



Claims Process for Hollard Life Policies. 4 simple steps to make a claim

Step 1: Get in Touch

Get in touch with your Hollard agent or any Hollard office in the event of the passing of a loved one. You can also reach us via:

Email : life@hollard.com.gh
WhatsApp : 051-533-698
Or Call: 030-279-9788



Step 2: Fill out claim forms

Once you have informed us about the claim event, you'll be asked to fill out a claim form. You can have the claim form sent to you via email, WhatsApp or you can pick up a form from any of our offices. Properly complete the claim form and include all necessary documentation for proof of death. You can submit these via

- email at life@hollard.com.gh
- WhatsApp – 0501533698
- Or at any Hollard branch or offices nationwide.



Step 3: Wait for Processing

After you have filled and submitted your claim forms, we will analyse and validate your claim. We will then process it as soon as possible so we can make the settlement for you.



Step 4: Expect Feedback on Your Claim

By this step, we would, have reviewed and processed your claim request, so we will let you know within 48 hours or make the payment if your claim is successful. By this step, we would, have reviewed and processed your claim request, so we will let you know within 48 hours or make the payment if your claim is successful.



Documents You Need to Make a Claim

- A properly completed claim form
- Deceased ID
- Claimant ID
- Medical certificate cause of death (in cases where death occurred at the hospital)
- Police report (in cases of accidental death / death occurring at home)
- Coroner's inquest (in cases of accidental death / death occurring at home)
- Medical history (only when applicable – for cases of pre-existing conditions)
- Any supporting documents – an obituary, mortuary documents etc.

Every claim is different; we understand that. So, we promise to consider these differences to enable a smooth claims process for you.
Thank you for allowing us to Insure you and everyone you love.

Hollard.
life