



Claim for Disability / Income Protector / Overhead Expenses / Temporary Incapacity / Temporary Disability benefit

Please return the completed form to: **Living Benefit Claims**

Postal address PO Box 1, Sanlamhof 7532 Telephone number (021) 916-3455
e-mail address livingbenefits@sanlam.co.za Fax number (021) 947-5804

For Namibian policies refer to: claims.affluentsupport@sanlam.com.na or contact our Sanlam Namibia office at +264 61 294 7440.

This is a generic claim form. Please indicate below for which benefit you are submitting a claim and take note of the requirements for the specific benefit claim.

I submit a claim for: Disability benefit Income Protector benefit Overhead Expenses benefit
Temporary Incapacity benefit Temporary Disability benefit

Important

- Our client experience has proven that generally claims are handled more efficiently when clients make use of his/her financial adviser. It also helps with the financial planning that is now so crucial due to your circumstances that have probably changed. Therefore please make use of your financial adviser. His /Her detail is provided in your policy contract and/or annual reports. This form and all relevant documents can be sent to us by e-mail, fax or per post. If readable copies of documents are provided to us, the original documents are unnecessary.

Please supply the following documents:

- Copies of all medical reports/certificates which indicate your sick leave period(s), as well as more recent or not older than 6 months, report from your treating specialist(s) (guidelines attached).
- The **Declaration by Employer** form (if you are not self-employed).
- Please provide us with the completed **Declaration by attending doctor** form (CPC003, available on the Sanlam website) for an Income Protector / Overhead Expenses Protector / Temporary Incapacity / Temporary Disability claim.
- A copy of the hospital account, if you were hospitalised.
- If your claim is for the Overhead Expenses Protector benefit, please complete the **Overhead Expenses Questionnaire**. Available on request.
- If you are self-employed, please provide us with proof of the existence of your business, e.g. audited financial statements or tax assessments and returns, receipts or affidavits from persons with whom business have been done.
- A copy of your identity document.
- SAPS report/Reports of injury sustained at work** if a claim was caused by an accident, as well as the result of the investigation if already finalised.

Note: You can only claim for the illnesses listed in your own contract.

If abroad, provide all medical documentation in English.

Particulars of insured life

Plan number(s) _____

Surname _____

Full first names _____

Date of birth _____ (dd/mm/ccyy)

Identity number _____ (Compulsory) Land of issue _____

Passport number _____ Expiry date _____ (dd/mm/ccyy)

Title: Mr Mrs Miss Ms Rev Dr. Prof. Adv. Judge

Gender Male Female

Postal address _____ Postal code _____

Residential address _____ Postal code _____

Contact details: Telephone (home) (_____) _____ Fax (home) (_____) _____

Telephone (work) (_____) _____ Fax (work) (_____) _____

Cell phone _____

Plan number(s) _____

e-mail address _____

Marital Status: Single Married Divorced Co-habiting Widowed

Race White Asian Coloured Black Unknown (For statistical purposes)

Income office _____

Income tax number _____

Nature of claim (functional impairment)

- What illness, injury or disorder gave rise to your claim?

- On which date did you consult a doctor regarding these symptoms? _____ (dd/mm/ccyy)
- State the initials, surname, address and telephone number of this doctor.

- Describe the symptoms which you are experiencing and state the date the symptoms began:

- Give a brief description of how the symptoms you mentioned have limited your ability to work:

- How do you spend your time? _____

Medical history

- State the initials, surname, address and telephone number of your
 - Present family doctor _____
Telephone number () _____ Fax number () _____
 - Previous family doctor _____
Telephone number () _____ Fax number () _____
- Since which date have you been consulting your present family doctor? _____ (dd/mm/ccyy)
- Medical Aid details:
 - Name of the fund _____
 - Membership number _____
- Provide the following information with regard to all other doctors/specialists you have consulted regarding the condition that caused the claim.

