

This document is designed to provide you with as much information as possible to assist with preparing a Death Claim. We understand that the death of a loved one is a very difficult time, so we have made every effort to keep our claims process as simple and straightforward as possible.

## How to contact us

If you need any assistance with completing the claim, please contact us:

- by phone on **+44 203 196 7346**
- by email on **admin.life@unisuregroup.com**

Your case will be assigned to a Unisure claims representative who will assist you further.

## How long will it take?

If all documents are in order, and if a claim is straightforward, it can normally be processed and settled in as little as 15 days. A claim rarely takes more than 60 days to process and be settled, assuming we have all the documents and details we need.

## What documents do you need?

To process a claim, we will require the following documents (further notes on each document are provided below):

- A completed Death Claim Form
- Certified copy of the official Death Certificate
- Certified copy of the Deceased's current Passport
- A detailed Medical Report

## Death Claim Form

You can download a Death Claim form from the Documents section of our website ([life.unisuregroup.com/documents\\_doclist](http://life.unisuregroup.com/documents_doclist)).

Please take care to ensure you complete this form fully and accurately to the best of your knowledge. Incomplete or inaccurate information may result in delays or even non-payment of a claim.

## Death Certificate

Where you can obtain the Death Certificate will depend on where the Deceased died. In most cases the Doctor, Hospital, or the funeral home you are working with could assist. If it is not possible to get a copy of the Death Certificate from any of the above, the local District Office where public records are kept will be able to assist you in obtaining a copy of the Death Certificate.

## Detailed Medical Report

If the Deceased was undergoing medical treatment, please obtain a report from their Doctor describing the onset and cause of the illness, disease or bodily injury for which they were being treated.

If the Deceased was not undergoing medical treatment, please obtain a medical or official certificate stating the cause and circumstances of death.

## Additional Information

Space is provided on the Death Claim form for you to include any additional information you think may be relevant to, or assist in, processing the claim. If you are unsure whether you should include any additional information, please contact us and a Unisure claims representative will be able to advise you further.

## Submitting the Claim

Once you have completed the Claim Form and obtained the supporting documents, please scan and email these to **admin.life@unisuregroup.com**

Our Claims Team will acknowledge receipt and review the submitted documentation. A Unisure claims representative will contact you within Seven days to advise you on progress of the claim and request further evidence if this is required.

Once we have confirmed we have everything we need, we will ask you to send the original claim form and supporting documents to one of our regional offices who will forward it to our Head Office.

If the claim is approved, we will make arrangements to settle the Death Claim to the Deceased's beneficiary or beneficiaries.

## We are here to help

We understand that preparing official documents and claims can be extremely stressful, especially at such a difficult time, and we are here to help.

If you need any assistance or guidance at all, please do not hesitate to contact us and a Unisure claims representative will assist you with any queries you may have.

**PLEASE NOTE THAT WE RESERVE THE RIGHT TO REQUEST FURTHER EVIDENCE IN THE ASSESSMENT OF A CLAIM**

If you require any further details, please ask your financial adviser.

Alternatively you can contact your nearest Unisure office, details of which are available on our website, or get in touch using our email address: [admin.life@unisuregroup.com](mailto:admin.life@unisuregroup.com)

