

## 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](http://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