

CHUBB®

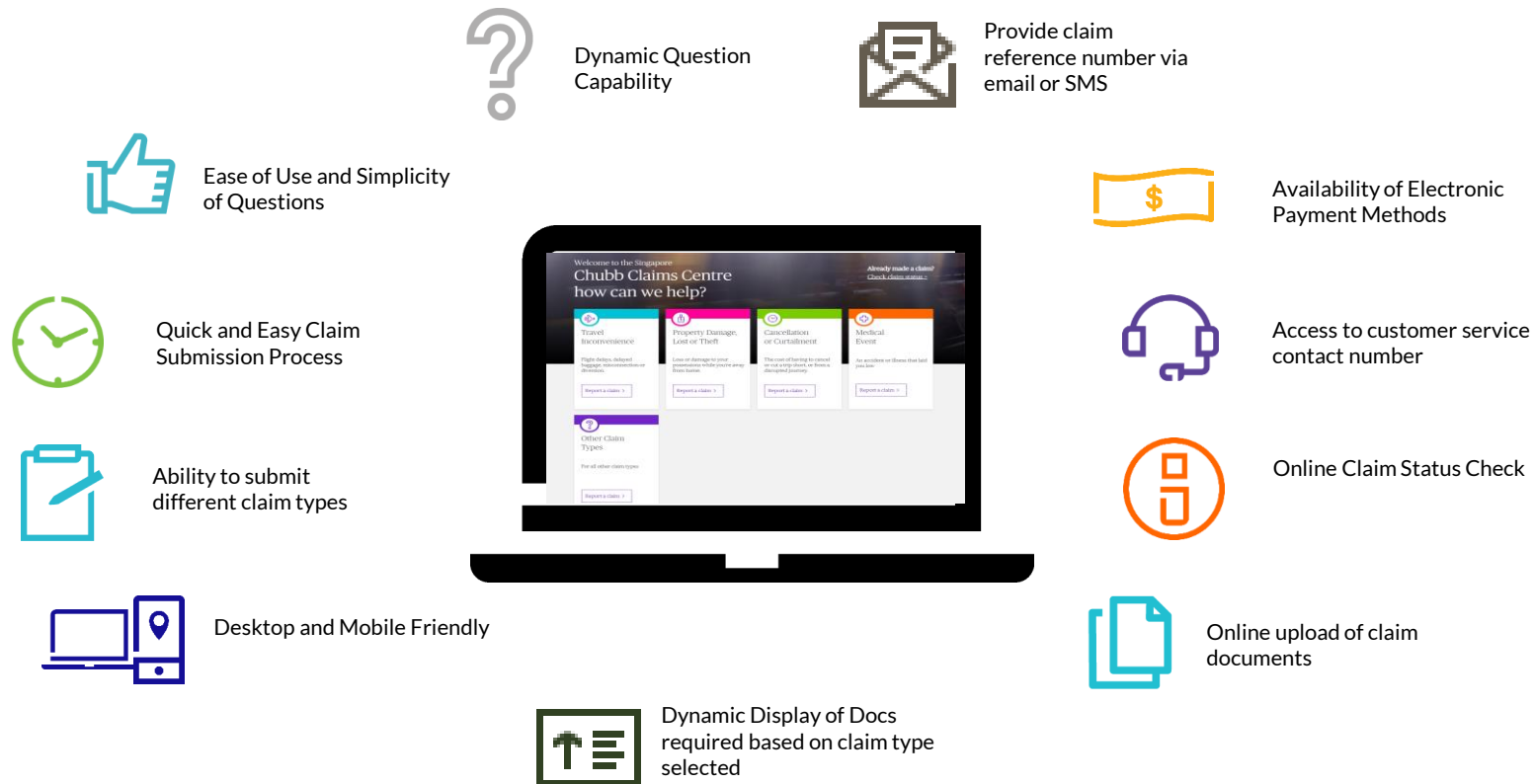
Chubb Singapore Claims

An Introduction to our Online Claims Portal:
Chubb Claim Centre

Introduction to Chubb Claims Centre Portal

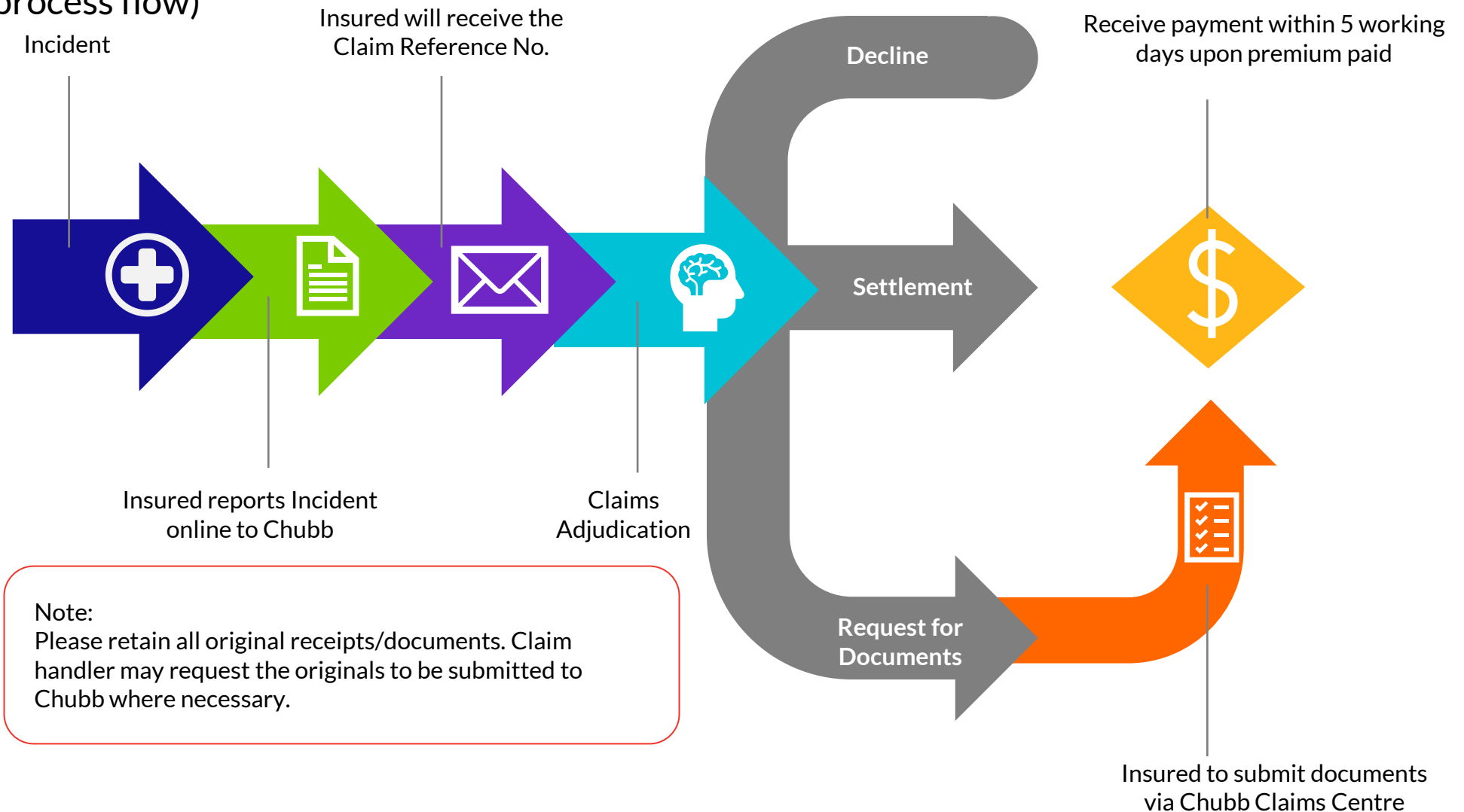
In 2021, **65%** of our customers submitted their claim via our Chubb Claims Centre Portal. It has simplified what can be an emotional and frustrating experience by offering various benefits as follows:

Chubb Claims Centre website: www.chubbclaims.com.sg



What is a typical A&H and travel insurance claim process?

