

# Card / Personal Effects

## Claim Form

**Important Information:** The Insured shall exercise due diligence and take all reasonable precautions to protect the equipment/insured item(s) against theft or damage and comply with requirements and manufacturer's recommendations. The issue and acceptance of this form does not constitute an admission of liability by Chubb Insurance Singapore Limited (Chubb) or waiver of its rights. The information requested and documents mentioned in this form are a general guide. Further documents or information may be required depending on the circumstances of your claim. Note that failure to provide supporting documentation may result in delays in the processing of your claim. Your Policy may not provide cover under every section shown in this Claim Form.

### Instructions:

1. Please download/save a copy of the claim form to your computer before filling up the downloaded/saved form.
2. Submit the completed form and relevant original copies of supporting documents to Chubb via email (**recommended**) or through your broker.
3. If you are submitting the form and supporting documents via email, please click on the submit button at the end of this form. Your completed form will automatically be attached to the email.

### Section A: Particulars of Policyholder/Insured Person

Name of Policyholder/Insured Person (As shown in NRIC/Passport): \_\_\_\_\_

Address of Policyholder/Insured Person: \_\_\_\_\_

Policy Number(s): \_\_\_\_\_ Tel Number: \_\_\_\_\_

Period of Insurance: From DD / MM / YYYY To DD / MM / YYYY

NRIC/Passport No.: \_\_\_\_\_ Date of Birth: DD / MM / YYYY

Nationality: \_\_\_\_\_ Age: \_\_\_\_\_

Gender: ☐ Male ☐ Female Email: \_\_\_\_\_

Occupation: \_\_\_\_\_ Date of Employment: \_\_\_\_\_

### Section B: Payment Details

Please provide details for payment of your claim in the event that the claim is deemed payable by Chubb.

I hereby authorise and request Chubb to pay benefit due in respect of this claim as follows (Name as per Identification Card and/or Bank Account):

☐ **Electronic Funds Transfer** (For payments in SGD and to bank accounts in Singapore) (**Recommended**)

Payee Name (As per bank account name): \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Branch Code Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

☐ **PayNow**

Registered Identification or Mobile Number: \_\_\_\_\_ Registered Displayed Name: \_\_\_\_\_

If no name is provided, settlement will be effected to the payee as provided for under the terms of the policy.

### Important Notice:

Chubb shall (i) be discharged from all liability under this claim and (ii) not be liable for any and all losses incurred by you, as a result of you providing Chubb with an incorrect bank account number under this section for the payment of this claim.

### Section C: Details of Loss/Occurrence

Country of Loss/Occurrence: ☐ Singapore ☐ Malaysia ☐ Others: \_\_\_\_\_

Place of Loss/Occurrence: \_\_\_\_\_

Date of Loss/Occurrence: DD / MM / YYYY Time of Loss / Occurrence (24-Hour): HH : MM

Describe how the incident/loss took place (Please use supplementary sheet if necessary).

When and by whom was the loss discovered?

Relationship of person to the Insured: \_\_\_\_\_

Were there witnesses to the incident?

☐ Yes ☐ No

If Yes, please provide details below:

Particulars	Witness 1	Witness 2
Name		
Address		
NRIC		
Contact Number		

#### Section D: Police Report

**Please note:**

- 1) The Police must be informed immediately if the property has been lost or maliciously damaged.
- 2) A copy of the Police Report/Statement must be attached.

Were particulars of loss taken by or reported to the Police?

☐ Yes ☐ No

If Yes, please furnish with details below:

Name of Police Station: \_\_\_\_\_

Date of Report: DD / MM / YYYY

Time of Report (24-Hour): HH : MM

If No, please state reason(s) why the Loss was not reported to the Police.

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#### Section E: Personal Belongings

**Please note:**

- 1) Losses must be reported to the Police or other relevant Authority immediately in any event, within 24 hours from the time of occurrence.
- 2) Police Report or report issued by relevant Authority evidencing such losses, and purchase bills must be enclosed with this claim form. If any party has made compensation for the damaged/lost items, please request them to issue a note or letter certifying the amount paid to you.

(Please use supplementary sheet if necessary)

Details of Amount Claimed				
Description of Item	When and Where Purchased From	Original Purchase Price	Amount Recovered From Other Sources	Amount Claimed

#### Section F: Loss Cash and Cards

**Please note:**

- 1) Losses must be reported to the Police or other relevant Authority immediately, in any event within 24 hours from the time of occurrence.
- 2) Police Report or report issued to relevant Authority must be enclosed with this claim form. Documents must be provided to prove that the cash was in your possession at the time of loss/theft (e.g. bank statement) and the value remaining in the cards (if applicable).

