Claim Process Flow – Complimentary\* Insurance / Takaful :-

- i. AIA Bhd
- ii. AIA PUBLIC Takaful Bhd

#### Claimant

- 1) To obtain Claim Forms from Public Mutual branch or servicing UTC.
- 2) To submit the duly completed Claim Forms and other required supporting documents\* directly to AIA's office.

Note: all required supporting documents\* can only be Certified True Copy (CTC) by the followings:-

- 1. Lawyer
- 2. Authorised Person in Court
- 3. Head Of The Village
- 4. Headmaster Of School
- 5. AIA Authorised Personnel (for walk-in submission to any AIA office)

(Kindly bring along the original copy during certification process.)

Please note that the CTC stamp must clearly show the **Signature**, **Name**, **Designation**, **Department Name** and **Company Name**.

\*Please refer to Claim Checklist in Claimant Statement

## Location with AIA's office

Submit Claim documents directly to AIA's office.

# Location without AIA's office

Send Claim documents to the following address:-Attention : AHS Claim Dept.

Level 25, Menara AIA, 99 Jalan Ampang, 50450 Kuala Lumpur

### **AIA Bhd**

- 1) Upon receipt of the claim form and supporting documents, Insurance Company will process the claim accordingly.
- 2) To write to claimant, if any additional documents are required.

# **Claim Approved**

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

### **Claim Rejected**

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