



**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?

[claims@prolifegroup.co.za](mailto:claims@prolifegroup.co.za)  
+27(0) 86 127 3342



**GROUPS R US**  
INSURANCE PARTNERS

# UNDERWRITERS & CONTACTS

## Claims Assistance

E-mail: [claims@groupsrus.co.za](mailto:claims@groupsrus.co.za)  
Number: +27(0) 86 127 3342

## Compliance Guidelines and Policies

Webpage: [www.groupsrus.co.za](http://www.groupsrus.co.za)

|           |                                                                    |                                                                                                       |
|-----------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Policies: | Complaint Process<br>Conflict of Interest Policy<br>Privacy Policy | Promotion of Access to Information<br>Protection of Personal Information<br>Treating Customers Fairly |
|-----------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|

## Complaints & Compliments Process

### Step 1: Groups R Us

Address:  
34 Newton Street,  
Newton Park  
Gqeberha  
6045

E-mail 1:  
[complaints@groupsrus.co.za](mailto:complaints@groupsrus.co.za)

E-Mail 2:  
[compliance@groupsrus.co.za](mailto:compliance@groupsrus.co.za)

Tel: 0861 27 3342

### Step 2: Sanlam Developing Markets

Address:  
9-13 West Street,  
Houghton, Johannesburg, 2041

Tel: 086 123 5433.  
Tel: (011) 359 3014  
0800 00 6838

E-mail:  
[gbcomplaints@sanlamsky.co.za](mailto:gbcomplaints@sanlamsky.co.za)

Web: [www.sanlamsky.co.za](http://www.sanlamsky.co.za)

### Step 3: National Financial Ombud

Head Office Address:  
110 Oxford Road, Houghton  
Estate, Illovo, Johannesburg,  
2198

CPT Address: Claremont  
Central Building, 6th Floor, 6  
Vineyard Road, Claremont,  
7708

Tel: 0860-800-900  
E-mail: [info@nfosa.co.za](mailto:info@nfosa.co.za)  
Web: [www.nfosa.co.za](http://www.nfosa.co.za)



34 Newton Street, Newton Park,  
Port Elizabeth



[www.groupsrus.co.za](http://www.groupsrus.co.za)



[claims@groupsrus.co.za](mailto:claims@groupsrus.co.za)

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