(Notification process flow)



How to submit an A&H/Travel claim?

Things to prepare before submitting your claim:

- Claimant's personal details and contact information
- 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 authorised business trip (for travel claims only)
- Claimant's bank account information (for claims reimbursement if claim is approved)

Submit claims via our online Chubb Claims Centre:

- Chubb Claims Centre website: www.chubbclaims.com.sg
- Alternatively, download a copy of the claim form from our website: www.chubb.com/sg-en/claims/claim-forms.html



[Scan to access our Chubb Claims Centre](#)



[Scan for our FAQs](#)



[Scan to download our claim forms](#)

**For enquiries or assistance on claims:
Contact us at +65 6299 0988**






Online Claim Submission Process

1. Visit the Chubb Claims Service Portal site based on your country of residence.
2. Select the applicable Claim type*

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

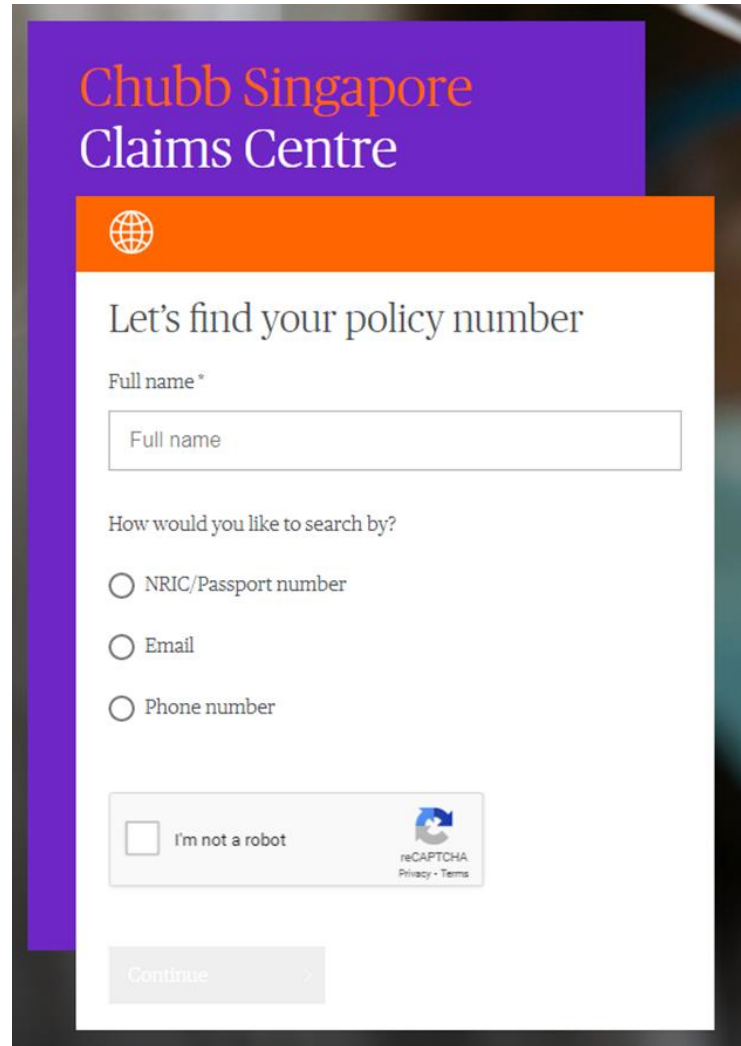
Welcome to the Singapore
Chubb Claims Centre
how can we help?

