
CHUBB®

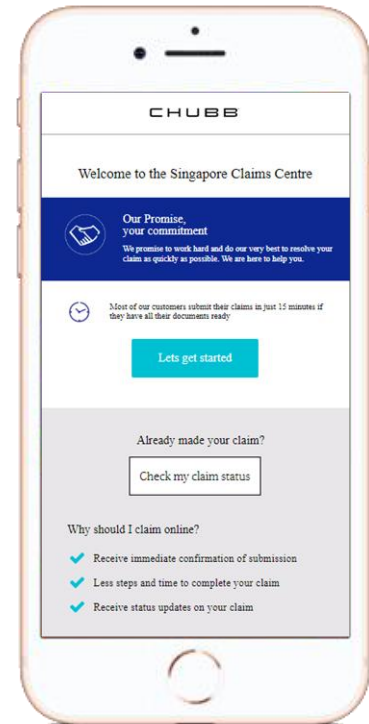
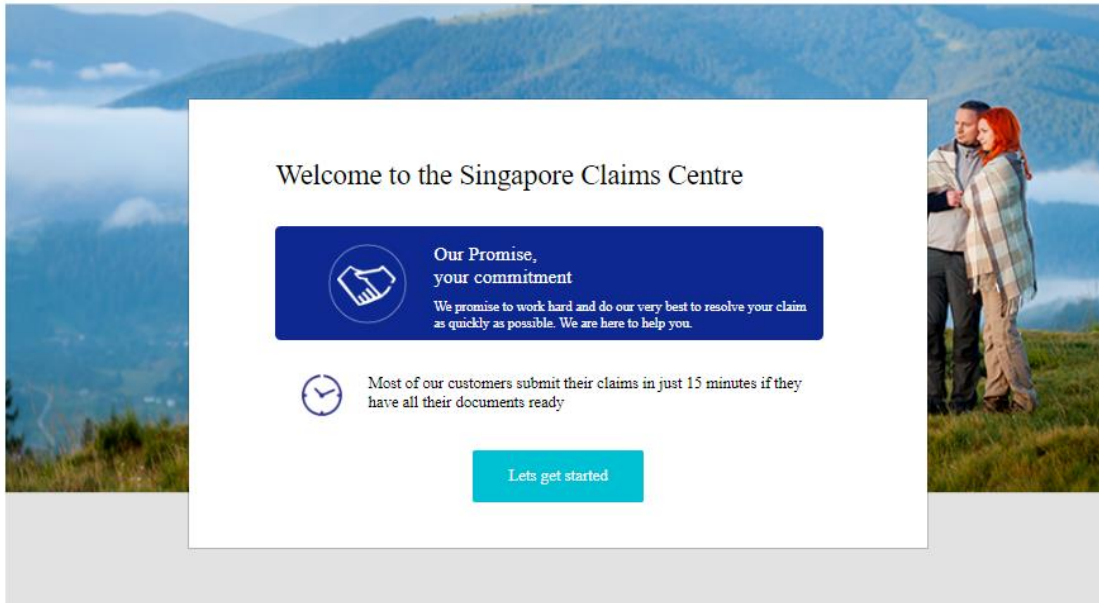
Chubb Claims Singapore

Introduction to Online Claims
Portal – Chubb Claim Centre

Introduction to Chubb Claims Service Portal

CHUBB

Singapore



Why should I claim online?

- ✓ Receive immediate confirmation of submission
- ✓ Less steps and time to complete your claim
- ✓ Receive status updates on your claim

Already made your claim?

Check my claim status

Chubb. Insured.

