Chubb Claims Singapore



Introduction to Online Claims Portal – Chubb Claim Centre

Introduction to Chubb Claims Service Portal

Launched in 2015, the Chubb Claims Service Portal has since assisted over 250,000 customers around the world, enabling them to submit on-line claims. It has simplified what can be an emotional and frustrating experience by offering various benefits as follows:



Things you need to prepare before submitting your claim

To enable a quicker claim submission process, please make sure you have the following information and documents ready before starting the claim process:

- Your personal details and contact information
- Policy Number
- Photographs / Scanned copies of your hospital bills / medical receipts
- Medical Certificates / Inpatient Discharge Summary / Medical Report
- Any police report for road traffic accidents(if applicable)
- Your bank account information (for claims reimbursement if claim is approved)

* Please retain all original receipts/documents. Claim handler may request the originals to be submitted to Chubb where necessary.



Introduction to Chubb Claims Service Portal

URL: <u>www.chubbclaims.com.sg</u>







- 1. Visit the Chubb Claims Service Portal site based on your country of residence.
- 2. Select the respective Claim Types

* If you have more than one loss on the same trip, you will need to submit the claim twice.



3. Enter your policy number

*Tips: Policy number must be 8-20 characters

Who are you claiming for?

Let us know which insured you're reporting a claim for. We'll need to confirm their details. If other parties in your policy also have claims for a medical event, please submit the claim separately.



4. Add Claimant

0

5. Fill up your particulars

*please do not check the below box as we need you to provide the name of the Policyholder



6. Save changes



First name*	Last name*
NRIC / FIN / Passport number*	Are you the policy holder?
Date of birth *	Email address*
Select Date	
Mobile Number*	
+65	
Address line 1* Address line 2	
Address line 3	
Postal Code*	

Who are you claiming for?

Let us know which insured you're reporting a claim for. We'll need to confirm their details. If other parties in your policy also have claims for a medical event, please submit the claim separately.

 Test Lin 	<u>Hide details</u>
First name Test	Last name Lin
Date of birth 04 Jan 2016	Mobile Number 6599098876
Email address jjlin@chubb.com	Address Market Street, #11-01, 677765
Edit details	
Policy Holder's First Name*	Policy Holder's Last Name*
Save changes <u>Cancel</u>	

7. Insert Policy Holder's Name

*Name of your school / company



What happened?

Let us know what happened to you.

ប្អូ	B
I fell sick	I was injured
What was the injury?*	
Trip or Fall, Minor Injury	~
When did the accident occur? *	
1/9/2020	۲

Consequences as a result of the incident

Please select the ones that apply to your case (you can select multiple if needed).

I incurred medical expenses

I was admitted to the hospital

My medical event caused non-medical related expenses

8. Let us know what happened to you

- 9. Choose the injury/ sickness from the dropdown list. (you can choose other if there is no available option for you.
- 10. Input date of accident

11. Choose the type of expenses you have incurred

Upload your documents

If you have any of the following documents, please upload them below. We accept .pdf,.doc,.docx,.txt,.jpg,.jpeg,.msg and .png formats (file size limit 20mb)

Important Note:

For claims below SGD 5,000.00, please ensure you retain the original medical receipts / hospital bill for 3 years.

For claims above SGD 5,000.00, please submit the original medical receipts / hospital bill to Chubb Insurance Singapore Limited via mail.



12. Upload documents

 Trip Information
 End date

 Start date (select range)
 End date

 14. In is

Continue

13. Click Continue after you have done uploading

14. Input dates for your trip if it is a travel claim.

Medical Expenses	
Medical Expense 1	
Incurred/Receipt date *	Treatment type*
Country of treatment*	Currency
-	-
Cost of treatment [*] eg. 1,000 or 1,000.00 Cost of treatment (SGD) (Automatically Conve	erted)
0	
Save Details	
Add another expense >	

15. Input your expenses accordingly

16. Remember to save details

Total expenses (in SGD)

🔒 SGD 99.47

If you do not agree with the calculated amount, please click here to enter the total expense (in SGD).

Continue >

17. Our Portal will convert the currency if the expenses are not in SGD after you have saved the details. If you do not agree with the conversion, please check the box and enter the amount. If you agree with the conversion, click continue.

18. Please provide Payee Information

PayNow is currently unavailable for group policies

How would you like to be paid?

We'll process your claim as quickly as possible. There are a few ways we can make your payment.



Electronic bank transfer details

Important Notice:

The Company shall not be liable for any loss incurred by you as a result of you providing the Company with incorrect bank account details for the payment of your claim.

Name on the account *

		•
	Account number *	0
-		
	•	Account number *

*Tip!

To get your approved claims payment faster, select Electronic Funds Transfer!



19. Provide and Confirm your Contact Details

Primary Contact details		
Updating the contact details here will overwrite your conta	ct details provided in Step 1.	
Insured name * Primary em	ail address *	Provide us with your Email Address to
Kai Jie Yong 👻 kaijie.yon	g@chubb.com	receive claim correspondences via Email
Primary phone number*		Provide us with your Mobile Number to receive SMS from Chubb on
+65 87838888		confirmation of claim submission.
Save details <u>Cancel</u>		



20. Review all information entered and press submit.



You will receive an email acknowledgment and SMS notifying of successful submission of claim.



Claim Status Check

Welcome to the Singapore Chubb Claims Centre how can we help?

> Claim number <u>Amend claim number?</u> 5170878554

We use your email or phone number to verify important actions made to your policy, such as checking your claim status or uploading supporting documents.

Please select from one of the options below to verify yourself.

When email option is selected, a temporary verification code will be sent from 'Microsoft on behalf of CHUBB'.



If the email or phone number displayed above does not belong to you, please call Customer Care for assistance.



- 1. Click "Check claim status"
- Enter the Claim Number and OTP will be sent via email or Phone (Text / Call Me option).

Already made a claim?

Check claim status >

Claim Status Check

CHUBB.



3. Once OTP is entered and authenticated, you will be able to see the status of your claim and any payment amount / payee details if available.

Claim status – Open



It means claim is Open and there are outstanding documents. You should have received the request letter via email.

UI will display the **Required Documents.**

You may either upload the documents here or email the supporting documents.

For claim status showing **Closed**, if you have follow up submissions, please submit to us via email and quote the corresponding claim reference number.

Contact Us

- Online Claim Form : <u>www.chubbclaims.com.sg</u>
- Hotline: +65 6299 0988
- Claimant may download a copy of claim form at our website: <u>www.chubb.com/sg-en/claims/claim-forms.html</u>
- For claim status, you may either check it at our claims email to the following:
 - o Travel claims: <u>Travelclaims.SG@Chubb.com</u>
 - Non-travel claims: <u>AHClaims.SG@Chubb.com</u>



CSP: Customer Feedback



Chubb. Insured.