

How to make a claim

1



Submit an Accident & Health, Travel, Residential, or Gadget Claim Online

Log in to [MyAccount](#) > [View Policy](#) (to select the policy for which you wish to submit a claim) > [Submit a Claim](#)

2



Fill in Claim Details

To successfully file your claim online, please ensure you **complete all details about yourself**, the **loss event** and include **all necessary documents** and **relevant information pertaining to the loss**.

3



Review and Submit

Review the claim information, privacy statement, and declaration before submitting. **A claim number will be generated within 2 working days upon successful submission.**

4



Claim Acknowledgement

You will receive an acknowledgement of your claim via SMS or email **within 2 working days**.

5



Claim Processing

Claim assessment takes **7-10 working days** upon receipt of complete documents. Our claims team will send updates via email.

6



Check Claim Status or Upload Documents

Log in to MyAccount to [check the status of your claims](#).

7



Claim Decision Notification

You will receive the outcome of your claim assessment via email. If approved, **the claim settlement will be automatically processed to your nominated bank or PayNow account.**