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Dear Family,

This is a hard time for all those close to the person who died. To make sure that you have all the help you need, we have compiled a list of documents you need to supply to us for a successful claim application. Please ensure you provide all the documents described below, otherwise the claim might be delayed.

JPF will complete all claim forms for you and submit it with your documents to Sanlam. (Please note: since JPF is the administrator for your funeral cover with Sanlam, you should communicate with us about your claim. Contacting Sanlam about your claim will probably not help you since they do not have your personal and policy details.)

Below is the list of documents required for the application of a death claim:

1. Certified copy of Death Certificate.
2. Certified ID document of deceased.
3. Doctor, hospital or medical officer's reports.
4. Logging of death: Home Affairs form 1663A103244. The first three pages need to be completed in full, including fingerprints on each page as well as certified and signed. You should receive this form from the coroner and fill it in while the coroner is on site.
5. The 4th page of Home Affairs form 1663A103244 which indicates the cause of death.
6. A certified married certificate if the deceased was married.
7. A certified copy of the spouse's ID if the deceased was married.
8. Certified affidavit confirming the family member for payment of the claim (the Beneficiary) if there is no nominated beneficiary in the deceased person's file.
9. A certified copy of the beneficiary's ID.
10. A certified copy of the beneficiary's bank account details.

All the documents need to be e-mailed to [kotie@jpfin.co.za](mailto:kotie@jpfin.co.za)

Once we received all your documents, we will complete the claim forms and submit it to Sanlam. We will notify you by email that your claim has been submitted to Sanlam.

Generally Sanlam evaluates the claim within 48 hours, at which point we will notify you of the outcome and payment date if the claim was successful.

Kind Regards

Kotie