Already made a claim?
[Check claim status >](#)

 Travel Inconvenience Flight delays, delayed baggage, misconnection or diversion. Report a claim >	 Property Damage, Lost or Theft Loss or damage to your possessions while you're away from home. Report a claim >	 Cancellation or Curtailment The cost of having to cancel or cut a trip short, or from a disrupted journey. Report a claim >	 Medical Event An accident or illness that laid you low Report a claim >
 Other Claim Types For all other claim types Report a claim >			

Online Claim Submission Process (cont'd)

3. Enter your Full Name and Select your Phone Number
4. Enter your Phone Number and Check on the reCAPTCHA box.
5. Click on Continue

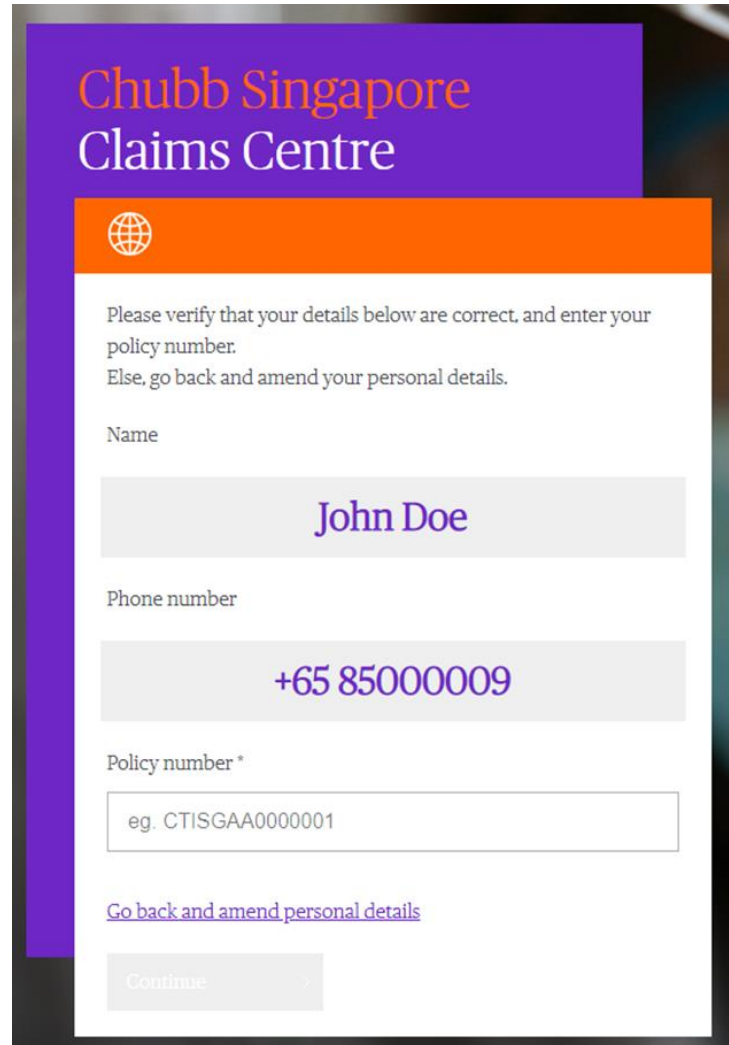


The screenshot shows the Chubb Singapore Claims Centre website. The header features the Chubb logo in orange and the text "Chubb Singapore Claims Centre" in white on a purple background. Below the header is an orange bar with a globe icon. The main content area is white and contains the following elements:


- The heading "Let's find your policy number".
- A label "Full name*" above a text input field containing the placeholder "Full name".
- The question "How would you like to search by?" followed by three radio button options:
 - NRIC/Passport number
 - Email
 - Phone number
- A reCAPTCHA box with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo and text "reCAPTCHA Privacy - Terms".
- A "Continue" button with a right-pointing arrow.

Online Claim Submission Process (cont'd)

6. Enter your policy number



**Chubb Singapore
Claims Centre**



Please verify that your details below are correct, and enter your policy number.
Else, go back and amend your personal details.

