



CCLI line of business (English)

*All claim documents to be submitted by email as scanned soft copy to the following life claims team email address (life.claims@axa-egypt.com)

Death claims requirements:

1. Completely filled, signed and stamped death claim form by the official bank stamp (Soft copy)
2. Valid copy of the life insured's ID
3. Death certificate (Stamped by the original seen bank stamp)
4. Official document on cause of death
5. Police report and Final General Attorney report (If death occurred due to an accident)

In case of loans:

6. Final detailed hospital report (If death occurred in a hospital)
7. DOH (Declaration of health) filled by the customer upon booking

In case of credit cards:

8. Credit card statements (for the month prior to month of incident, for the month of incident, and for the month post the month of incident)

Note: Please take into consideration the issued policy terms and conditions as mentioned under the policy document.

Claims department reserves the right to ask for further requirements subject to the claim assessment

To follow up on your request, please contact us on 16363 or life.claims@axa-egypt.com and inform our staff with the request number or policy number.



Critical Illness claims requirements:

1. Completely filled, signed and stamped critical illness claim form by the official bank stamp (Soft copy)
2. Valid copy of the life insured's ID
3. Copy of official medical reports confirming the diagnosis of the critical illness condition
4. Copy of all the medical history reports, including all relevant diagnostic investigations and lab tests pertaining to the current medical condition

In case of loans:

5. DOH (Declaration of health) filled by the customer upon booking

In case of credit cards:

6. Credit card statements (for the month prior to month of incident, for the month of incident, and for the month post the month of incident)

*Claims department reserves the right to ask for further requirements subject to the claim assessment

Note: Please take into consideration the issued policy insurance benefits along with the terms and conditions as mentioned under the policy document.

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Total Permanent Disability claims requirements:

1. Completely filled, signed and stamped total permanent disability claim form by the official bank stamp (Soft copy)
2. Valid copy of the life insured's ID
3. Copy of official medical reports confirming the diagnosis of the total permanent disability condition
4. Certified medical report stating the proof and degree of disability (e.g. disability committee report)
5. Police report and Final General Attorney report (If disability occurred due to an accident)

In case of loans:

1. DOH (Declaration of health) filled by the customer upon booking

In case of credit cards:

2. Credit card statements (for the month prior to month of incident, for the month of incident, and for the month post the month of incident)

Claims department reserves the right to ask for further requirements subject to the claim assessment

Note: Please take into consideration the issued policy insurance benefits along with the terms and conditions as mentioned under the policy document.

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