



# Claims Workflow

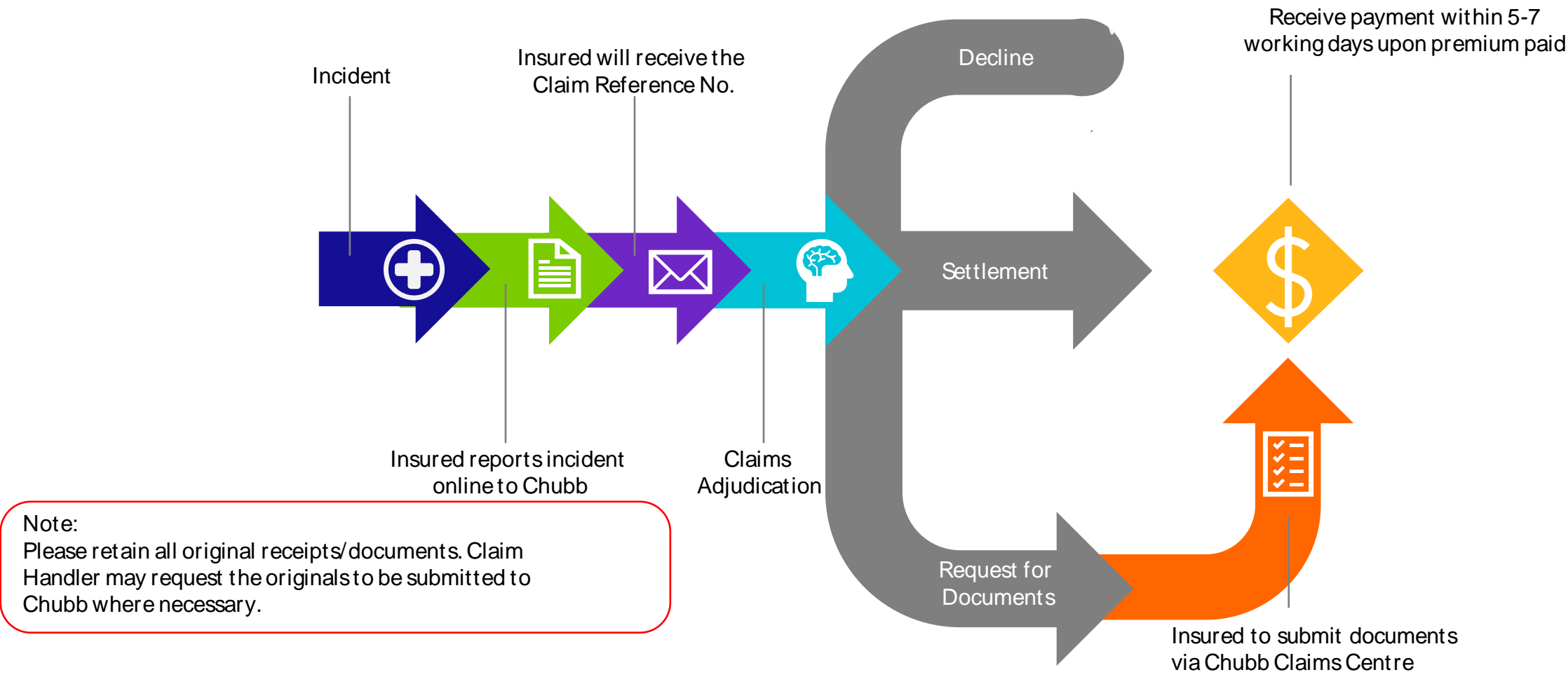
For NTU Group Travel Insurance

Accident & Health (A&H) Claims

# MyAccount

- An e-Services portal that provides you with instant access to your policies or claims, anytime and anywhere