Call us on 6299 0988

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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:

- Submit a claim anytime, from anywhere and on any device
- Provide real-time access to claim status
- Provide confirmation of submission and claim reference number via email or SMS
- Upload of supporting documentation



Desktop and Mobile Friendly



Dynamic Question Capability



Online upload of claim documents



Ease of Use and Simplicity of Questions



Availability of Electronic Payment Methods



Quick and Easy Claim Submission Process



Access to customer service contact number



Ability to submit different claim types



Dynamic Display of Docs required based on claim type selected



Online Claim Status Check

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
- Information about your claim
- 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.*



Steps in the Claim Submission Process

1. Visit the Chubb Claims Service Portal site based on your country of residence.
2. Enter the Policy Number based on the Country:

Please tell us the policy details

Please enter your Policy Number below *

Please enter Policy Number "53014894"

Only letters and numbers accepted

At this point, if you don't have your policy number to hand, simply type 'unknown'.

3. Select "Policy Holder" and "Individual" for below questions, and proceed to complete relevant fields for your personal information:

Tell us about yourself

Are you making this claim on your own behalf? *

Yes No

Who are you in relation to the policy? *

Policy Holder 

If none of the above options apply, please contact Chubb at A&HClaims.SG@chubb.com (for non-travel claims), TravelClaims.SG@chubb.com (for travel claims), or at Claims.SG@chubb.com for all other claims.

As the Primary Policy Holder, are you an individual or company? *

Individual Company

Steps in the Claim Submission Process

5. Tell us **Where**, **When**, and **How**, the accident occurred:

Tell us about what happened

Country of Incident *

City of Incident *

If you can't fill this in at this point, simply type 'unknown' and update your claim later

Date Of Incident *

Describe the Incident *

Most of our customers write a short summary on what happened, how it happened and who was involved. (up to 255 characters)

6. Click “Accident & Health”, and select “Accidental Medical Expenses” from the list of claim types

What type of loss are you claiming for?

Please select all losses associated with your claim. (Please refer to the policy terms and conditions for coverage details)



Travel

(a)



Accident & Health



(b)



Accidental Medical Expenses



Steps in the Claim Submission Process

- 7. Answer the various questions related to the claim, claim questions will appear dynamically based on answer selected.

Claim Details
Please provide all relevant incident and claim information

On average, it takes 3 minutes to complete this section

*Indicates required field

Accidental Medical Expenses

Based on expenses incurred, what is your estimate of the total amount of your claim?

Claim Amount

At this point, most of our customers think about each element of their claim and add them up using a single currency to get an estimated total. If at this point you cannot estimate this amount please enter zero

Currency: SGD-Singapore Dollar

Have you had any claims with Chubb in the past 2 years? *

Was there an accident involved? *
 Yes No

What date did the accident occur? *

What time did the accident occur? *
HH MM AM/PM

Please describe where and how the accident occurred *

Please provide a list of the medical expenses incurred *

Add New Item

Expense Description *

Country Incurred

Date *

Amount *

Currency

Steps in the Claim Submission Process

8. Upload supporting documentation relating to your claim

Documentation

Please provide all relevant incident and claim information

On average, it takes 3 minutes to complete this section

There is a 20MB upload limit for all files. Please do not upload any of the following non supported file types - media files (such as MP3 files), all compressed files (such as Zip files), and HTML files (such as saved web pages). If you are using a mobile device, please only upload images.

Document Type	Document Name	File Size
Proof of Travel, such as Itinerary, Boarding Pass, eTickets	<input type="text"/>	<input type="text"/>
Receipt / invoice for expenses incurred	<input type="text"/>	<input type="text"/>
Attending Physician's Statement/Certificate and/or X-Ray Report	<input type="text"/>	<input type="text"/>
Hospital discharge summary	<input type="text"/>	<input type="text"/>
Additional Documents	<input type="text"/>	<input type="text"/>

Steps in the Claim Submission Process

9. Provide Payee Information

Payee Information

Please enter information for the individual you intend to receive payment as a result of this claim

On average, it takes 2 minutes to complete this section

Indicates required field

Please complete the information below for the claim payment to be made

Method of Payment *

Electronic Funds Transfer (EFT)

Account Holder *

John Doe, Policy Holder

Please make sure that the Account Holder Name is the name you wish to see on the cheque OR the Account Holder Name is correct as per bank account.