Details for hospitalisation for special investigations or treatments

Name of hospital/clinic	Reason for hospitalisation	Patient number	Admission (dd/mm/ccyy)	Discharge (dd/mm/ccyy)

Plan number(s) _____

Details of doctors, specialists and consultations

Name and surname	Type of specialist	Address	Telephone number	First consultation (dd/mm/ccyy)
			()	
			()	
			()	

Other information

- If the illness or injury occurred in a country outside South Africa, please provide the following:

Country visited _____

Reason for visit _____

Date of arrival _____ (dd/mm/ccyy) Date of return _____ (dd/mm/ccyy)

Accident particulars

- Date of accident _____ (dd/mm/ccyy)
- Place of accident _____
- The disability was caused by Motor vehicle accident Accident at home Accident at work
 Shooting accident Other (specify) _____
- Give a brief description of how the accident happened and the loss which occurred

- If there was an investigation into the cause of the accident, provide the following:

Name of police station _____

Case number _____

Initials and surname of investigating officer _____

Contact details Telephone number () Fax number ()

Occupational history

- Your current full-time occupation _____
- Are you retired? Yes No
If "Yes", please state the date of retirement _____ (dd/mm/eejj)
- Provide a detailed statement of your career, including your present or last occupation. The exact dates (at least month and year) of the commencement and termination of your service are required.

Name of employer	Address	Telephone number	Commencement (dd/mm/ccyy)	Termination date (dd/mm/ccyy)	Nature of work
		()			
		()			
		()			
		()			

Plan number(s) _____

- What was the last date on which you were actively able to do your work? _____ (dd/mm/ccyy)
(Not necessarily the date of termination of service.)
- Date of official discharge _____ (dd/mm/ccyy)
- Describe the most important functions of your occupation(s) from which you earned an income immediately before your disability.

- State the amount of hours engaged in the actions below as well as the nature of it.

Administrative duties	_____	_____
Manual / physical duties	_____	_____
Supervisory duties	_____	_____
Travelling by car, truck, etc.	_____	_____
Walking and standing	_____	_____
Total hours	_____	(Note: This must add up to the amount of hours worked.)
- What is your highest educational qualification? (e.g. St.10/Gr. 12 or B.Com) _____
- At which school or institution did you qualify? _____
- Any other qualifications obtained? _____
- Any skills and/or courses acquired or passed while in service? _____
- Any study area / business qualifications? _____
- If you are doing any work at present, from which you are earning an income, state the type of work and the income earned:

Provide the name, address, telephone and fax numbers of the relevant employer:

Telephone number () _____ Fax number () _____

- If you are not working at present, do you intend to do so in the future? Yes No
- If "Yes", what type of occupation do you have in mind and from which date? From (dd/mm/ccyy)

Income particulars

- What was your gross monthly income during the last 12 months before the onset of your disability? (Please indicate any overtime payment separately.)
Gross R _____ Overtime R _____
- Provide the following information if, owing to or during your disability you are receiving, or are entitled to receive any benefit, salary, pension or remuneration of any kind (this includes money received from any employer, partner, assurance company, pension or retirement annuity fund, any government fund of from any other source – irrespective of whether a claim has been submitted):

Source of benefit / name of company	Amount (R)	Frequency of payment	Inception date (dd/mm/ccyy)	Cessation date (dd/mm/ccyy)

Plan number(s) _____

- What were your sources of income immediately before disability? Please tick the relevant boxes and mention the monthly income amounts.

Salary from employer R _____ Self-employed R _____

Rental income R _____ Pension R _____

Investment income R _____ Other R _____

Specify other: _____

Self-Employment

Fill in this section only if you were self-employed. Please provide us with proof of existence of your business.

- What were your operating costs for the 12 months prior to disability?

- What will happen to your business now that you are disabled?

- If you are continuing with your business, what is your Involvement (e.g. how are you involved in running the business and what is your share of the profit)?

- What duties did you do before your disability?

- What duties do you still do after your disability?

- Have you had to appoint people to continue running your business? Yes No
- If "Yes", at what cost has this been done? (Please attach documentary evidence such as salary statements.)

Payments

Please note that the payments must be continued until a claim, if any, has been admitted.

Bank particulars

Provide us with a copy of your bank statement (not older than three months) on a bank letterhead containing the account number and account holder's name.

Please complete **one** of the 3 options provided.

(In accordance with section 37A of the Pension Funds Act, the benefit that a member is entitled to may be paid out only to that member, therefore only option 1 applies for claims on Annuity/Preservation fund policies.)

