



### HOW TO GO ABOUT LAUNCHING A DEATH CLAIM

In case of claims the following procedure will be adopted for prompt settlement of claims pertaining to Individual Takaful claims.

#### Death Claims

1. Intimate claim with date, cause and identification details through email ( [claim.pqft@pakqatar.com.pk](mailto:claim.pqft@pakqatar.com.pk) ), letter or claim intimation form addressed to Claims Department, Pak-Qatar Family Limited, Head Office Karachi (address provided at the bottom of the page )..
2. On receiving intimation we will register the claim and issue Claim forms with covering letter containing instructions to complete forms,
  - i) The form D - 1 will require information about the deceased employee, occupational info, the event leading to death etc. from employer ,
  - ii) Form D - 2 will be completed by last medical attendant giving detail of circumstances resulting into death, past medical history, and some additional information regarding causes in case of accident/ homicide.
  - iii) In case the claim warrants any investigation, the company will complete the investigation as soon as possible but not later than 90 days of receipt of last document.
  - iv) On receiving complete forms along with the required documents claim will be approved, the check will be issued to the group participant for the claim proceedings.

#### Documents required for processing death claim

1. Completed form D- 1
2. Completed form D-2
3. Death certificate issued by local municipal/ NADRA/ health authorities, government hospitals and trust and private hospitals of good standings.
4. Copies of the CNIC of the deceased.
5. Proof of salary & last attendance
6. If the covered person has died abroad but buried in Pakistan, death certificate should be issued from concerned authorities abroad and accompany airway bills of the transportation of the remains of the deceased. However if he is buried abroad, copy of the burial certificate should be provided.
7. In case of accidental/ unnatural death, copy of police report, Autopsy/ post mortem report (If conducted), and Newspaper clipping (If reported in Newspaper) will also be required.
8. Completed nomination (designation of beneficiary) form along with his CNIC, if the claim is to be paid to nominee appointed by covered member.
9. Sometimes especially in early claims, supporting documents of hospital, previous employer's reports etc. may also be required on case to case basis.

Copies, wherever referred above, means certified true copies. Languages in which the above documents will be acceptable are Urdu and English. Documents issued/ prepared in any other language (Arabic, French, Chinese, and Japanese etc.) will be accepted only when accompanied by a certified translation in Urdu/ English.

#### Head Office:

102-105, Business Arcade, Block # 6, P.E.C.H.S., Shara-e-Faisal, Karachi – 75400  
Phone (92-21) 34311747-56 Fax (92-21) 3486451