



FUNERAL CLAIM FORM

One claim form per policy
Call Centre: 086 111 9298 | Fax: 087 230 1789
E-mail: info@zazulife.co.za | claims@zazulife.co.za



Authorised Financial Services Provider. FSP#5070

1. CLAIMS DOCUMENT CHECKLIST

- | | | |
|---|--|---|
| <input type="checkbox"/> Affidavit declaring relationship to the Deceased | <input type="checkbox"/> Certified copy of death certificate | <input type="checkbox"/> Copy of DHA-1663 |
| <input type="checkbox"/> Certified copy of Deceased's ID | <input type="checkbox"/> Certified copy of Beneficiary's ID | <input type="checkbox"/> Copy of latest payslip
(only if policy is paid via PERSAL or payroll) |
| <input type="checkbox"/> Police Report (in the event of Accidental Death) | <input type="checkbox"/> Stamped bank statement | <input type="checkbox"/> Proof residence for Beneficiary
(not older than 3 months) |

2. DETAILS OF CLAIMANT – THE PERSON MAKING THE CLAIM

Name Surname
ID Number Policy Number
Tel No (H) Tel No (W) Cell No
Email Address

3. DETAILS OF DECEASED

Name Surname
ID Number Date of Death
Cause of death
Relationship (to Policyholder) ☐ Principal ☐ Spouse ☐ Child ☐ Parent ☐ Extended ☐ Other

4. DETAILS OF BENEFICIARY

Name Surname
ID Number Date of Birth
Tel No (home) Cell No
Email Address
Relationship (to Deceased) ☐ Principal ☐ Spouse ☐ Child ☐ Parent ☐ Extended ☐ Other

5. BENEFIT PAYMENT DETAILS OF BENEFICIARY - PROOF OF BANKING DETAILS MUST BE ATTACHED

Name of Account Holder
Name of Bank FNB ABSA NEDBANK STD BANK BIDVEST CAPITEC OTHER
Account Number
Branch Name Branch Code
Type of Account ☐ Cheque ☐ Savings ☐ Transmission ☐

6. IMPORTANT NOTIFICATION

- Claims will only be paid if:
 - All premiums have been paid in accordance with the policy terms and conditions.
 - All documents required are submitted with a duly completed and signed claim form.
 - A death occurs outside of any applicable waiting periods.
 - The claim is deemed as valid
- Claim queries can be sent to claims@zazulife.co.za (email); 087 230 1789 (fax); or 086 111 ZAZU (9298) (call centre).
- The policy does not become paid-up on death of the Policyholder.
- These benefits must be claimed within six months from the date of death of an Insured Life.
- Benefits are paid, as reflected in the Policy Schedule and determined by the relevant policy plan.
- The benefits will be provided/Paid to the Policyholder, in the event of the death of an Insured Life.
- In the event of death of the Policyholder, the benefits will be paid to the appointed Beneficiary (over the age of 18 years old) or his/her duly authorised representative.
- In instances where no Beneficiary has been appointed, or where the Beneficiary has died before the Policyholder (and no new Beneficiary had been appointed), the benefits will be converted to cash and paid to the Deceased's estate.
- In instances where the Beneficiary cannot be located/contacted for a period of 3 months after the death of the Policyholder, the benefits will become Unclaimed and will follow the Unclaimed Benefit process detailed in the policy document.



Zazu Life (Pty) Ltd | Authorised FSP No 5070
Registration No 2017/516074/07
Tel: 011 887 9582 / 086 111 9298 | Fax: 011 887 0320
8 Bedford Rd, St Andrews, Bedfordview, 2007
Email: info@zazulife.co.za | Web: www.zazulife.co.za



Underwritten by Guardrisk Life Ltd FSP #76
Guardrisk Life is a licensed life insurer and an authorised Financial Services provider,
The Marc, Tower 2, 129 Rivonia Road, Sandton, 2196
PO Box 786015, Santon 2146
Tel: (011) 669-1000 | Email: info@guardrisk.co.za

7. IF APPLICABLE, COMPLETE THIRD PARTY MANDATE

I, the Policyholder / Beneficiary of [] (policy number) , do hereby expressly authorise Guardrisk / ZAZU Life, to pay the claim value to [] I indemnify Guardrisk / Zazu Life against any claim whatsoever arising out of, or in connection with, this Third Party Payment instruction. I will assume personal liability for any claim, loss and / or damage of whatever nature which Guardrisk / Zazu Life may suffer as a result of this Third Party Payment instruction.

