

HOW TO: help your clients claim

SMART. SIMPLE. SAFE.



Claims

You can help your client through the simple claims process, when a tragedy occurs. We need to be notified within 180 days of event of death or disability. There are 2 ways to claim:

Email claims@simply.co.za or Call us on 021 045 1513

Documents required

You will find all the documents required for claiming, on the website, or you can ask admin@simply.co.za to send them to you.

Encourage your client to fill out the documents in full, as soon as possible, as this will help us to finalise the claim quickly.

www.simply.co.za/claims

All claims

- Certified copy of the insured person's ID
- Proof of insured person's residence status (for non-SA ID holders only)
- Certified copy of the/each beneficiary's ID
- Proof of the/each beneficiary's bank details

Life and Funeral Cover specific

- Completed death claim form
- Certified copy of death certificate
- DHA1663 – notification of death register
- Completed medical report (Life Cover only)
- Proof of relationship for family members covered (Funeral Cover only)

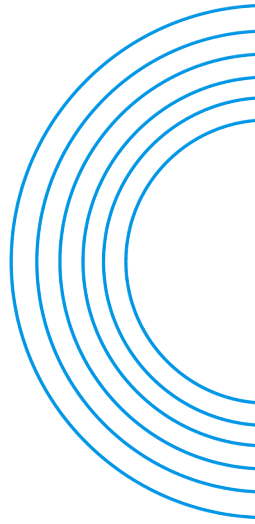
Disability Cover specific

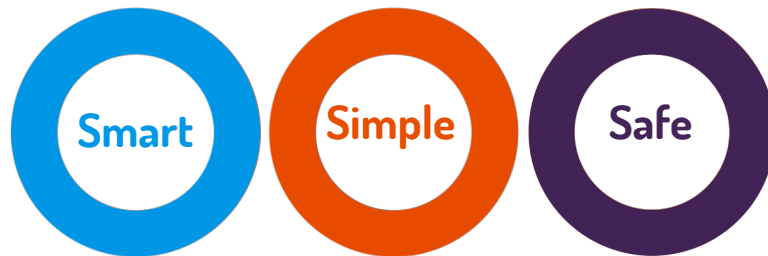
- Completed disability claim form.
- Completed medical report form together with copies of any specialist reports and investigations relating to the claim cause.
- After expiry of the deferred period, a final medical report from the attending specialist.

Claim payments

We are aware that clients would like to bury their loved ones with dignity and in due time, so we do our best to process your claim as quickly as possible. This is usually within 24-48hrs of receiving all necessary documentation.

Please get in touch with your broker consultant if you need further assistance





Contact your broker consultant if you
have any queries or need assistance.



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