

How to Submit a Death Claim



We understand this is a very difficult time for you. We would like to offer our deepest condolences and will do our best to provide the necessary support and guidance you need to submit your claim easily and quickly.

To help guide you through this process, we've put together the four steps you'll need to follow.



Step 1: Notify MiWayLife

please take note

On the death of the life assured, MiWayLife needs to be notified. There are 2 ways to start this process.



Option 1

Go to our blog and download the claim forms.

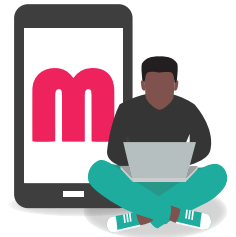
www.miwaylife.co.za/services/services-claim



Option 2

Contact our Servicing Department

on 0860 64 54 33.



Step 2: Gather and complete the required documents

please take note

If the death has not been reported by the funeral parlour, bank, trust, etc., please report the death to your nearest Home Affairs office.

You need to take the "Notification of Death – form DHA1663" with you. This form would have been obtained from a doctor or hospital that certified your loved one as deceased.

The Department of Home Affairs requires you to complete the necessary forms. To obtain these forms, please visit the Home Affairs website:

www.dha.gov.za or call them on 0800 60 11 90.

A death certificate is issued by the Department of Home Affairs free of charge on the same day the death is registered. Once you have the Death Notification (BI-1663) in your possession, the next step is to begin completing the [MiWayLife claim form](#).



Are you the beneficiary?

Please note that the beneficiary is the person nominated by the deceased to receive the money if the claim is valid. The deceased can nominate a family member, friend, trust, own estate, or cessionary. If the beneficiary is a minor, we need a copy of the birth certificate (reflecting the parents' names) or a letter of guardianship.

If you are not the beneficiary, please provide the contact details of the beneficiary so that MiWayLife can fulfill the wishes of the deceased.



Step 3: Submit the relevant documents to MiWayLife

please take note

Once all relevant documents are obtained and the claim form is fully completed, you need to have them certified. Please refer to the section below titled "**Frequently Asked Questions**" on how to certify a document.

The sooner you provide all the information, the sooner MiWayLife can begin validating the claim.

There are two options you can use to submit your documents to MiWayLife.



Option 1

Go to our blog and load the claim form as well as the other documents.

www.miwaylife.co.za/services/services-claim



Option 2

Email all the documentation to

life.claims@miwaylife.co.za



Please don't hesitate to call our Servicing Department on **0860 64 54 33** should you need further support or assistance.

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Step 4: Frequently Asked Questions

please take note

How do I certify a document?

Make a copy of the document. Take the copy and the original to your nearest commissioner of oaths (there are commissioners of oaths at police stations, legal offices, and banks) to be certified. The commissioner will stamp, date, and sign the copy of the document.

What is a DHA1663/BI1663 form and where do I get one?

It is an official notification of death form that you will get from the funeral parlour or the doctor/hospital who certified the client as deceased.

Where can I find the forms to register the death with Home Affairs?

The forms are available on the SA Department of Home Affairs website (www.dha.gov.za) or phone + 0800 60 11 90.

It might be easier to obtain the forms before going to the Department of Home Affairs.

What is the difference between natural and unnatural death?

Natural death is a result of a medical condition, illness, or disease. Examples of natural death are cancer and diabetes.

Unnatural death includes events such as motor vehicle accidents, suicide, or violence.

Compulsory documents

Certified copies of

- Death certificate of the deceased (Home Affairs doc)
- Notification of death form DHA 1663
- ID or passport for the deceased and beneficiary
- Police Report – if the cause of death is unnatural



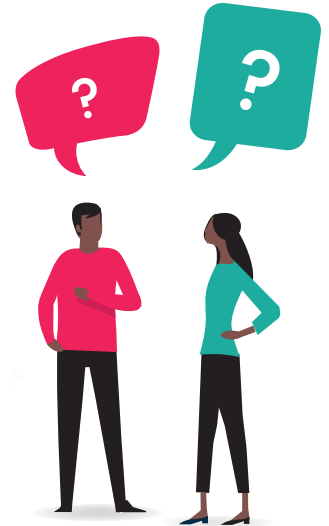
Proof of banking details (signed, dated, and stamped bank statement not older than three months) for the beneficiary.

A letter of executorship if the benefit is payable to the estate (in cases where there is no nominated beneficiary).

Any other doc or report that MiWayLife needs to assess the validity of the claim – for example Police report if the death was due to an accident **please refer to the MiWayLife claim document.**

Must all deceased estates be registered with the Master of the High Court?

Yes. For more information or to find your nearest office, go to www.justice.gov.za or phone 012 315 1111.



MiWayLife Disclosures

POPIA

MiWayLife cares about your privacy. In order to provide you with our service, we and our service providers must process the personal information you provide to us by completing this form. We will handle this information with caution, and we have implemented reasonable security measures to protect it.

FICA

In line with the applicable anti-money laundering laws of South Africa, we are required to obtain specific information and evidence to verify your identity when applying for cover on an ongoing basis. If we do not receive the requested information within a reasonable time, we may be unable to render our services.