# Claims notification process



# What are the details/ documents required for claims submission?

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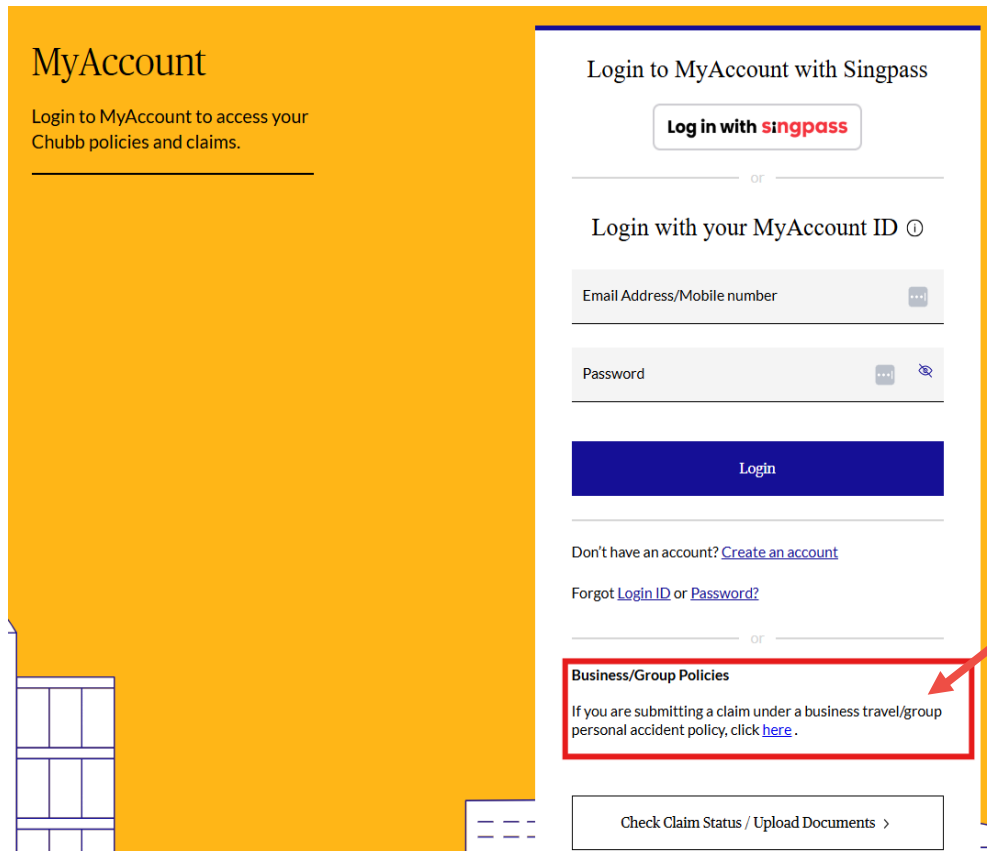
When submitting a claim, please provide:

- Claimant's personal details and contact information
- Claimant's Policy Number
- Photographs/ Scanned copies of claimant's hospital bills/medical receipts
- Medical Certificates/In-patient Discharge Summary/Medical Report
- Any police report for road traffic accidents (if applicable)
- Proof of authorized business trip (for travel claims only)
- Claimant's bank account information (for claims reimbursement if claim is approved)

Claimants are to submit their claims within 30 calendar days from the date of event/occurrence.

If the Insured is unable to submit a claim online, they can download a copy of the claim form from Chubb's website at [www.chubb.com/sg-en/claims/claim-forms.html](http://www.chubb.com/sg-en/claims/claim-forms.html) and submit the completed form to [AHClaims.SG@chubb.com](mailto:AHClaims.SG@chubb.com).

# MyAccount step-by-step guide for claims notification



**MyAccount**  
Login to MyAccount to access your Chubb policies and claims.

Login to MyAccount with Singpass

[Log in with singpass](#)

or

Login with your MyAccount ID ⓘ

Email Address/Mobile number

Password

Login

Don't have an account? [Create an account](#)

Forgot [Login ID](#) or [Password](#)?

or

**Business/Group Policies**  
If you are submitting a claim under a business travel/group personal accident policy, click [here](#).

[Check Claim Status / Upload Documents >](#)

1. Visit [MyAccount](#)

2. Under Business/Group Policies, select 'Click here'

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


# MyAccount step-by-step guide for claims notification

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[Get Help](#) [FAQ](#)

**Start a new claim**

[Cancel Claim](#)



Enter your policy number here - for a faster claims service

Enter your policy number \*

Please select the policy type for which you are submitting a claim for:

**Travel**  
For the cost of having to cancel or cut short your trip, any travel inconvenience, any property damaged or any medical event during a trip

**Personal Accident and Health**  
Medical expenses, hospitalisation, disability or death arising from an accident

**Residential**  
Damage to home or belongings, or liability to a third party from an incident at one's home

**Gadget**  
Loss, theft or accidental damage to mobile phone

**Other**  
Can't find what you are looking for

Back Next


1. Enter NTU policy number 52324311
2. Example:  
For Travel Claims > Select 'Travel' > Select 'Next' to proceed

# MyAccount step-by-step guide for claims notification

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← Exit claim



Start a new claim


Average time to complete: 5 minutes

**How it works**


Details

Review

How it works

 Complete your form in one session

For security reasons, you'll be unable to save your progress and will need to complete your claim submission in one session.

 Keep your session active

You can take as long as you need, but your session will time out if you're inactive for more than 20 minutes. To make sure you don't lose your progress, please remember to periodically reset the timer by clicking the screen.

Please click [here](#) to read our Privacy Declaration

☒ I confirm that I have read and agree to the Privacy Declaration

Got it! Start my claim now


1. Go through the details on the page
2. After you have read the Privacy Declaration, please check the box (☑)
3. Select 'Got it! Start my claim now' to proceed

# MyAccount step-by-step guide for claims notification

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[← Exit claim](#)



**Start a new claim**

Average time to complete: 5 minutes

[How it works](#)

**[Details](#)**

[Review](#)

**What incident are you reporting?**

Select one that applies.

