

How to file a claim for HLM Takaful Tenang & HLM Takaful Tenang 75



- 1) Claimant to obtain required claim form from website or via www.hlmtserv.com.
- 2) Claimant to submit complete basic required documents to HLMT via HLMT_CLAIMS@takaful.hongleong.com.my. HLMT reserves the right to request for the physical documents to be sent to HLMT via nearest branches or courier it to HLMT's Head Office at Level 5, Tower B, PJ City Development, No. 15A, Jalan 219, Section 51A, 46100 Petaling Jaya, Selangor.
- 3) HLMT review and processes claim within 3 working days upon received of soft copy of basic claims documents.
- 4) Claim approved and claim pay out via E-payment within 2 working days. If physical documents are requested, the claim will be paid out once HLMT receives the required physical documents.

Basic Required Documents to be provided by Claimant:

Death Claim

- Death Claim Application Form
- Medical Attendant's Report on Death Claim
- Claimant's NRIC (Both Sides)/Passport Copy
- Proof of Relationship, for example, Marriage Certificate or Birth Certificate
- Death Certificate Copy, duly certified
- Original Certificate Document
- Copy of Bank account statement or passbook for E-payment purpose

Total and Permanent Disability (TPD) Claim

- TPD Claim Application Form
- Medical Attendant's Report on TPD
- Claimant's NRIC (Both Sides)/Passport Copy
- Employment termination letter (If employed)
- Original Certificate Document
- Copy of Bank account statement or passbook for E-payment purpose

Note: HLMT reserves the right to request additional documents which deemed necessary for the claim processing.