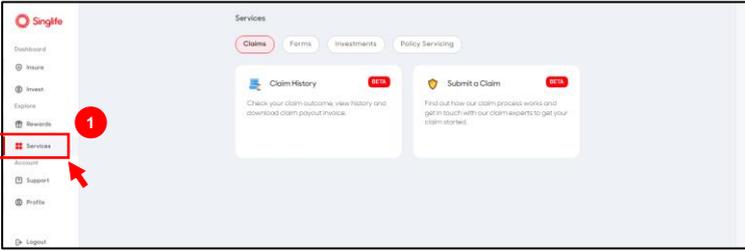
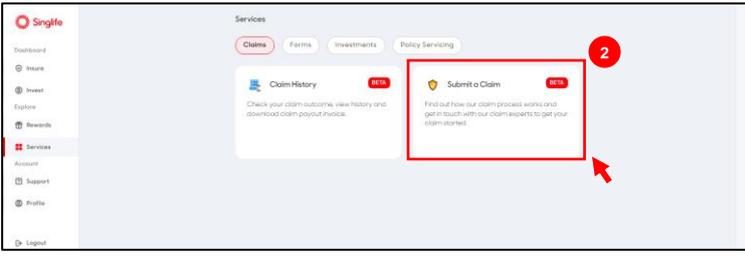
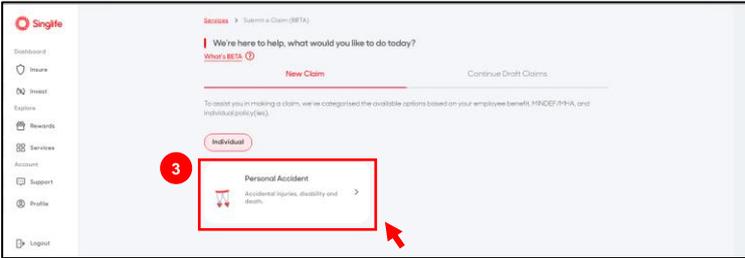
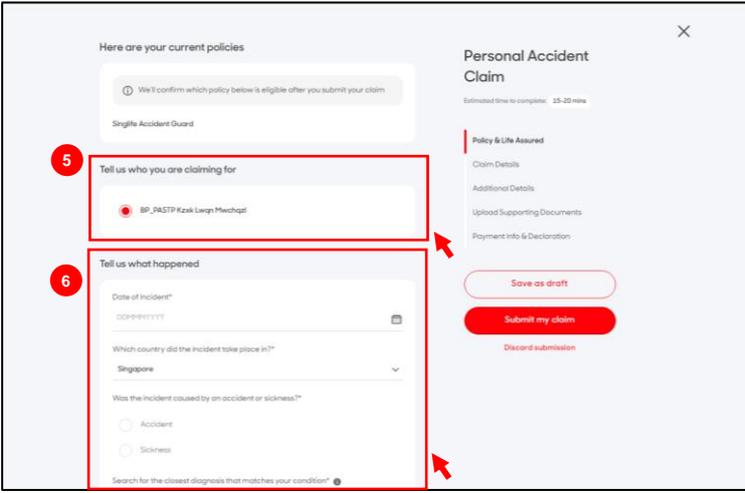
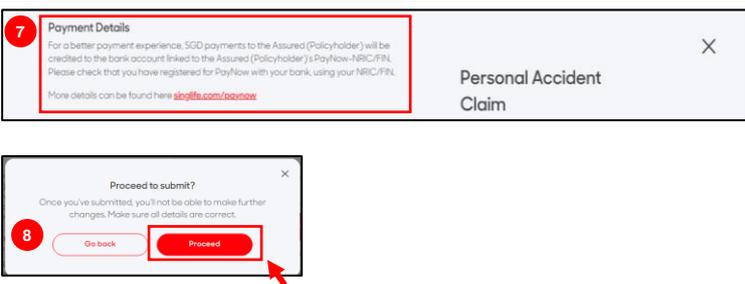
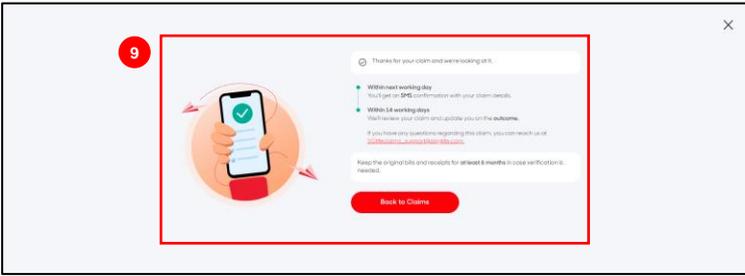


Step-by-Step Guide to Digital Submission for PA Claim

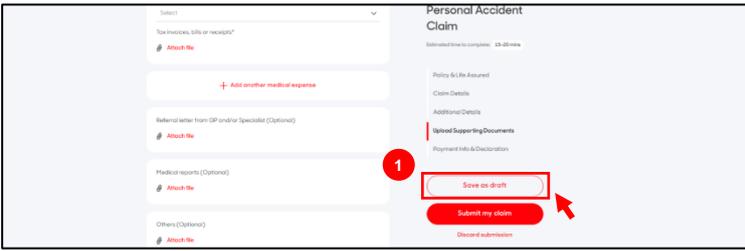
Applicable to customers with a valid Personal Accident coverage (Singlife Accident Guard or Singlife Simple Term with Personal Accident Cover).

