

Death Claims

How to submit



LIFE INVESTMENTS HEALTH CORPORATE PROPERTIES ADVICE



How to submit a death claim

We understand that this is a very difficult time for you. We offer our sincere condolences and will do everything we can to provide the support and guidance you need to submit your claim easily and quickly.

To help guide you through the process, we've put together the four steps you'll need to take.

Step 1

What to do first

Obtain the death certificate

When a loved one passes away, the death must be reported by an executor, bank, trust company or funeral parlour in order to obtain an official death certificate.

If the death is not reported by one of these entities, kindly report it to your nearest Home Affairs office where you can apply for a death certificate.

Step 2

Who to contact

Your **financial adviser** is there for you should you need any assistance. If you are not sure who your financial adviser is, or if you don't have one, kindly contact: 0860 456 789 or 011 408 4871

Step 3

Submit the relevant documents

We require the documents listed below to process a claim.

Kindly ensure that we have your latest contact details so we can keep in touch with you during the claim process.

Requirements for a Natural Death

- Copy of the death certificate
- Copy of the Death Notification (BI-1663)
- A fully completed Claim Form signed by each beneficiary: [Click here to download the form](#)
- Copy of each beneficiary's ID

Proof of each beneficiary's bank account details through one of the following documents:

- Bank statement stamped by the bank – not more than three months old
- A cancelled cheque
- A letter from the bank, on a letterhead, confirming the beneficiary's name, account number and account type

Please note: Internet statements and ATM statements will not be accepted

Where a beneficiary resides outside South Africa and does not have South African bank account, please provide:

- Copy of passport
- Foreign Exchange Control Form completed by the beneficiary

Requirements for Unnatural Death

In addition to the documents required for a natural death, we also require:

- Liberty's Police Statement Form to be completed by the investigating officer: [Click here to download the form](#)
- If the cause of death is a result of a motor vehicle accident, a copy of the accident report is required

Step 4

Submit the documents

There are a number of ways you can submit your documents. Choose one that is most convenient for you:

1. Send all the documents to your financial adviser
2. Hand deliver the documents to our walk-in centre at:
1 Ameshoff Street, Braamfontein, 2001

3. Send all documents directly to Liberty:
Email: opsclaims@liberty.co.za
Fax: 011 408 2005
Post: PO Box 10499, Johannesburg, 2001
4. If you need any further support, please don't hesitate to contact our call centre on 0860 456 789 or 011 408 4871.

Processed within five working days, where all relevant requirements are received upfront