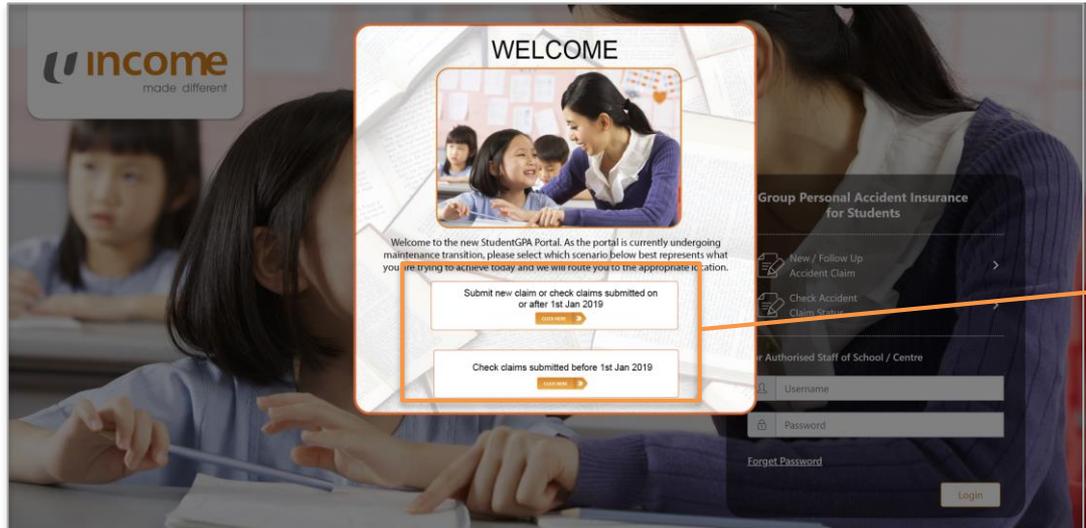


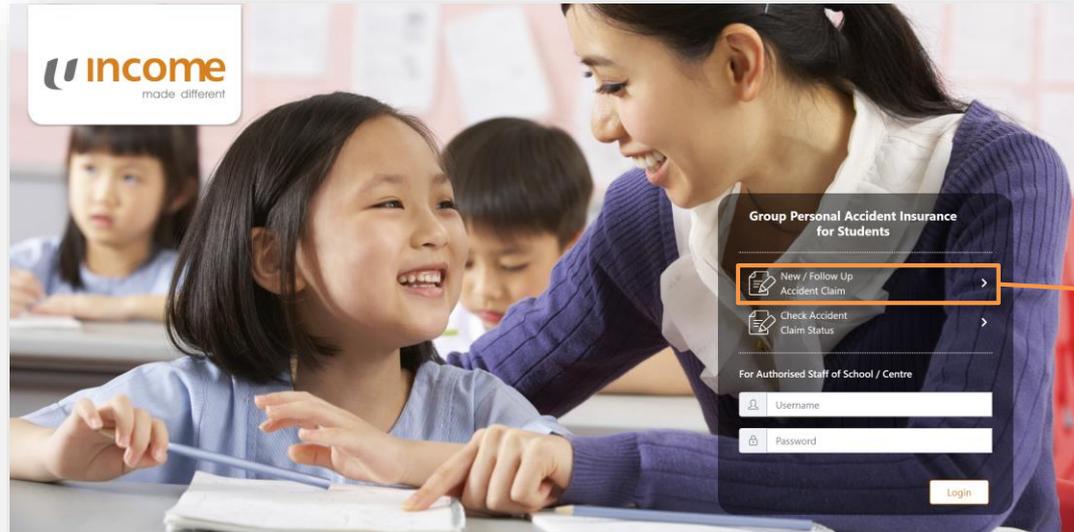


# **GROUP PERSONAL ACCIDENT INSURANCE FOR STUDENTS**

eSubmission User Guide - Parents



Select the purpose of your visit



Select 'New / Follow Up Accident Claim'

# Submitting a New Claim

**eSubmission for Group Personal Accident (GPA) Insurance Plan for Students**

The acceptance of this eSubmission is NOT an admission of liability on the part of NTUC Income Insurance Co-operative Limited. To avoid any delay in processing your claim, please ensure you fill in all the information required in this eSubmission and upload all the supporting documents to us. The eSubmission will be certified by the school/ centre.

Please prepare scanned copy of your supporting documents in acceptable file format.

