

FAMILY CLAIMS GUIDE

Please refer to the following step-by-step guide to submit your family claims.

STEP 1: COMPILE THE FOLLOWING DOCUMENTS

Documents required for Death Claims:

1. Original Death Claim Form (*Please click [here](#) to download the claim form*)
2. Death Certificate duly certified
3. Deceased's NRIC duly certified
4. Claimant's NRIC duly certified
5. Marriage Certificate (for spouse) or Birth Certificate (for children or parents) duly certified
6. Beneficiary/ Claimant/ Nominee/ Bank Account details or Direct Credit Form
7. Letter of Administration or Grant of Probate
8. Burial Permit/ Certificate duly certified, if applicable

Additional documents required for accidental death as follows:-

1. Police Report duly certified
2. Post mortem report/ autopsy report duly certified, if applicable
3. Toxicology report duly certified, if applicable
4. Newspaper cutting, if applicable

Additional documents for overseas death as follows:-

1. Letter of confirmation of death by National Registration Department (JPN)
2. Embarkment certificate for foreign death duly certified

Documents required for Total & Permanent Claims:

1. Duly completed TPD Claim Form (*Please click [here](#) to download the claim form*)
2. TPD Claim – To be completed by the attending physician (after 6 months from the disability date*)
3. Claimant's NRIC duly certified
4. Employment Termination Letter duly certified (For gainfully-employed person)
5. SOCSO Offer Letter/ SOCSO "Keputusan Jemaah Doktor Mengenai Keilatan" duly certified, if applicable
6. Beneficiary/ Claimant/ Nominee/ Bank Account details or Direct Credit Form
7. Police Report duly certified (accidental cause)
8. Newspaper Cutting (accidental cause), if applicable

Documents required for Critical Illness Claims:

1. Duly completed Critical Illness Claim Form (*Please click [here](#) to download the claim form*)
2. Claimant's NRIC duly certified
3. Medical report according to the specific type of the critical illness claim
4. Copy of all relevant test results, hospital reports, CR/ MRI scan, x-ray, biopsy/ histopathology report.

Note:

The above information only serves as a guide. Takaful Malaysia reserves the right to request for other relevant documents and information whenever necessary.

*Not applicable for clear cut TPD claims such as amputation, end stage kidney failure, etc.

STEP 2: SUBMIT THE DOCUMENTS

Once you have downloaded and completed the claim form, please submit to our Customer Service Centre located at the ground floor of our Head Office or any of our TMCCs nearest to you.



Head office:

Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur

We will update you on the status of your claims within 14 working days.

Thank you.