(Please use supplementary sheet if necessary)

Details of Amount Claimed		
Amount Lost Or Stolen	Amount Recovered From Other Sources	Amount Claimed

## Section G: Communication Costs, Identity Documents and Card Replacement Costs

**Please note:**

- 1) Losses must be reported to the Police or other relevant Authority immediately, in any event within 24 hours from the time of occurrence.
- 2) Police Report or report made to relevant Authority evidencing such losses, invoices/receipts of expenses claimed must be enclosed with this claim form.

(Please use supplementary sheet if necessary)

Details of Amount Claimed		
Amount Lost	Amount Recovered And From Other Sources	Amount Claimed

## Section H: Fraudulent/Unauthorised Usage

Please enclose Police Report, a letter from your card issuer(s) stating the outcome of their investigations into the fraudulent/unauthorised transactions and confirming the fraudulent amounts that you will be held liable for, including the reasons for their decisions.

(Please use supplementary sheet if necessary)

Details of Amount Claimed		
Card, Amount Used And Investigations Outcome	Amount Recovered And From Other Sources	Amount Claimed

## Section I: Any Other Insurance/Claims

(Please use supplementary sheet if necessary)

1. Are there any other policies of insurance in force covering you in respect of this event?

☐ Yes ☐ No

If **Yes**, please specify below:

Name and Addresses of Insurance Company(s)	Policy No(s).

Are you claiming under any of the policies listed above?

☐ Yes ☐ No

If Yes, please provide Claim Reference No.: \_\_\_\_\_

2. Are you making any claim against any other party or under any other insurance in respect of this event?

☐ Yes ☐ No

If **Yes**, please specify below:

Name of Persons Claiming Against	Addresses and Contact Details

## Section J: Claims History

1. Did you make any claim(s) for loss or damage previously?  
If Yes, please specify below:

☐ Yes ☐ No

(Please use supplementary sheet if necessary)

Name Of Insurer	Claim No.	Date Of Loss	Nature Of Loss	Amount Paid

## Section K: Documents Required

Did you remember to enclose the following? (Where applicable)

Documents	Yes	N/A
Police Report (for all claims)	<input type="checkbox"/>	<input type="checkbox"/>
Purchase receipts or Replacement receipt of item (for Loss or Theft claim)	<input type="checkbox"/>	<input type="checkbox"/>
Documents (i.e. Bank Statements) to prove possession of cash at time of incident (for Loss of cash or Stored Valued Cards claim)	<input type="checkbox"/>	<input type="checkbox"/>
Relevant receipts (for Communication and/or Replacement Cost of important personal documents claim)	<input type="checkbox"/>	<input type="checkbox"/>
Statements highlighting the fraudulent amounts (for Fraudulent Usage claim)	<input type="checkbox"/>	<input type="checkbox"/>
Letter from Card Issuer(s) on investigation outcome and amount held liable (for Fraudulent Usage claim)	<input type="checkbox"/>	<input type="checkbox"/>

## Section L: Declaration

By signing this form, I agree that Chubb will use the information supplied here and during the formation and performance of this policy, for policy administration, customer services, claims handling and fraud analysis and prevention, and that Chubb may disclose such information to its service providers, agents, authorities and other parties for these purposes.

I authorise any person or entity to provide to Chubb or its authorised representatives, any and all information with respect to any loss and claims, police records, investigation status and results, and such personal information as Chubb in its absolute discretion considers relevant for its assessment of this claim. A photostatic copy of this authorisation shall be considered as effective and valid as the original.

I do solemnly and sincerely declare that the foregoing particulars are true and correct in every detail and I agree that if I have made or in any further declaration or representation shall make any false or fraudulent statements or suppress, conceal or falsely state any fact whatsoever the Policy shall be void and all rights to recover thereunder in respect of past, present or future claims shall be forfeited.

\_\_\_\_\_  
Signature of Claimant

\_\_\_\_\_  
Date (DD/MM/YYYY)

\_\_\_\_\_  
Signature of Claimant

Please submit the completed claim form via email to SPLClaims.SG@chubb.com. Kindly ensure that the relevant supporting documents are submitted as well.

Please click on the button to submit your claim form

Submit

Note:

- 1) Please refer to Page 1 for instructions on how to download and submit your claim form.
- 2) Kindly check to ensure you are submitting the copy downloaded and saved in your computer before submission.