

DEATH CLAIM INSTRUCTION PAGE



Dear Claimant,

We are sorry to learn the death of our Life Insured.

In order for us to process your claim, we require the following :

- 1) Claimant's Statement.
- 2) Clinical Abstract Application Form.
- 3) Death Certificate (refer to Note 1 below)
- 4) NRIC(s) of Claimant(s).
- 5) A copy of Last Will of Deceased (if Deceased had left a Last Will)
- 6) Newspaper Clipping (if any) and Police Report (if death was due to accidental or unnatural causes).
- 7) Doctor's Statement (required if death had occurred overseas).
- 8) Letter from Immigration and Checkpoint Authority (ICA) for overseas death (refer to Note II below).
- 9) Supporting documents for proof of relationship (refer to next page).

Once we have received all the above required documents, we will process your claim and inform you of the outcome as soon as possible. The Company reserves the right to request further information/document proof to assess the claim

If you need any help, please call our Customer Service hotline at 1800-248-2888 or email us at LifePAClaims-SG@greasternlife.com

NOTE:

- 1) For local death in Singapore, a copy of the hardcopy / digital Death Certificate is required to be submitted. For death which occurred overseas, original Death Certificate can only be certified by Singapore Embassy or Notary Public of the Country where Life Assured passed away.
- 2) For Singaporeans and Permanent Residents (PR) who died overseas, ICA would issue a letter confirming receipt of the Singapore IC, Passport and overseas Death Certificate. Please submit a copy of this letter to us.

SUBMISSION DOCUMENTS:

Please submit all claim documents personally at our Customer Service Centre at the ground floor, Great Eastern Centre or, through your Distribution Representative or, by post to:

Life Claim Department
The Great Eastern Life Assurance Company Limited
1 Pickering Street, Great Eastern Centre #01-01
Singapore 048659



DOCUMENTS FOR PROOF OF RELATIONSHIP

TYPE OF POLICY		DOCUMENTS TO SUBMIT
Section 73 Trust Policy (Before nomination of Beneficiary Framework)	Trustee	1. NRIC of Trustee 2. NRIC of Beneficiary 3. Proof of Relationship for Beneficiary & Policyholder (etc Marriage certificate / Birth Certificate)
Policies where deceased's spouse and/or children are named as beneficiary (before Nomination of beneficiary framework)	Spouse or children	1. NRIC of spouse 2. Marriage Certification of Spouse 3. NRIC of Children 4. Birth Certification of Children
Estate Policy (no beneficiary named) And Deceased had left a Last Will	Executor	1. A copy of Last Will 2. NRIC of Executor
Estate Policy (no beneficiary named) And Deceased did not leave a Last Will	Spouse	1. NRIC of spouse 2. Marriage certification of spouse
	Adult Child (no surviving spouse)	1. NRIC of child 2. Birth certificate of child 3. Death certificate / Divorce Certificate of spouse
	Parent (Deceased is single)	1. NRIC of parent 2. Birth certification of deceased
	Sibling (Deceased is single and no surviving parents)	1. NRIC of sibling 2. Birth certificate of sibling and deceased 3. Death certificate of deceased parents
Trust nomination policy Effective 1 Sep 2009 (also known as Irrevocable Trust)	Trustee	1. NRIC of trustee
	No Surviving Trustee & Nominee is >=18 years old	1. NRIC of Nominee 2. Birth Certificate of Nominee (if nominee is the child) 3. Marriage certificate of Nominee (if nominee of the spouse)
	No surviving trustee & Nominee is <18 years old	1. NRIC of Nominee 2. Birth certificate of Nominee 3. NRIC of Surviving parent
Revocable Nomination Policy Effective 1 Sep 2009	Nominee (>=18 years old)	1. NRIC of Nominee 2. Last Will of Deceased (if any)
	Nominee (<18 years old)	1. NRIC of Nominee 2. Birth certificate of Nominee 3. NRIC of Nominee's Parent / legal Guardian 4. Last Will of deceased (if any)
Nomination by way of Will Effective 1 Sep 2009	Executor	1. Copy of Last Will where GEL policy is stated. 2. NRIC of Executor
Third Party Policy	Policy Holder	1. NRIC of Policyholder 2. Birth certificate of Life Assured (if Life Assured is the child of the policyholder) 3. Marriage certificate of spouse (if Life Assured is the spouse of the policyholder. 4. ARCA (if policyholder is an Entity)
Absolute / Conditional Assignment Policy	Assignee	1. NRIC of Assignee 2. ARCA (if Assignee is an Entity)