Please select the payee account name order *

Doe John John Doe

Country of Financial Institution *

Singapore

Currency *

SGD-Singapore Dollar

Account Number *

Bank and Branch Code / Swift Code *

The Account Number must be 6 to 11 characters.

Bank Code length should be between 7 to 11 alphanumeric characters.

Bank Name *

*Tip!

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

Steps in the Claim Submission Process

10. Provide and Confirm your Contact Details

Contact Detail

Please share the contact information for the primary point of contact to allow Chubb to update you throughout the claim process

On average, it takes 3 minutes to complete this section

Indicates required field

Who will be the point of contact for this claim? *

John Doe, Policy Holder

Email *

abc@example.com

Please enter Email

Confirm Email *

abc@example.com

Please confirm Email

Please provide the best contact phone number. If you choose a mobile number, you can receive automatic status updates on your claim via SMS.

Phone Type *

Mobile

Phone Number *

-65

Confirm Phone Number *

-65

What is your preferred method of contact? *

Email

Back Continue

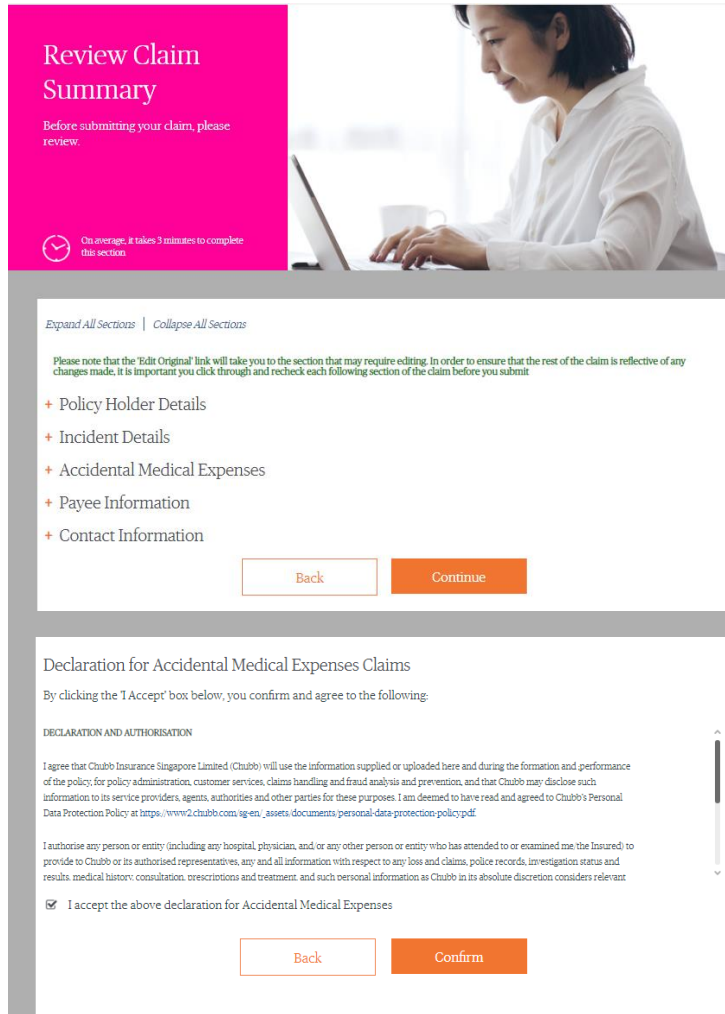
*Tip!

Provide us with your Email Address to receive claim correspondences via Email

Provide us with your Mobile Number to receive SMS from Chubb on confirmation of claim submission, as well as Token ID for claim status check


Steps in the Claim Submission Process

11. Review all information entered, accept declaration and press submit



Review Claim Summary

Before submitting your claim, please review.

 On average, it takes 3 minutes to complete this section.

