



### **Protection products:**

For claim submission methods, please find the below:

\*In order to submit the original documents:

Please visit the nearest bank branch where the policy was issued /AXA life insurance head office.

\*In order to submit soft copies (in case of not requesting the original):

Please send to the following life claims team email address ([life\\_claims@axa-egypt.com](mailto:life_claims@axa-egypt.com))

### **Death claims requirements**

1. Original Death claim form to be completely filled and signed (Please visit the nearest bank branch where the policy was issued /AXA life insurance head office to fill the form/ or print the claim form from the website and submit it at the branch) , Claim forms to be filled by each beneficiary/- legal heir in person (separately for each policy) or by legal custodian in case of minors

***To download the claim form, please click below:***

<https://www.axa-egypt.com/life-individual-claim-form-death>

2. Copy of valid ID (or birth certificate for minors) for the claimants and the beneficiaries
3. Original death certificate
4. Official document on cause of death from the Health office
5. Original Policy document (or indemnity form, in case of losing the original policy document )
6. Police report & Final General Attorney report (If death occurred due to an accident)
7. Legal custodian document, in case of minor beneficiaries
8. Legal heirs document, in case of no assigned beneficiaries
9. Final detailed hospital report, If death occurred in a hospital or medical centre, the medical file including all medical reports, investigations and lab tests done should be provided
10. Copy of the medical reports on the cause of death

*Claims department reserves the right to ask for further requirements subject to the claim assessment.*

*Note: Please take into consideration the issued policy insurance benefits along with the terms and conditions as mentioned under the policy document.*

To follow up on your request, please contact us on 16363 or [life\\_claims@axa-egypt.com](mailto:life_claims@axa-egypt.com) and inform our staff with the request number or policy number.



### Critical Illness claims requirements

1. Original Critical illness claim form to be completely filled and signed by the life insured (Please visit the nearest bank branch where the policy was issued /AXA life insurance head office to fill the form/ or print the claim form from the website and submit it at the branch)

***To download the claim form, please click below:***

<https://www.axa-egypt.com/life-individual-claim-form-ci>

2. Copy of the claimant's valid ID.
3. Original Policy document (or indemnity form, in case of losing the original policy document)
4. Copy of official medical reports confirming the diagnosis of the critical illness condition
5. Copy of all the medical history reports, including all relevant diagnostic investigations and lab tests pertaining to the current medical condition

*Claims department reserves the right to ask for further requirements subject to the claim assessment*

*Note: Please take into consideration the issued policy insurance benefits along with the terms and conditions as mentioned under the policy document.*

To follow up on your request, please contact us on 16363 or [life\\_claims@axa-egypt.com](mailto:life_claims@axa-egypt.com) and inform our staff with the request number or policy number.



### **Accidental Hospital Treatment claims requirements**

1. Original Accidental hospital treatment claim form to be completely filled and signed by life insured (Please visit the nearest bank branch where the policy was issued /AXA life insurance head office to fill the form or print the claim form from the website and submit it at the branch)

***To download the claim form, please click below:***

<https://www.axa-egypt.com/ahti-claim-form>

2. Copy of the claimant's valid ID
3. Original Policy document (or indemnity form, in case of losing the original policy document)
4. Copy of the full medical reports, labs and investigations including hospital admission and discharge dates
5. Police report & Final General Attorney report

*Claims department reserves the right to ask for further requirements subject to the claim assessment*

*Note: Please take into consideration the issued policy insurance benefits along with the terms and conditions as mentioned under the policy document.*

To follow up on your request, please contact us on 16363 or [life\\_claims@axa-egypt.com](mailto:life_claims@axa-egypt.com) and inform our staff with the request number or policy number.