

CLAIM NOTIFICATION PROCESS AND REQUIRED DOCUMENTS

In case of a claim:

- a) Please contact I&M Bancassurance (bancassurance@imbank.co.ke) or call on +254 719 088 197 who will share the claim form with you for completion & advise you on the claim process.
- b) Download the claim form from the here → <https://www.imbankgroup.com/ke/wp-content/uploads/sites/2/2025/07/2.1.1.Claim-Form.Updated.24.04.26.pdf> Kindly complete and present the same to your nearest I&M Bank branch attaching all the required documents as stated below & in the claim form for sighting.

CLAIM DOCUMENTS REQUIRED FOR DEATH OF:

Customer	Spouse	Dependent	Parent	Parent-in-Law
Certified (by I&M Bank) copy of the Burial Permit duly certified by the Registrar of Births & Deaths	Certified (by I&M Bank) copy of the Burial Permit duly certified by the Registrar of Births & Deaths	Certified (by I&M Bank) copy of the Burial Permit duly certified by the Registrar of Births & Deaths	Certified (by I&M Bank) copy of the Burial Permit duly certified by the Registrar of Births & Deaths	Certified (by I&M Bank) copy of the Burial Permit duly certified by the Registrar of Births & Deaths
Certified (by I&M Bank) copy of the national identity card	Certified (by I&M Bank) copy of the national identity card	Certified (by I&M Bank) copy of the national identity card	Certified (by I&M Bank) copy of the national identity card	Certified (by I&M Bank) copy of the national identity card
Certified (by I&M Bank) copy of police abstract if death is due to an accident	Certified (by I&M Bank) copy of police abstract if death is due to an accident	Certified (by I&M Bank) copy of police abstract if death is due to an accident	Certified (by I&M Bank) copy of police abstract if death is due to an accident	Certified (by I&M Bank) copy of police abstract if death is due to an accident
Certified (by I&M Bank) copy Hospital / postmortem report where applicable	Certified (by I&M Bank) copy Hospital / postmortem report where applicable	Certified (by I&M Bank) copy Hospital / postmortem report where applicable	Certified (by I&M Bank) copy Hospital / postmortem report where applicable	Certified (by I&M Bank) copy Hospital / postmortem report where applicable
	Certified (by I&M Bank) copy of marriage certificate/ supporting affidavit		Certified (by I&M Bank) copy of Customer's birth certificate	Certified (by I&M Bank) copy of Customer's Spouse's birth certificate
				Certified (by I&M Bank) copy of marriage certificate/ supporting affidavit