

TBK CLAIMS GUIDELINES

3 easy Steps on How to Submit a Family Takaful Claim

Step 1

A Claim must be notified to the TBK immediately.
Otherwise, kindly contact **+673 873 4885**; for further assistance.

Step 2

Obtain and forward all the necessary documents to support the claim to TBK's Department Claims Unit.
Please refer to claims supporting documents listed below.

Step 3

All photocopies of documents to support the claim must be certified as true copy by TBK's Claims personnel.

Please submit the following documents:

1. Death Claims

- Completed Claim form
- Copy of Claimant's IC
- Copy of deceased's IC
- Copy of death certificate
- Copy of Takaful certificate
- Copy of police report if death (accident case only)
- Letter from Financier

2. Total Permanent Disability

- Completed Claim form
- Copy of Claimant's IC
- Copy of Medical report
- Copy of police report (accident case only)

3. Medical Claims

- Completed Claim form
- Copy of Claimant's IC
- Copy of Takaful certificate
- Copy of member card of claimant
- Original itemized Bill/Receipt
- Original Medical Report
- Copy of Discharge Ticket
- Letter of Consent (signed by insured)

*Note: the items listed served as the guidelines for claims submission. The company reserves the right to request for further information or documents.