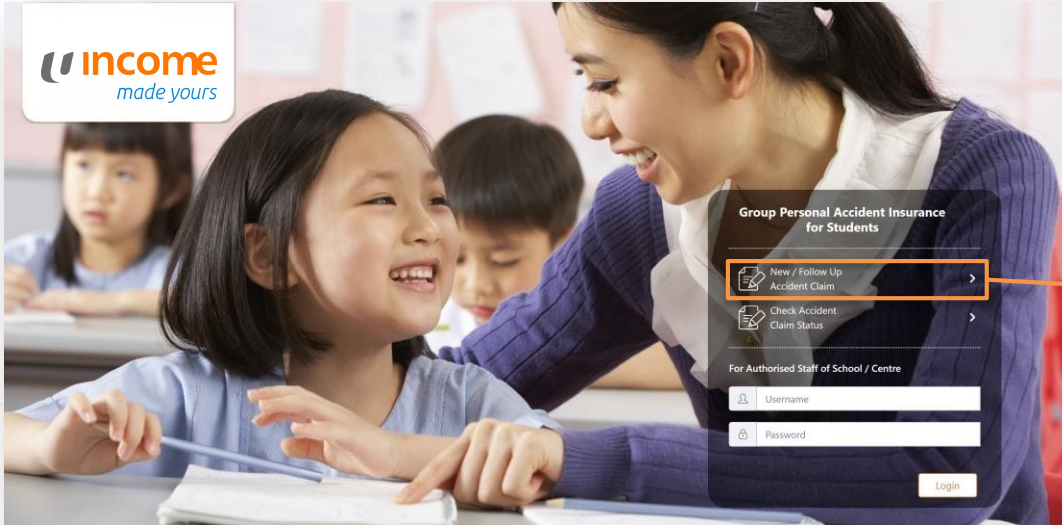




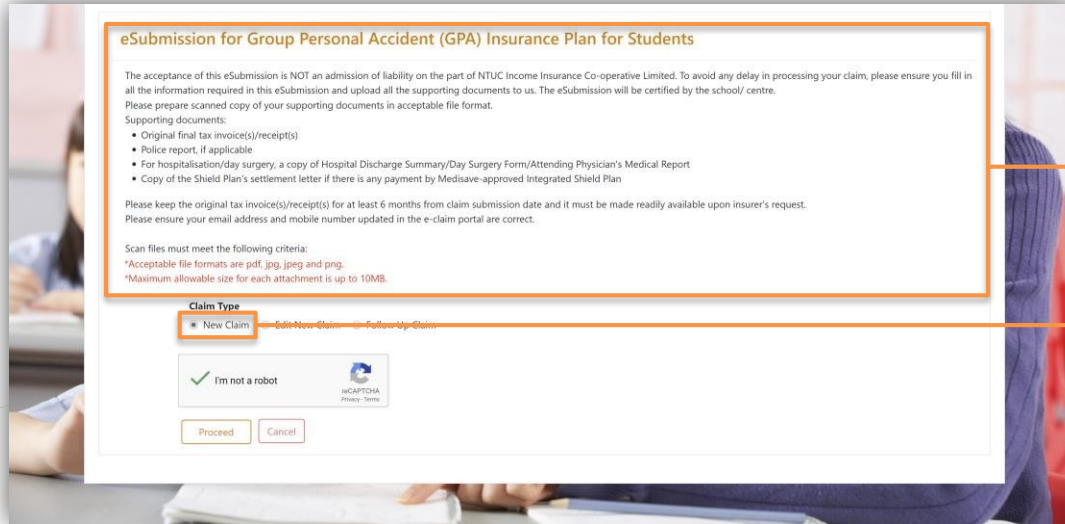
GROUP PERSONAL ACCIDENT INSURANCE FOR STUDENTS

eSubmission User Guide - Parents



Select 'New / Follow Up
Accident Claim'

Submitting a New Claim

A screenshot of the NTUC Income eSubmission portal for Group Personal Accident (GPA) Insurance Plan for Students. The page is titled 'eSubmission for Group Personal Accident (GPA) Insurance Plan for Students'. It contains instructions on how to submit a claim, including a list of supporting documents and a section for 'Claim Type' with a 'New Claim' button highlighted. Below the 'Claim Type' section is a CAPTCHA challenge and a 'Proceed' button.

