



FILING A CLAIM IN THE EVENT OF DEATH OF THE INSURED

Dear Family,

We send our deepest condolences regarding the death of your loved one. At this difficult time, we will do everything possible to ease the process of exercising your rights. To this end, we have coordinated for you in this document all the explanations regarding the manner in which you can exercise your rights in regard to a claim in the event of death of the insured.

Your rights in a claim in the event of death

In the event of your loved one's death, you will be entitled to the compensation that accrued in the plans that are in the insured's name, in accordance with the following details:

- Compensation funds from the last employer will be paid to survivors (spouse and children under 21 years old), pursuant to a survivors' affidavit signed by an attorney. The affidavit constitutes part of the documents required in order to file the claim.
- Payment of the compensation will be made after receipt of Form 161, signed by the employer, and tax confirmation from the income tax authorities.
- Compensation funds from previous employers, insofar as applicable, will be paid to beneficiaries in accordance with the tax assessment.
- The beneficiaries as defined by the insured in the policy will be entitled to collect payment of the insurance amounts in an executive insurance policy and/or private insurance policies.
- If no beneficiaries are defined, the insurance amounts will be paid pursuant to an inheritance order issued by a court of law.
- In regard to a pension fund, a survivors' pension will be paid to the spouse and children under 21 years old.

Filing the claim documents

You should contact directly the designated representative in the Exercise of Rights department at Mivtach Simon Insurance Agencies Ltd., who will give you ongoing assistance and support throughout the process. You can get the representative's details from your loved one's employer or from the pension agent handling the case. **You may also contact the Exercise of Rights department manager at 03-7966524.**

What happens next?

- When you submit the forms, we will check your entitlement to insurance pursuant to the terms of the plans, and check that the documents are in order.
- The claim will be filed immediately with the insurance company / pension fund / provident fund / advanced studies fund, and we will notify you about missing documents, if any, by means of an email or phone call, subject to your decision.
- Within 14 business days, the insurance company will send you on its behalf a letter confirming receipt of the documents, and will specify the documents that are missing, if any.



- After receiving a reply from the insurance company regarding the approval / rejection of the claim, we will contact you by phone and notify you of the company's decision. The insurance payments are made in accordance with the payment arrangements practiced by the various manufacturers.

Approval of your entitlement in the case of executive insurance or private insurance in the event of death

If the insurance company approves your claim, it will make the insurance payments immediately upon approving the claim, by means of a check or bank transfer.

Approval of your entitlement in the case of a survivors' pension in a pension fund

If your loved one was a member of a pension fund and your claim is approved, the pension fund will pay a monthly benefit to the spouse and children as stated above. Payment of the pension is subject to deduction of tax at source pursuant to the income tax authorities' directives. The amounts will be paid by a transfer to a bank account according to an appropriate document, to be filed together with the claim documents.

Below are details of the process, starting from receipt of the claim documents and up to receipt of the final reply from the manufacturer:



May you not know any further sorrow.

The Exercise of Rights department

Mivtach Simon Insurance Agencies Ltd.

Subsidiary of the Migdal Insurance Company



1 APPENDIX

DOCUMENTS REQUIRED IN THE EVENT OF A CLAIM FOR DEATH OF THE INSURED

The documents required for all companies:

- **The insurance company forms and structured forms signed by the family representative:**
 - Completed claim forms (all sections). Do not cross out any words or sentences, or leave any part blank. Write “not known” or “not applicable” if necessary.
 - The waiver of medical confidentiality form, signed according to the fund’s requirements
 - Survivors’ affidavit (if there is compensation or survivors’ pension, or if beneficiaries were not defined)
 - Beneficiary’s statement form (for payment exceeding NIS 100,000)
 - Appointment of agent for Mivtach Simon to handle claim (so that the check will be sent to Mivtach Simon)
 - Death notice stating cause of death, and the date when the cause of death started, signed by a doctor
- **Documents on behalf of other entities and authorities:**
 - Original death certificate or photocopy with attorney’s stamp of “certified copy”
 - Inheritance order or probate order (if there are no beneficiaries)
 - Photocopy of identity card with the open slip for each survivor and each beneficiary
 - Photocopy of a check or confirmation of management of a bank account, stating the identity card number, bank signature and stamp
 - In the case of a road accident or suicide – police confirmation
- **Documents on the employer’s behalf:**
 - Form 161, signed by employer
 - Form 161B, signed by the closest survivor
 - Release letter on the employer’s behalf, signed with signature and stamp
 - Tax assessor’s confirmation regarding compensation from last employer
 - Tax assessor’s confirmation for compensation from previous employers regarding to which a tax accounting was not carried out with the income tax authorities. (Advice and guidance will be given by a representative of our company.)
- **For pension funds it is necessary to add:**
 - Form 101 for the current fiscal year, in which Section A is blank, Section D states “allowance,” Section E according to current employment status regarding each survivor, including minors
 - A survivors’ affidavit signed by an attorney is required in every case.
 - For a “Clal Pension” fund, an inheritance order is required for payment of a survivors’ pension.

It is important to emphasize:

A claim that is filed with some information missing (even if it is completed later) is paid at the very earliest from the fourth month after the forms are submitted, and sometimes even later.

A claim that is filed with all the requisite documents is paid, in most cases, during the course of thirty business days thereafter.