

# How to Submit a Claim



We understand this is a very difficult time for you. We would like to offer our deepest condolences and will do our best to provide the necessary support and guidance you need to submit your claim easily and quickly.

To help guide you through this process, we've put together the four steps you'll need to follow.



## Step 1: Gather and complete the required documents

please take note

- If the death has not been reported by the funeral parlour, Dr, Induna etc., please report the death to your nearest Home Affairs office.
- You need to take the "Notification of Death – form DHA1663" or "Notice of death by the Traditional Leader- BI1680" with you.
- This form would have been obtained from a doctor or undertaker or hospital that certified your loved one as deceased.
- The Department of Home Affairs requires you to complete the necessary forms. To obtain these forms, please visit the Home Affairs website: [www.dha.gov.za](http://www.dha.gov.za) or call them on 0800 60 11 90.
- A death certificate is issued by the Department of Home Affairs free of charge on the same day the death is registered.
- Once you have the Death Notification (BI-1663/BI1680) in your possession and death certificate, the next step is to start the claims process by informing MiWayLife of the passing of your loved one.



## Step 2: How to notify MiWayLife

please take note



### To get started

Visit our website and download the claim forms: [www.miwaylife.co.za/services/services-claim](http://www.miwaylife.co.za/services/services-claim)

There are three ways to notify MiWayLife in order for the assessment process to start.



### Option 1

Login to your MiWayLife self service to submit the claim



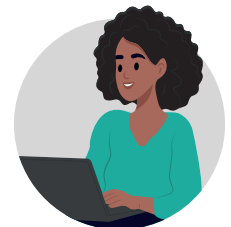
### Option 2

Contact our Servicing Department on 0860 64 54 33.



### Option 3

Email all the documentation to [claims@go.miwaylife.co.za](mailto:claims@go.miwaylife.co.za)



## Step 3: How to submit the relevant documents to MiWayLife

take note

Once all relevant documents are obtained and the claim form is fully completed, you need to have them certified. Please refer to the section below titled "**Frequently Asked Questions**" on how to certify a document.

The sooner you provide all the information, the sooner MiWayLife can begin with the assessment of the claim.

There are two options you can use to submit your documents to MiWayLife.



### Option 1

Visit our Website and upload the claim form and other supporting documents.  
[www.miwaylife.co.za/services/services-claim](http://www.miwaylife.co.za/services/services-claim)



### Option 2

Email all the documentation to [claims@go.miwaylife.co.za](mailto:claims@go.miwaylife.co.za)



Please don't hesitate to call our Servicing Department on 0860 64 54 33 should you need further support or assistance.

## Step 4: Frequently Asked Questions

please take note

### How do I certify a document?

Make a copy of the document. Take the copy and the original to your nearest commissioner of oaths (there are commissioners of oaths at police stations, legal offices, and banks) to be certified. The commissioner will stamp, date, and sign the copy of the document.

### What is a DHA1663/BI1680 form and where do I get one?

It is an official notification of death form that you will get from the funeral parlour or the doctor/hospital who certified the client as deceased.

### Where can I find the forms to register the death with Home Affairs?

The forms are available on the SA Department of Home Affairs website ([www.dha.gov.za](http://www.dha.gov.za)) or phone + 0800 60 11 90.

It might be easier to obtain the forms before going to the Department of Home Affairs.

### What is the difference between natural and unnatural death?

Natural death is a result of a medical condition, illness, or disease. Examples of natural death are cancer and diabetes.

Unnatural death includes events such as motor vehicle accidents, suicide, or violence.

### Compulsory documents

1. Completed funeral claim form
2. Certified copy of death certificate (BI5)
3. Certified copy of the South African ID document of the deceased
4. Certified copy of the South African ID document of the beneficiary/ claimant
5. Notice of death (**DHA1663**) or notice of death by Traditional Leader (BI1680).
6. Additional in the event of an unnatural/ accidental death: Completed 'Statement by Police' form
7. Additional in the event of Still born benefit: Antenatal Records or Gestation Period Chart

### Must all deceased estates be registered with the Master of the High Court?

Yes. For more information or to find your nearest office, go to [www.justice.gov.za](http://www.justice.gov.za) or phone 012 315 1111.

### Am I able to claim on this policy or has all the waiting periods elapsed?

The claim will be assessed in line with our terms and conditions upon submission of all required documentation that will be reviewed by our assessing team.

### How much will I be paid out for my claim?

The claim will be assessed in line with your terms and conditions as at event date.

### Will you refund all premiums paid or instalments already paid for the months where I qualify for cover?

This will be dependent on the assessment of the claim.



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## 🗣️ How long will it take for my claim to be processed once I provide the documents?

As soon as assessor receives all required documents, they will prioritize your claim within 48 hours/2days.

## 🗣️ Where can we get the A1 statement and post-mortem report?

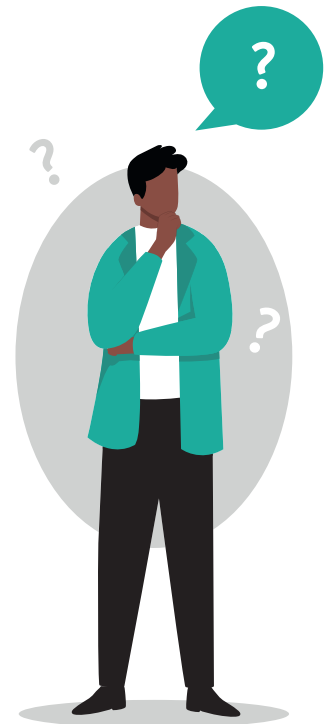
You can enquire about the A1 Statement and the post-mortem report with the 1st police officer who was at the scene or from the I/O who is handling the case.

## 🗣️ How to set up trust accounts for minors?

Unfortunately, we do not assist with the trust setup. However, it is highly recommended that you speak to an expert such as your financial adviser, lawyer or a fiduciary specialist to help you set up the trust.

## 🗣️ Who is the funeral benefit going to be paid to?

The proceeds will be paid to the nominated beneficiary/ies.



## MiWayLife Disclosures

### POPIA

MiWayLife cares about your privacy. In order to provide you with our service, we and our service providers must process the personal information you provide to us by completing this form. We will handle this information with caution, and we have implemented reasonable security measures to protect it.

### FICA

In line with the applicable anti-money laundering laws of South Africa, we are required to obtain specific information and evidence to verify your identity when applying for cover on an ongoing basis. If we do not receive the requested information within a reasonable time, we may be unable to render our services.