

Aegon Life Insurance Claim Process

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

Mandatory Documents for all type of claims

- Claimant statement form
- Copy of death certificate issued by municipal corporation under section 12/17
- Copy of claimants identity and address proof (PAN & Aadhar copy)
- Copy of self attested cancelled cheque / Passbook copy of the claimant
- One passport size color photo of the claimant
- Relationship proof (wherever applicable)

For death due to accident/suicide other than the above documents

- Copy of First Information Report (FIR)
- Copy of Post Mortem Report

Supporting documents required basis type of Claim.

1. Death due to illness / sudden death.

- Cause of death certificate issued by treating doctor
- Medical records (Admission notes, discharge/ death summary, test reports, etc.)
- ALIC Attending physician statement for death claim
- ALIC Hospital treatment statement for death claim

Death due to Accident / Suicide

- Inquest report
- Panchnama
- News paper cutting

2. Accidental Disability / Dismemberment Claim

- ALIC Disability / Dismemberment Claim Intimation Form
- ALIC Attending Physician Statement
- ALIC Hospital Treatment Certificate
- First Information Report (FIR)
- Inquest Report
- Panchanama

3. Critical Illness Claim/ i Cancer Claim

- ALIC Critical Illness Claim Intimation 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 claim documents?

- Send mentioned documents 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.
- Visit our nearest branch and submit mentioned claim documents
- For queries call our toll free Customer Service Helpline number 1800 209-9090

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.

ALIC (Aegon Life Insurance company).

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.