

QUICK GUIDE FOR CLAIMS (Requirements for the most common critical conditions)

IMPORTANT REMINDERS

1. Documents must be original or certified true copies.
2. Submitted claim documents may not be returned.
3. All forms required must be filled out and signed completely.

BASIC CLAIM REQUIREMENTS

- Critical Illness / Disability Claim Form (Claimant's Statement)
- Attending Physician Statement Form (to be accomplished and signed by the attending physician)
- Complete medical records including the following:
 - ◆ Copy of admitting history, discharge summary, and/or clinical abstract
 - ◆ All laboratory work-up results (in-patient or out-patient consultation from clinics or hospitals)
 - ◆ Operation technique / report if a surgery was performed
- At least one (1) government-issued ID with date of birth, signature, and photo. Present the actual I.D. and submit a photocopy.

NOTE: Claims Department reserves the right to request for additional documents or proof as it sees fit.

ADDITIONAL CLAIM REQUIREMENTS

Please submit requirements based on your health condition.

A. Cancer

- Histopathology report or bone marrow biopsy (cancer of the blood)
- Attending Physician Statement Form for Cancer (must be completed by oncologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

B. Stroke

- CT scan or magnetic resonance imaging (MRI)
- Attending Physician Statement Form for Stroke (must be completed by the insured's attending doctor and/or neurologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

C. Heart attack

- Electrocardiogram (ECG or EKG) test result
- Troponin I test result. In the absence of Troponin 1 test result, please submit creatine kinase-MB (CK MB) test result
- Attending Physician Statement Form for Heart Attack (must be completed by the cardiologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

D. Chronic and irreversible kidney failure

Attending Physician Statement Form for Chronic & Irreversible Kidney Failure (must be completed by nephrologist, please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

E. Coronary artery disease requiring surgery

Record of operation, surgical report, or its equivalent

Coronary angiography report

Attending Physician Statement Form for Coronary Artery Disease Requiring Surgery (completed by attending doctor; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

F. Systemic lupus erythematosus

Systemic Lupus Erythematosus (SLE) Attending Physician Statement Form (must be completed by rheumatologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

Complete blood count (white blood cells)

Copy of anti-nuclear antibodies OR lupus erythematosus cells, anti-DNA, or anti-SM (Smith IgG Autoantibodies) test results

Copy of creatinine clearance test result

G. Severe rheumatoid arthritis

Severe Rheumatoid Arthritis Attending Physician Statement Form (must be completed by rheumatologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph.)

H. Dengue hemorrhagic fever

Dengue Hemorrhagic Fever Attending Physician Statement Form (must be completed by attending physician; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

Copy of laboratory reports done

I. Heart valve surgery

Record of operation, surgical report, or its equivalent

Attending Physician Statement Form for Heart Valve Surgery (must be completed by insured's cardiologist; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

J. Bacterial meningitis

Cranial computerized tomography (CT) scan or magnetic resonance imaging (MRI) test result

Attending Physician Statement Form for Bacterial Meningitis (must be completed by insured's attending doctor; please request a copy of this from the Claims Department via email at life.claims@axa.com.ph)

Lumbar tap, spinal tap, or cerebral spinal fluid report