

Claim Process Flow - Complimentary* Takaful: Syarikat Takaful Malaysia Am Bhd

Claimant

- 1) To obtain Claim Forms from Public Mutual branch.
- 2) To submit all Claim Forms and other required documents directly to the nearest Syarikat Takaful Malaysia Am Bhd (STMAB) office.

Note: All supporting documents must be certified by staff of Insurance Company. In the event staff of Insurance Company is unable to verify, the documents need to be certified by Commissioner for Oaths before submit.

Location with STMAB's office Submit Claim documents directly to Insurance Company's branch office. Location without STMAB's office Send Claim documents to the following address:Attention: Puan Norizan Binti Mohamad Syarikat Takaful Malaysia Am Bhd Menara Takaful Malaysia 11th Floor, Main Block No.4 Jalan Sultan Sulaiman 50000 Kuala Lumpur

- Upon receipt of the claim documents, STMAB will process the claim accordingly.
- 2) To write to claimant, if any additional documents are required.

Claim Approved

STMAB will release the claim payment by direct credit into Claimant/Beneficiary's account. A copy of the settlement letter will be sent to Claimant/Beneficiary and a carbon copy of the letter to Public Mutual.

Claim Rejected

STMAB will send rejection letter to Claimant/Beneficiary directly and a carbon copy of the letter to Public Mutual.

^{*}Subject to terms and conditions