

**Note: For policy without nomination, Grant of Probate / Letter of Administration is required.**

**Additional requirements for Accidental Death:**

- **Accidental Death Benefit (ADB) Claim Form** – to be completed by doctor/police department
- Police Report duly certified
- Detailed Post Mortem Report duly certified
- Toxicology Report duly certified if any
- Newspaper Cutting, if any

**Additional requirements for Death due to Natural Causes (Illnesses):**

- **Doctor's Statement**

**If death occurred outside of Malaysia:**

- Confirmation letter from National Registration Department
- Embarkment Certificate for foreign death duly certified  
*\*Embarkment certificate means a permission certificate to bring corpse (dead body) back to Malaysia.*
- Certified True Copy of full passport book / Citizenship Certificate.

## Step 2: Submit documents

Once you have downloaded and completed the relevant claim forms, please submit the claim to us together with the required documents for assessment.

Please submit all claims documents personally at our Customer Service Centre located at the mezzanine floor at the head office or the nearest branch.

Head office:

Menara Great Eastern

303 Jalan Ampang, 50450 Kuala Lumpur

We will write to you to inform you of the status of the claim.

We know you are keen to get a reply quickly, and you can be sure that we are doing our utmost to get back to you as soon as possible. Thank you!

To read frequently asked questions about claims, [click here](#).

**Check Claim Status for Life Insurance**