1. Details of account holder/plan holder

A. Natural person / legal entity

Title _____

Full names and surname /Registered name of legal entity _____

Previous / Maiden name _____

National identity number _____

Issuing country of identity number _____

Nationality/Citizenship _____

Plan number(s) _____

Gender Male Female Date of birth _____ (dd/mm/ccyy)

Country of residence _____

Country of birth _____

Monthly income R _____ Date of last income _____ (dd/mm/ccyy)

Residential / Business address _____

_____ Postal/Zip code _____

Trade name of legal entity _____

Legal entity type:

Body Corporate Charitable Organisation Church/Religious Organisation Closed Corporation Club Deceased Estate Foreign Government Foreign Listed Company Foreign State Owned Entity Foreign Trust Foreign Unlisted Company Foundation Fund Insolvent Estate Listed Company Medical Schemes Non-Government Organisation Non-Profit Organisation Other Corporate Arrangement Retirement Fund School/University State Owned Enterprise Stokvel Trade Union Trust Unlisted Company

Registration number _____ Country of registration _____

Registered address _____

_____ Postal/Zip code _____

Controlling party/Beneficial owner _____

B. Bank details

Account holder _____

Name of bank _____ Name of branch _____

Account number _____ Branch code _____

Type of account: Current Savings Transmission Other (please specify) _____

I, the undersigned, hereby declare that if the above information is not correct, Sanlam Life cannot be held liable for any loss that may arise from the use of this information.

Signature of account holder _____ Date _____ (dd/mm/ccyy)

2. Payment to cessionary

Important

If any plan, in terms of which a claim is admitted, has been ceded to another institution or person, payment will be made directly to the cessionary in question. The next section must be completed by the cessionary if applicable.

A. Natural person / legal entity

Title _____

Full names and surname /Registered name of legal entity _____

Previous / Maiden name _____

National identity number _____

Issuing country of identity number _____

Nationality/Citizenship _____

Plan number(s) _____

Gender Male Female Date of birth _____ (dd/mm/ccyy)

Country of residence _____

Country of birth _____

Monthly income R _____ Date of last income _____ (dd/mm/ccyy)

Residential / Business address _____

_____ Postal/Zip code _____

Trade name of legal entity _____

Legal entity type:

Body Corporate Charitable Organisation Church/Religious Organisation Closed Corporation
 Club Deceased Estate Foreign Government Foreign Listed Company Foreign State Owned Entity
 Foreign Trust Foreign Unlisted Company Foundation Fund Insolvent Estate
 Listed Company Medical Schemes Non-Government Organisation Non-Profit Organisation
 Other Corporate Arrangement Retirement Fund School/University State Owned Enterprise
 Stokvel Trade Union Trust Unlisted Company

Registration number _____ Country of registration _____

Registered address _____

_____ Postal/Zip code _____

Controlling party/Beneficial owner _____

B. Bank details

Account holder _____

Name of bank _____ Name of branch _____

Account number _____ Branch code _____

Type of account: Current Savings Transmission Other (please specify) _____

I, the undersigned, hereby declare that if the above information is not correct, Sanlam Life cannot be held liable for any loss that may arise from the use of this information.

Or

I hereby give permission for the cession to be cancelled.

Name of contact person _____ Contact number (_____) _____

Signature of cessionary _____ Official stamp of institution _____

Date _____ (dd/mm/ccyy)

Plannommer(s) _____

3. Proxy and/or payment to a third party

If the plan owner would prefer the claim/payment to be handled/received by another person/institution, please provide us with the details below:

I, _____ (first names and surname of the plan holder),

hereby authorise the person indicated below to handle the claim/receive the payment on my behalf and I indemnify Sanlam Life against any and all claims in respect of, and in connection with, the payment by Sanlam of the amount(s) concerned to this third party. (delete where not applicable)

Initials and surname of the person that could handle the claim on my behalf: _____

Address _____

_____ Postal/Zip code _____

Initials and surname of the person that could receive the payment on my behalf: _____

A. Natural person / legal entity

Title _____

Full names and surname /Registered name of legal entity _____

Previous / Maiden name _____

National identity number _____

Issuing country of identity number _____

Nationality/Citizenship _____

Gender Male Female Date of birth _____ (dd/mm/ccyy)

Country of residence _____

Country of birth _____

Monthly income R _____ Date of last income _____ (dd/mm/ccyy)

Residential / Business address _____

_____ Postal/Zip code _____

Trade name of legal entity _____

Legal entity type:

- Body Corporate Charitable Organisation Church/Religious Organisation Closed Corporation
 Club Deceased Estate Foreign Government Foreign Listed Company Foreign State Owned Entity
 Foreign Trust Foreign Unlisted Company Foundation Fund Insolvent Estate
 Listed Company Medical Schemes Non-Government Organisation Non-Profit Organisation
 Other Corporate Arrangement Retirement Fund School/University State Owned Enterprise
 Stokvel Trade Union Trust Unlisted Company

