



Individual Claims Process

Note: This form must be completed in the event of a Claim. To begin the process, please follow the steps below. You must ensure that all claim forms are completed as fully as possible, and that all of the relevant evidence is supplied.

STEP 1

Select the correct form as per the list below:

- Death Claim Form
- Disability Claim Form

STEP 2

- Please complete the form as fully and in as much detail as possible. You must ensure that you answer **all** questions and provide all relevant accompanying evidence. Failure to do so may result in a delay to, or the non-processing of your claim.

STEP 3

- Fully completed forms should be scanned and e-mailed to claims@unihealthandlife.com
- Original claim forms and documents should be submitted either by post or courier to:

Unilife International Claims Team

Guardrisk Life International, Ground Floor, Tower A, 1 CyberCity Ebene, Mauritius

Alternatively you can submit your claims form to your regional office who will forward it to the head office for attention.

STEP 4

- Our Claims Team will acknowledge receipt and then review the submitted forms and documents. The claim will be assessed and you will be notified within seven (7) days if the claim is admitted or if further evidence or detail is required.

STEP 5

- If the claim is admitted then funds will be paid to the beneficiary. If for any reason the claim is unsuccessful then the beneficiary will be notified.

At Unilife we are here to help you. If you have any queries regarding the claims process or need further support, please don't hesitate to contact our Claims Team on claims@unihealthandlife.com where staff will be happy to assist you.

If you require any further details, please ask your financial adviser.
Alternatively you can contact your nearest Unilife office, details of which are available on our website, or get in touch using our email address:
info@ses-zambia.com