

## LIFE CLAIM

### Frequently Asked Questions

We are sorry to hear about the passing of your loved one. We hope that you find the claims experience a smooth and efficient process. Within this helpsheet you will find information that will assist you through every stage of the claim.

#### How to contact us

By Post: Claims Team, PO Box 7395, Cloisters Square, WA 6850

By phone: Claims Team 1300 653 751\*

By email: [claims@standrews.com.au](mailto:claims@standrews.com.au)

Our claim assessors are here to help you Monday to Friday from 7am to 5pm (WST).

\*Telephone calls may be monitored to assist with training and for quality control purposes

#### How quickly do I need to complete a claim form?

It is a condition of the policy that you provide a fully completed claim form as quickly as possible. A delay in submitting this form may prejudice the claim.

#### How long must I wait before I know the outcome?

We complete our initial assessment of the claim within 3-5 working days. Please see the claims process on the reverse of this sheet for the potential outcomes. We will continue to keep you informed of the assessment of the claim as required and in accordance with the Life Insurance Code of Practice.

#### Why do I need to fill in all the details on the claim form?

It's important that all questions are fully answered to avoid any delay in the handling of the claim. All relevant sections of the claim form must be completed. If not, we may have to return it to you to be fully completed and the claim may be delayed.

#### What if I need more room to provide information?

If there is not enough room within the form to provide the responses please attach any documentation/ word document that will aid us in assessing the claim.

#### What certificates must be provided for my claim to be assessed?

A certified copy of the birth certificate and death certificate of the deceased must be provided. Other information may be required such as a copy of the will, Probate or Letter of Administration.

#### Will someone call me about my claim?

We will communicate with you regarding the claim by both verbal and written communications. It may be necessary for a company representative to request your preferred method of communication with you. You could request to be contacted by phone, email or written communication, whichever you prefer. We will then update you regarding the claim via this method.

This is a brief summary/reference guide only. Please refer to the Product Disclosure Statement for further information about this product or the claims process.

# Life Claims Process