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

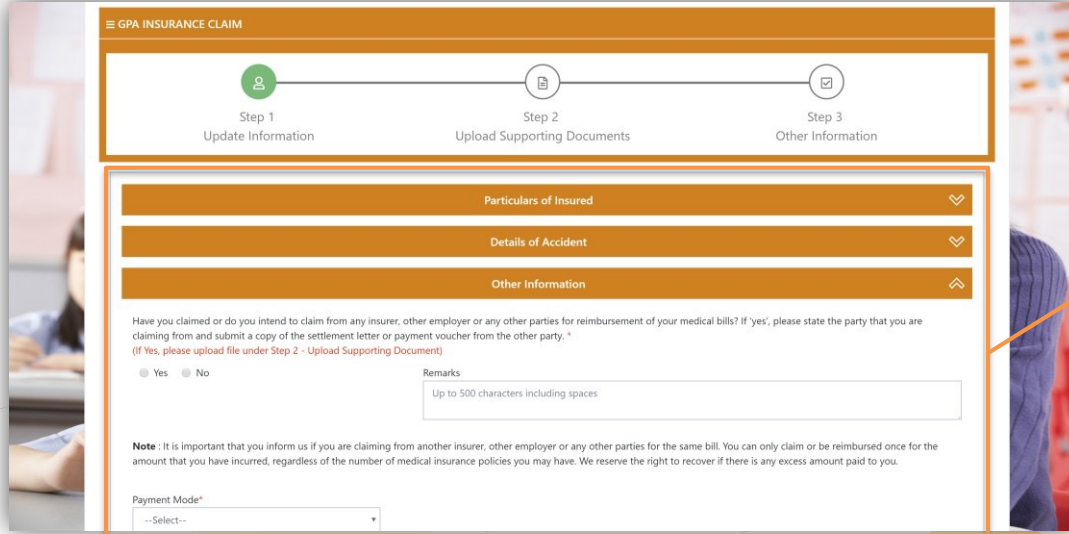
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eSubmission Guide

Select the 'New Claim' option and proceed

Submitting a New Claim



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), Step 2 (Upload Supporting Documents), and Step 3 (Other Information). Step 1 is currently active. Below the progress bar, there are three expandable sections: "Particulars of Insured", "Details of Accident", and "Other Information". The "Other Information" section is expanded, showing 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". Below this, there is a "Remarks" section with a text area labeled "Up to 500 characters including spaces". A "Note" is provided: "Note : It is important that you inform us if you are claiming from another insurer, other employer or any other parties for the same bill. You can only claim or be reimbursed once for the amount that you have incurred, regardless of the number of medical insurance policies you may have. We reserve the right to recover if there is any excess amount paid to you." At the bottom, there is a "Payment Mode*" dropdown menu with a "Select--" option.

Step 1
Update Information

Step 2
Upload Supporting Documents

Step 3
Other Information

Particulars of Insured

Details of Accident

Other Information

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)

☐ Yes ☐ No

Remarks
Up to 500 characters including spaces

Note : It is important that you inform us if you are claiming from another insurer, other employer or any other parties for the same bill. You can only claim or be reimbursed once for the amount that you have incurred, regardless of the number of medical insurance policies you may have. We reserve the right to recover if there is any excess amount paid to you.

