

CLAIMS GUIDE FOR MEDICAL PRODUCTS

For **cashless admission**, please provide the following information for issuance of the Guarantee Letter (GL) by the service provider:-

1. NRIC
2. Takaful certificate no.

Kindly present your medical/e-medical card to the hospital admission counter if the request of the Guarantee Letter (GL) is directly from the STMB panel hospital. *(Please click [here](#) to view the list of the panel hospitals)*

For **medical reimbursement**, please refer to the following step-by-step guide to submit your claims.

STEP 1: COMPILE THE FOLLOWING DOCUMENTS

Documents required:

1. Duly completed Medical Claim Form *(Please click [here](#) to download the claim form)* or
2. Original discharge note/summary providing the date of admission, date of discharge and diagnosis by the doctor
3. Original hospital bills/ invoices and itemised billing
4. Original medical receipts (including deposit receipt)
5. Duly certified test results/MRI/CT scan/dialysis card/biopsy/histopathology report, if applicable
6. Police Report duly certified (accidental cause)

For bill partially settled by other insurers/takaful operators, the documents required are as follows:

1. Duly certified of the settlement advice
2. Duly certified medical report or discharge note/summary providing the date of admission, date of discharge and diagnosis by the doctor
3. Duly certified hospital bills/invoices and itemised billing
4. Duly certified medical receipts (including deposit receipt)

For overseas treatment, the documents required are as follows:

(Note: Translation of foreign language into English version is required)

1. A copy of the claimant's passport personal data indicating the date of departure from Malaysia and the arrival date as well as a copy of the flight ticket/boarding pass
2. Original hospital bills/invoices and itemised billing
3. Original medical report or discharge note/summary providing the date of admission, date of discharge and diagnosis by the doctor
4. Duly certified test results/MRI/CT scan/dialysis card/biopsy/histopathology report

Note:

The above information only serves as a guide. Takaful Malaysia reserves the right to request for other relevant documents and information whenever necessary.

STEP 2: SUBMIT THE DOCUMENTS

Once you have downloaded *(Please click [here](#) to download the claim form)* and completed the claim form, please submit to our Customer Service Centre located at the ground floor of our Head Office or any of our TMCCs nearest to you.



Head office:

Menara Takaful Malaysia, 4 Jalan Sultan Sulaiman, 50000 Kuala Lumpur

We will update you on the status of your claims within 14 working days.

Thank you.