



## Claim process - COVID-19 FAQs

### We care for you and your loved ones!

While the nation comes together to battle the COVID-19 outbreak and the lockdown extends to the entire nation bringing life to a standstill, we at Tata AIA Life a socially conscious organization goes that extra mile to give back to the society by ensuring financial Protection for all our customers.

First of its kind initiative in the Indian Insurance industry, we will provide additional benefits related to COVID-19 for all our customers without additional cost. **An additional Rs 5 lakhs (or an amount equivalent to the sum insured, whichever is lower) for death claims due to COVID-19. This benefit is applicable for all valid death claims with a date of death on or before 30th June 2020. [click here](#) to know more**

### Things you need to know about the coverage of COVID 19 claim with Tata AIA Life policy

#### 1) Does my Policy cover COVID-19 claims?

Death claim caused by COVID-19 is covered by Tata AIA Life policy which has death cover as per the policy Terms & Conditions.

#### 2) What is the process for informing Tata AIA about a claim during this lockdown period?

You can use any of the following channels to inform us.

- Submit claim online : [click here](#)
- Email us at - [claims@tataaia.com](mailto:claims@tataaia.com)
- Call us at Helpline no. - 1860-266-9966

#### 3) What are the required documents that I have to submit and from where do I get the forms?

You can get your forms and the list of required documents from Tata AIA website : [click here](#)

#### 4) How do I know about the status of the claim?

You can track your claim on Tata AIA website : [click here](#)

Please note, all claims will be subject to our existing claim assessment practices. Please submit all necessary claims requirements for a speedy decision

We request you to follow the health advisories issued by our Government and stay safe.

**Stay Safe, Stay Healthy!**

**#RakshakaranHero**



#### Contact us:

@ [www.tataaia.com](http://www.tataaia.com)

1860-266-9966

SMS HELP to 5676799  
SMS SERVICE to 5676799

customer@tataaia.com

Chat: Facebook/Twitter  
/WhatsApp No: 7045669966

Click here to locate the nearest  
Tata AIA Life Insurance Branch



Customer Service Department: 9th Floor, Tower B, I- Think Lodha Techno Campus,  
Off Pokharan Road Number 2, Thane (West) - 400604.

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