☐ Travel Inconvenience  
Flight delay, delayed baggage, missed connection or diversion

☐ Personal Property Damage  
Loss or damage to your possessions while you're travelling

☐ Trip Cancellation  
Cost of having to cancel or cut a trip short, or from a disrupted journey

☐ Medical Event  
Accident or illness that laid you low

☐ Other  
For all other claim types


**Continue**


Next, we ask more details about what happened.

1. Select one that applies
2. Select 'Continue' to proceed




# MyAccount step-by-step guide for claims notification


[Get Help](#)

[← Exit claim](#)  
  
**Start a new claim**  
Average time to complete: 5 minutes  
**Details**  
| **Claim overview**  
| Claim details  
| Payment account  
| Contact information  
| Review

**Claimant details**  
[Add Claimant/Policyholder](#)

**What happened?**  
Please select one option only. If more than one applies to your situation, please make a separate claim for that event \*  

  
I fell sick

  
I was injured

**What was the condition/diagnosis? (Choose the closest option) \***  

**When did you first notice the symptoms? \***  
Select Date

**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

[Continue](#)  
Next, we ask details about the claim details

**Add new claimant**

**First name \***

**Last name \***

Please enter a second name

**Gender \***

**Date of Birth \***

**+65 (SG) Phone number \***

**Email address \***

**Address Line 1 \***

**Address Line 2 \***

**City \***

**Postal code \***

**Country / Location \***

☐ Are you the policyholder?

[Save details](#)

1. Add Claimant/Policyholder
2. It is compulsory to check on 'Are you the policyholder' box
3. Compulsory fields indicated with \*
4. Select 'Continue' to proceed

# MyAccount step-by-step guide for claims notification

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Get Help EA

← Exit claim

Start a new claim

Average time to complete: 5 minutes

Details

- Claim overview
- Claim details
- Payment account
- Contact information
- Review

Trip information

Start date \* dd/mm/yyyy

End date \* dd/mm/yyyy

Medical Expenses

Add Expense

Total expenses (in SGD)

Total expenses (in SGD)

We have used the exchange rate from Oanda.com based on the date of the expense. If you do not agree with the calculated amount, please select the check box and then enter the total expense (in SGD).

Continue

Next, we ask for your account details on where your claim payment should go.

Medical Expenses

Treatment type \*

Western Medicine

Traditional Chinese Medicine

Dental Treatment

Country of treatment \*

Currency \*

Cost of treatment \*

Cost of treatment (SGD) (Automatically Converted)

Save Details


1. Provide Trip Information
2. Add Expense
3. Enter the amount in SGD
4. Select 'Continue'

# MyAccount step-by-step guide for claims notification

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[Get Help](#) [FAQ](#)

← Exit claim



Start a new claim

Average time to complete: 5 minutes

Details

Claim overview

Claim details

Payment account

Contact information

Review

How would you like to be paid?

☒ Instant payment via PayNow

PAY NOW

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.

Payee name \*

Please select a payee name

PayNow account type \*

Please select PayNow account type

☐ Payment via bank transfer

🔍

Continue

Next, we ask for contact details so we can get in touch with you.

NOT APPLICABLE

PayNow is not applicable for Business/Group Policies


1. Select “Payment via bank Transfer

2. Select ‘Continue’ to proceed

# MyAccount step-by-step guide for claims notification

CHUBB® [Get Help](#) [FAQ](#)

← Exit claim



Start a new claim

Average time to complete: 5 minutes

**Details**

- Claim overview
- Claim details
- Payment account
- Contact information**

Review

Who should we contact regarding this claim?

First name \*

Please enter a first name

Last name \*

Please enter a last name

Email address \*

Please enter a valid email address

+65 (SG) Phone number \*

Please enter your Mobile Number

Address 1 \*

Please enter an address

Address 2

Postal code \*

Please enter a postal code

Continue

In the last step, you will review your claim information for accuracy and submit the claim.


1. Provide corporate email address for all corporate policies
2. Provide contact number for Chubb to contact regarding this claim
3. Select 'Continue' to proceed

# MyAccount step-by-step guide for claims notification

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[Get Help](#) [FAQ](#)

← Exit claim



Start a new claim

Average time to complete: 5 minutes

Details

Claim overview

Claim details

Payment account

Contact information

Review

Claim overview

Policy Number

Policy Holder

Name

Date of Birth

What happened?

What was the condition/diagnosis?

When did you first notice the symptoms?

