

# Living Benefit Claim Requirements (Accidental Dismemberment and Disablement Benefits)



**Purpose of this checklist:**

This checklist serves as a guide when filing a claim.

**IMPORTANT REMINDERS**

Please take note of the following:

- Submit certified true copies only.
  - ☑ Photocopies, except for IDs, are not acceptable.
  - ☑ Photocopies of IDs may be submitted provided the original copies are presented for verification.
- Documents submitted to Sun Life of Canada (Philippines), Inc. (SLOCPI) will not be returned.
- Always attach a photocopy of the Claimant’s valid ID (any government-issued ID with photo and signature) with the basic claim requirements.
- We may ask for additional documents after reviewing the requirements you submitted.
- Dismemberment or disablement that occurs within two (2) years from date of policy issue or last reinstatement is subject to investigation and will affect processing time.

**A Basic Claim Requirements**

<input type="checkbox"/> <b>Claimant’s Statement</b> [form provided by SLOCPI]	<input type="checkbox"/> <b>Attending Physician’s Statement</b> [form provided by SLOCPI]
<input type="checkbox"/> <b>Authorization to Investigate</b> [form provided by SLOCPI]	<input type="checkbox"/> <b>Police Report</b>

**B Conditional Requirements (Submit appropriate requirements as indicated below.)**

**B.1 Based on Benefit Type**

If claim is for Accidental Dismemberment Benefit <input type="checkbox"/> <b>Record of Operation</b>	If claim is for Accidental Disablement Benefit <input type="checkbox"/> <b>Employer’s Statement</b> [form provided by SLOCPI]
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**B.2 Based on Circumstances of Dismemberment or Disablement**

If accident occurred while insured was driving a vehicle <input type="checkbox"/> <b>Driver’s License</b>	If dismemberment or disablement occurred within two (2) years from date of policy issue or last reinstatement <input type="checkbox"/> <b>Hospital Records of the life insured</b> ( <i>Admitting History and Discharge Summary or their equivalent</i> )
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For inquiries and concerns, please contact us at any of the following:

Email: [sunlink@sunlife.com](mailto:sunlink@sunlife.com)  
 SUNLINK Client Care: (+632) 8849-9888\*  
 Toll-free (using PLDT line): 1-800-10-SUNLIFE (7865433) outside Metro Manila  
 8:00 AM - 7:00 PM | Mondays - Fridays  
 \*Calls outside the Philippines may incur international call charges