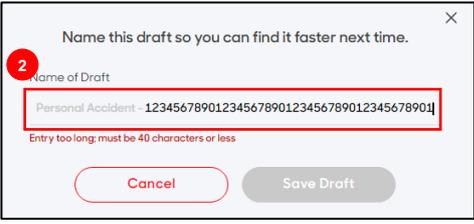
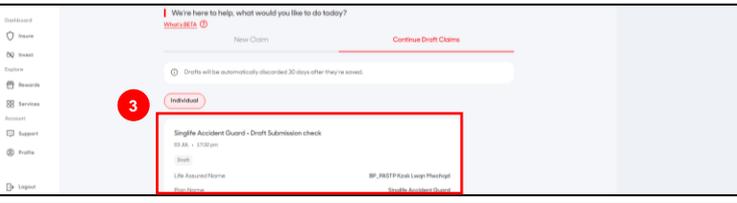
A. Submit new claim

Details	Steps
<p>Log in to MySinglife Portal</p>  <p>Note: "Claim History" and "Submit a Claim" will be shown when customer has a valid Personal Accident coverage (Singlife Accident Guard or Singlife Simple Term with Personal Accident Cover).</p>	<p>1) Select "Services" menu on left bar.</p>
	<p>2) To submit a new claim, select "Submit a Claim".</p>
	<p>3) For a new submission, select "Personal Accident" card under "New Claim" tab.</p>
	<p>4) To start submission, click "Get Started" button.</p>

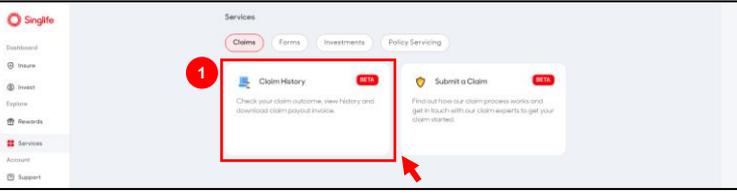
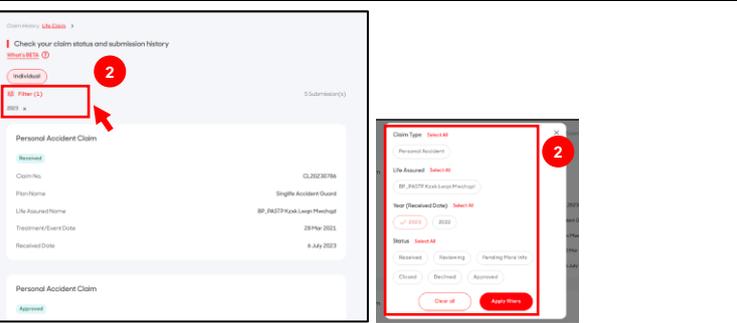
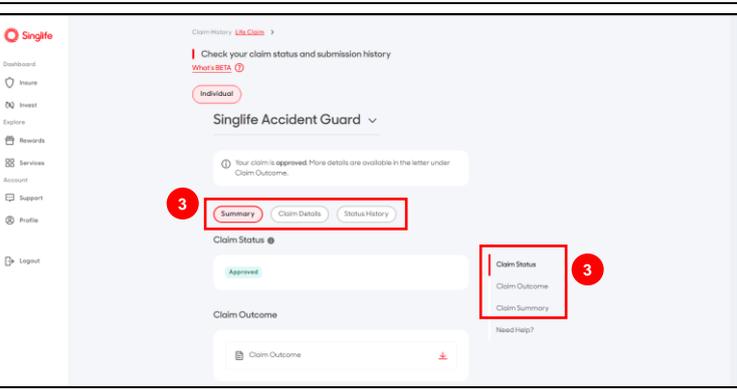
Details	Steps
	<p>5) The name of all Life Assureds covered under the Policyholder will be displayed for selection. Select Life Assured's name.</p> <p>6) Complete the questions and attach supporting documents.</p> <p>Tips for faster claim outcome:</p> <ul style="list-style-type: none"> • If you're claiming 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 results, discharge summary).
	<p>7) Should the claim be admissible, the payment will be made to customer's PayNow-NRIC/FIN.</p> <p>8) Upon clicking "Submit my claim", a pop-up box will appear to confirm on submission.</p>
	<p>9) When claim is submitted successfully, an acknowledgement screen will be displayed.</p>

