





Claim Guidelines – Personal Accident

Death

			
1	2	3	4
Contact AXA to give immediate notification of your claim. Claim-Form-PA-(GI) (PDF- 261KB) Death Form (Life) (PDF- 148KB) (For supporting documents refer to the section "Supporting Documents" below)	Download and submit the completed claim form with all listed supporting documents to AXA or your Agent within 30 days from the date of incident	Upon receipt of full documents, AXA will review and revert with claim decision within 5 working days	Settlement within 3 days (e-payment)

Supporting documents:-

1. Medical Reports
2. Police Report/ Accident Report - for motor accident injury claim or criminal incident
3. Certified True Copy of Death Certificate/ Post-Mortem Report/ Burial Certificate
4. Certified True Copy of Letter of Administration/ Distribution Order - for only if no named beneficiary

Note:-

1. An adjuster may be appointed by AXA for investigation if needed.
2. Please note the above request is not intended to be all inclusive as the need for the additional information/documents may become necessary during the course of claims process.
3. Turnaround time is subjected to receipt of all documentations required and the complexity of the claim.

Injury or Permanent Disability



1

Download and submit the completed claim form with all listed supporting documents to AXA or your Agent within 14 days from the date of incident



2

Upon receipt of full documents, AXA will review and revert with claim decision within 5 working days



3

Settlement within 3 days (e-payment)

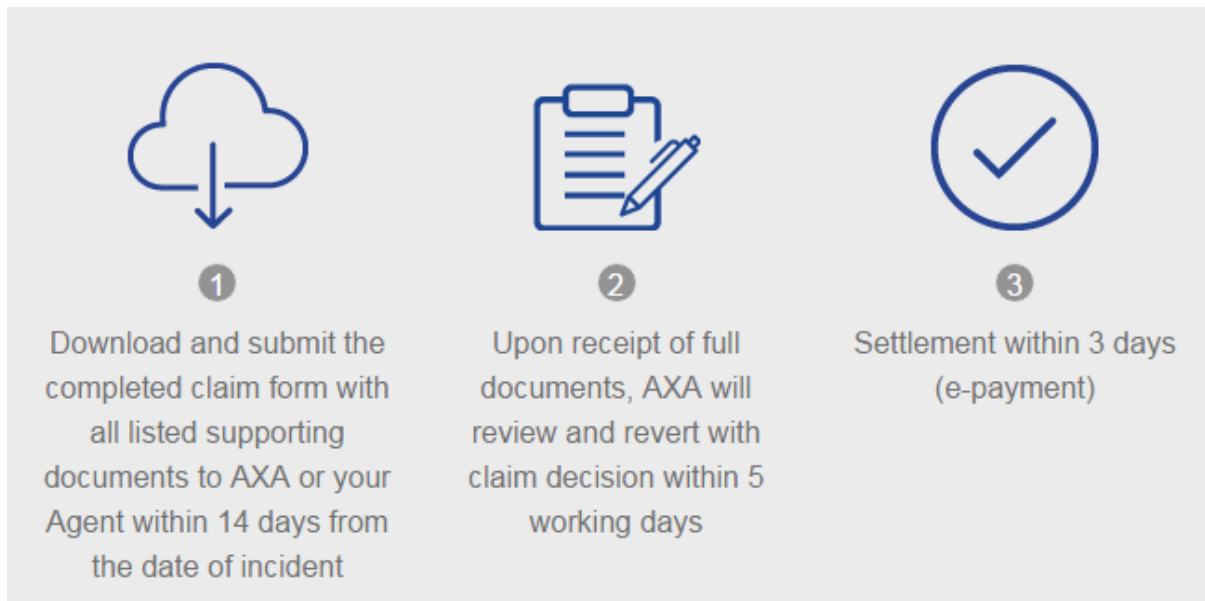
Supporting documents:-

1. Original Medical Bills/ Receipts
2. Medical Reports
3. Police Report/ Accident Report - for motor accident injury claim or criminal incident

Note:-

1. Please note the above request is not intended to be all inclusive as the need for the additional information/documents may become necessary during the course of claims process.
2. Turnaround time is subjected to receipt of all documentations required and the complexity of the claim.

Others



Supporting documents:-

1. Medical Certificates
2. Medical Reports
3. Inpatient Discharge Summary - for hospital income benefit claim only
4. Police Report/ Accident Report - for motor accident injury claim or criminal incident
5. Receipt of expenses incurred for the relevant benefits.

Note:-

1. Please note the above request is not intended to be all inclusive as the need for the additional information/documents may become necessary during the course of claims process.
2. Turnaround time is subjected to receipt of all documentations required and the complexity of the claim.