

# IVALIFE INSURANCE LIMITED

## LIFE INSURANCE CLAIMS PROCEDURE FORM

### HOW CAN I FILE A CLAIM?

In case of querying or making a claim, contact our Claims Department on either +356 2226 9502 or +356 2226 9507 between 09:00 and 17:00, from Monday to Friday, except on public holidays. Alternatively, you may contact us via email by sending us your query on [info@iva.life](mailto:info@iva.life).

Important to quote the name of the life insured, ID card number and, if available, the policy number. Our dedicated Claims Assessors Team will assist you to complete the process in the simplest way possible.

In case the life insurance policy is assigned or pledged in favour of a Bank or any other financial institution, we recommend that you contact the Bank, informing them of the demise of the life insured.

### 1. CLAIM REGISTRATION

The heirs are to complete the online Claim Notification Form as early as possible and submit this via the Company's portal or by post addressed to IVALIFE Insurance Limited, Attention: Claims Department.

The Claim Notification Form can be downloaded from the IVALIFE website or by visiting one of our authorised TIs or Agents.

### 2. SUBMIT PROPER DOCUMENTATION

In the case of the unfortunate demise of the life insured, basic documentation that needs to be submitted to the Claims Department include:

- Death Certificate in Original (indicating the cause of death)
- Original Policy Document (if applicable)
- Legal documents such as Notary details and copy of the will
- Any other documents requested by IVALIFE

### 3. CLAIM SETTLEMENT

IVALIFE Insurance Limited aims to settle the claim within 30 days of receipt of all the documents submitted.

There may be instances wherein the Claims Department requires further investigations or requests further medical/hospital documentation. In such cases, the claims assessor shall contact the heirs with the additional information request.

## ADDITIONAL RIDERS

For Permanent Total & Partial Disability, Critical Illness and/or Waiver of Premium claims we require hospital records and medical information from the attending doctors to confirm that the policy that you have purchased covers the illness that you are claiming for.

Providing us with the Claim Notification Form and copies of the medical records concerning your diagnosis, will help speed up the claims process. In case the Claims Department requires further information, the claims assessor shall write to you and outline the requirements in connection with the assessment of your claim.

If the claim is made by someone other than the nominee or assignee, the person making the claim must submit legal proof of his or her title.

Our Claims Department will keep in contact with you to assist you throughout the entire claims process.