



Smart Claims

simplifying death
and funeral benefit
claims

momentum
corporate

When losing a loved one, the last thing the people who are left behind need is endless administration when claiming for death and funeral benefits. While we acknowledge that supporting documents are critical in validating claims, we also want to ease the heavy burden that falls on the bereaved.



At the same time, it is a fact that fraud against insurance companies is on the rise. There is an alarming increase in misrepresented documentation submitted in support of death and funeral claims in recent years, as people continually find ways to get around claim verification requirements. This means that existing requirements are becoming less effective in providing the necessary assurance to our financial advisers and clients, that we have the right processes in place to pay valid claims.

We believe that we are in business to pay out all valid claims with as little hassle as possible to the beneficiaries. For this reason, we have reviewed our process and the supporting documents we require for death and funeral benefit claims for members who are South African citizens.

Challenges around validating supporting documents

When we reviewed the documents our process requires, we gained valuable insights about a number of factors relating to proof of identity and relationships. Firstly, inadequacies exist around proof of marriage or life partners, which has a growing impact on us ascertaining who is covered. Also, data relating to spouses, life partners and children is not readily available when we install a group scheme, as many employers do not capture this information themselves. It is possible that misrepresentation by claimants when insurance companies request proof of relationship at claim stage is, in part, a consequence of these challenges.

In facilitating the submission of claim documentation, financial advisers and their administrative staff are potentially exposed to this same misrepresentation. But, they are often unable to detect misrepresented proof in the form of ID copies, birth certificates, marriage certificates and affidavits to prove customary unions, religious marriages and permanent life partnerships. We usually pick up the misrepresentation, and this leads to delays in paying out claims, directly affecting the bereaved family members.

The far-reaching positive impact of changing to Smart Claims

Paying out claims that are not valid has a direct, significant impact on insurers' ability to price their solutions effectively. Finding better ways to manage valid claims and avoid misrepresentation protects our ability to offer competitively priced group insurance benefits going forward. It is crucial that we reduce the amount of supporting documents we require for certain claims, replacing them with secure, verifiable technology based solutions.

In doing so, we believe that we will ease the claims process for claimants. We want to do what we can, to be of better service to claimants during a time when they are grieving the loss of their loved one. Reducing the amount of supporting documents required will make it possible for them to submit their claims quicker, and for us to pay them out faster.

We value and respect the effort and time our financial advisers and clients put into handling death and funeral claims. Our Smart Claims improves the process for them by removing the amount of information needed to complete the claim pack. It also means that they no longer have to deal with managing payment delays, resulting from having to request and wait for copies of supporting documents.

The changes we are making

The changes we are introducing relate to death and funeral claims for South African members and their family. The documents we require to process death and funeral claims for foreign nationals remain unchanged, with more formalised requirements for affidavits.

For a claim following the death of a South African citizen, we no longer require the following:

- Death certificates
- Copies of identity documents
- Copies of birth certificates
- Marriage certificates (in the case of civilian marriages registered with the Department of Home Affairs)

We will now replace these with secure, verifiable technology based solutions.

The new requirements for death and funeral claims, including Section 37C claims, are:

- Claim form with the following information:
 - ID number of the deceased
 - Beneficiary's name and banking details

Additional requirements, where applicable:

- Affidavit in required format, as proof of relationship (refer to the template attached to the claim form)
- Beneficiary nomination form
- In the case of a stillbirth, notice of the stillbirth on form BI 1663
- For accidental death, the police report and the identity of body form

With Smart Claims, claiming for death and funeral benefits is made up of five easy steps:



Leading the way

Smart Claims makes Momentum Corporate the industry leader in claim innovation through technology advancements. It delivers a convenient and hassle free experience for the bereaved family members in their time of mourning.

When will the new process take effect?

We will be phasing out the old forms over the next three months starting from December 2019. Effective immediately, all new claims must be submitted on the new claim forms, with the supporting documents in the required format.

Click [here](#) for the new death claim form for unapproved benefits (Group Life Cover).

Click [here](#) for the new funeral claim form.

Click [here](#) for the new FundsAtWork claim form for Family Protector.

Click [here](#) for the new FundsAtWork death claim form (Umbrella Funds and unapproved benefits).

Click [here](#) for the new FundsAtWork spouse's cover claim form.

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We are here to assist you with all your Group Insurance requirements and to give your employees the support they need during traumatic life events and throughout their life journey.

For more information about our group insurance solutions, please contact your Momentum Corporate consultant or financial adviser.

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