[Expand All Sections](#) | [Collapse All Sections](#)

Please note that the 'Edit Original' link will take you to the section that may require editing. In order to ensure that the rest of the claim is reflective of any changes made, it is important you click through and recheck each following section of the claim before you submit.

- + Policy Holder Details
- + Incident Details
- + Accidental Medical Expenses
- + Payee Information
- + Contact Information

[Back](#) [Continue](#)

Declaration for Accidental Medical Expenses Claims

By clicking the 'I Accept' box below, you confirm and agree to the following:

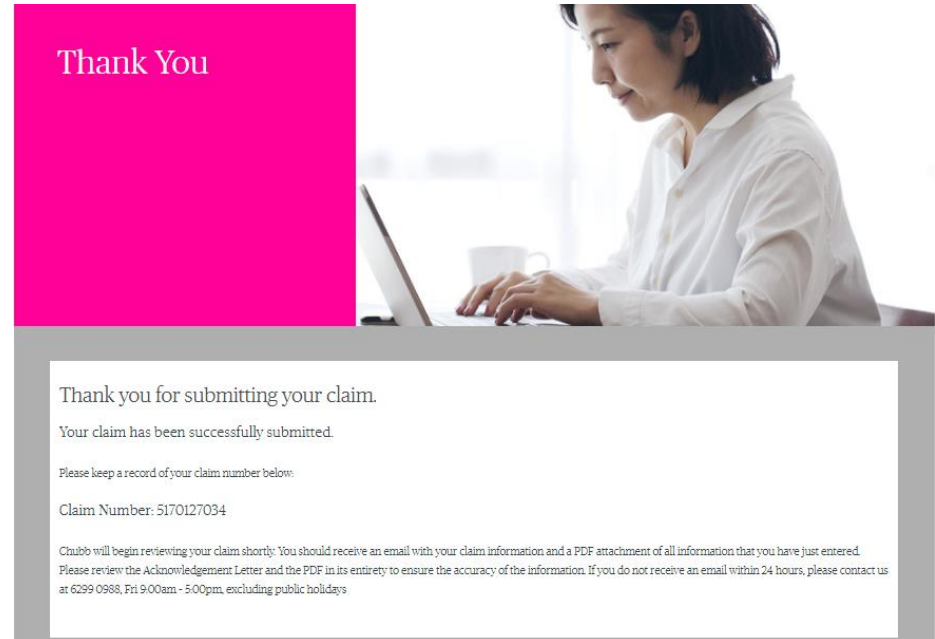
DECLARATION AND AUTHORISATION

I agree that Chubb Insurance Singapore Limited (Chubb) will use the information supplied or uploaded here and during the formation and performance of the 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 am deemed to have read and agreed to Chubb's Personal Data Protection Policy at <https://www2.chubb.com/sg/en/assets/documents/personal-data-protection-policy.pdf>

I authorise any person or entity (including any hospital, physician, and/or any other person or entity who has attended to or examined me the Insured) 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, medical history, consultation, prescriptions and treatment; and such personal information as Chubb in its absolute discretion considers relevant.

I accept the above declaration for Accidental Medical Expenses

[Back](#) [Confirm](#)



Thank You

Thank you for submitting your claim.

Your claim has been successfully submitted.

Please keep a record of your claim number below:

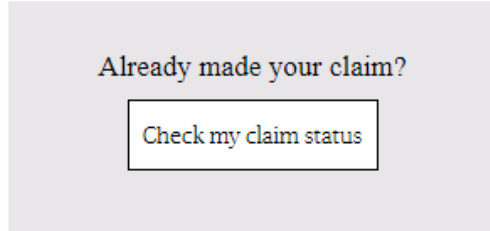
Claim Number: 5170127034

Chubb will begin reviewing your claim shortly. You should receive an email with your claim information and a PDF attachment of all information that you have just entered. Please review the Acknowledgement Letter and the PDF in its entirety to ensure the accuracy of the information. If you do not receive an email within 24 hours, please contact us at 6299 0988, Fri 9:00am - 5:00pm, excluding public holidays.

