Salary & Attendance Record (For last 6 Months)
6. Treatment Records
7. If the covered person has died abroad but buried in Pakistan, the death certificate should be issued from concerned authorities abroad and accompany airway bills of the transportation of the remains of the deceased. However, if the deceased has been buried abroad, a copy of the burial certificate should be provided.
8. In case of an accidental or unnatural death, a copy of police report is required. If conducted, Autopsy or post-mortem reports. If reported, newspaper clippings are required.

*** In order to validate the claim, TPL Life Insurance Limited reserve the right to ask for further requirements, if deemed necessary.**

In this document, copy means certified true copy. All evidence and documentation provided should be in Urdu or English.