Registration number _____ Country of registration _____

Registered address _____

_____ Postal/Zip code _____

Controlling party/Beneficial owner _____

Source of funds _____

Plan number(s) _____

B. Bank details

Account holder _____

Name of bank _____ Name of branch _____

Account number _____ Branch code _____

Type of account: Current Savings Transmission Other (please specify) _____

I, the undersigned, hereby declare that if the above information is not correct, Sanlam Life cannot be held liable for any loss that may arise from the use of this information.

Signature of plan holder _____ Date _____ (dd/mm/ccyy)

C. Lump Sum Conversion Option (if applicable)

This rider benefit will provide a client who is totally and permanently occupationally disabled or 100% impaired, the option to convert their future income payments to a lump sum amount. It also guarantees the period for which the income will be paid if they were to die within this period.

Please tick the appropriate box

Should my claim be approved, I hereby confirm that:

I choose the lump sum conversion option

I choose the monthly instalment option

Signature of plan holder _____ Date _____ (dd/mm/ccyy)

Declaration

I declare that the particulars contained in this form are correct. I also irrevocably authorise any person or institution, medical practitioner, medical specialist, hospital, nursing institution or medical authority to provide Sanlam Life with any information that may be required regarding my health.

Further, I irrevocably authorise Sanlam Life to share with other insurers or any other stakeholders for the purposes of assessing, investigating, processing or any other reason including prevention of fraudulent claims that information and any information contained in this plan or any related plan or other document, either directly or through a data base operated by or for insurers as a group, at any time (even after my death) and in such detailed, abbreviated or coded form as may from time to time be decided by Sanlam Life or by the operators of such data base.

Signature of insured/claimant _____ Date _____ (dd/mm/ccyy)

The Treating Specialist (only for a disability claim)

Important

This report must be completed by a specialist and not a general practitioner and for use in a disability claim only.

Before you perform the examination, please determine the client's identity with the help of a photographic proof of identity. Indicate on the report of your findings - what type of proof of identity was given.

The above-mentioned insured has required us to consider whether he/she qualifies for a disability claim.

The assessment of a disability claim is based on two main principals of impairment and disability. The assessment of impairment entails in practical terms, making a diagnosis and then determining on medical grounds which functions the person is still able to perform and which not. On the other hand, disability is a legal process assessing the extent of the person's impairment judged in conjunction with his/her job description the contract wording and personal factors such as education, experience, etc.

To assist us in making a justified decision, we have to be provided with a report regarding the impairment of this person. The decision regarding disability will be made by Sanlam Life Insurance Ltd ("Sanlam Life").

Please complete the report in accordance with the guidelines set out in the **Guidelines: Medical report on functional impairment** underneath after you have examined the person.

The insured is responsible for the costs relating to this consultation and medical report.

Guidelines : Medical Report on Functional Impairment (only for a disability claim)

Please use the following only as a guideline to compile your report. (For use in a disability claim only)

- Diagnosis: (DSM IV for psychiatric conditions)
- Date: Of the onset and course of disease
- Primary diagnosis
- Diagnostic code (ICD -10) for primary diagnosis
- Secondary diagnosis
- Diagnostic code for secondary diagnosis (ICD -10)
- Severity: Perpetual factors, secondary gain
- Current clinical findings: Describe in detail
- Treatment:
 - Treatment modalities
 - Duration of treatment
 - Rehabilitation
 - Types of medication and dosage
 - Therapeutic procedures
 - Hospitalisation
- Response to treatment
- Complications that is permanent
- Special investigations: e.g. ECG, X-rays, scans
- Prognosis with optimal treatment
- Influence on lifestyle, activities of daily living and working capability

Special requirements:

Cardiovascular	NYHA-classification, exercise capacity, stress-ECG, ejection fraction, other
Respiratory	Dyspnea-grading (ATS), exercise capacity (METS or VO2 max.), vitalogram pre- and post-inhalation (3 attempts), chest x-ray, single-breath diffusion test (DCO) in cases of interstitial lung disease.
Orthopaedic	X-ray and stress views, MRI or CAT scans, other (e.g. nerve conduction tests)
Psychiatric	Social functioning, concentration, psychometric tests in cases of cognitive impairment.