



HSBC B A N K

Claim Process Note

Credit LIFE P r o d u c t s

American Life Insurance Company
ALICO

Details for Claim handling Process & General Requirments

We understand that making a claim can be distressing at a time when you have a lot on your mind. So we've tried to make the process as straightforward as possible with this step-by-step guide.

1- Send all the documents related to your claim to us within 30 calendar days from the date you were notified by the death of the client

Attention: Claims Department

American Life Insurance Company

Cairo Center building – 2 Abd El Kader Hamza Street (off Kasr Eini) - 11th floor
– Garden City Cairo - Egypt

Fax: +202 2 461 9015

Call: +202 2 461 9020

Email: claims.department@alico-egypt.com.

2- Documents required to be furnished according to the type of the calim as follows:

Required Documents for Death Claim

A notification of the death of the insured . This must include the full name of the Insured (including father's name), policy number, date of death, cause of death, and any other information that may be relevant to this claim, for example, names of hospitals and doctors involved.

- Claim Intimation Slip
- A detailed medical report related to this claim.
- A copy of the passport or ID of the deceased
- Originally seen copy of the Death Certificate.
- A copy of the Police Report (if death was a result of accident or murder or whenever a report is made specifically in connection with a certain death).
- The Post Mortem / Autopsy or Coroner's Report.
- Newspaper clipping (if applicable).
- Bank statment
- Finance application either credit card, personal loan or both



Required Documents for Permanent Total Disability Claim

- Claim Intimation Slip
- Bank statement
- Copy of the ID
- A copy of all relevant X-Rays / Lab Test and reports. These should show your name and the date they were taken.
- Regular medical reports providing status on the disability. In certain cases, we may also need you to attend a medical examination or provide more details requested through a doctor or a medical committee. If this applies in your case, we will let you know.
- A copy of the Police Report (if your claim relates to an accident).
- Finance application either credit card, personal loan or both.

Required Documents for Terminal Illness Claim

- Claim Intimation Slip
- Bank statement
- Copy of the ID
- A copy of all relevant X-Rays / Lab Test and reports. These should show your name and the date they were taken.
- Regular medical reports providing status of the illness. In certain cases, we may also need you to attend a medical examination or provide more details requested through a doctor or a medical committee. If this applies in your case, we will let you know.
- Finance application for the credit card..