

List of Documents required (Takaful Medical Claims)

Cashless Claims

A. Compulsory Document

1. Pre-Authorisation Form
2. Copy of Final Bill(s)
3. Copy of Guarantee Letter

B. Document to be submitted if due to an accident

1. Copy of Police Report (if any)
2. Copy of Incident Report (if required)

C. Additional Document (if any)

1. Copy of NRIC/ Medical Card (if any)
2. Copy of Itemised Bill(s)
3. Copy of Referral Letter (if any)
4. Copy of Excess Letter (if any)
5. Copy of MRI, X-ray, CT Scan, HPE & other radiology/ lab reports & other relevant reports (if any, depends on the tests performed by the doctor(s))

Reimbursement Claims

A. Compulsory Document

1. Reimbursement Medical Form
2. Original Hospital Bill(s), Itemized Detailed Bill(s) and Receipt(s)
3. Copy of Claimant's NRIC/ Passport/ Residence card
4. Copy of MRI, X-ray, CT Scan, HPE & other radiology/ lab reports & other relevant reports (if any, depends on the tests performed by the doctor(s))

B. Document to be submitted if due to an accident

1. Copy of Police Report (if any)
2. Copy of Incident Report (if required)

C. Additional Documents (if any)

1. Copy of Referral Letter (if any)
2. Copy of Excess Letter (if any)

Important Notes :

1. If Emergency Accidental Out- Patient Treatment claim amount is less than RM500, treating doctor can indicate the diagnosis on the receipt itself and Section E - Attending Physician's Statement of Hospitalisation Claim Form will be waived.
2. For a post-hospitalisation claim following a cashless admission with a Zurich medical card, the claimant is not required to complete Section E: Attending Physician's Statement in the Hospitalisation Claim Form.
3. To facilitate prompt processing of claims, please submit all required documents.
4. The list of required documents for Life Insurance Claims serves as a guideline for claims submission. The Company reserves the right to request for further information or documents if deemed necessary.

Customer Service Center

Ground Floor, Block B, Plaza Zurich, 12, Jalan Gelenggang, Bukit Damansara, 50490 Kuala Lumpur.
 (for other branches, please refer to company website)

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