

## CLAIMS

Step 1 : Notify us immediately after the incident.

Complete [Personal Accident Claim Form](#) & [EFT-ZGIMB](#) (←click on this and able to download form) and email it to [claims@egisolution.com.my](mailto:claims@egisolution.com.my)

Step 2 : Get ready the relevant basic supporting documents as per nature of claim below.

### ACCIDENTAL DEATH & FUNERAL EXPENSES

- Fully completed [Personal Accident & Claim Form](#)
- Fully completed [EFT-ZGIMB](#)
- [Medical Certificate Accident Claim \(page 3 of claim form\)](#) completed by treating doctor
- Detailed post mortem report/ autopsy report or medical report if post mortem report/ autopsy report is not available
- Death certificate
- Police report and findings on the alleged accident
- Driver's licence (if deceased was driving at the time of accident)
- Incident report issued by company (if industrial or work related)
- Nominee's Identity Card (if nominee is stated in the policy) or Claimant's Identity Card and Proof of relationship (if no nominee is stated in the policy)
- Letter of Administration/Distribution Order (if no nominee is stated in the policy or if nominee is below the age of 18 years)

### PERMANENT DISABLEMENT & WHEELCHAIR AND/OR ARTIFICIAL LIMBS

- Fully completed [Personal Accident & Claim Form](#)
- Fully completed [EFT-ZGIMB](#)
- Police report and findings on the alleged accident
- Medical Report form completed by treating doctor
- All available medical reports or any other document to substantiate the claim
- Medical Specialist Report confirming the Permanent Disablement and percentage of disability for assessment done at the end of the specified period in the respective policy
- Original receipt of purchasing wheelchair and/or artificial limbs, if have

### DAILY HOSPITAL INCOME

- Fully completed [Personal Accident & Claim Form](#)
- Fully completed [EFT-ZGIMB](#)
- Doctor's diagnosis note
- Proof & Duration of Admission to Hospital

### INCONVENIENCE ALLOWANCE DUE TO SNATCH THEFT

- Fully completed [Personal Accident & Claim Form](#)
- Fully completed [EFT-ZGIMB](#)
- Police report

### ACCIDENTAL WEEKLY BENEFITS

- Fully completed [Personal Accident & Claim Form](#)
- Fully completed [EFT-ZGIMB](#)
- Doctor's diagnosis note
- Medical Certificate (MC)

**Note: We will request for additional documents depending on nature of the claim.**