

Claim Process:

- If the insured customer expires due to Natural &/or Accidental Death. The nominee is required to immediately notify such loss to TPL Life within 48 hours from the happening of the loss on the contact details given below:
TPL Life Insurance Limited
19 B, Lane 3, Block B, SMCHS, Karachi 74900.
UAN #: 021 111 – 000 – 330
Email: info@tpllife.com or claims@tpllife.com

If any statement in the Claim notification by the Insured/Nominee is found to be false, incorrect or fraudulent or not made in accordance with the terms and conditions herein, Insurer shall be absolved of any liability under this Insurance Policy and will not be held responsible.

- Parental and Dental Health insurance claims will be submitted to TPL Life with duly filled claim reimbursement form against actual cost of the bill. Claims department will assess the claims and will approve or decline the claim accordingly.

Documents Required for Claim Settlement

Following documents will constitute "Claim Documentation" for a valid claim:

Life Insurance:

- Claim form duly filled and signed by the Nominee
- Death certificate by hospital and NADRA
- FIR (Police report) for all Accidental death claim cases.
- Any other documents as required by the company.

Health Insurance:

- Claim form
- Treatment Record
- Medical bills for In-patient and Dental Treatments.

The Customer may be asked for additional information if required by the company. No claim shall be payable under this insurance policy if the necessary claim information is not provided by the insured in respect of the claim.

Claim Payment & Settlement

- The claim shall be settled through a cheque in favor of the Insured/Nominee for Life insurance.
- In favor of Insured for Health/Dental Cover by the Insurer and it will be mailed to the Insured on the last known address of Insured or as per the address mentioned in the claim form.
- All the claims will be directly settled between the Insured and the Insurer.