NEDBANK INSURANCE

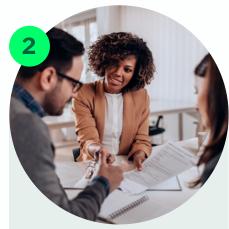# Documents required to claim under a funeral policy

Losing a loved one is a deeply personal experience. During this difficult time, the last thing you want to worry about is paperwork. We're here to help when you need to claim.

When you report the death of a loved one, numerous documents must be completed and submitted to the Department of Home Affairs (DHA), who will then issue an official death certificate. It is the responsibility of the certifying doctor or institution, police station, or funeral service provider to complete the various sections of the DHA 1663 Notice of Death form before submitting it to the DHA. If the death occurred outside of South Africa, the South African mission or embassy in that country must complete the required documents.

1

Documents required to claim

- The death certificate issued by the DHA.
- A copy of the deceased's ID.
- A copy of the claimants ID and the beneficiary's ID.
- The completed DHA1663 form.
- The invoice from the funeral service provider or burial order.
- A completed funeral claim form.

2

Other documents that may be required

- For an unnatural death: A declaration from the police.
- For a stillbirth: A gestation confirmation letter from a medical practitioner.
- If you are the nominated beneficiary: A statement from your bank to confirm your banking details (if you are not a Nedbank client).
- If there is no nominated beneficiary: A letter of authority issued by the Master of the High Court. We reserve the right to apply family hierarchy rules if there is no nominated beneficiary.

3

How to submit the documents

The documents can be:

- Emailed to **funeralclaims@ nedbankinsurance.co.za**;
- Handed in at your nearest Nedbank branch; or
- Posted or couriered to Nedbank Park Square, 9 Park Avenue, Umhlanga, 4321.

A total of 90% of our clients have received payouts within 12 hours of submitting all the relevant documents.

Our dedicated team is ready to help, you can contact us on **0800 333 111** for assistance.

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