Name

John Doe

Phone number

+65 85000009

Policy number *


eg. CTISGAA0000001

[Go back and amend personal details](#)

Continue >

Online Claim Submission Process (cont'd)

7. Add Claimant
8. Fill up Claimant's particulars
9. Save changes



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.


Add claimant Add Policy Holder *

First name*

Last name*

NRIC / FIN / Passport number*

Are you the policy holder?

Date of birth* 

Email address*

Mobile Number*

Address line 1*

Address line 2

Address line 3

Postal Code*

Save changes [Cancel](#)

Online Claim Submission Process (cont'd)

10. Insert Policy Holder's Name

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 [Hide details](#)

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

[Cancel](#)

Online Claim Submission Process (cont'd)

11. Let us know what happened to you
12. Choose the injury/sickness from the dropdown list. (you can choose others if there is no available option for you).
13. Input date of the accident
14. Choose the type of expenses you have incurred

What happened?

Let us know what happened to you.



I fell sick



I was injured

What was the injury? *

Trip or Fall, Minor Injury

When did the accident occur? *

1/9/2020

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

Online Claim Submission Process (cont'd)

15. Upload documents
16. Click Continue after you have done uploading
17. Input dates for your trip if it is a travel claim.




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 all claims, please retain the original medical receipts/ hospital bills for 3 years.

Medical Receipts / Hospital Bill*	Upload
Medical Documents	Upload
Other supporting documents	Upload



We accept .pdf,.doc,.docx,.txt,.jpg,.jpeg,.msg and .png formats (file size limit 20mb).

[Browse file](#)

[Continue](#) >

Trip Information

Start date (select range)	End date
<input type="text"/>	<input type="text"/>

Online Claim Submission Process (cont'd)

18. Input your expenses accordingly
19. Save Details

Medical Expenses

Medical Expense 1

Incurred/Receipt date *



Treatment type *

Country of treatment *

Currency *

Cost of treatment *

Cost of treatment (SGD) (Automatically Converted)

Save Details

Add another expense >

Online Claim Submission Process (cont'd)

20. If the expenses are not in SGD, the portal will automatically convert the amount to SGD.

If you do not agree with the conversion, please check the box and enter the amount.

If you agree with the currency conversion, click 'Continue'.

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



Online Claim Submission Process (cont'd)


21. Please provide Payee Information


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.

PAY
Payment via Pay Now

unavailable

 Payment Via Bank Transfer

 No Singapore Bank Account?
(receive a cheque in the mail)



Tip!

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

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 *

Singapore Bank Name *

Account number *



Please provide Singapore bank account only

Online Claim Submission Process (cont'd)

22. Provide and Confirm your Contact Details



Primary Contact details

Updating the contact details here will overwrite your contact details provided in Step 1.

Insured name *

Kai Jie Yong ▼

Primary email address *

kaijie.yong@chubb.com

Primary phone number *

+65 87838888

Save details

[Cancel](#)

Continue >

Online Claim Submission Process (cont'd)

22. Review all information entered and press submit

The screenshot displays the 'Step 4: Review your claim' stage of the online claim submission process. On the left, a vertical sidebar shows a progress indicator with four steps: Step 1: Claim overview, Step 2: Claim details, Step 3: Payment details, and Step 4: Review your claim (highlighted with a magnifying glass icon). The main content area features a header with the text 'We hope you feel better now' and a progress bar. Below the progress bar, there are three summary cards for Step 1, Step 2, and Step 3, each with an 'Edit' link. The current step, Step 4, is titled 'Review your claims' and includes a warning: 'Please ensure all the details below are correct before submitting your claim.' The 'Claim overview' card shows the following details: Policy Number 12345678, Policy Holder Name Chubb Insurance Singapore, and You are claiming for Kai Jie Yong. To the right, the 'Payment details' card shows: Payment method Electronic bank transfer, Name on the account Kai Jie Yong, Location Singapore, Bank name DBS/POSB Bank, Account number *****8888, and Swift code DBSSSGGXXX. Below this, the 'Primary Contact details' card shows: Insured name Kai Jie Yong, Primary email address kaijie.yong@chubb.com, and Primary phone address 6587838888. A purple 'Submit your claim' button is located at the bottom right of the form.

