

# How to make a claim

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## 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 (and the other insured(s))**, 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](#).

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## 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.**