

## CLAIMS GUIDE FOR MEDICAL AND HEALTH TAKAFUL PLAN

For **cashless admission**, please provide the following information for the issuance of the Guarantee Letter (GL) by the service provider:-

1. NRIC No.; and
2. Takaful Certificate No.

Kindly present your medical or e-medical card to the hospital admission counter if the request of the GL is directly from the Syarikat Takaful Malaysia Am Berhad (STMAB) panel hospital. *(Please click [here](#) to view the list of the panel hospitals)*

For **medical reimbursement**, please refer to the following step-by-step guide to submit your claims.

### STEP 1: COMPILE THE FOLLOWING DOCUMENTS

#### Documents required for Hospitalisation or Daycare Treatment or Accidental Claim:

1. Duly completed Medical Claim Form *(Please click [here](#) to download the claim form);*
2. Original receipt (deposit and final payment);
3. Original bill and itemised bill;
4. Medical report or Section II of the Medical Claim Form;
5. Copy of investigation report (lab or imaging);
6. Referral letter (if any);
7. Discharge note for Daily Cash Allowance at Government Hospital; and
8. Copy of police report or driving license for road traffic accident.

#### Documents required for Pre and Post Hospitalisation:

1. Duly completed Medical Claim Form *(Please click [here](#) to download the claim form);*  
**(Section II of the Medical Claim Form is not required to be filled)**
2. Original receipt (deposit and final payment);
3. Original bill and itemised bill;
4. Copy of investigation report (lab or imaging);
5. Referral letter (if any); and
6. Physiotherapy details - visit date and amount for each treatment session done or appointment card (advance payment NOT accepted).

#### For bill partially or excess amount to be claimed from first Takaful Operator or Insurer, the documents required are as follows:

1. Duly completed Medical Claim Form *(Please click [here](#) to download the claim form);*
2. Certified True Copy (CTC) of claim worksheet or settlement;
3. Certified True Copy (CTC) of admission medical report;
4. Certified True Copy (CTC) of admission bill and itemised bill;
5. Original receipt of the excess amount paid by Claimant; and
6. Copy of investigation report (lab or imaging).

#### For overseas treatment, the documents required are as follows:

*(Note: Translation of foreign language into English version is required)*

1. Duly completed Medical Claim Form *(Please click [here](#) to download the claim form);*
2. A copy of the claimant's passport personal data indicating the date of departure from Malaysia and the arrival date as well as a copy of the flight ticket or boarding pass;
3. Original receipt (deposit and final payment);
4. Original bill and itemised bill;
5. Medical report or Section II of the Medical Claim Form;
6. Copy of investigation report (lab or imaging);
7. Referral letter (if any); and
8. Copy of police report or driving license for road traffic accident.

#### Note:

**The above information only serves as a guide. STMAB reserves the right to request for other relevant documents and information whenever necessary.**

### STEP 2: SUBMIT THE DOCUMENTS

Once completed, please submit to Takaful Malaysia Care Centre (TMCC) nearest to you or our Customer Service Unit located at:

**SYARIKAT TAKAFUL MALAYSIA AM BERHAD** 201701032316 (1246486-D)  
27<sup>th</sup> Floor, Annexe Block, Menara Takaful Malaysia, No. 4, Jalan Sultan Sulaiman, 50000 Kuala Lumpur.  
P.O. Box 11483, 50746 Kuala Lumpur.

 1300 88 252 385  [takaful-malaysia.com.my](http://takaful-malaysia.com.my)  [csu@takaful-malaysia.com.my](mailto:csu@takaful-malaysia.com.my)

We will update you on the status of your claims within 14 working days.

Thank you.