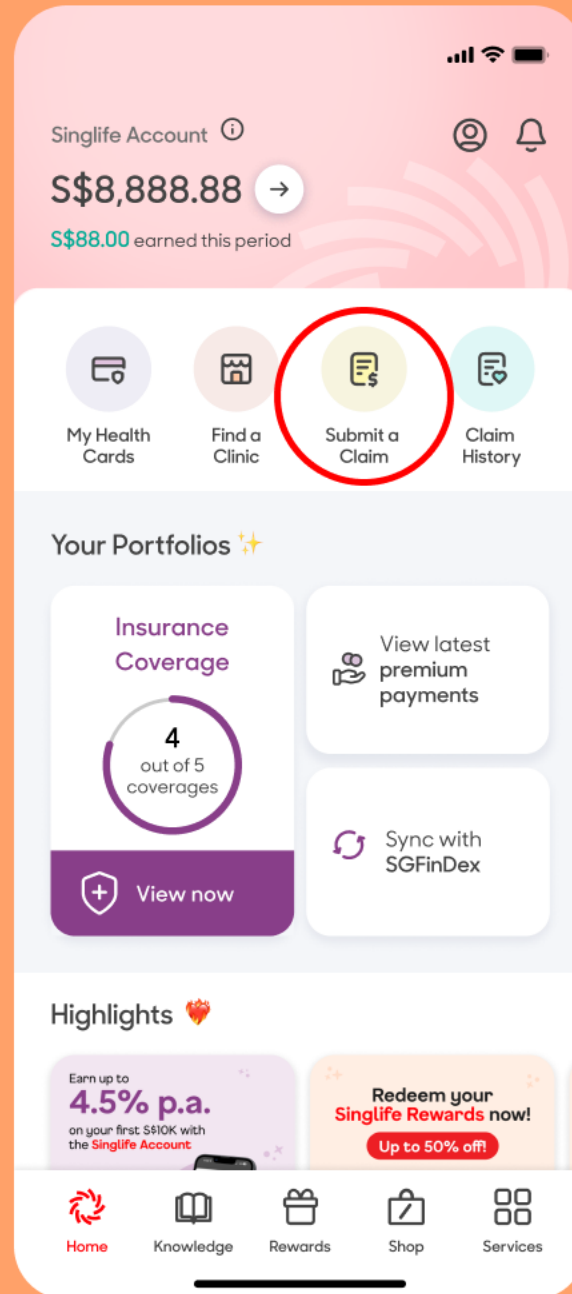
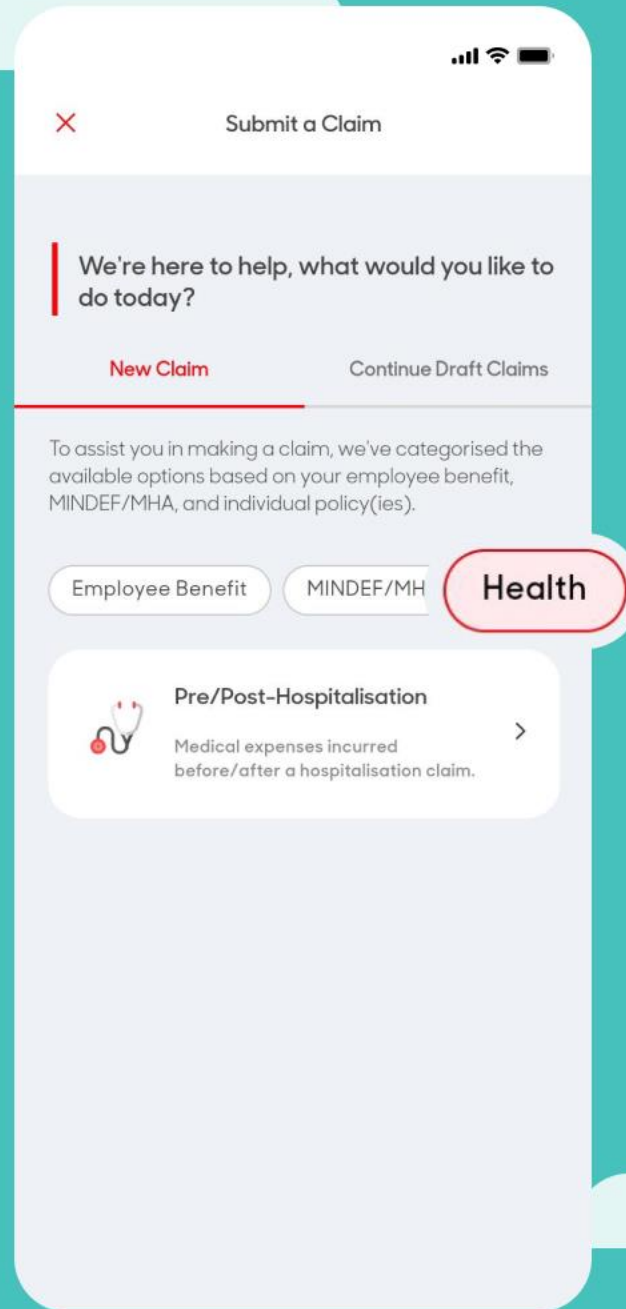


Submitting your
Pre/Post
hospitalisation
claim?





