

**AMERICAN NATIONAL INSURANCE COMPANY
CREDIT INSURANCE DIVISION
P. O. BOX 696785 * SAN ANTONIO, TEXAS 78269-6785
800-899-6502**

CREDIT LIFE CLAIM FORM INSTRUCTIONS

Enclosed is a form required to process a claim for credit life benefits. It is important that all questions be fully answered to avoid possible delay in the processing of your claim.

Section 1 – This information is obtained from the insured's payment coupon book, statement, monthly billing from the creditor, retail installment contract, and payment history.

Section 2 – This is the insured's information where the next of kin is asked to provide the cause and date of death of the insured.

Section 3 – Please list all of the physicians the insured has seen in the last 5 years. You may attach a separate sheet if additional space is needed.

Next of Kin Authorization and HIPAA Authorization form

The next of kin or personal representative should complete the page entitled "Next of Kin Authorization" and the HIPAA Authorization form.

Checklist for additional items to include with your completed Credit Life Benefits claim form:

- certified or notarized copy of death certificate
- copy of insurance policy
- copy of insured's retail installment contract
- executed "Next of Kin" and HIPAA authorization forms
- any affidavit of heirship, letters of testamentary, probate documentation, or any other legal documentation indicating executor of the insured's estate
- copy of your payment history from your creditor
- executed "Consent for Communication" authorization

Please note: If any of the above sections are left blank, the form will be returned causing a delay in processing your paperwork for payment. Your cooperation in this matter will help speed your claim processing. All payments will be made to the creditor. Please mail your completed form and attachments to the address below. **We cannot accept FAXES.**

**American National Insurance Company
Credit Insurance Division
ATTN: Claims Department
P. O. Box 696785
San Antonio, Texas 78269-6785**

If you have any additional questions, we can be reached at **1-800-899-6502**. Our business hours are from 8 a.m. to 4:30 p.m., Central Standard Time.

FRAUD WARNINGS/STATEMENTS

Alaska

A person who knowingly and with intent to injure, defraud, or deceive an insurance company files a claim containing false, incomplete, or misleading information may be prosecuted under state law.

Arizona

Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

Arkansas, Louisiana, West Virginia

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

California

Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Colorado

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages.

Delaware

Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim containing any false, incomplete, or misleading information is guilty of a felony.

Florida

Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

Idaho

Any person who knowingly and with intent to defraud or deceive any insurance company files a statement of claim containing any false, incomplete, or misleading information is guilty of a felony.

Indiana

A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

Kentucky

Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

Maryland

Any person who knowingly and willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly and willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Minnesota

A person who files a claim with intent to defraud or helps commit fraud against an insurer is guilty of a crime.

New Hampshire

Any person who with a purpose to injure, defraud, or deceive any insurance company files a statement of claim containing any false, incomplete, or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638:20.

New Jersey

Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

New Mexico

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES."

Ohio, Oregon

Any person who with intent to defraud or knowing that he is facilitating a fraud against an insurer submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

Oklahoma

"WARNING: Any person who knowingly and with intent to injure, defraud or deceive any insurer makes any claim for the proceeds of an insurance policy containing any false, incomplete, or misleading information is guilty of a felony."

Pennsylvania

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

Texas

Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Tennessee, Maine, Virginia, Washington

It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

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CLAIM FORM FOR CREDIT LIFE BENEFITS

1. This form must be completed by the spouse or next of kin.
2. Attach an original death certificate or have an original copied and notarized.
3. Attach a copy of the insurance policy and a copy of the retail installment contract (also known as a note).
4. Attach a copy of your payment history from your creditor.
5. Attach a copy of the letter of testamentary or probated will showing the name of the estate administrator, if possible.
6. **Please mail the above information to our address. We cannot accept a FAX copy.**

SECTION 1

Principal Insured's Name _____ Social Security # _____

Joint Insured's Name _____ Social Security # _____

Name of Deceased _____ Principal Joint Policy/Certificate No. _____

Effective Date of the Loan _____ Refinanced? Yes or No Original Loan Amount \$ _____

Term (Months) _____ Monthly Payment \$ _____ Date of First Payment _____

Loan/Account No. _____ Loan payoff amount as of date of death: \$ _____

Name of Creditor _____ Creditor Phone No. _____

Creditor Address _____

Is there a current disability claim pending on this loan? Yes No Claim No. _____

SECTION 2 – The following portions **MUST BE COMPLETED** and signed by the surviving spouse, or if none, by the next of kin. **FAILURE TO COMPLETE AND SIGN MAY DELAY YOUR CLAIM.**

Date of Death _____ Cause of Death _____ Occupation _____

If death occurred in a hospital, please indicate the name of the hospital _____

Hospital Address _____ City/State/Zip _____

Other hospital(s), or medical facilities responsible for treatment _____

Facility Address _____ City/State/Zip _____

SECTION 3 – List the family physician and any other physician that treated the deceased during the past 5 years. If additional space is needed, you may attach an additional paper to this form.

Family Physician _____ Address _____ Phone _____

Physician _____ Address _____ Phone _____

Physician _____ Address _____ Phone _____

I hereby certify that the information shown above is true and complete to the best of my knowledge and belief.

