

FREE COVID-19 HOSPITAL CASH BENEFIT FAQs

1. What is Covid Hospital Cash benefit?

This is a cash reimbursement benefit to KCB-UAP Old Mutual residential mortgage scheme customers who test positive for Covid 19 and are hospitalized as a result.

2. When does the benefit pay?

The benefit pays out on the 1st Diagnosis of COVID-19 confirmed by any government medical institution accredited to carry out corona virus tests.

3. Who is eligible to join?

All KCB-UAP Old Mutual residential mortgage scheme customers both new and existing.

4. How much is the benefit pay out?

Eligible customers are entitled to a cash reimbursement of Kes 1,500 per day up to a maximum of 14 days (i.e. Kes 21,000)

5. When does the cover start and for how long does it last?

The cover will run for a period of six months from 1st June 2020 to 30th November 2020.

6. Does this cover members of a household who are diagnosed by COVID-19?

No, only the KCB –UAP Old Mutual residential mortgage customer will be eligible to make this claim. If two members of a household have jointly taken a mortgage, they both qualify to claim individually.

7. Is the customer required to pay anything?

No – This is a free cash reimbursement benefit to all KCB-UAP Old Mutual residential mortgage customers.

8. How do I make a claim?

- i. Via email, submit the claim documentation listed below to: mortgagelifeinsurance@kcbgroup.com for notification and verification
- ii. Via branch visit, drop off the claim documentation as listed below

Claim documentation required:

- Hospital cash claim form to be executed by a KCB officer
- Covid-19 certificate confirming positive(+ve) diagnosis from an approved government covid-19 testing laboratory or institution
- Hospital letter/discharge summary showing number of days spent in hospital
- Copy of ID/Passport for identification

9. How long does it take to pay the claim upon submission of required documents?

Claims will be processed within 48 hours upon receipt of all claim documents

10. How do I track my claim?

Via KCB insurance agency using the contact details below

Tel. No.: 0727444000

Email address: cxbancassurance@kcbgroup.com

None exposure to covid-19 infection through handling claim documentation;

- i. The client/Claimant is able to share documents from the comfort of his/her hospital bed by sending images of the covid-19 certificate, hospital letter/discharge and identification.

CONTACT DETAILS

If any further information is required, please contact:

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