

ROSHAN ZINDAGI CLAIM PROCESS

i. Accidental Death Claim

In case of accidental death of the policy holder, the nominee as defined during policy issuance shall initiate a claim within 48 hours of the death of the policy holder via

- i. Simply calling at +92 301-8215798 or +92 21 111-000-330 (regardless of residing within or outside Pakistan)
- ii. Emailing with documents as mentioned below to claims@tpllife.com
- iii. TPL Life's website www.tpllife.com or TPL Life Mobile App (Android, iOS)
- iv. Courier claim documents to TPL Life Head Office (12th Floor, Centrepont, Off Shaheed-E-Millat Expressway, Adjacent KPT Interchange, Karachi)

Documentation needed by the nominee includes;

- i. Duly filled claim form
- ii. Hospital Death Certificate from place/country where accidental death has occurred
- iii. NADRA death certificate
- iv. Cancelled Passport of the deceased
- v. Airway bill of the deceased's body (if burial is in Pakistan)
- vi. Any additional documents as required by the company for the purpose of claim settlement

Once the nominee has filed & provided the claim documents to TPL Life, the company shall assess & provide settlement (if approved) against the claim within 90 days of claim initiation via cheque or IBFT.

ii. Family Hospitalization Claim Process

At Panel Hospitals:

Family members can claim health benefits covered under the policy by;

1. Providing their respective health card(s) along with their original CNIC at the Admission counter of TPL Life's panel hospital for hospitalization through (Emergency/OPD), if patient is referred for admission.
2. Panel hospital will call TPL Life to confirm details of the family member covered under the policy and provide confirmation against the same.
3. Upon confirmation, patient will be treated for the **eligible** cashless treatments
4. Medical bill of the customer will be directly settled with the hospital as per the limits.

At Non-panel Hospitals:

In case of treatment at a non-panel hospital, family member(s) can claim health benefits covered under the policy by;

1. Customer shall avail the services initially on a self-cash basis.
2. Customer will initiate a claim via
 - i. Simply calling at +92 301-8215798 or +92 21 111-000-330 (regardless of residing within or outside Pakistan). Treatment can only be availed in Geographical Limits of Pakistan.
 - ii. Emailing with documents as mentioned below to claims@tpllife.com
 - iii. TPL Life's website www.tpllife.com or TPL Life Mobile App (Android, iOS)
 - iv. Courier claim documents to TPL Life Head Office (12th Floor, Centrepont, Off Shaheed-E-Millat Expressway, Adjacent KPT Interchange, Karachi)
Within 15 days of availing treatment at a non- panel hospital
3. During claim intimation, customer has to provide the following documents
 - i. Duly filled claim form
 - ii. Original Hospital bills charged
 - iii. Discharge Summary
 - iv. Medical Prescription and;
 - v. CNIC Copy
 - vi. Birth Certificate of Baby (for Maternity)
4. Upon receiving the claim, TPL Life shall assess & provide settlement against the intimated claim within 30 days via
 - i. Cheque and;
 - ii. IBFT details.
5. Customer will be able to check the status of his/her claim via the TPL Life Mobile App.