How to File a Claim

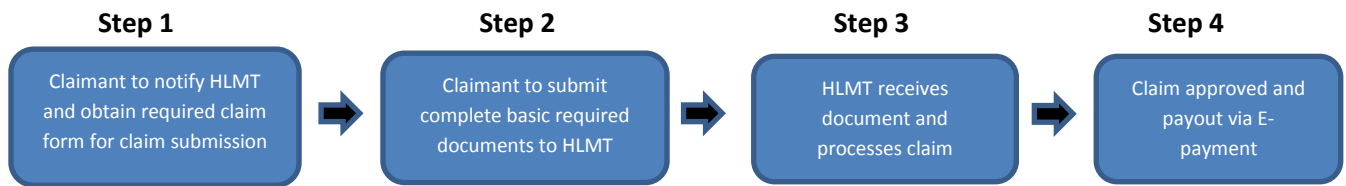| Step 1		Step 2		Step 3		Step 4
Claimant to notify HLMT and obtain required claim form for claim submission	➡	Claimant to submit complete basic required documents to HLMT	➡	HLMT receives document and processes claim	➡	Claim approved and payout via E-payment

1) Claimant to notify Hong Leong MSIG Takaful (HLMT) and obtain required claim form via email ReachUs@takaful.hongleong.com.my; or to walk in to nearest branches.

2) Claimant to submit complete basic required documents to HLMT via nearest branches or courier it to HLMT's Head Office at Level 5, Tower B, PJ City Development, No. 15 A, Jalan 219, Seksyen 51A, 46100 Petaling Jaya, Selangor.

3) HLMT processes claim within 14 working days upon received of complete documents.

4) Claim approved and claim payout via E-payment within 7 working days upon claim approval.

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

Critical Illness (Dread Disease) Claim

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

Hospitalisation Claim

- Hospitalisation Claim Application Form
- Discharge summary/Medical Attendant's Report on Hospitalisation Claim
- Claimant's NRIC (Both Sides)/Passport Copy
- Hospitalisation bill & receipt (Original copies required for reimbursement claim)
- 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.