Consequences as a result of the incident

Medical receipts / Hospital bill \*

ABC AK

\*\*/\*\*/1976

I fell sick

Flu, Cough, Fever or Cold

01/05/2025

I incurred medical expenses

Picture1.docx

Trip information

Start date of the trip

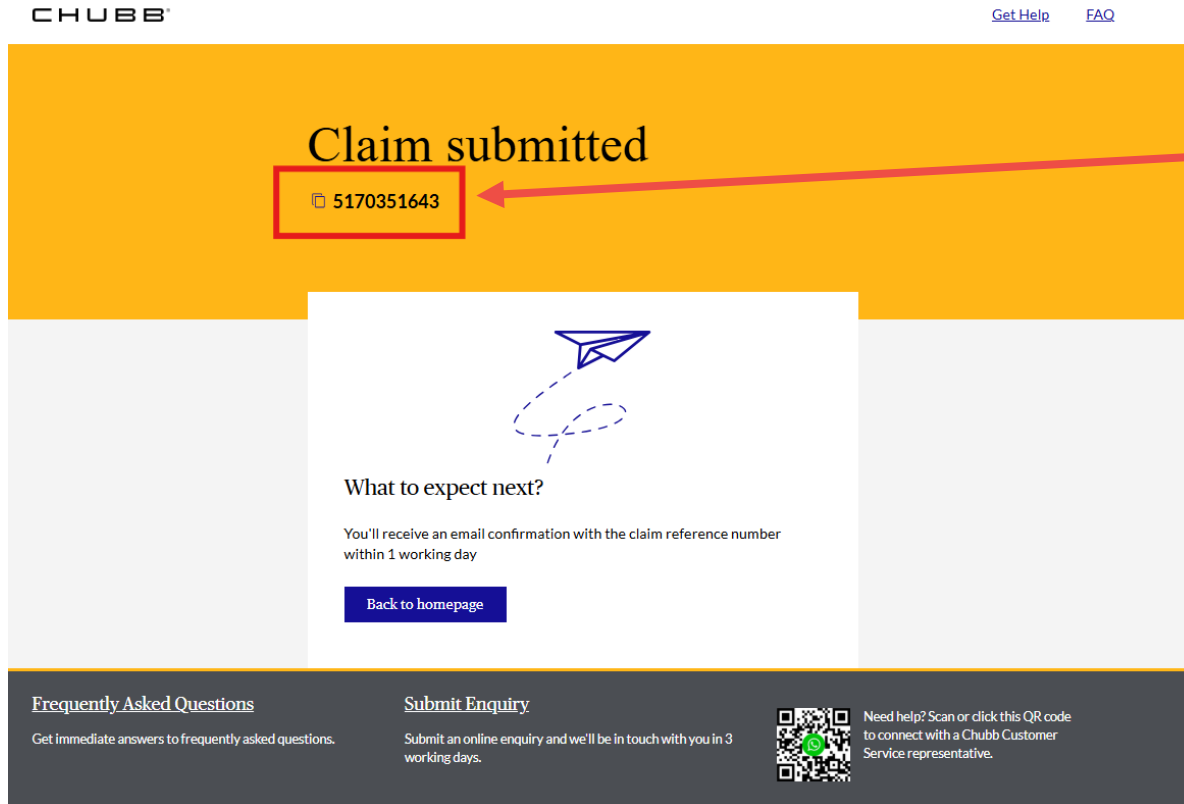
End date of the trip

01/05/2025

05/05/2025

1. Verify the information
2. Select 'I agree to the Declaration'
3. Select 'Submit'

# MyAccount step-by-step guide for claims notification



1. Claim reference number
2. You'll receive an email confirmation with the claim reference number within 1 working day

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or

Login with your MyAccount ID ⓘ

Email Address/Mobile number

Password

**Login**

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Forgot [Login ID](#) or [Password](#)?

or

**Business/Group Policies**

If you are submitting a claim under a business travel/group personal accident policy, click [here](#).

**Check Claim Status / Upload Documents >**

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

# MyAccount step-by-step guide for claims notification

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Check Claim  
Status / Upload  
Documents

× Cancel

Let's find your claim.

Please enter your claim number to check the status of your claim.

Claim Number \*  
5170351643

Continue

1. Enter the claim number
2. Select 'Continue'

*Claim status checks are only applicable after the claimant receives the claim acknowledgment email.*



# MyAccount step-by-step guide for claims notification

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Verify Code

✕ Cancel

We need to send you a temporary identification code. Where should we send it?

Email

The code will be delivered to lls\*\*\*\*\*@\*\*\*\*\*.com

SMS

The code will be delivered to 6592\*\*\*\*51

Continue

1. Select where you want to receive the temporary notification code
2. Select 'Continue' to proceed and follow the next steps guided by the portal

*Claim status checks are only applicable after the claimant receives the claim acknowledgment email.*

# Quick Links



**MyAccount**



**Claims Forms**