

The Journey of a Sanlam Gap claim



1

START HERE



Complete a claim form and submit with the required documents. For a list of documents required related to the specific benefit that you are claiming for please refer to page 1 of your claim form.

- ✓ **Claim Form**
- ✓ **Hospital Account**
- ✓ **Doctor's or Specialist Account**
- ✓ **Medical Scheme Claim Statement**

Remember to complete your claim form in full and sign.

2

SUBMIT CLAIM



Policyholder and/or Sender will receive a claim acknowledgement email with a ticket number as soon as the Sanlam Gap Team receives the submission.

4

PROCESS CLAIM



The claim will be processed by the Sanlam Gap Team as follows:

1. Validated against the Claim form.
2. Assessed; and
3. Submitted for final verification

3

CHECK DOCUMENTATION



The Sanlam Gap Team will check that all documentation has been received before processing the claim.

If there are documents outstanding, a request for these documents will be sent via email. Once all documents are received the claim will take 7 - 10 working days to finalise.

5

SUBMIT CLAIM



The Sanlam Gap Team will send you the outcome of your claim via email.

6

CLAIM IS PAID



Any payment due will reflect within 3 - 5 working days.



Incomplete documentation will result in a delay in the process

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme. This Policy is not a substitute for Medical Scheme membership.

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