8. INDEMNITY – PLEASE COMPLETE AND SIGN BELOW

I, the undersigned, do hereby declare that I have read and understood the standard terms and conditions as well as any declaration or amendment thereto. I hereby indemnify GUARDRISK / ZAZU LIFE (as far as such indemnity is permissible by law) against any claim, loss or damage as a result of payment of the claim or related transaction.

I, in my personal capacity and in my capacity as the representative and/or beneficiary of the deceased, hereby indemnify GUARDRISK / ZAZU LIFE against any claim made by any person pursuant to any benefit paid by GUARDRISK / ZAZU LIFE.

Signed at (place) _____ this _____ day of _____ 20 _____

	X	
Full name of Claimant	Claimant	Date

PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

The insured's privacy is of utmost importance to Us. We will take the necessary measures to ensure that any and all information, including Personal Information (as defined in the Protection of Personal Information Act 4 of 2013) provided by you or which is collected from you is processed in accordance with the provisions of the Protection of Personal Information Act 4 of 2013 and further, is stored in a safe and secure manner and kept for the period prescribed by the Applicable Laws.

You hereby agree to give honest, accurate and up-to-date Personal Information which may be used for the following reasons:

1. to enable Us to fulfil our obligations in terms of this Claim;
2. to enable Us to take the necessary measures to prevent any suspicious or fraudulent activity in terms of the Applicable Laws; and
3. reporting to the relevant Regulatory Authority/Body, in terms of the Applicable Laws.

We may share the personal information provided for further processing with the following third parties, which third parties have an obligation to keep such Personal Information secure and confidential:

1. Law enforcement and fraud prevention agencies and other persons tasked with the prevention and prosecution of crime; and
2. Regulatory authorities, industry ombudsmen, and other persons that we, in accordance with the Applicable Laws, are required to share such Personal Information with.

You acknowledge that any Personal Information supplied to Us in terms of this Claim is provided according to the Applicable Laws. Such Personal Information provided (voluntarily, unconditionally and specifically) will be utilised by Us or by any appointed third parties, on our behalf, and will be kept for such period as legislated according to the Applicable Laws.



ZAZU Life has partnered with Royal Tombstones to give all our clients an **EXCLUSIVE tombstone discount** benefit with:



Get **10%** off
any **tombstone**
from Royal Tombstones

**One price includes
transport and fitting**

Prices on website exclude the 10% discount

**View Royal Tombstones
catalogue offering**

ZAZU Life policyholders can use this benefit for **anyone of their loved ones**. The deceased doesn't have to be covered on their policy. This benefit is **available at any time** and can be used even if there is no claim on the funeral policy.



Available at
over
80 stores
across SA.



How to redeem:

Contact Royal
Tombstones
directly on the
dedicated line:
060 539 7124

Provide **your
policy number**
to get
10% discount.

Pay
Royal
Tombstones
directly based
on your
selection.

Royal
Tombstones will
**arrange fitment
and delivery**
after order has
been placed.

Call or WhatsApp the dedicated ZAZU Life contact number:

 /  **060 539 7124**

While we have taken care to partner with a supplier you can trust, ZAZU Life is not liable for any defects or unavailability of stock. E&OE

This benefit can be accessed immediately and at any time. There are no waiting periods.

These Value Added Benefits do not form part of the insurance policy underwritten by Guardrisk Life. These Value Added Benefits are offered separately by ZAZU Life (Pty) Ltd and are not underwritten. The On-Hand Benefits are not regulated in terms of the FAIS Act and therefore, you are not afforded the same protections which apply in respect of financial products or services which are regulated in terms of the FAIS Act



ZAZU Life (Pty) Ltd. FSP 5070.