



Group Activ Secure - Personal Accident Claims Process

- All insured will be covered for Accident Death benefit under this policy. All claims arising under this product / policy will be serviced directly through ABHI in house team.
- Insured / Nominees should ideally intimate the company within 7 days of occurrence of an event. Claim can be intimated to ABHI contact centre via Call or through an Email. Insured / Nominees can submit the claim documents along with duly filled & signed claim form at nearest ABHI Branch office or can directly send the documents at ABHI Head Office – Goregaon within 30 days of occurrence of an event.
- In case there is non-intimation of claim or delay in submission of claim documents, ABHI will consider claim if valid reason provided.
- All claims received at ABHI will be processed within 5 working days and claim decision will be shared with insured / Nominee. Additional claim document requirement (if any) will be conveyed to the insured / nominee through Email, SMS and Outbound Call through Care Manager.
- ABHI will settle all eligible claims to the insured / nominee within 7 working days. Settlement communication will be shared with Insured via Email / SMS / Out Bound Call through Care Manager.
- We also have regional language support to guide insured at the time of his claim for – Hindi, Marathi, Telugu, Kannada, Malayalam, Tamil.

Claims Process – Documents Checklist

Accidental Death –

- Claim Form
 - Death Certificate
 - FIR/Panchnama/MLC
 - Post mortem report
- NEFT / Banking Details & CKYC Documents of Beneficiary / Nominee are mandatory for all Claims (as per regulatory guidelines).
- The above list is only indicative. We may call for additional documents/ information and/or carry out investigation where felt necessary.
- Call Center number: 1800-270-7000
 - Email ID: care.healthinsurance@adityabirlacapital.com
 - Address to dispatch claim documents – Aditya Birla Health Insurance, 13th Floor, R Tech Park, Nirlon Compound, Off Western Express Highway, Goregaon East, Mumbai – 400 063