



## NACBFSA

# Step by Step Guide for Claiming from the Fund

### 1. Who can claim funeral cover?

Any insured member of the NACBFSA

### 2. When can you claim?

In the event of death of any insured member of the NACBFSA

### 3. How do I lodge a claim?

- **Step 1** – Call 0860 555 992 or email us at [nacbf@fmscenta.co.za](mailto:nacbf@fmscenta.co.za)
- **Step 2** – Provide your Name, Member Number and Identity Number
- **Step 3** – Attach supporting documentation

### 4. What documentation is required when claiming?

- **Completed Claim Form** signed by the Rector
- Certified Copy of the **Death Certificate**
- **Notification of Death** form (BI1663/DHA 1663)
- **Police Report** in the event of an unnatural or accidental death
- Certified copy of **main member's Identity Document**
- Certified copy of **nominated beneficiary Identity Document**, if main member is deceased
- **Bank Account Confirmation** Letter / Statement of nominated beneficiary
- If deceased is an **insured family member**, copy of **Identity Document / Unabridged Birth Certificate**
- Please note that **no electronic signatures permitted** - you must only have actual signatures on the Claim Form

### 5. How will I be paid?

Once all valid documentation and information has been received, your claim will be processed and paid into the nominated bank account.

### 6. How much will be paid?

In the event of death of the following:

<b>Main Member</b>	R 20 000	<b>Spouse</b>	R 20 000	<b>Children (14-21)</b>	R 20 000
<b>Children (6 -13)</b>	R 15 000	<b>Children (0-5)</b>	R 5 000	<b>Stillborn *</b>	R 5 000

\* *Pregnancy from 28 weeks onwards*

### 7. How long does it take to get paid?

On receipt of all valid documentation, claims are paid within 48 hours.

**Call 0860 555 992 or email [nacbf@fmscenta.co.za](mailto:nacbf@fmscenta.co.za)**