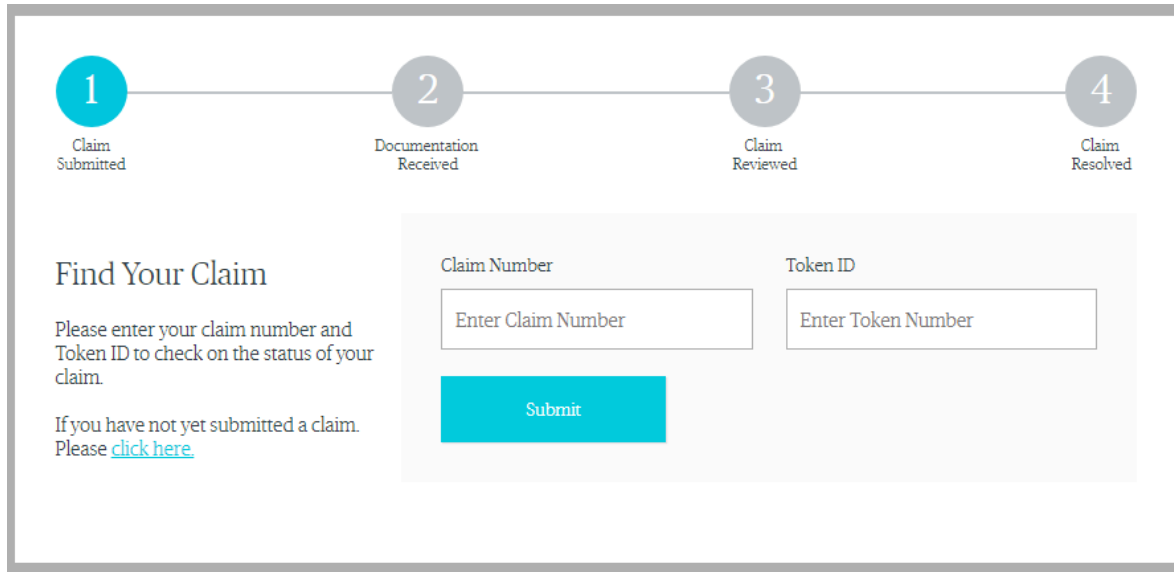
You will receive an email acknowledgment and SMS notifying of successful submission of claim. A claim handler will be reviewing your claim and contact you if further information will be required.

Claim Status Check

1. Visit the Chubb Claims Service Portal site based on your country of residence.
2. Click “Check my claim status”



3. You will receive an SMS or email to your mobile number or email address which would have been provided during the claims submission. Enter the Claim Number and Token ID in below two fields.

A screenshot of a web form titled "Find Your Claim". At the top, there is a progress bar with four steps: 1. Claim Submitted (highlighted in blue), 2. Documentation Received, 3. Claim Reviewed, and 4. Claim Resolved. Below the progress bar, the form contains the following text: "Please enter your claim number and Token ID to check on the status of your claim." and "If you have not yet submitted a claim. Please [click here](#)." To the right of this text are two input fields: "Claim Number" with the placeholder "Enter Claim Number" and "Token ID" with the placeholder "Enter Token Number". Below these fields is a blue "Submit" button.

Claim Status Check

- Once your Claim Number and Token ID is validated, you will be able to see the status of your claim and any payment amount / payee details if available.

Policy Number Claim Number Primary Contact

Claim Submitted Documentation Received Claim Reviewed Claim Resolved

Claim has been resolved

Your Claim is Approved

Your claim has been approved and payment has been sent.

Date of Payment	Amount	Payee
18/12/2018	600.00 SGD	<input type="text"/>

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CSP: Customer Feedback

It was great filling up the e-form without going through the hassle of filling up the hardcopies and mail it.

Not very computer literate but able to follow the prompts.

A very straightforward claim process.

Thanks for a relatively pain-free experience in making this claim. Hope the rest goes as smoothly!