



PROLIFE GROUP

HOW TO CLAIM



STEP 1

Get all the correct documentation together.

DOCUMENTS REQUIRED

- Completed official claim form or complete at the Claim Office;
- Official or certified copy of the original death certificate of the Assured Life issued by the Department of Home Affairs;
- Certified ID copy of the deceased
- Certified ID of the beneficiary;
- A fully completed BI form;
- A police/ accident report (MVA/PVA), if death was due to unnatural causes;
- Proof of bank account into which the claim will be paid (bank statement or bank confirmation letter stamped by the bank and not older than 3 (three) months).

*SDM may require additional documents that they deem necessary.

STEP 2

Visit our Claims Office at 34 Newton Street, Newton Park where an application form will be filled in, using the documentation above or where all documentation will be received. Make sure you provide the Claims Office with a valid and working telephone number for communication.

STEP 3

Be ready to get a call that more information is requested (if applicable).

STEP 4

Wait to hear if the claim has been approved (a telephone call or sms). Approved claims are paid out within 48 hours.

NEED HELP?

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