

Quick Guide For Making A Claim



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Quick Guide for making a claim

1. How To Make A Claim

- You may contact your insurance representative or AIA claims department if you wish to make a claim.
- Please refer to the below table for documents required on the type of claim you wish to make.

Type of Claim	Documents Required
Accident (Accident Indemnity, Weekly Indemnity & Medical Reimbursement)	<ul style="list-style-type: none"> • Accident Claim Form • Part I to be completed by Insured • *Part II to be completed by attending physician at the expense of the insured • Original final bills and receipts • Copy of Medical Certificate • Copy of Police Report, if available
Hospitalization or Hospital Income (Due to Accident or Illness) Or Hospital & Surgical	<ul style="list-style-type: none"> • Hospitalization Claim Form • Part I to be completed by Insured • *Part II to be completed by attending physician at the expense of the insured • Original final bills and Official receipts • Copy of Discharge Summary Sheet / Discharge Ticket • Copy of Medical Certificate for Post Hospitalization home rest benefit / Day surgery income benefit.
Maternity	<ul style="list-style-type: none"> • Hospitalization Claim Form • Part I to be completed by Insured • Copy of Child's Birth Certificate / Discharge Ticket / Ante-Natal Card
Critical Illness	<ul style="list-style-type: none"> • Critical Illness Claim Form • Part I to be completed by Insured • **Medical Specialist Report at the expense of the Insured • Copies of all diagnostic reports, including resting ECGs, exercise stress test, troponin results, enzymes assays, isotope studies imaging coronary angiography, blood tests, ultrasound, biopsy, histopathology report, CT scans, other imaging studies, laboratory evidence and any relevant hospital reports that are available.
Total & Permanent Disability (Depending on the policy plan type and waiting period after date of commencement of disability)	<ul style="list-style-type: none"> • Total and Permanent Disability / Long Term Care Claim Form • Part I to be completed by Insured • **Part II - Medical Specialist Report at the expense of the Insured • Copies of all diagnostic reports, including resting ECGs, exercise stress test, troponin results, enzymes assays, isotope studies imaging coronary angiography, blood tests, ultrasound, biopsy, histopathology report, CT scans, other imaging studies, laboratory evidence and any relevant hospital reports that are available. • Newspaper Clipping, Police Report (if any) • Original Policy Contract(s) (for permanent disability claim)

Death	<ul style="list-style-type: none"> • Proofs of Death • Certified True Copy of Death Certificate • Original Policy Contract(s) • Copy of Deceased's NRIC / Passport • Copy of Claimant's NRIC / Passport • Proof of Claimant's relationship with deceased as follows: 										
	<table border="1"> <thead> <tr> <th style="text-align: center;">Claimant</th> <th style="text-align: center;">Documents required (Certified True Copy)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Spouse</td> <td style="text-align: center;">Marriage Certificate of Claimant</td> </tr> <tr> <td style="text-align: center;">Children</td> <td style="text-align: center;">Birth Certificate of Claimant</td> </tr> <tr> <td style="text-align: center;">Parent</td> <td style="text-align: center;">Birth Certificate of deceased</td> </tr> <tr> <td style="text-align: center;">Sibling</td> <td style="text-align: center;">Birth Certificate of deceased and Claimant</td> </tr> </tbody> </table>	Claimant	Documents required (Certified True Copy)	Spouse	Marriage Certificate of Claimant	Children	Birth Certificate of Claimant	Parent	Birth Certificate of deceased	Sibling	Birth Certificate of deceased and Claimant
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	Children	Birth Certificate of Claimant									
	Parent	Birth Certificate of deceased									
Sibling	Birth Certificate of deceased and Claimant										
<ul style="list-style-type: none"> • Additional documents required if death was due to an Accident: <ul style="list-style-type: none"> • Newspaper Clipping (if any) • Police Report and/or Coroner's Report Post-Mortem Report and Toxicology Report • Certified Grant of Letters of Administration/Grant of Probate and Estate Duty Clearance Certificate (Required if the beneficiary of the policy is stated as "Estate" or under age 18) 											

*Note: The above information serves as a guide. Please contact your servicing agent for more details.
 *Notwithstanding the above, waiver of Part II is at the discretion of the Company and the Company reserves the right to request for medical report when it deems necessary.
 **Compulsory to submit the medical report upon submission.*

2. Important Notes

- All documents submitted preferably in English. Any document that is not in English must be accompanied by an English translated copy of the document made by a certified translator/interpreter.
- All forms must be duly completed and signed to avoid delay in claim processing. Please indicate "N.A" for fields which are not applicable.
- The Claim Form must be signed using the same signature as in AIA's records.

3. Submission Of Documents

- All claims required documents can be submitted to AIA's through your insurance representative.
- Alternatively you may submit the claim personally to AIA's Office.

Our Office Opening Hour:

Monday to Thursday, Between 8.15 am – 5.00 pm

Friday, Between 8.15 am – 12.00 pm and 2.00 pm – 5.00 pm

AIA Singapore Private Limited (Reg. No: RFC20004468)

(Registered insurer in respect of life insurance business)

5th Floor, Pavo Point, Simpang 37, Jalan Kianggeh,
Kampung Kianggeh, Mukim Kianggeh BA1211,
Brunei Muara District, Negara Brunei Darussalam
AIA Customer Care: (673) 2239112/3/4