

Claims Process as easy as 1, 2, 3

1

INITIATE & SUBMIT

You or your nominee must notify Takaful Malaysia of the loss incident and/or submit the claim documents within **ninety (90) days** from the claim event date.



- The process begins by notifying Takaful Malaysia of the loss incident and submitting the supporting documents.
- You or your nominee must fill up one of the claim forms below:
 - [For Death Claim - Death Claim Form](#)
 - [For TPD Claim - Disability Claim Form](#)
- Submit the completed claim form together with the supporting documents at any of our branches.

2

ASSESSMENT & APPROVAL

Upon receipt of all claim documents, Takaful Malaysia will conduct a full claim assessment and claim approval.



- If the claim is approved, payment for a death claim will be made within five (5) working days, and payment for a TPD claim will be made within seven (7) working days of receipt of a claim notification with complete supporting documents provided to us.
- If the claim is rejected, you or your nominee will receive a claims rejection email stating with the reason for the rejection.

3

e-PAYMENT

Payment will be credited to you or your nominee's bank account.



- For TPD claim, we will pay the approved claim payout directly to your bank account via e-payment.
- For death claim, we will pay the approved claim payout directly to your nominee's bank account via e-payment.

List of Claim Documents	Death	TPD
Claim form (<i>Duly completed</i>)	✓	✓
Copy of NRIC	✓	✓
Copy of death certificate	✓	x
Copy of burial permit (<i>If death certificate is not available at all</i>)	✓	x
Copy of police report (<i>For accident ONLY</i>)	✓	✓
Copy of identity card of nominee	✓	x
Copy of medical board panel report / Socso report	x	✓
Medical report from our appointed medical practitioner (<i>Optional for death claim unless requested by us</i>)	✓	✓
Copy of termination letter from the employer (<i>Optional unless requested by us</i>)	x	✓

Notes:

1. We reserve the right to request additional documents, if necessary.
2. If you submitted a non-original document, you must obtain a certified true copy from one of the authorities listed below:
Commissioner of oath, lawyer / solicitor, doctor, chief police or *ketua balai* or OCPD, employer of the deceased / claimant, member of parliament, bank authorised officer, village head (*ketua kampung*), justice of peace, school principal or school teacher.