

List of Documents required (Group Life Claims)

Important Note:-

- a) CTC – Certified True Copy
- b) The copy documents must be certified by Zurich Group Agency Manager/ Zurich Officer/ Judge/ Magistrate/ Solicitors.
- c) In the event that a claim occurs outside of Malaysia, all related and relevant documents including medical reports, must be duly certified.
- d) The Company reserves the right to request for further information or documents if deemed necessary.
- e) Item 1 under section A to be signed and stamped by policyholder if the claim is payable to Policyholder as per Policy Contract.
- f) A copy of claimant's NRIC/ Passport/ Residence Card will be required if it is not being submitted during application.

Personal Accident Claim

- A) Compulsory documents:-
1. Claimant's Statement
 2. CTC of Claimant's NRIC/ Passport/ Residence card
 3. Attending Physician's Statement (Accident and Hospitalisation Claim)
 4. Original Bills and Receipts (applicable for reimbursement claims)
- B) Additional documents (if any):-
1. Newspaper cutting (Kindly translate in English or Bahasa Melayu if article is not in these languages)
 2. CTC of MRI, X-ray or other Full Medical Reports
 3. CTC of Police Report
 4. Detailed bill breakdown (applicable for reimbursement claims)
 5. Photographs of Dismemberment/Injured Part (applicable for Permanent Dismemberment/Disablement Claims)

Hospital Daily Cash Allowance Claim

- A) Compulsory documents:-
1. Claimant's Statement
 2. CTC of Claimant's NRIC/ Passport/ Residence card
 3. Attending Physician's Statement (Accident and Hospitalisation Claim)
 4. CTC of Admission and Discharge notes
- B) Additional documents (if any):-
1. Newspaper cutting (Kindly translate in English or Bahasa Melayu if article is not in these languages)
 2. CTC of MRI, X-ray or other Full Medical Reports
 3. CTC of Police Report

Note:-

Item 3 under Section A may be waived if your claim amount (per policy) is less than RM 500. However, we reserve the right to request it if necessary.

Death Claim

- A) Compulsory documents:-
1. Claimant's Statement
 2. CTC of Claimant's NRIC/ Passport/ Residence card
 3. CTC of Death Certificate
- B) Additional Documents (if any):-
1. CTC of Marriage Certificate (if claimant is spouse) or Birth Certificate of Claimant (if claimant is child) or Birth Certificate of Deceased (if claimant is parents) as Proof of Relationship
 2. Copy of Deceased's NRIC/ Passport/ Residence card
 3. Original Policy Contract/Certificate
 4. Original Letter of Consent (4 copies)
 5. CTC of Report of Death Abroad from National Registration Department (NRD) – if Member died abroad
 6. CTC of Letter of Administration/ Grant of Probate/ Distribution Order (applicable for policy without nomination)
- C) Documents to be submitted if death due to sickness or natural cause:-
1. Physician's Statement Form (for policy duration less than 2 years from the Issue Date or Reinstatement Date, whichever is the later)
- D) Documents to be submitted if death due to accident:-
1. CTC of Post Mortem/ Coroner's Report (for policy duration less than 5 years from the Issue Date or Reinstatement Date, whichever is the later)
 2. CTC of Toxicology Report
 3. CTC of Police Report
 4. Newspaper cutting, if any (Kindly translate in English or Bahasa Melayu if article is not in these languages)

Note:-

Item 1 under Section C will be waived if the policy have FCL/ AAL (Free Cover Limit/ Auto Acceptance Limit) without pre-existing clause

Critical Illness Claim

- A) Compulsory documents:-
1. Claimant's Statement
 2. CTC of Claimant's NRIC/ Passport/ Residence card
 3. Confidential Medical Certificate – depends on the type of disease or illness/ Life Claim Questionnaire
 4. CTC of Diagnostic Report/ Post-Surgical Report
 5. CTC of Histopathology/ Histology Report (For cancer claim only)
- B) Additional documents (if any):-
1. CTC of other Medical Report (if relevant)
 2. Original Policy Contract/ Certificate
 3. Original Letter of Consent (4 copies)

Customer Service Center

Ground Floor, Block B, Plaza Zurich, 12, Jalan Gelenggang, Bukit Damansara, 50490 Kuala Lumpur.
 (for other branches, please refer to company website)

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Total and Permanent Disability Claim

- A) Compulsory documents:-
1. Claimant's Statement
 2. CTC of Claimant's NRIC/ Passport/ Residence card
 3. Total and Permanent Disability - Attending Physician's Statement Form
- B) Additional Documents (if any):-
1. Original Letter of Consent (4 copies)
 2. Original Policy Contract/ Certificate
 3. CTC of Employment Termination Letter/ Medically Boarded Out Letter/ Certificate on Expiry of a Business Registration (if self-employed), if applicable
 4. CTC of other Medical Report (if relevant)
 5. CTC of other Insurance Company's Claim Form
 6. Copy of Clinic/ Hospital Consultation/ Treatment Card
 7. CTC of EPF Withdrawal letter, if applicable
 8. CTC of SOCSO Offer Letter/ SOCSO "Keputusan Jemaah Doktor Mengenai Keilatan" and related reports, if applicable
- C) Documents to be submitted if the disability due to accident:-
1. CTC of Police Report
 2. Newspaper cutting, if any (Kindly translate in English or Bahasa Melayu if article is not in these languages)

Additional Documents for Employee First



- 1) CTC of valid working permit & passport (for Member who is foreigner)

Note:-

For Hospital Daily Cash Allowance Claim, Attending Physician's Statement (Accident and Hospitalisation) will be waived if the claim amount is < RM 500.

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