Supporting documents:

- Original final tax invoice(s)/receipt(s)
- Police report, if applicable
- For hospitalisation/day surgery, a copy of Hospital Discharge Summary/Day Surgery Form/Attending Physician's Medical Report
- Copy of the Shield Plan's settlement letter if there is any payment by Medisave-approved Integrated Shield Plan

Please keep the original tax invoice(s)/receipt(s) for at least 6 months from claim submission date and it must be made readily available upon insurer's request. Please ensure your email address and mobile number updated in the e-claim portal are correct.

Scan files must meet the following criteria:  
\*Acceptable file formats are pdf, jpg, jpeg and png.  
\*Maximum allowable size for each attachment is up to 10MB.

**Claim Type**

New Claim  Edit New Claim  Follow Up Claim

I'm not a robot 

eSubmission Guide

Select the 'New Claim' option and proceed

The screenshot shows a web form titled "GPA INSURANCE CLAIM". At the top, there is a progress bar with three steps: "Step 1 Update Information" (active), "Step 2 Upload Supporting Documents", and "Step 3 Other Information". Below the progress bar, there are three expandable sections: "Particulars of Insured", "Details of Accident", and "Other Information". The "Other Information" section is expanded and contains a question: "Have you claimed or do you intend to claim from any insurer, other employer or any other parties for reimbursement of your medical bills? If 'yes', please state the party that you are claiming from and submit a copy of the settlement letter or payment voucher from the other party. \* (If Yes, please upload file under Step 2 - Upload Supporting Document)". There are radio buttons for "Yes" and "No". A "Remarks" text area is provided with a character limit of "Up to 500 characters including spaces". A "Payment Mode\*" dropdown menu is at the bottom, currently showing "--Select--".

Fill in the relevant details of your claims

Upload Supporting Documents ⤴

**Claim Details - Original final tax invoice(s)/receipt(s)**

Claim No	Visit Type	Date Incurred (Receipt Date) /Admission Date	Date Incurred To /Discharge Date	Clinic/Hospital Name	Receipt No.	Receipt Amount	Upload	Action
	-- Select --						Choose File... N..n	

**Upload Supporting Documents, if applicable**

Upload Supporting Documents, if applicable	Upload	Action
1. Upload School Incident Report/Hospital Discharge Summary/Day Surgery Form/Attending Physician's Medical Report	Choose File No file chosen	
2. Upload copy of the settlement letter or payment voucher from the other party	Choose File No file chosen	
3. Police report	Choose File No file chosen	
4. Copy of Shield Plan's settlement letter if there is any payment by Medisave-approved integrated Shield Plan. (Medisave-approved integrated Shield Plan refers to IncomeShield, AIA's HealthShield, Aviva's MyShield, Great Eastern's Supreme Health, Prudential's PRUshield and AXA Shield)	Choose File No file chosen	

Upload supporting documents

 **Student GPA** <studentgpa@mhcasia.com>  
to me ▾ Dec 27, 2018, 3:19 PM (2 days ago)

Hi Sir

Thank you for submitting your claim to Income Student GPA, this is your claim submission confirmation and your claim will be processed within 14 working days.

**Student Details**

<b>Case No/Submission No</b>	18207564
<b>Insured Name</b>	Testing Followup Claims Scenario 1
<b>Gender</b>	Male
<b>Name of School/Centre</b>	Swiss Cottage Secondary School
<b>Level</b>	Secondary
<b>Class</b>	5N1
<b>Home</b>	63164618

You will receive an Email Receipt of your claims for future references

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Please prepare scanned copy of your supporting documents in acceptable file format.

Supporting documents:

- Original final tax invoice(s)/receipt(s)
- Police report, if applicable
- For hospitalisation/day surgery, a copy of Hospital Discharge Summary/Day Surgery Form/Attending Physician's Medical Report
- Copy of the Shield Plan's settlement letter if there is any payment by Medisave-approved Integrated Shield Plan

Please keep the original tax invoice(s)/receipt(s) for at least 6 months from claim submission date and it must be made readily available upon insurer's request.  
Please ensure your email address and mobile number updated in the e-claim portal are correct.

Scan files must meet the following criteria:  
\*Acceptable file formats are pdf, jpg, jpeg and png.  
\*Maximum allowable size for each attachment is up to 10MB.

**Claim Type**

New Claim  **Edit New Claim**  Follow Up Claim

Case No or Claim No \*   
Case No or Claim No

NRIC \*   
NRIC

DOB \*

I'm not a robot   
reCAPTCHA  
Privacy - Terms

If you have input information wrongly, you will be able to edit the claim provided it has not been processed.

