



Aegon Life Insurance Claim Process

How do I intimate a death claim?

- Call our toll free Customer Service Helpline number 1800-209-9090
- Visit our nearest branch and submit a death notice with a copy of the death certificate.
- Online intimation at www.aegonlife.com
- Claim documents can be directly emailed to claims@aegonlife.com
- Send a written death notice with a copy of the death certificate to:

Claims Department
Aegon Life Insurance Company Limited.
Building No. 3, Third Floor, Unit No. 1,
Nesco IT Park, Western Express Highway,
Goregaon (East), Mumbai - 400063.

What documents need to be submitted to apply for a claim?

Mandatory Documents for all type of claims

- Death certificate (original or self-attested copy) issued by municipal corporation under section 12/17
- One passport size color photo of the claimant
- Passbook copy and Cancelled cheque stating the claimant's (Nominee) or life assured account number (as applicable)
- ID and residential proof of the claimant.
- Relationship proof (wherever applicable)

Documents Required basis Type of Claim.

I. Death Claim

- Claimant Statements - Death Claim
- ALIC Attendant physician statement for death claim
- ALIC Hospital treatment statement for death claim

If Accidental Death Claim / Suicide Death Claim

- Post mortem report - duly filled
- Police inquest report
- Panchanama / First Investigation Report
- Copy of Driving License of the Insured (if died due to road accident)

II. Accidental Disability / Dismemberment Claim

- ALIC Disability / Dismemberment Claim Application Form
- ALIC Attending Physician Statement

- ALIC Hospital Treatment Certificate
- Police Inquest Report
- Panchanama
- First Investigation Report
- Copy of Driving License of the Insured (if died due to road accident)

III. Critical Illness Claim/ i Cancer Claim

- ALIC Critical Illness Claim Application Form
- ALIC Critical Illness Attending Physician Statement
- ALIC Critical Illness Hospital Treatment Certificate
- All Medical reports from the first date of diagnosis to the last treatment received date.

Company will inform you regarding further requirements (if any) / the claims decision via written correspondence / email / SMS.

Where should I submit the claim forms?

The claim forms can be submitted at the nearest ALIC Branch Office or sent directly to the Claims Section at the address mentioned under 'How do I intimate a death claim?'

In case of a claim dispute, where will my case be represented?

In case of a claim dispute, the claimant has to first approach the Claims Review Committee of the company whose address is given herein below ,

Claims Review Committee
Aegon Life Insurance Company Limited.
Building No. 3, 3rd Floor, Unit No. 1,
Nesco IT Park, Western Express Highway,
Goregaon (East), Mumbai – 63.

If the claimant finds the Response unsatisfactory, the policyholder / claimant may write to the Grievance Redressal Cell of the IRDAI, which will take up the matter with the concerned company. If the complainant is looking for a judicial decision in respect of Claims, he or she may approach the Insurance Ombudsman. For more information on Insurance Ombudsman, please refer to your policy document.

Beware of spurious phone calls and fictitious/fraudulent offers IRDAI clarifies to public that . IRDAI or its officials do not involve in activities like sale of any kind of Insurance or financial products nor invest premiums. IRDAI does not announce any bonus. Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.

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Corporate Identity No.: U66010MH2007PLC169110. Website: www.aegonlife.com. Fax: 22-61 180200/300. Email: customer.care@aegonlife.com. Aegon Life Insurance Company Limited IRDAI Registration No. 138. Registered office: Aegon Life Insurance Ltd. Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (East), Mumbai - 400063. ADVT No. 11/December 2014/2335