



NEDBANK
INSURANCE

How to claim with MyCover Life

We know that losing a loved one is one of the hardest things you can go through. Our aim is to make the claims process as easy and supportive as possible, so that you can focus on what matters most.

Follow this guide to ensure you get the help you need, quickly and efficiently



1

Submit a claim with all the required documents within 180 days. Call us on **0800 333 111** to get a claim form.



2

We will assess your claim and may contact you for additional details, if needed.



3

After we have reviewed and approved your claim, we will pay the money into the bank account you provided.

Required documents

- A certified copy of the deceased's death certificate, issued by Home Affairs.
- A certified copy of the deceased's ID.
- A certified copy of the beneficiary's ID.
- A certified copy of the completed notice-of-death (DHA1663) form.
- Proof of the beneficiary's bank account.
- A completed and signed claim form.

How to submit the documents

You can submit your documents in one of the following ways:

- Email: Email them to claims@nedbankinsurance.co.za.
- In person/Branch: Hand them in at your nearest Nedbank branch.
- Post/Courier: Post or courier them to Nedbank Park Square Campus, 9 Park Avenue, Umhlanga, 4321.

If you have any questions or to check the status of your claim, call us on **0800 333 111**.

see money differently

Nedgroup Life Assurance Co Ltd. A licensed FSP (40915) and designated and licensed insurer (NCRCP61).