The Journey of a **Sanlam Gap claim**





Complete a claim form and submit with the required documents. For a list of documents required related to the specific benefit that you are claiming for please refer to page 1 of your claim form.

- **⊘** Claim Form
- Hospital Account
- **⊘** Doctor's or Specialist Account
- **⊘** Medical Scheme Claim Statement

Remember to complete your claim form in full and sign.







Policyholder and/or Sender will receive a claim acknowledgement email with a ticket number as soon as Essential Medical receives the submission.





The claim will be processed by Essential Medical as follows:

- 1. Validated against the Claim form.
- 2. Assessed: and
- 3. Submitted for final verification

3 CHECK DOCUMENTATION





Essential Medical will check that all documentation has been received before processing the claim.

If there are documents outstanding, a request for these documents will be sent via email.

Once all documents are received the claim will take 7 - 10 working days to finalise.







Essential Medical will send you the outcome of your claim via email.





Any payment due will reflect within 3 - 5 working days.



Incomplete documentation will result in a delay in the process