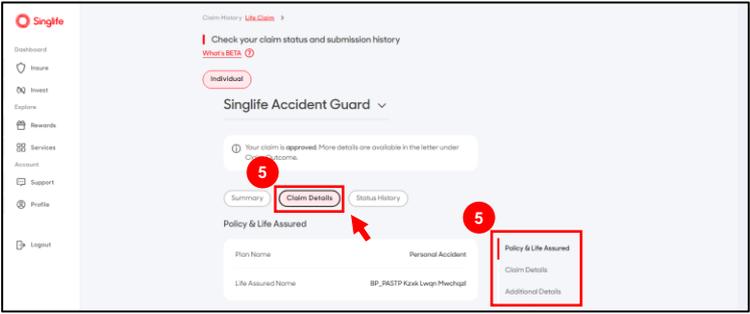
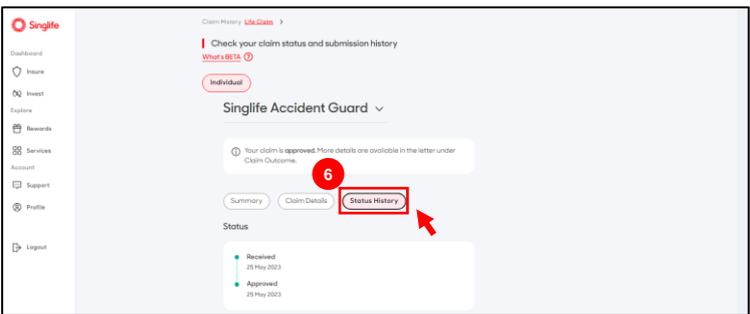
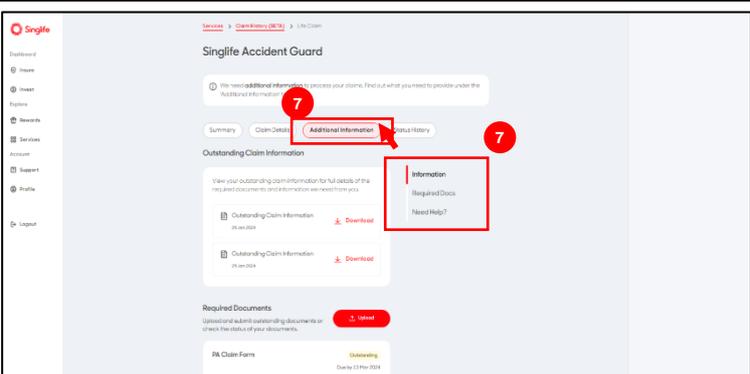
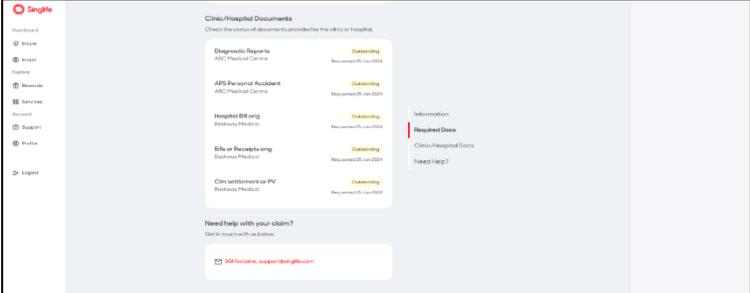
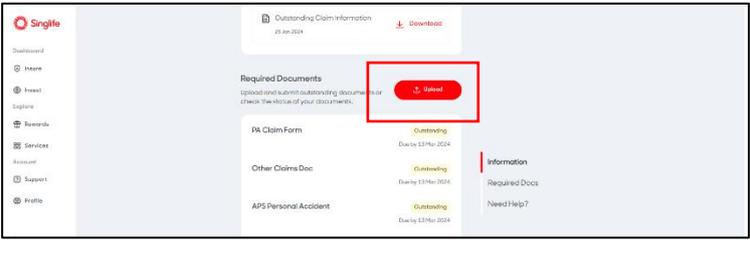
B. Save and continue draft claims

Details	Steps
<p>Log in to MySinglife Portal</p> 	<p>1) At any point during submission, you can save entry as a draft by clicking on "Save as draft".</p>

Details	Steps
	<p>2) Provide a name for the draft (up to 40 characters).</p>
	<p>3) The draft can be retrieved from “Continue Draft Claims” tab.</p> <p>Note: Drafts will be deleted 30 days after they are saved.</p>

C. View claim progress

Details	Steps
<p>Log in to MySinglife Portal</p> 	<p>1. To view the progress of claim(s) submitted, select “Claim History” tab.</p>
	<p>2. The list will be pre-filtered to current year, based on received date.</p> <p>The filter can be amended through the “Filter” button.</p>
	<p>3. There will be 3 tabs displayed – Summary, Claim Details and Status History.</p> <p>4. “Summary” tab shows the claim status, claim outcome letter (if any) and some high-level claim summary.</p>

Details	Steps
	<p>5. “Claim Details” tab shows the submission details of the digital claim, including the documents submitted (if any).</p>
	<p>6. “Status History” shows the progress of the claim.</p>
	<p>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.</p> <p>For more details, click into the Outstanding Claim Information letters.</p>
	<p>Under Required Documents, customers can select each request and upload the corresponding document(s) via the Upload button.</p>
	

- END -