

Claims Related FAQs during Covid-19 pandemic

Bharti AXA Life is fully committed to support you and your family in your moment of need. We have simplified our claims process and our claims team are trying their best to ensure expeditious settlement of all valid claims.

Below are certain FAQs which may help in resolving your claim related query:

1) Will my life insurance policy with Bharti AXA Life cover for COVID-19?

All of Bharti AXA Life's Insurance policies provide life cover to the insured and it insures against all types of death, including death due to COVID-19, across the globe. However, our standalone health insurance policy (Bharti AXA Triple Health Plan) offering covers against specific critical illnesses would not provide any living benefit against COVID-19.

2) If I get hospitalized for COVID-19, can I claim benefits from my policy with Bharti AXA Life?

Hospitalization benefit may be covered as per terms and conditions of the policy, only under Hospi Cash Benefit Rider, if attached to your policy. We request you to check your policy document and refer to the policy terms & conditions for details of benefits.

3) What are the documents required to be submitted for hospitalization claim due to Coronavirus?

List of documents to be submitted at claims intimation are as below:

- Claim Form (Available on Company website <https://www.bharti-axalife.com/death-claim>)
- Copy of Discharge Summary issued by Hospital
- Investigation reports of all Diagnostics tests done
- Treating Doctor's Certificate (Available on Company website <https://www.bharti-axalife.com/death-claim>)
- Copy of KYC documents of the policy owner
- Personalized Cancelled cheque or Bank account statement of the policy owner

4) What are the documents required to be submitted for death claim due to Coronavirus?

List of documents to be submitted at claims intimation are as below:

- Claim Form (Available on Company website <https://www.bharti-axalife.com/death-claim>)
- Copy of medical records such as Discharge Summary, test reports, and indoor case papers issued by the Hospital
- Treating Doctor's Certificate (Available on Company website <https://www.bharti-axalife.com/death-claim>)
- Copy of KYC documents of the beneficiary
- Personalized Cancelled cheque or Bank account statement of the beneficiary

5) How would I intimate claims during this lockdown period due to COVID - 19?

- For submitting a claim online or for tracking the status of your existing claim you can visit our website <https://www.bharti-axalife.com/claims>
- We are accepting claim intimations through email. Claimants can submit claim by writing to our claims team at lifecclaims@bharti-axa.com
- For any claim related query, you can WhatsApp us at 88283 21001.