Payment Mode*
--Select--

Fill in the relevant details of your claims

Submitting a New Claim

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

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

New Claim Submitted

 **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

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

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

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

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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 * NRIC * DOB *

Case No or Claim No NRIC

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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, 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 * NRIC * DOB *

Case No or Claim No: NRIC:

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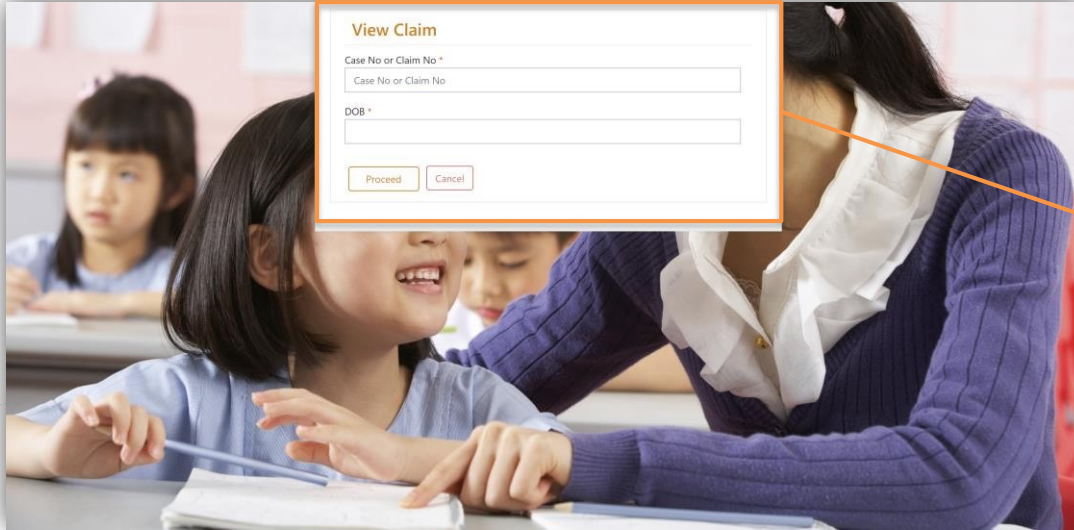
[Privacy Terms](#)

Select the 'Follow-Up Claim' option and proceed

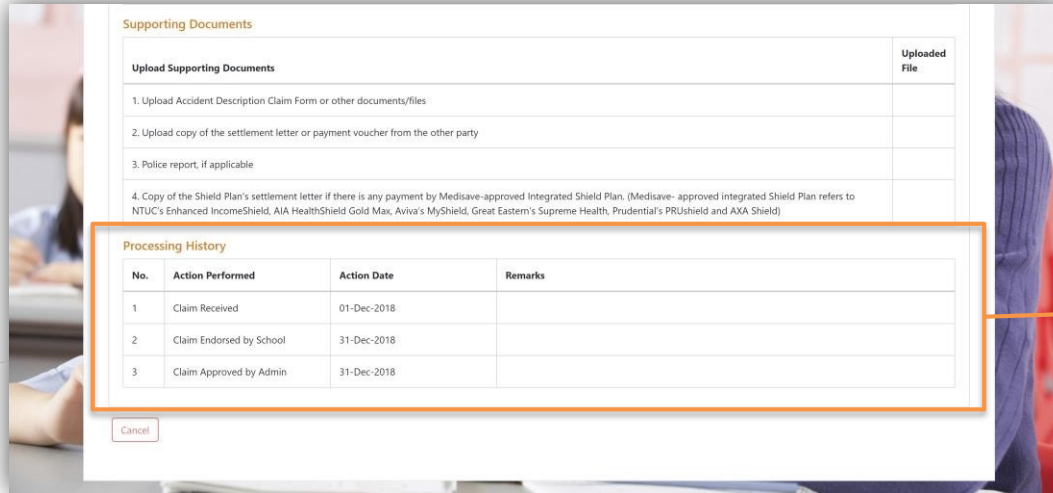
Enter the relevant details



Select “Check Accident Claim Status”



Enter the relevant details

The screenshot shows a web interface for viewing claims. It has two main sections: 'Supporting Documents' and 'Processing History'. The 'Supporting Documents' section has a table with columns for document type and 'Uploaded File'. The 'Processing History' section has a table with columns for 'No.', 'Action Performed', 'Action Date', and 'Remarks'. A 'Cancel' button is at the bottom left. An orange box highlights the 'Processing History' table, with a line pointing to a text box on the right.

Supporting Documents		Uploaded File
Upload Supporting Documents		
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	

Cancel

View Claims Processing History



Thank You