

How to Submit a MiWayLife Claim



We understand that you are going through a very difficult time and would like to provide you with the necessary support and guidance on how to file a claim.

Please follow the steps below to help make this process as smooth and efficient as possible.



Step 1: Notify MiWayLife about the Claim

You can notify us by using any of the following channels underneath



Online: Visit our website and download the relevant claim forms at www.miwaylife.co.za/services/services-claim



Online Self-Service Portal: Log in to your MiWayLife account and follow the instructions



Phone: Call our Claims Services Department on 0860 64 54 33



Email: Send all the completed and supporting documents to claims@go.miwaylife.co.za



Step 2: Obtain the Relevant Documents

For us to start assessing the claim, we require specific documentation depending on the type of claim. The sooner we receive the complete and correct information, the sooner we can begin processing your claim.

Please ensure that all documents are certified by a Commissioner of Oaths.

Death Claim	Terminal Illness Benefit Claim	MiFit Claim
Main Life Death Claim Form	Terminal Illness Benefit Claim Form	MiFit Injury Claim Form
Previous Medical Attendant Report Form (PMA)	Terminal Illness Specialist Medical Report	Certified Birth Certificate or
Medical Aid Statement	Medical Aid Statement	Certified Identity Document
Notice of Death (BI1663) or Notice of Death by Traditional Leader (BI1680)	Previous Medical Attendant Report Form (PMA)	Medical Reports
Certified Death Certificate	Certified Birth Certificate or	Proof of Event Entry (Applicable only if the client participated in event)
Deceased Certified Birth Certificate or	Certified Identity Document	Bank Statement
Deceased Certified Identity Document	Clinical Medical Records	
Claimants Certified Identity Document or	Medical Aid Statement	
Claimants Certified Birth Certificate	Investigation Results	
Marriage Certificate (If claimant is spouse)	Bank Statement	
Affidavit (If claimant is not a spouse)		
Police Statement or Accident Report (In the event of an Unnatural/ Accidental Death)		
Postmortem Report		
AI statement		
Bank Statement		

Mandatory Documents -
These are essential for processing the claim

Not Mandatory Documents -
These may assist but are not required for initial assessment



Step 3: Submit the Completed Documents to MiWayLife



Once all the documents have been completed and certified, please email them to claims@go.miwaylife.co.za.

To avoid any delays, please ensure that:

All documents are clear and legible

All copies are certified by a Commissioner of Oaths

You include all required documents relevant to the type of claim



Frequently Asked Questions



How do I certify a document?

Make a clear copy of the original document. Take both the original and the copy to a Commissioner of Oaths (commonly available at police stations, legal offices, and banks). The Commissioner will stamp, date, and sign the copy to certify it.



What is a DHA1663/BI1680 form and where do I get one?

This is the official Notification of Death form, which can be obtained from the funeral parlour, or the doctor or hospital that certified the death.



What is the difference between natural and unnatural death?

Natural death is the result of an illness or medical condition (e.g. cancer, heart disease, diabetes).

Unnatural death refers to deaths caused by external factors such as accidents, suicide, or violence.



Am I eligible to claim on this policy, or has all the waiting periods elapsed?

The claim will be assessed in line with our policy terms and conditions and will be reviewed by our assessing team once all the required documents are received.



How much will I be paid out for my claim?

The payout will be determined in line with the terms and conditions as on the event date of the policy.



How long will it take to process my claim?

Once we receive all the required documents, your claim will be prioritized and assessed.



Where can we get the A1 statement and post-mortem report?

These can be obtained from the first police officer at the scene, or the Investigating Officer (I/O) managing the case.



Where can I get the proof of entry for the event (MyFit claims)?

It can be requested directly from the event organisers.



Should I continue paying premiums after submitting a Terminal Illness Benefit claim?

Yes, it is important to keep your premiums up to date to ensure future coverage.



Will my cover be terminated if I receive a Terminal Illness Benefit payout?

You have the option of claiming 50% or 100% of your life cover amount. If you choose to claim 100%, your policy and cover will end and not future claims (including on death of any person covered under this policy).



MiWayLife Disclosures

POPIA (Protection of Personal Information)

MiWayLife cares about your privacy. To provide you with our services, we and our service providers must process the personal information you provide us with by completing these forms. We will treat this information with caution, and we have put reasonable security measures in place to protect it.

FICA (Financial Intelligence Centre Act)

In line with the applicable anti-money laundering laws of South Africa, we are required to obtain specific information and evidence to verify your identity when applying for cover on an ongoing basis. If we do not receive the requested information within a reasonable time, we may be unable to render our services.