

DEATH CLAIM SUBMISSION PROCEDURE

DOCUMENT REQUIREMENTS

1. Death Certificate Form (Pacific form). Filled in by the treating doctor who examined the cause of death of the body.
2. A written notification is filled in by the policy holder (HRD).
3. Death certificate from the ward.
4. Post Mortem examination statement from the hospital.
5. Medical Summary Report along with medical supporting data such as laboratory results, X-rays, ultrasound, etc.
6. Accident report from the police (if the death was caused by an accident).
7. A copy of the Insured's and heir's KTP. If the beneficiary is underage, a copy of birth certificate.
8. A copy of family identity card.
9. A copy of marriage certificate.
10. Legal heir certificate
11. Chronology of events / final moments before the Insured died. Handwritten and signed by the beneficiary.
12. Other required supporting documents.
13. All documents in form of copies must be authenticated by the agency that issued the document as intended.
14. If the heir is underage, a certificate from the religious district court/ a notarial certificate to appoint a guardian are required. At the time of payment, the guardian signs the certificate.