

NRMA Life Insurance Claim Application and Policy Discharge Form



To assist us in ensuring you receive a prompt settlement, please complete the details below. If you need any assistance with this form, please call our Claim's Department on **1300 996 143**.

Please note that if the policy owner has nominated a third party beneficiary in accordance with the Insurance Contracts Act, then policy proceeds will be paid to that third party.

If no nomination has been made, the policy proceeds will be paid in accordance with Probate or Letters of Administration.

Part A – Claim Application

Policy Number: _____ Claim number: _____

Policy Owner: _____

Full name of Deceased: _____

Date of Death:

Please complete either Part 'A' OR Part 'B'

A. To be completed if the deceased had a Will

Executor(s) named in the Will: _____

Has probate been applied for? _____

Has probate been granted? _____

If the claim application is being completed by someone other than those stated above, please give details:

B. To be completed if the deceased did not have a Will

Have Letters of Administration been applied for? _____

If so, by whom? _____

Have Letters of Administration been granted? _____

If Letters of Administration are not being applied for, please state the full name of the claimant and their relationship with the deceased:

Part B – Policy Discharge

(Please note, this section of the form will only be used if TAL accepts liability for the claim)

I /We hereby request payment of \$ _____ being the sum insured for the above policy, by cheque, made payable to

(Payee) _____ of (Address) _____

in full satisfaction for all claims whatsoever under the above policy for the above life insured, and do hereby discharge TAL Life Limited from all liability thereunder other than for payment of the amount stated.

Signature of Claimant: _____ Date: _____

Signature of Witness: _____ Date: _____

Your Privacy

The privacy of individuals is important and there are legal obligations imposed by current privacy laws including the Australian Privacy Principles.

The way in which your personal information is collected, used, secured and disclosed, as well as details about how to access or correct your personal information held by us, or make a complaint in relation to privacy is set out in the respective privacy policies of the providers of this product and / or related services and is available, free of charge, using the links and contact details below:

www.tal.com.au or call 1300 996 143

www.nrma.com.au or call 132 132

Collection and use of personal information

In order to provide this product to you (and to assess any claim made on this product) it may be necessary to collect your personal information, including your name, age, gender, contact details, health information, salary, and employment information. In certain circumstances, such as applications for life insurance products and claims, it

may be necessary to collect personal information of a sensitive nature such as lifestyle and medical history information. If you do not supply the information that is required, then it may not be possible to provide the product to you or pay the claim.

Steps may be taken to verify the information that has been collected; for example, a birth certificate provided as identification may be verified with records held by the Registry of Births, Deaths and Marriages to protect against impersonation, or remuneration information may be verified with an employer in circumstances where there is a claim for income protection to ensure that it is accurate.

Disclosure of personal information

From time to time it may be necessary to disclose relevant personal information to external organisations and other parties in connection with providing this product, such as the following:

- Claims assessors and investigators, claims managers and reinsurers;
- Medical practitioners (to verify or clarify, if necessary, any health information you may provide);
- Any person acting on your behalf, including your financial advisor, solicitor, accountant, executor, administrator, trustee, guardian or attorney;
- Other insurers;
- Other organisations to whom certain functions are outsourced during the underwriting and claims processes, such as obtaining blood tests for underwriting purposes, rehabilitation providers, surveillance providers and forensic accountants.

There are situations where your personal information may be disclosed in circumstances where it is:

- Required by law (such as to the police or Australian Tax Office); and
- Authorised by law (e.g. under Court Orders or Statutory Notices)

Please return this form

In the Reply Paid envelope provided,
or mail to the address here
(No postage stamp required)

Mail FREE Post

NRMA Insurance
Reply Paid 72
Carlton South, VIC 3053

How to contact us

Phone: **1300 996 143**
Email: contact@nrmalife.com.au
Fax: 1800 731 122