

Financial Assistance Programme(FAP) COVID-19 Claim Submission Requirement Checklist

Note

Photocopy of documents **MUST** be duly certified by authorised parties, i.e. Claims Officer or Customer Service Officer or Notary Public or Advocate & Solicitor or Justice of Peace or Ketua Balai Polis or District Officer or Medical Officer or Group Sales Manager or Unit Sales Manager or Servicing Agent and Policy Holder. In addition, for claims incurred outside Malaysia (except Singapore), the confirmation of claim event and all other related documents issued by the Foreign Authority must be certified by Malaysian Embassy or Public Notary at the incident country. If you have returned to Malaysia, the documents can be certified by relevant country's Embassy in Malaysia.

Disclaimer

The list below serve as a guide for basic requirement. The Company reserves the right to request further document(s) for the purpose of this claim.

Please tick (✓) the documents submitted.

CTC = Certified true copy (Applicable to Death Claim)

1. Hospitalisation Cash Assistance

- Hospitalisation & Surgical -Claimant's Statement
- Direct Credit Facility Form duly completed by Claimant
- Copy of Discharge Note / Discharge Summary with Admission Date & Discharge Date
- Copy of diagnostic tests report for COVID 19 infection
- Copy of Life Assured's NRIC/Passport
- Copy of Claimant's NRIC (if different from Life Assured)

For immediate family's cover - Spouse / Children age 18 and below, please attach:

- Copy of Spouse's NRIC/passport & Marriage Certificate
- Copy of Children's NRIC/passport & Birth Certificate

* For the avoidance of doubt, please follow the usual Requirement Checklist for Individual & Group Health Claims Submission if you are not only submitting for Financial Assistance Programme COVID-19.

The claim can be submitted via the following means:-

a) e-Connect (for customer use)

My Service Request > My Mailbox > Create New Query > Subject : BENEFIT COVERAGE DETAILS > Ref No: FAP COVID-19

b) Email to wecare-my@greataeasternlife.com

Email subject: *Claims submission for Financial Assistance Programme COVID-19*

c) e-Partner (for agent use)

Application > Application > Mailbox > Create New Query > Subject: Accidental and Hospitalisation claim
> Choose relevant dept from drop down list – HSD/CLM > Ref No: FAP COVID-19

2. Death Claim

- Death Claim Form- Claimant's Statement
- CTC of Death Certificate
- CTC of Deceased's NRIC
- CTC of Claimant's NRIC
- Direct Credit Facility Form duly completed by Claimant
- Death Claim Doctor's Statement
- CTC of diagnostic tests report for COVID-19 infection
- Letter of Authorisation/Consent (3 copies)
- Grant of Probate/Letter of Administration, for policy without nomination

If the Deceased is non-Malaysian or if the death event occurred outside Malaysia (except Singapore), please attach:

- CTC of Deceased's Full Passport Book/ Citizenship Certificate
- Confirmation letter from National Registration Department (for death outside of Malaysia)

For immediate family's cover - Spouse / Children age 18 and below, please include the following documents:

- CTC of Spouse's NRIC/passport & Marriage Certificate
- CTC of Children's NRIC/passport & Birth Certificate

* Please send the documents to us via mail to:

**Menara Great Eastern
Level 1 Claims Department
303 Jalan Ampang
50450 Kuala Lumpur**

or submit the documents to our Customer Service Centre located at the Mezzanine floor at our Head Office or the nearest branch.