

Living Benefit Claim Requirements (Accidental Dismemberment and Disablement Benefits)



Purpose of this checklist:

This checklist serves as a guide when filing a claim.

IMPORTANT REMINDERS

Please take note of the following:

- Submit certified true copies only.
 - ☑ Photocopies, except for IDs, are not acceptable.
 - ☑ Photocopies of IDs may be submitted provided the original copies are presented for verification.
- Documents submitted to Sun Life of Canada (Philippines), Inc. (SLOCPI) will not be returned.
- Always attach a photocopy of the Claimant’s valid ID (any government-issued ID with photo and signature) with the basic claim requirements.
- We may ask for additional documents after reviewing the requirements you submitted.
- Dismemberment or disablement that occurs within two (2) years from date of policy issue or last reinstatement is subject to investigation and will affect processing time.

A Basic Claim Requirements

<input type="checkbox"/> Claimant’s Statement [form provided by SLOCPI]	<input type="checkbox"/> Attending Physician’s Statement [form provided by SLOCPI]
<input type="checkbox"/> Authorization to Investigate [form provided by SLOCPI]	<input type="checkbox"/> Police Report

B Conditional Requirements (Submit appropriate requirements as indicated below.)

B.1 Based on Benefit Type

If claim is for Accidental Dismemberment Benefit <input type="checkbox"/> Record of Operation	If claim is for Accidental Disablement Benefit <input type="checkbox"/> Employer’s Statement [form provided by SLOCPI]
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B.2 Based on Circumstances of Dismemberment or Disablement

If accident occurred while insured was driving a vehicle <input type="checkbox"/> Driver’s License	If dismemberment or disablement occurred within two (2) years from date of policy issue or last reinstatement <input type="checkbox"/> Hospital Records of the life insured (<i>Admitting History and Discharge Summary or their equivalent</i>)
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For inquiries and concerns, please contact us at any of the following:

Email: sunlink@sunlife.com
 SUNLINK Client Care: (+632) 8849-9888*
 Toll-free (using PLDT line): 1-800-10-SUNLIFE (7865433) outside Metro Manila
 8:00 AM - 7:00 PM | Mondays - Fridays
 *Calls outside the Philippines may incur international call charges

