

Document Checklist for Medical Claim

Instructions

- (a) This checklist provides the complete reference list for your claim type;
- (b) Please note the documents are requested on without prejudice basis;
- (c) Check below for the required documentation to support your claim;
- (d) Include only those documents that are appropriate for your claim;
- (e) The required documents must be fully submitted for speedy processing;
- (f) Please note further documents may be requested where necessary.

Document Checklist

1. Duly Completed claim form;
2. Original final tax invoices/ bill;
3. Original payment receipt;
4. Copy of itemised breakdown of medical bill;
5. Completed attending physician's statement or discharge summary / medical report;
6. Copy of claimant's NRIC/ passport/ student permit or card/ working permit;
7. Completed direct credit facility form;
8. Copy of front page of savings account book or bank statement indicating account holder name and bank account number (for Group Policyholder only);
9. Copy of employment letter indicating coverage plan (for unnamed policy);
10. Copy of investigation report such as laboratory report, blood test report, imaging report, histopathology report, angiogram report, and colonoscopy report;
11. Referral letter;
12. Copy of appointment card (for radiotherapy/ dialysis/ physiotherapy treatment);
13. Authorisation Letter from the Policyholder (if payment is to be effected to the insured person);
14. Copy of Post Mortem/Toxicology Report (for death claim);
15. Copy of Death certificate (for death claim);
16. Fully Completed direct credit facility form;
17. Copy of front page of savings account book or bank statement indicating account holder name and account number (applicable for Group Policyholder)

Additional documents required for Overseas Treatment

1. Proof of travelling period such as boarding pass, travel ticket details, passport indicating the travel duration;
2. Translation of supporting documents if documents are in foreign language

Additional documents required if claiming for Excess amount

1. Medical report from the primary insurer;
2. Original payment receipt;
3. Copy of itemized breakdown of medical bill;
4. Copy of final guarantee letter/ settlement letter from the primary insurer

Additional documents required for Outpatient claim (GP/ SP/ Emergency claim)

1. Medical report or diagnosis written by the treating doctor in the tax invoice or payment receipt;
2. Original payment receipt;
3. Copy of itemized breakdown of medical bill

Effective 1 October 2021, the following documents are required if you are:-

Private Limited/ Sendirian Berhad or Public Limited/ Berhad

1. Copy of Complete Form 24 (Return of Allotment of Shares and Form 49 – Return of Particulars of Directors); **or**
2. Copy of Section 14 – Application for Registration of a Company (“Super Form”), Section 78 – Return of Allotment of Shares (if available) and Section 58 – Notification of change in the Register of Directors (if available); **or**
3. Copy of Latest Annual Return;
4. Copy of NRIC of the Authorised Signatory (Passport if foreigners)

Sole Proprietorship/ Partnership

1. Copy of Form A – Registration of Business and Form B – Registration of changes in Business Particulars (for change of owner, if available);
2. Copy of NRIC of the Authorised Signatory (Passport if foreigners)

Others i.e. Non-Profit Organisation (NPO), Society, Club, Association or Charity (e.g. temple, school, trade union association, charity association, JMB, Beneficial Owner is meant for individuals having executive authority such as Chairman, CEO and/ or Directors

1. Relevant official document that indicates the names of the Chairman/ President/ CEO and/ or Director eg. meeting minutes of Management Committee etc.;
2. Copy of NRIC of the Chairman/ President/ CEO and/ or Director (Passport if Foreigners);
3. Copy of NRIC of the Authorised Signatory (Passport if foreigners)