

What are the claim requirements?

The following claims documentation will need to be provided in support of a claim, before the Insurer can make a claim assessment.

Accidental Death Claim

- completed claim form;
- certified copy of ID document;
- certified copy of death certificate;
- copy of police accident report or road traffic accident report;
- copy of coroner's postmortem report.
- Blood alcohol results if the deceased was the driver
- Confirmation of bond details

Death Claim

- death claim form to be completed by bank to whom the policy is ceded;
- confirmation of Bond details
- bond account details;
- certificate of medical attendant - complete by regular GP
- certified copy of deceased and claimants identity document;
- certified copy of death certificate Bi1663
- certificate of outstanding home-loan balance and monthly installment from the bank. (loan statement);
- declaration by Police if cause of death was unnatural

Disability Claim (Temporary or Permanent)

- •confirmation of bond details (from the bank)
- bond application form.
- certified copy of the identity document;
- loan statement;
- bond account details;
- disability claim form completed by claimant
- disability claim form completed by employer;
- disability claim form completed by the medical attendant
- proof of loss of income

Dread Disease Claim

- confirmation of bond details (from the bank);
- bond application form;
- certified copy of the identity document;
- loan statement;
- bond account details:
- Dread disease benefit claim form
- Claim form completed by medical doctor with supporting documents

Loss of Income Claim

- •confirmation of bond details (from the bank);
- bond application form;
- certified copy of the identity document;
- loan statement
- bond account details
- retrenchment claim forms
- letter of retrenchment from employer
- UI19 from employer signed by Department of Labour

What is the claim notification period?

The claim notification period is the period within which a claim needs to be reported to the Administrator after the claim occurs. If the claim is not reported to the Administrator within this time period, the Insurer will have the right to decline the claim. It is very important therefore that claims are advised to the Administrator, and all claim requirements completed, before the notification period expires.

The claim notification periods are as follows:

- Death, Disability and Dread Disease claims must be advised to the Administrator within 180 days of the event occurring.
- Loss of Income claims must be advised to the Administrator within 60 days of the date of loss.

How do I claim?

- You need to contact the Administrator to lodge the claim, via telephone or email.
- You will be advised of all requirements and sent the relevant forms for completion.

What are the administrator's contact details?

- All completed claim forms and claim documentation should be sent to the Administrator of the policy at the following address;
Hollard Life Policy Services
Private Bag 87419
Houghton, 2041
Tel : +27-011-351 5000
Toll-free : 0861 05 06 07
Email address: oobalifepolicies@hollard.co.za

Please quote your policy number on all communications with the Administrator.