

## ETIQA GROUP CLAIMS SUBMISSION CHECKLIST

### GROUP MAJOR & HOSPITAL BENEFITS CLAIMS

**Note: We reserve the rights to request further documents if required**

Please tick (✓) where applicable;

#### COMPULSORY FOR ALL CLAIM TYPE SUBMISSION:

	Etiqa Family Group Claim Form : Group Major & Hospital Benefits Claims
	Certified copy of Claimant's / Payee's NRIC
	Bank Account Details of Payee and Company Registration Number (If payee is Contract/Policy holder)

#### DEATH / FUNERAL EXPENSES ( NATURAL DEATH ONLY)

	Death Statement of Medical Examiner (for policy duration < 5 years)
	Certified copy of Death Certificate
	Proof of relationship between claimant and Participant/Life Assured: Certified copy of ANY one below: <ul style="list-style-type: none"> <li>- Marriage/ Nikah Certificate if claimant is spouse</li> <li>- Birth Certificate (s) of Deceased if claimant is parent (s)</li> <li>- If above is not available, please submit statutory declaration</li> </ul>
	Certified copy Sijil Faraid /Court Orders / Letter of Administration (if applicable)
	If death occurred in Overseas: <ul style="list-style-type: none"> <li>- Confirmation letter from National Registration Department (for death outside of Mala</li> <li>- Death Certificate issued by the country where death occurred (if any)</li> <li>- Certification of death from the hospital where death occurred (if any)</li> <li>- Certification of death from the Malaysian Embassy in the foreign country where death occurred (if any)</li> </ul>

#### TOTAL & PERMANENT DISABILITY CLAIM

	Total & Permanent Disability Claim - Statement Of Medical Examiner (Group) Section B (Completion of Section B must be done six months after the diagnosis/disability date )
	Certified copy of MRI/CT Scan/ Xray or other diagnostic reports
	Certified copy of Medically Boarded Out letter from employer (if employed)
	Certified copy Other supporting documents (if applicable) etc. SOSCO Pencen Illat medical reports/letters

**CRITICAL ILLNESS BENEFIT CLAIM**

Medical Examiner Form to be completed according to the type of critical illness:

1. Critical Illness (Cancer) – Statement Of Medical Examiner (Group Claim)
2. Critical Illness (Stroke) – Statement Of Medical Examiner (Group Claim)
3. Critical Illness (Renal Failure) – Statement Of Medical Examiner (Group Claim)
4. Critical Illness (Heart) – Statement Of Medical Examiner (Group Claim)
5. Critical Illness (Others) – Statement Of Medical Examiner (Group Claim)

List Of Covered Events And The Required Medical Evidence

Stroke - CT Scan / MRI Report of Brain	Parkinson's Disease - All relevant investigation results in support of the diagnosis
Heart Attack / Cardiomyopathy - Cardiac Enzymes Assay results (CK-MB, Troponin T / Troponin I) ECG tracing - 2) Echocardiogram / Coronary Angiogram report	Blindness - Permanent and Irreversible - Visual Acuity Report on both eyes to be done by an ophthalmologist * CMC to be completed by an Ophthalmologist.
Angioplasty and other invasive treatments for coronary artery disease - Coronary Angiogram Report - Coronary Artery By-Pass Surgery	Chronic Lung Disease - Pulmonary Function Test results - Arterial Blood Gas test results - FEV 1 Test results - Relevant investigation results
Cancer - Histopathology Report (HPE report) - CT Scan / MRI Reports, if available - Bone Marrow Aspiration / Trephine Biopsy Report (Leukemia)	Motor Neuron Disease - CT Scan/ MRI report of the Brain and Spine - Electromyography (EMG ) test results - All relevant investigation results in support of the diagnosis * Medical Report to be completed by Neurologist
Renal / Kidney Failure / Medullary Cystic Disease - Kidney Dialysis Report / Dialysis Receipts - Kidney/Renal Biopsy Report (if any) - Blood test results	Multiple Sclerosis - CT Scan & MRI Report of Brain & Spine - Nerve conduction study / Evoked potential test * Medical Report to be completed by Neurologist
Systemic Lupus Erythematosus (SLE) With Lupus Nephritis - Lupus Erythematosus (LE) cell blood test results - Anti-DNA Antibodies & Renal biopsy report - Urine FEME results over past 6 months - Renal function tests with eGFR results over past 6 months	Coma – resulting in permanent neurological deficit with persisting clinical symptoms - ICU report and supporting documents for being in coma > 96 hours - X-ray/CT Scan/ MRI Reports - Medical Report to be completed by Neurologist
Fulminant Viral Hepatitis / End-Stage Liver Failure/ Chronic Liver Disease - CT Scan Report of Liver - Liver Function Test results - Abdominal ultrasound - Hepatitis viral serology test - Any other laboratory or pathology reports	Muscular Dystrophy - Lumbar puncture report - Electromyography (EMG ) test results - Muscles biopsy - All relevant investigation results in support of the diagnosis - Medical Report to be completed by Neurologist
Brain Surgery - Brain Surgery Report	Terminal Disease - All relevant investigation results in support of the diagnosis - Medical Report stating patient not receiving active treatment other than pain relief
Benign Brain Tumor - CT Scan / MRI Report of Brain - Histopathology Report, if available	Chronic Aplastic Anemia - resulting in permanent Bone Marrow Failure - All relevant blood and bone marrow investigation results in support of the diagnosis
Major Head Trauma - CT Scan / MRI Report of Brain - Surgery report - Police report, if any	Alzheimer's disease/Severe Dementia / Parkinson's disease - All relevant investigation in support of the diagnosis - Medical Report to be completed by Neurologist - Physio / Rehabilitation Reports (if Any)
Bacterial Meningitis / Encephalitis - CT Scan / MRI Report of Brain /Spine - CMC to be completed by Consultant Neurologist	Deafness – Permanent and Irreversible - Audiogram Report (Latest Report) - Pure Tone Audiometry reports (Latest Report)
Major Burns / Third Degree Burns - Total Body Surface Area Burn Assessment Report	Loss of Speech - Laryngoscopy report
Paralysis / Paraplegia / Paralysis of limbs - X-ray/CT Scan/ MRI Reports, if available - Medical Report to be completed by Neurologist	Major Organ / Bone Marrow Transplant - Transplantation report of heart or lung /liver /kidney /pancreas / bone marrow

Note: Kindly contact our sales/agents or customer service for illness/requirements which is not listed above.

**These are the people who are allowed to certify documents:**

- i. Commissioner of Oath*
- ii. Penghulu*
- iii. Police*
- iv. Agency Head*
- v. Lawyer*
- vi. Agents*
- vii. Doctor*
- viii. Government staff (Division one)*
- ix. Branch personnel (executive and above)*
- x. HQ staff (executive and above)*
- xi. Employer*
- xii. ADUN*