

# Claim Information

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## **CLAIM NOTIFICATION:**

In the event of a claim, contact Adamjee Life to obtain a claim form. You will also be advised on all additional documentation that is required for the claim to be processed.

Contact Address: Adamjee Life Assurance Company Limited, The Forum, Suite No.301,  
Plot G-20, Block 9, Clifton Karachi  
Tel No. 92-21-35362620 & 23 Fax:92-21-35362621, Ext: 114  
Toll free no: - 08000-LIFE (5433), help\_claims@adamjeelife.com

Only original documentation will be accepted. In the event that the original is not available, only copies certified by the issuing authority will be accepted. Documents can be faxed; however, the original documentation still has to be received by Adamjee Life before payment of the claim can be made.

Adamjee Life shall at all times has the right to inspect all documents relating to the policy and will communicate with you, your Nominated Beneficiary for Proceeds regarding any problems with the documentation.

## **CLAIM PROCEDURE:**

Claims will be processed on receipt of all standard requirements in accordance with the agreed turnaround times as set. If we require additional documents and an extension of handling time is required, the claimant shall be so notified and shall be advised as to what additional information is necessary to handle the claim. The company reserves the right to ask for any further requirement if deemed necessary.

The claim amount shall be made through a cheque in favor of the Insured Customer/ nominated beneficiary by Adamjee Life and it will be mailed to the customer on the mailing address or the customer will be asked to collect it from Adamjee Life Claim's Department subject to the terms & conditions mentioned. All the claims will be directly dealt / settled between the Insured customer and Adamjee life, the Bank shall have no liability in respect of the same.

## **DOCUMENTS REQUIRED:**

- Claimant's Statement and Physician's Statement
- Original Policy Certificate
- Copy of N.I. Cards of beneficiaries and insured duly attested by a gazetted Officer
- Copy of FIR/Police Report duly attested by the issuing authority (For accidental cases)
- Copies of Medical and Hospital records
- Original Union Council/Cantonment/ Zila Council Death Certificate or copy of death certificate duly attested by the issuing authority
- Copy of Hospital Death Certificate
- Copy of Graveyard / Burial Certificate
- Beneficiary's Bank Account Number and Name of Bank
- Copy of Post Mortem Report / MLO Report duly attested by the issuing authority (For accidental cases)

## **In case of Disability (Additional Requirement)**

- Disability certificate from Physician and Complete Medical Record
- All laboratory or radiology reports
- Detailed Medical Summary/ Summaries from the treating physician(s) (if more than one)
- Bank Account Number and Name of Bank of the Life assured