Beneficiary/Next of Kin _____ Date _____

Address _____ Phone No. _____

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Statement of Medical History

Insured: _____

Claim No. _____

Please provide the names, addresses, telephone numbers, and dates of service for all of the physicians, hospitals, and pharmacies, which provided treatment for the Insured. Please use the reverse side of this form for additional names.

PRIMARY CARE PHYSICIAN:

Name _____

Address _____
(Street)

Phone No. () _____

_____ (City, State, Zip)

Dates of Service (From) _____

(To) _____

Name _____

Address _____
(Street)

Phone No. () _____

_____ (City, State, Zip)

Dates of Service (From) _____

(To) _____

OTHER PHYSICIANS and/or HOSPITALS:

Name _____

Address _____
(Street)

Phone No. () _____

_____ (City, State, Zip)

Dates of Service (From) _____

(To) _____

Name _____

Address _____
(Street)

Phone No. () _____

_____ (City, State, Zip)

Dates of Service (From) _____

(To) _____

Name _____

Address _____
(Street)

Phone No. () _____

_____ (City, State, Zip)

Dates of Service (From) _____

(To) _____

Statement of Medical History - Continued

PHARMACY: _____

Address _____

(Street)

Phone No. () _____

(City, State, Zip)

PHARMACY: _____

Address _____

(Street)

Phone No. () _____

(City, State, Zip)

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AUTHORIZATION

This authorization is designed to comply with the HIPAA Privacy Rule

TO THE INSURED: During your claim and as a part of the claim proof requirements of your policy, Servco Life Insurance Company, and its administrator, American National Insurance Company (the Company), will need information to determine your eligibility for benefits. All information we obtain with this Authorization will be kept confidential. Please immediately complete, sign, date, and return this Authorization to help us promptly consider your claim. Any alteration to or limitation of this Authorization will prejudice the Company's right to independently evaluate your claim and may prevent benefits from being provided.

I AUTHORIZE THESE PERSONS OR ENTITIES having any knowledge of my health or me:

Physician, therapist, healer, or medical practitioner, hospital, clinic, pharmacy, or other medically related facility or association * other health care provider * insurance company or insurance support organization * employer, business associate, group health plan, or administrator * law enforcement agency * Social Security Administration * agency, organization, or entity administering a benefits program * educational, vocational, or rehabilitation organization, financial institution, bank, accountant, tax preparer, attorney, or * other persons or institutions.

TO PROVIDE THE FOLLOWING INFORMATION TO COMPANY or its authorized representatives: my complete patient file and entire medical record including any charts, notes, x-rays, operative reports, lab, and medication records, copies of all prescriptions, and all other medical information about me including my medical history, diagnosis, testing, and test results, consultation reports, prognosis, and treatment of any physical condition, including HIV, Acquired Immune Deficiency Syndrome (AIDS), or other related syndromes or complexes, communicable disease or disorders, sexually transmitted disease, mental, psychiatric, or psychological condition including test results, drug, alcohol, or other substance abuse including treatment or therapy.

- Non-medical information about me, including information concerning my education, occupation, employment history, earnings, finances, unemployment benefits, applications for insurance, or eligibility for other benefits
- Social Security information concerning me, including detailed information regarding earnings for up to ten years, and/or a summary record of total earnings, and/or information from master benefits records regarding the award, denial, or continuation of benefits.

I UNDERSTAND, ACKNOWLEDGE, AND AGREE to the following provisions:

No Restrictions: Any agreements I have made to restrict my protected health information do not apply to this authorization, and I instruct the persons or organizations identified in paragraph two (2) above to release and disclose my entire medical record without restriction. **Purpose:** The Company will use the information to (1) properly evaluate my claim and determine my eligibility for coverage; and (2) conduct other legally permissible activities. **Use:** In the course of conducting its business, the Company may disclose to other parties information about me. The Company may release this information about me to affiliates, reinsurers, and any person performing business or legal services for the Company. The information disclosed pursuant to this Authorization is no longer covered by the HIPAA Privacy Rule and may be redisclosed pursuant to this Authorization or otherwise as permitted or required by law. **Right to Revoke:** I have the right to revoke this Authorization at any time by sending a written statement to Company, Credit Insurance Division at P.O. Box 696785, San Antonio, Texas 78269, except to the extent it has been relied upon to disclose requested records. **Expiration:** This authorization will remain in effect for a maximum of 12 months from the date of signature below. **Copy:** My authorized representative or I have a right to receive a copy of this Authorization. A photocopy or facsimile of this authorization is as valid as the original. I understand that if I refuse to sign this authorization to release my complete medical records, my insurance company may not be able to process benefit payments requested under my policy.

I understand any false statement made knowingly and willfully to obtain information from federal records is punishable by fine, imprisonment, or both.

SIGNATURE OF INSURED OR PERSONAL REPRESENTATIVE DATE IF REPRESENTATIVE, GIVE RELATIONSHIP

PRINT NAME OF INSURED DATE OF BIRTH SOCIAL SECURITY NUMBER

POLICY/CERTIFICATE NUMBER