

## Hollard Group Risk – Practice Notice

### Temporary Claims Process Change – Death and Funeral Claims

31 March 2020

#### Introduction:

Due to the announcement by the President of a 21-day national lockdown and insurance being included as an essential service, we have reviewed our claims process to ensure, as far as possible, uninterrupted service delivery to our valued policyholders. We realise that the policyholder may experience difficulty in completing claim forms and specifically, may not be able to physically sign the claim forms. In addition, certain claim documents cannot be submitted due to these being unavailable. The following Practice Note is therefore issued as a temporary process change. We will continue to monitor the situation and will update the process as necessary.

#### Claims Form requirements:

A fully completed claim form must be submitted to Hollard Group Risk.

#### Claim forms completed manually:

- Manually completed claim forms can be submitted without employer signatures and stamps. These will only be considered and accepted if they are submitted through binder holders, employers and appointed intermediaries.
- The signatory will be validated against the scheme data or we may utilise other means for validation purposes such as TransUnion ITC if necessary.
- We will only accept forms from a duly authorised senior manager or officer of the employer.
- The following minimum additional information will be required from the signatory submitting the claim forms (this has been inserted into the new claim forms to be utilised):
  - Name and surname
  - Identity number
  - Contact details (telephone number and e-mail address)
  - Designation

#### Claim forms completed electronically:

- Digitally completed claim forms can be submitted with employer digital signatures and without an employer stamp. These will only be considered and accepted if they are submitted through binder holders, employers and appointed intermediaries.
- The signatory will be validated against the scheme data or we may utilise other means for validation purposes such as TransUnion ITC if necessary.
- We will only accept forms from a duly authorised senior manager or officer of the employer.
- The following minimum additional information will be required from the signatory submitting the claim forms (this has been inserted into the new claim forms to be utilised):
  - Name and surname
  - Identity number
  - Contact details (telephone number and e-mail address)
  - Designation

Claim Supporting Documents:

- Certified copy of deceased's Identity Document – We will waive the requirement for a certified copy and we will accept an uncertified copy or a digital scan of the document from another application such as CamScan, however it is dependent on a successful Home Affairs verification.
- Certified copy of the death certificate of the deceased - We will waive the requirement for certified copy and will accept an uncertified copy or a digital scan of the document from another application such as CamScan, however it is dependent on a successful Home Affairs verification.
- Proof of banking details (confirmation of banking details on a banking institution's letterhead) will still be required as banking institutions are classified as essential services during this period.
- BI -1663 will be waived except for claims resulting from the following events:
  - Stillborn deaths
  - Deaths due to unnatural causes
  - Death claims submitted for foreign nationals
- Copy of accident report from the South African Police Service – We will waive if satisfactory alternative supporting evidence can be provided.

The above will be reviewed on a case by case basis and could change if the information supplied is not clear and/or concise.

*Please take note that the aforementioned process change does not result in a waiver of any of the terms and conditions of our policies. Kindly refer to the policy document for the complete terms and conditions.*

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