

Claims Procedure

Death Benefit

1. Completed Part I of “Death Claim Form”

Please follow the instructions below to download the application form

Step 1: Visit our website at www.hklife.com.hk

Step 2: Click “CUSTOMER SERVICES”

Step 3: Click “Forms Download”

Step 4: Download “Death Claim Form” from “CLAIMS”

2. Prepare the following required documents for claims

Required documents

- ✓ Death Certificate
- ✓ Identity proof of Life Insured and Policyowner
- ✓ Identity proof of Beneficiary
- ✓ Relationship proof between Life Insured and Beneficiary
- ✓ Self-Certificate Form
- ✓ Original Policy

Other required documents (if applicable)

- ✓ Completed Part II of “Death Claim Form” by attending physician. (Required if death occurs within 2 years after the policy is issued or reinstated)
- ✓ Letters of Administration or Grant of Probate
- ✓ Identity proof of estate administrator or executor
- ✓ Legal Guardianship Paper for beneficiary below 18 years old
- ✓ Travel Documents

We may further require other documents in order to process claims depending on individual circumstances.

3. If you need to make a claim, please submit a completed claim form with the required documents to Hong Kong Life.

By mail or in person:

Hong Kong Life Insurance Limited

15/F Cosco Tower, 183 Queen's Road Central, Hong Kong