

## STANDARD CLAIM REQUIREMENTS

### For Hospitalization Claim:

1. Duly Accomplished Hospitalization Claim Form: Claimant Statement and Attending Physician Statement; and
2. Supporting documents such as but not limited to, valid ID of the claimant, medical records, medical certificate, original SOA from hospital, police report if due to accident and original Official Receipts for medical expenses incurred if claiming for AME benefit. The complete list of requirements can be found on the Hospitalization Claim Form (Claimant).

### For Death Claim:

1. Duly Accomplished Death Claim Forms: Claimant and Attending Physician Statement; and
2. Supporting documents such as, but not limited to, death certificate (PSA), valid ID of the claimant, police report if death due to an accident, autopsy report if required. The complete list of main and conditional requirements can be found on the Death Claim Form (Claimant).

### For Total and Permanent Disability and Terminal Illness Claim:

1. Duly Accomplished Disability Claim Forms: Claimant Statement and Attending Physician Statement; and
2. Supporting documents such as, but not limited to, valid ID of the claimant, medical records, medical certificate, original SOA from hospital, police report if disability due to accident. The complete list requirements can be found on the Disability Claim Form (Claimant).

## ONLINE FILING OF CLAIMS

- Claim notification and submission of scanned copies of documents shall be made through the following:

AREA	CONTACT DETAILS
Account Services	(02) 8885-0101 <a href="mailto:corporate.solutions@axa.com.ph">corporate.solutions@axa.com.ph</a>
Claims	<a href="mailto:life.claims@axa.com.ph">life.claims@axa.com.ph</a>

- AXA claim forms are available for download via <https://www.axa.com.ph/self-service>.
- Important reminders:
  - Ensure that all documents will be properly scanned and readable prior to sending. Please keep the original documents as these may be requested for further checking.
  - Claim will be subject for evaluation and approval based on policy contract provisions and additional requirements may be asked to submit if necessary.
  - Due to limited capability, turnaround time may be extended within 10 to 25 business days.