

<u>Step-by-Step Guide to Digital Submission for PA Claim</u> Applicable to customers with a valid Personal Accident coverage (Singlife Accident Guard or Singlife Simple Term with Personal Accident Cover).

A. Submit new claim					
Details	Steps				
Log in to MySinglife Portal					
Note: "Claim History" and "Submit a Claim" will be shown when customer has a val Personal Accident coverage (Singlife Accident Guard or Singlife Simple Term	 1) Select "Services" menu on left bar. Ind n 				
Single Single	2) To submit a new claim, select "Submit a Claim".				
Societion Secretar > Servers d Clama (SE(S)) Determined I Ware have to hold, what would you like to do toddy? Pravar New Claim New Ref Determined (Secretary Secretary Secre	3) For a new submission, select "Personal Accident" card under "New Claim" tab.				
Socialio Serversite (Serversite)) Prevente Accessing Deriversit Lef's start Sport (Serversite)) IP homes Image: Serversite (Serversite)) IP homes I	4) To start submission, click "Get Started" button.				



Details	Steps
Image: Contract of policy Particular and contract of policy basics and policy basic	 5) The name of all Life Assureds covered under the Policyholder will be displayed for selection. Select Life Assured's name. 6) Complete the questions and attach supporting documents. Tips for faster claim outcome: If you're claiming for reimbursement on medical expenses, please select Yes to "I wish to upload bills/receipts for reimbursement of expenses related to this incident*". Only submit final bills that have no outstanding amount (e.g. pending CPF deduction). If you're claiming for other benefits (e.g. dismemberment, fracture, hospitalisation benefit), please submit the necessary documents that can help us in our claim assessment (e.g. diagnostic reports, X-ray reports, laboratory rouths diaberse outpendie)
Porpment Details Con abstances ment experiences 550 payments to the Assured (Policyholdser) vill be cendeded to the bonk account inked to the Assured (Policyholdser) yiely how -VBC/FR. Presed that that have segment account inked to the Assured (Policyholdser) yiely how -VBC/FR. More details contoo found here <u>signifies contoo contoo</u> Proceed to submit? Proceed to submit? Proceed to acching a control of the submit of the account of the account of the account of the accounter account of the acco	 7) Should the claim be admissible, the payment will be made to customer's PayNow-NRIC/FIN. 8) Upon clicking "Submit my claim", a pop-up box will appear to confirm on submission.
Image: Section of the section of th	9) When claim is submitted successfully, an acknowledgement screen will be displayed.

B. Save and continue draft claims

Details			Steps
Log in to MyS	Singlife Portal		
Matrix v Personal Accident Instruction bits receipts* Claim Claim # Anale Name Entructionaries complex; Elibrities	Personal Accident Claim International Claim	 At any point during submission, you can save 	
	+ Add another medical expense	Policy & UN-Assand Claim Details	entry as a draft by clicking on
	Referral letter from OP and/or Specialist (Optional)	Additional Dentals Uplied Support Fing Decoments Payment Hole & Bacclaration	"Save as draft".
	Medical reports (Optional)	Sove as draft	
	Others (Optione))	Submit my cloim Discord submission	

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Details	Steps
X Name this draft so you can find it faster next time. Cancel Save Draft Cancel Save Draft	 Provide a name for the draft (up to 40 characters).
Impact Works have to being, what would you like to do today? Impact Impac	 3) The draft can be retrieved from "Continue Draft Claims" tab. Note: Drafts will be deleted 30 days after they are saved.

C. View claim progress







Details	Steps
Concentrary Letions 1 Concerts your claim status and submission history Concerts your claim status and submission history War KE @ Concerts your claim status and submission history War KE @ Concerts your claim status and submission history Concerts your claim status and submission history Poley & Life Assured Concerts your claim status and submission history Poley & Life Assured Concerts your claim status and submission history Poley & Life Assured Concerts your claim status and submission history Poley & Life Assured Concerts your claim status and submission history Poley & Life Assured Concerts your claim status and	5. "Claim Details" tab shows the submission details of the digital claim, including the documents submitted (if any).
Startier Construinty, LLCass Carlow your data is and submission history Water Novel Novel Novel Novel Novel Singlife Accident Guard ~ Starter Out on the speced for data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Starter Out of the speced of data is accounted in the latter under Out of the speced of data is accounted in the latter under Out of the speceed of data is accounted in the latter under Out of the speceed of the	6. "Status History" shows the progress of the claim.
Image: Control of the second of t	 7. If there are any additional requirements requested by Singlife, there will be an "Additional Information" tab showing the details of requested requirements and/or medical institution, and the statuses. For more details, click into the Outstanding Claim
Circle/Nagelia Documents Butters Parters Description Circle/Nagelia Documents, monitority in and its for factors Parters Description Parters Parters<	Under Required Documents, customers can select each request and upload the corresponding document(s) via the Upload button.
Snaffe Outstanding Coloris Information Is de last Description Image: Im	

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