We hope you feel better now

Step 1: Claim overview [Edit](#)

Step 2: Claim details [Edit](#)

Step 3: Payment details [Edit](#)

Step 4: Review your claim

Review your claims

Please ensure all the details below are correct before submitting your claim.

Claim overview [Edit](#)

Policy Number
12345678

Policy Holder
Name Chubb Insurance Singapore

You are claiming for
Name Kai Jie Yong

Payment details [Edit](#)

Payment method
Electronic bank transfer

Name on the account Kai Jie Yong Location Singapore

Bank name DBS/POSB Bank Account number *****8888

Swift code DBSSSGGXXX

Primary Contact details [Edit](#)

Insured name Kai Jie Yong Primary email address kaijie.yong@chubb.com Primary phone address 6587838888

[Submit your claim](#) >

Note


You will receive an email acknowledgement and SMS notifying you of the successful claim submission.

Claim Status Check Process

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

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


[Already made a claim?
Check claim status >](#)


Claim number ←  Claim number 5170878554 [Amend claim number?](#)

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'.

 Email
Sal*****@*****om

 Phone
*****7899

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

Claim Status Check Process (cont'd)

- Once OTP is entered and authenticated, you will be able to see the status of your claim. For claims that are paid, you will be able to see the payment amount / payee details.

CHUBB®

Your claim status

Exit and return to Chubb Claims Centre

Your claim has been closed with payment.
Date of payment: 03/06/2020
Amount: AUD 833.15
Payee: Sahil Aggarwal

Claim reference number	Claim status	
5150195074	● Closed with Payment	
Loss date	Report date	Policy number
01 Apr 2020	03 Jun 2020	AXAUSAB01857E1
Claimant	Primary contact	Claim type
Sahil Aggarwal	Sahil Aggarwal	Accident & Health / Travel Policy Claim

Step 1
Claim Submitted

Step 2
Claim Document Upload

Step 3
Claim in Review

Step 4
Claim Closed

CHUBB®

Claim Status – Open

Your claim status

Exit and return to Chubb Claims Centre

Your claim is pending receipt of the documentation below

Step 1
Claim Submitted

Step 2
Claim Document Upload

Step 3
Claim in Review

Step 4
Claim Closed

Claim reference number 5150194790	Claim status Open	
Loss date 01 Feb 2020	Report date 02 Jun 2020	Policy number AXAUSAB01857E1
Claimant Sahil Aggarwal	Primary contact Sahil Aggarwal	Claim type Accident & Health / Travel Policy Claim

Upload your documents

We accept .pdf, .doc, .docx, .txt, .jpg, .jpeg, .msg and .png formats (file size limit 20mb)

Other documents to support unforeseen circumstances which lead to cancellation/delay	Upload
Proof of travel (receipt / invoice)	Upload
Additional supporting documents (Optional)	Upload

Upload all documents and Exit

- If the claim status is reflected as ‘**Open**’, it means there are outstanding documents required to be submitted. Do check your email for the documents request notification.
- UI will display the **Required Documents**.
- You may upload the documents here.
- If the claim status is reflected as ‘**Closed**’ but you have additional document required for submission, please submit it to Chubb or via your broker.

Contact Us



Claims Hotline
+65 6299 0988

Mon-Fri, 9.00am to
5.00pm (excl Public
Holidays)



**Chubb Assistance (24-hr
Emergency Hotline)**
+65 6338 7800

Chubb. Insured.SM

©Chubb. All rights reserved. This presentation contains trademarks that are the property of Chubb and may contain other trademarks that are property of their respective owners.

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance in different jurisdictions is provided by various subsidiaries licensed in such jurisdictions. All products may not be available in all jurisdictions and coverage is always subject to the language of the policies issued. This material does not constitute legal or financial advice, or a warranty of any kind to any party and no liability is assumed by reason of the information in this presentation.