On the home screen,
tap on Submit a Claim.



Scroll and select the Health tab. Tap on the Pre/Post-Hospitalisation tab.

Tap on Get started.

Submit a Claim

← Pre/Post-Hospitalisation

Let's start your claim

i Estimated time to complete: 5-10 mins

You can save your submission as a draft anytime and complete it later.

- 1 View policy and life assured
Policy and person you're claiming for
- 2 Fill in claim details 5 min
 - 1 Select related hospitalisation claim
 - 2 Upload supporting document(s)
 - 3 Confirm claim details
- 3 Review and declare 3 min

Get started

Tap to select the person
you're claiming for.

Pre/Post-Hospitalisation Claim

Estimated time to complete: 5-10 mins

Policy & Life AssuredSupporting Document

Your applicable policy

Singlife Shield

Tell us who you are claiming for

☐ James Chiam

☒ Shirley Goh

☐ Janice Chiam

Select the related hospitalisation claim

☐ Mount Elizabeth Novena Hospital

Claim No. 250000001S

Admission 21 Apr 2024Discharge 01 May 2024

☐ Tan Tock Seng Hospital

Claim No. 250000002S

Select the related hospitalisation claim



Mount Elizabeth Novena Hospital

Claim No. 250000001S

Admission

21 Apr 2024

Discharge

01 May 2024



Tan Tock Seng Hospital

Claim No. 250000002S

Admission

01 Apr 2024

Discharge

15 Apr 2024



Mount Elizabeth Novena Hospital

Claim No. 250000003S

Admission

03 Mar 2024

Discharge

25 Mar 2024



Mount Elizabeth Novena Hospital

Claim No. 250000004S

Admission

28 Aug 2023

Discharge

05 Sep 2023



1 of 2



Upload photos and documents that support your claim

- Acceptable File Formats: jpg, jpeg, tif, tiff, png, jpe, jps and pdf
- Max File Size Limit: 5MB per file
- Files **should not** be password-protected and file names cannot include special characters

Tap to choose the claim you're submitting.

Admission
28 Aug 2023

Discharge
05 Sep 2023



1 of 2



Upload photos and documents that support your claim

- Acceptable File Formats: jpg, jpeg, tif, tiff, png, jpe, jps and pdf
- Max File Size Limit: 5MB per file
- Files **should not** be password-protected and file names cannot include special characters like / \ : * ? " |
- Follow these [photo guidelines](#) when uploading

Receipt / Bill / Invoice *



Attach **1 receipt per claim**. If you have other receipts, submit each of them in a **separate claim**.



Attach file

Referral letter from GP and/or Specialist (Optional)

If you're submitting a physiotherapy receipt or the post hospitalisation visit is with a different doctor, please submit a referral letter from your hospitalisation attending doctor.



Attach file



Medical report 1.jpg



Tap to upload your invoice, bill or receipt of your pre/post hospitalisation claim.

Your file will appear
once uploaded.

- Files should not be password-protected and file names cannot include special characters like / \ : * ? " |
- Follow these [photo guidelines](#) when uploading

Receipt / Bill / Invoice *

! Attach **1 receipt per claim**. If you have other receipts, submit each of them in a **separate claim**.

 **Attach file**

 Medical Bill page 1.jpg

 Medical Bill page 2.jpg

 **Discard all files**

Referral letter from GP and/or Specialist
(Optional)

×

Submit a Claim

Policy & Life AssuredSupporting DocumentsClaim DetailsReview & Declaration

Referral letter from GP and/or Specialist (Optional)

If you're submitting a physiotherapy receipt or if your post-hospitalisation visit is with a different doctor, please submit a referral letter from your hospitalisation attending doctor.

📎 Attach file

📄 PP Referral Letter.pdf

×

Others (Optional)

📎 Attach file

📄 PP Others.pdf

×

Tell us about the visit

We've filled out the form for you based on the attached file. Please review and make any necessary changes.

