

COVID -19 - Claims Related FAQs

Even in present time, settling claims with ease remain a CERTAINTY

We at IndiaFirst Life Insurance are committed towards fulfilment of our promise to you & your Family.

1. Do Life policies cover claim due COVID-19 death?

- All life insurance policies issued by IndiaFirst Life Insurance cover COVID-19 death claims.
- Our Health Policies - IndiaFirst Mediclaim Plan and IndiaFirst Money Back Health Insurance Plan, covers COVID-19 related hospitalisation claims as per the applicable terms & condition of the policy.

2. How can I intimate a death claim?

- You can visit our website for online claim intimation at <https://www.indiafirstlife.com/claims/register-claim-online> and follow few simple steps to complete your claim intimation.
- You can intimate the claim on your mobile as our website is mobile optimized and upload the documents using camera of your phone.
- Email us the required documents at claims.support@indiafirstlife.com.
- You can send us the claim documents on WhatsApp @ 8879334330

3. What are the documents required to intimate claim?

For Intimating Death Claim

- Death Certificate
- Discharge Summary and Investigation Reports (Certifying the diagnosis as COVID-19)
- Copy of Nominee KYC (Identity & Address proof)
- Copy of Nominee's bank Passbook & Cancelled Cheque

For Intimating Hospitalization Claim

- Discharge Summary and Investigation Reports (Certifying the diagnosis as COVID-19)
- Hospitalization bills and payment receipts
- Copy of Passbook or Personalised Cancelled Cheque of your savings bank account.



- Copy of Identity & Address proof of the Patient and the Policy Owner.

4. How can I know the status of my death claim?

- You can track the claim status on our website at <https://www.indiafirstlife.com/claims/track-claim>
- You can write us at claims.support@indiafirstlife.com
- You can track the claim status by sending a text 'Hi' on WhatsApp @ 02262749898

5. How can I intimate a health policy claim?

- You can send us the claim documents on WhatsApp @ 8879334330 / 9833865564 or on our e mail ID - health.first@indiafirstlife.com.
- We shall be sending regular updates on the status of your claim to your Mobile Number and E Mail ID registered with us. You can write to health.first@indiafirstlife.com in case of any queries or assistance required.

6. If I intimate a claim during the lockdown period, will it get processed?

- Our endeavour is to provide seamless & efficient customer service.
- Our claims team is fully operational & we will ensure that all valid claims (Death / Health / Maturity / Survival) are processed within time.
- We shall be sending regular updates on the status of your claim to your Mobile Number and E Mail ID shared in the claim intimation form.
- Our team may reach out to you for requirements or clarification if any.
- Payment will be made through electronic transfer.

Stay Healthy. Stay Safe.