

## DEATH CLAIM FORM

Dear Claimant,

We are sorry to learn of 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) **Original** Death Certificate (refer to Note I 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).
- 10) Authorisation Letter (refer to Note III below).

Once we have received **all** the above required documents, we will process your claim and inform you of the outcome as soon as possible.

If you need any help, please call our Customer Service hotline at **1800-248 2888** or email us at **[claims-sg@greateasternlife.com](mailto:claims-sg@greateasternlife.com)**.

Note:

- I) We require the Death Certificate to be certified true copy by our Customer Service Staff or the Servicing Life Planner/ Authorised Life Planner/ Servicing Financial Planner. For death which occurred overseas, original Death Certificate can only be certified by our Customer Service Staff or Notary Public of the Country where Life Insured passed away.
- II) 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.
- III) Authorisation letter has to be submitted if you are authorising another GEL Servicing Life Planner to handle the claim (including collection of cheque) on your behalf.

### Submission of Documents

Please submit all claim documents personally at our Customer Service Centre at the ground floor,

Great Eastern Centre or, through your Servicing Life Planner or, by post to:

**Claims Department  
The Great Eastern Life Assurance Company Limited  
1 Pickering Street  
Great Eastern Centre #13-01  
Singapore 048659**

**DOCUMENTS FOR PROOF OF RELATIONSHIP**

<b>TYPE OF POLICY</b>	<b>CLAIMANT</b>	<b>DOCUMENTS TO SUBMIT</b>
Section 73 Policy (Explicit Trust Policy)	Trustee	<ul style="list-style-type: none"> <li>● NRIC of Trustee</li> <li>● NRIC of Beneficiary</li> <li>● Proof of Relationship for Beneficiary &amp; Policyholder (e.g Marriage Certificate/Birth Certificate)</li> </ul>
Implicit Trust Policy (where PH's spouse and/or children are named as beneficiary)	Spouse or Children	<ul style="list-style-type: none"> <li>● NRIC of Spouse</li> <li>● Marriage Certificate of Spouse</li> <li>● NRIC of Children</li> <li>● Birth Certificate of Children</li> </ul>
Estate Policy (no beneficiary named)	<u>With Will</u> Executor	<ul style="list-style-type: none"> <li>● A copy of the Will</li> <li>● NRIC of the Executor</li> </ul>
	<u>Without Will</u> Spouse (no Children, no surviving Parents)	<ul style="list-style-type: none"> <li>● NRIC of Spouse</li> <li>● Marriage Certificate of Spouse</li> <li>● Death Certificate of deceased's Parents</li> </ul>
	Spouse and Children	<ul style="list-style-type: none"> <li>● NRIC of Spouse</li> <li>● Marriage Certificate of Spouse</li> <li>● NRIC of Children</li> <li>● Birth Certificate of Children</li> </ul>
	Spouse and Parents (no Children)	<ul style="list-style-type: none"> <li>● NRIC of Spouse</li> <li>● Marriage Certificate of Spouse</li> <li>● NRIC of deceased's Parents</li> <li>● Birth Certificate of Deceased</li> </ul>
	Children (no surviving Spouse)	<ul style="list-style-type: none"> <li>● NRIC of Children</li> <li>● Birth Certificate of Children</li> <li>● Death Certificate/Divorce Certificate of Spouse</li> </ul>
	Parents only (Policyholder is single)	<ul style="list-style-type: none"> <li>● NRIC of Parents</li> <li>● Birth Certificate of Deceased</li> </ul>
	Siblings (Policyholder is single and no surviving Parents)	<ul style="list-style-type: none"> <li>● NRIC of Siblings</li> <li>● Birth Certificate of Siblings and Deceased</li> <li>● Death Certificate of deceased's Parents</li> </ul>
Trust Nomination Policy effective 1 Sep 2009 (also known as Irrevocable Trust)	1st Trustee	<ul style="list-style-type: none"> <li>● NRIC of Trustee</li> </ul>
	No 1st Trustee * Nominee (> 18 years old)	<ul style="list-style-type: none"> <li>● NRIC of Nominee</li> <li>● Birth Certificate of Nominee</li> </ul>
	No 1st Trustee * Nominee (< 18 years old)	<ul style="list-style-type: none"> <li>● NRIC of Nominee</li> <li>● Birth Certificate of Nominee</li> <li>● NRIC of Parent</li> </ul>
Revocable Nomination Policy effective 1 Sep 2009	Nominee (> 18 years old)	<ul style="list-style-type: none"> <li>● NRIC of Nominee</li> </ul>
	Nominee (< 18 years old)	<ul style="list-style-type: none"> <li>● NRIC of Nominee</li> <li>● Birth Certificate of Nominee</li> <li>● NRIC of Nominee's Parents</li> </ul>
Nomination by way of Will effective 1 Sep 2009	Executor	<ul style="list-style-type: none"> <li>● Copy of the latest Will where GEL policy is stated</li> <li>● NRIC of Executor</li> </ul>
Third Party Policy	Policyholder	<ul style="list-style-type: none"> <li>● NRIC of Policyholder</li> <li>● Birth Certificate or Marriage Certificate of Life Assured</li> </ul>
Absolute/Conditional Assignment Policy	Assignee	<ul style="list-style-type: none"> <li>● NRIC of Assignee</li> </ul>