

Important Reminders:

- Submit only certified true copies
- Documents submitted will not be returned

Basic Claim Requirements

1. **Claimant's Statement** [form to be supplied by Sun Life Grepa Financial, Inc.]
2. **Attending Physician's Statement** [form to be supplied by Sun Life Grepa Financial, Inc.]
3. **Authorization** [form to be supplied by Sun Life Grepa Financial, Inc.]
4. **Admitting History** or its equivalent inclusive of other hospital records containing patient's past medical history
5. **Discharge Summary** or its equivalent
6. Two (2) valid **Proofs of Identity** (*preferably government issued IDs with photo and signature*) of the insured
7. **Statement of Account** from hospital (for Sun Grepa Fit and Well Advantage plans only)

If cause of critical illness is violent or accidental

8. **Police Report**
9. **Medico-Legal Report**
10. **Driver's License** if accident occurred while insured was driving a vehicle

Additional Claim Requirements (*submit requirements appropriate to your health condition*)

If diagnosis is Aplastic Anaemia (*must be diagnosed by Hematologist*)

- **Bone Marrow Aspiration/Biopsy**
- **Laboratory Results** indicating the permanent bone marrow failure resulting in bone marrow cellularity of less than 25% and any 2 of the following:
 - ✓ Absolute neutrophil count of less than 500/mm³
 - ✓ Platelets count less than 20,000/mm³
 - ✓ Reticulocyte count of less than 20,000/mm³
- **Complete medical records** indicating treatments received

If diagnosis is Occupational Acquired HIV

- **Proof of the accident giving rise to the infection**
- **Proof that the accident involved a definite source of the HIV-infected fluids**
- **Proof of sero-conversion from HIV negative to HIV positive occurring during the 180 days after the accident.** This proof must include a negative HIV antibody test within 5 days of the accident.
- **Professional Regulations Commission (PRC) License**

*Note: Other requirements may still be required after initial review of the submitted documents.
Contestable claims are subject to investigation and will affect processing time.*

For further inquiries, please contact our Client Care at telephone number 849-9633 from Mondays to Fridays, 8:00 a.m. to 7:00 p.m.

