

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 End Stage Liver Failure

- Medical Records
- PET MRI Scan Report or CT Scan Report

If diagnosis is Fulminant Hepatitis

- Medical Records
- Liver Function Test
- Laboratory Tests
- Psychometric PSE Test
- Electroencephalogram (EEG)
- MRI or CT Scan

*Note: Other requirements may still be required after initial review of 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.

