
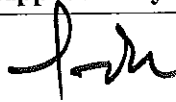

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	REVISION NO : 03
DOCUMENT TITLE : GROUP PERSONAL ACCIDENT (GPA) TAKAFUL CLAIM	EFFECTIVE DATE : 15/03/2018
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**GROUP PERSONAL ACCIDENT
(GPA) TAKAFUL CLAIM**

Prepared By :-	Approved By :-
Signature : 	Signature : 
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Position : Senior Assistant Director Students Affairs and Development Division	Position : Director Students Affairs and Development Division
Date : 05/03/2018	Date : 07/03/2018

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1. OBJECTIVE

This procedure is prepared in order to provide services to the IIUM Malaysian students under the Takaful scheme of Group Personal Accident (GPA)

2. SCOPE

This procedure is to be applied by the staff of Welfare Management Unit, STADD upon students' claims for accident cases.

3. DEFINITION/ABBREVIATION

3.1	STADD	:	Student Affairs and Development Division
3.2	SAD	:	Senior Assistant Director
3.3	UG	:	Undergraduate
3.4	PG	:	Postgraduate
3.5	EO	:	Executive Officer
3.6	SAA	:	Senior Administrative Assistant
3.7	Mahallah	:	Students' Residential
3.8	SIS	:	Student Information System
3.9	STMB	:	Syarikat Takaful Malaysia Berhad
3.12	GPA	:	Group Personal Accident
3.13	SU (FD)	:	Student Unit (Finance Division)
3.14	FU (STADD)	:	Finance Unit (STADD)
3.15	FAS	:	Financial Assistance System
3.16	DV	:	Discharge Voucher



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4. REFERENCES

- 4.1 Guidelines:
 - Takaful Policy by appointed insurance company
- 4.2 SIS database
- 4.3 FAS database


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5. RESPONSIBILITY AND DETAILED PROCEDURE

Responsibility	Detailed Procedure
	5.1 <u>SUBMISSION OF PERSONAL ACCIDENT TAKAFUL CLAIM FORM</u>
SAA/EO	5.1.1 Receive the complete Takaful claim form from student with necessary related documents. If incomplete, return to student.
EO	5.1.2 To prepare cover letter to Takaful underwriter.
SAD	5.1.3 To check and verify the cover letter.
SAA	5.1.4 Send the complete Takaful claim form to Takaful underwriter and make a copy for file.
EO	5.1.5 To do follow up as and when necessary.
EO	5.1.6 If the claims are rejected, receive letter/ email from Takaful underwriter and inform the student.
EO	5.1.7 If the claims are approved, receive email/ DV from Takaful underwriter for notification/ verification.
EO/SAD	5.1.8 Send the DV which have been verified to the Takaful underwriter (if any).
EO	5.1.9 Receive payment notification from Takaful underwriter.
EO	5.1.10 Send the payment notification to Finance Unit, STADD for issuing official receipt.
EO	5.1.11 To prepare letter for Director, STADD to release the payment.


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SAD	5.1.12 To check and verify the letter to release payment for Director, STADD to approve
Director, STADD	5.1.13 To approve the payment.
SAA	5.1.13 Send the letter to Finance Unit, STADD to process the payment.
SAA	5.1.14 Inform student that payment has been processed.
SAA	5.1.14 Record document in relevant file.

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6. QUALITY RECORDS

NO.	RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1	Record of Takaful Coverage & Claim Policy	7 years	Welfare Services Proposal papers & Policies IIUM/206/12/13/4/1 Filing Room, STADD	SAD EO
2	Record of Accident Cases for Takaful Claim	7 years	IIUM/206/12/13/5/1 Filing Room, STADD	EO

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7. FLOW CHART