Select 'Edit New Claim' under Claim Type

Enter your Case / Claim Number, NRIC and Date of Birth

# Submitting a Follow-Up Claim

**eSubmission for Group Personal Accident (GPA) Insurance Plan for Students**

The acceptance of this eSubmission is NOT an admission of liability on the part of NTUC Income Insurance Co-operative Limited. To avoid any delay in processing your claim, please ensure you fill in all the information required in this eSubmission and upload all the supporting documents to us. The eSubmission will be certified by the school/ centre.  
Please prepare scanned copy of your supporting documents in acceptable file format.

Supporting documents:

- Original final tax invoice(s)/receipt(s)
- Police report, if applicable
- For hospitalisation/day surgery, a copy of Hospital Discharge Summary/Day Surgery Form/Attending Physician's Medical Report
- Copy of the Shield Plan's settlement letter if there is any payment by Medisave-approved Integrated Shield Plan

Please keep the original tax invoice(s)/receipt(s) for at least 6 months from claim submission date and it must be made readily available upon insurer's request.  
Please ensure your email address and mobile number updated in the e-claim portal are correct.

Scan files must meet the following criteria:  
\*Acceptable file formats are pdf, jpeg, jpg and png.  
\*Maximum allowable size for each attachment is up to 10MB.

**Claim Type**

New Claim  Edit New Claim  Follow Up Claim

Case No or Claim No \*    NRIC \*    DOB \*

Case No or Claim No    NRIC   

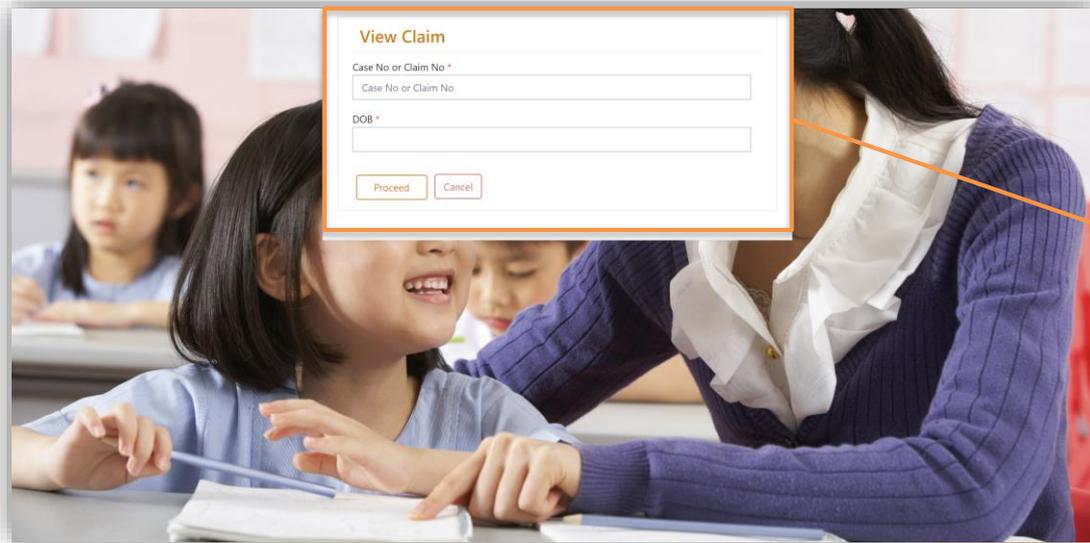
I'm not a robot 

Select the 'Follow-Up Claim' option and proceed

Enter the relevant details



Select "Check Accident Claim Status"



**View Claim**

Case No or Claim No \*

Case No or Claim No

DOB \*

Enter the relevant details

**Supporting Documents**

Upload Supporting Documents	Uploaded File
1. Upload Accident Description Claim Form or other documents/files	
2. Upload copy of the settlement letter or payment voucher from the other party	
3. Police report, if applicable	
4. Copy of the Shield Plan's settlement letter if there is any payment by Medisave-approved Integrated Shield Plan, (Medisave- approved integrated Shield Plan refers to NTUC's Enhanced IncomeShield, AIA HealthShield Gold Max, Aviva's MyShield, Great Eastern's Supreme Health, Prudential's PRUshield and AXA Shield)	

**Processing History**

No.	Action Performed	Action Date	Remarks
1	Claim Received	01-Dec-2018	
2	Claim Endorsed by School	31-Dec-2018	
3	Claim Approved by Admin	31-Dec-2018	

View Claims Processing History



**Thank You**