

## Claim process

Every claim is a fulfillment of promise made to the policyholder. We are committed towards securing future of your loved ones in a quick and efficient manner. Claim settlement is one of the most important services that an insurance company can provide to its customers. Insurance companies have an obligation to settle claims promptly. It is therefore important that complete set of documents, be submitted with Insurance Provider to support your claim.

### Further, to enable you, a brief on claim process is as below:

- Ideally report a claim immediately either to the Insurance / Takaful provider, or the Relationship Manager at Mashreq. Reporting a claim within 30 days of its occurrence is a requirement mandated by Provider
- While intimating the claim, following information should be provided: Policy number, Date, Cause and Place of Death/ Disability
- Upon intimation, the claim reported will be evaluated and claimant will be requested to provide necessary documents to the Insurance / Takaful provider
- Upon receiving the complete set of documents, Insurance Provide will register the claim
- If the claim is approved, discharge receipt will be sent to the client along with confirmation of the claim amount payable.
- Upon receipt of the duly signed and stamped discharge receipt, the settlement amount will be transferred to the Claimant's Bank account

### List of document and requirements for claim settlement procedure

- Beneficiary's Claim Form
- Physician's statement Form
- Death Certificate (if death outside UAE, original death certificate to be submitted attested by UAE consulate/Embassy from the country of death to be submitted)
- Medical report from the Physician who last attended the deceased in case cause of death is not mentioned in the death certificate.
- Photocopy of the deceased's passport showing valid UAE residence visa and date of birth. (If death occurs outside U.A.E, kindly provide the copy of Passport page having date of exit from UAE stamped.)
- Police Report In case of Accidental Death

Above listed are our routine documents/procedure to process a claim, Insurance/ Takaful Provider reserves the right to call for further documents based on the routine evidence.

Contact Coordinate for Providers are as follows:

<b>Provider Name</b>	<b>Email ID</b>	<b>Contact Centre</b>
MetLife	cusotmerservices.gulf@metlife.ae	800 MetLife (800 638 5433) , +971 4 415 4555
Oman Insurance Company	service@omaninsurance.ae	8004746
SALAMA Arab Islamic Insurance	CS.FT@salamalife.ae	800-SALAMA (800-725262)
Zurich International	helppoint.uae@zurich.com	+97143634567
Quilter international (Old Mutual International)	QINTLask@quilter.com	+971 (0)4 304 5800
LIC International	mail@licinternationaluae.com	(+971) 4 335 4858 Fax: (+971) 4 335 4684