

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 **Severe Crohn's Disease** (*must be confirmed by Gastroenterologist*)

- **Record of Operation** or its equivalent
- **Colonoscopy or Sigmoidoscopy**
- **Surgical Pathology Report/Histopathology Report/Biopsy Results**

If diagnosis is **Severe Ulcerative Colitis** (*must be confirmed by Gastroenterologist*)

- **Record of Operation** or its equivalent
- **Colonoscopy or Sigmoidoscopy**
- **Surgical Pathology Report/Histopathology Report/Biopsy Results**

If diagnosis is **Acute Necrohemorrhagic Pancreatitis** (*must be confirmed by Gastroenterologist*)

- **Record of Operation** or its equivalent
- **Surgical Pathology Report/Histopathology Report/Biopsy Results**

If diagnosis is **Chronic Relapsing Pancreatitis** (*must be confirmed by Gastroenterologist*)

- **Pancreatic Function Test**
- **Radiographic and imaging evidence** (X-ray, Ultrasound, etc.)

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 8849-9633 from Mondays to Fridays, 8:00 a.m. to 5:00 p.m.