

## SMARTCALL INSURANCE ADMINISTRATORS - CLAIMS CHECK LIST

Deceased Name: \_\_\_\_\_ Member Type: \_\_\_\_\_ Policy No: \_\_\_\_\_ Date: \_\_\_\_\_

Documents	Details to check	Checked
<b>Payment Record</b> (on the SIA system – SIA will notify you if the policy has LAPSED recently once you have submitted)	Check Inception date	
	Check policy status	
	Check payments	
	Check policy number and details	
<b>Claim Application Form</b>	Fully completed	
	Signed	
	ID numbers correct	
<b>BI 1663</b>	ID numbers correct	
	Certifying Doctor	
	Stamp from Undertaker	
	Date of death correct	
<b>BI 14</b> (when the burial is being done by another funeral home)	Name and Surname	
	Stamp from Undertaker	
	Stamp from Undertaker	
<b>Death Certificate</b>	Check ID numbers	
	Name and Surname	
	Date of death	
	Certified ( Original Certified )	
<b>ID Document</b>	Check ID number	
	Name and Surname	
	Certified	
<b>Policy Document or SIA Application Form</b> (no claim will be processed without this)	Signed by Main Member	
	Confirm Policy Number	
	Check Amount Claimed	
	Fully completed	
<b>Invoice / Quotation</b> (when the payout is being made to a funeral home)	Check VAT registration no (if applicable) & invoice no	
	Date	
	Check amount	
Other Documents	Details to check	Checked
<b>Marriage Certificate</b> (when the deceased is a spouse)	Check ID number	
	Name and Surname	
	Certified	
<b>Birth Certificate</b> (for children or members with no RSA ID no)	Check ID number	
	Name and Surname	
	Certified	
<b>Affidavit</b> (can be requested on any claim depending on the circumstances)	Check ID number	
	Name and Surname	
	Certified	
	Check the written statement	
<b>Police Report</b> (for accidental death)	Check ID number	
	Name and Surname	
	Certified	
	Fully completed	
	Signed	
<b>Residence Permit</b> (for members with no RSA ID no.)	Check Passport / Refugee number	
	Name and Surname	
<b>Doctor's Letter</b> (for stillborn children)	Check name and surname of deceased	
	Check the written statement	
<b>THE ABOVE LIST IS NOT 100% COMPLETE - THERE CAN BE OTHER DOCUMENTS REQUESTED DEPENDING ON THE CIRCUMSTANCES – THE SIA CLAIMS CALL CENTRE WILL NOTIFY YOU WERE OTHER DOCUMENTS ARE NECESSARY</b>		