Save as draft

Submit my claim

×

Submit a Claim

Policy & Life AssuredSupporting DocumentsClaim DetailsReview & Declaration

Tell us about the visit

We've filled out the form for you based on the attached file. Please review and make any necessary changes.

Date of Visit *

01 Jan 2024

📅

Clinic/Hospital Name *

Eagle Eye Centre

▼

Claim Amount *

666.66

Currency *

Singapore Dollar

▼

Receipt / Bill / Invoice Number *

81PP00001

Save as draft

Submit my claim

Scroll to Claim Details, fill in all required information, and review the details.

**Review the declaration
and tap 'I agree' when
you're done.**

The screenshot shows a mobile app interface for 'Submit a Claim'. At the top, there's a status bar with signal, Wi-Fi, and battery icons. Below it, a red 'X' icon and the title 'Submit a Claim'. A navigation bar contains three tabs: 'Uploading Documents', 'Claim Details', and 'Review & Declaration' (which is underlined in red). Below the tabs, there's a section with a radio button and the text 'No'. Further down, the 'Payment Details' section explains that SGD payments will be credited to the bank account linked to the Assured (Policyholder)'s PayNow-NRIC/FIN, and provides a link to singlife.com/paynow for more details. The 'Declaration' section features a red-bordered button with a document icon and the text 'Review Declaration', followed by the text 'Not completed'. At the bottom, there are three buttons: 'Save changes' (outlined in red), 'Submit my claim' (solid red), and 'Delete draft' (underlined red text). The bottom of the screen shows the standard Android navigation bar with three icons.

Submit a Claim

Uploading Documents Claim Details **Review & Declaration**


☐ No

Payment Details

For a better payment experience, SGD payments to the Assured (Policyholder) will be credited to the bank account linked to the Assured (Policyholder)'s PayNow-NRIC/FIN. Please check that you have registered for PayNow with your bank, using your NRIC/FIN.

More details can be found here singlife.com/paynow

Declaration

 **Review Declaration** Not completed

Save changes

Submit my claim

[Delete draft](#)

**Review the declaration
and tap 'I agree' when
you're done.**

✕

Submit a Claim

✕

Declaration

I/We declare that I/we am/are not an undischarged bankrupt. There are currently no actual or pending bankruptcy proceedings against me/us and I/we have not assigned the Policy to any other party.

I/We agree that:

a) this claim signifies my/our consent to Singapore Life Ltd. ("Singlife") to obtain medical information from any doctor whom the Life Assured has consulted and I/we authorise the doctor to release such information to Singlife.

b) Singlife may release any relevant information concerning the Life Assured (including medical information) to any third party, which Singlife deems appropriate.

On behalf of myself and the Life Assured(s),
I/we hereby declare and undertake that:

- The answers given by me/us are in every respect true and correct and that no material information or circumstance has been withheld or omitted;
- I agree to keep the original set of uploaded documents for a minimum of six months from the date of submission of this pre/post-hospitalisation claim.
- By clicking "Submit my claim", I/We have read and agree to all the Declarations.

III

○

<

✕

Submit a Claim

✕

continue to use the relevant products and services offered by Singlife to which such terms relate to.

If I/we am/are submitting this form on behalf of another person or are disclosing personal data other than my/our own personal data to Singlife, I/we have informed such person(s) of the purpose and obtained his/her consent before submitting this form to Singlife. I/We understand that once I/we have submitted this form, I/we will be deemed to have obtained the necessary consent for Singlife. I/We further understand that I/we will be responsible to Singlife for any loss or claim arising out of my/our failure to obtain the consent of the person whose personal data I/we have disclosed.

On behalf of myself and the Life Assured(s),
I/we hereby declare and undertake that:

- The answers given by me/us are in every respect true and correct and that no material information or circumstance has been withheld or omitted;
- I agree to keep the original set of uploaded documents for a minimum of six months from the date of submission of this pre/post-hospitalisation claim.
- By clicking "Submit my claim", I/We have read and agree to all the Declarations.

I agree

III

○

<

Payment Details

For a better payment experience, SGD payments to the Assured (Policyholder) will be credited to the bank account linked to the Assured (Policyholder)'s PayNow-NRIC/FIN. Please check that you have registered for PayNow with your bank, using your NRIC/FIN.

More details can be found here singlife.com/paynow

Declaration



Review Declaration

Completed

Save as draft

Submit a Claim

Policy & Life Assured

Supporting Documents

Claim D

No

Payment Details

For a better payment experience, SGD payments to the Assured (Policyholder) will be credited to the bank account linked to the Assured (Policyholder)'s PayNow-NRIC/FIN. Please check that you have registered for PayNow with your bank, using your NRIC/FIN.

More details can be found here singlife.com/paynow

Declaration

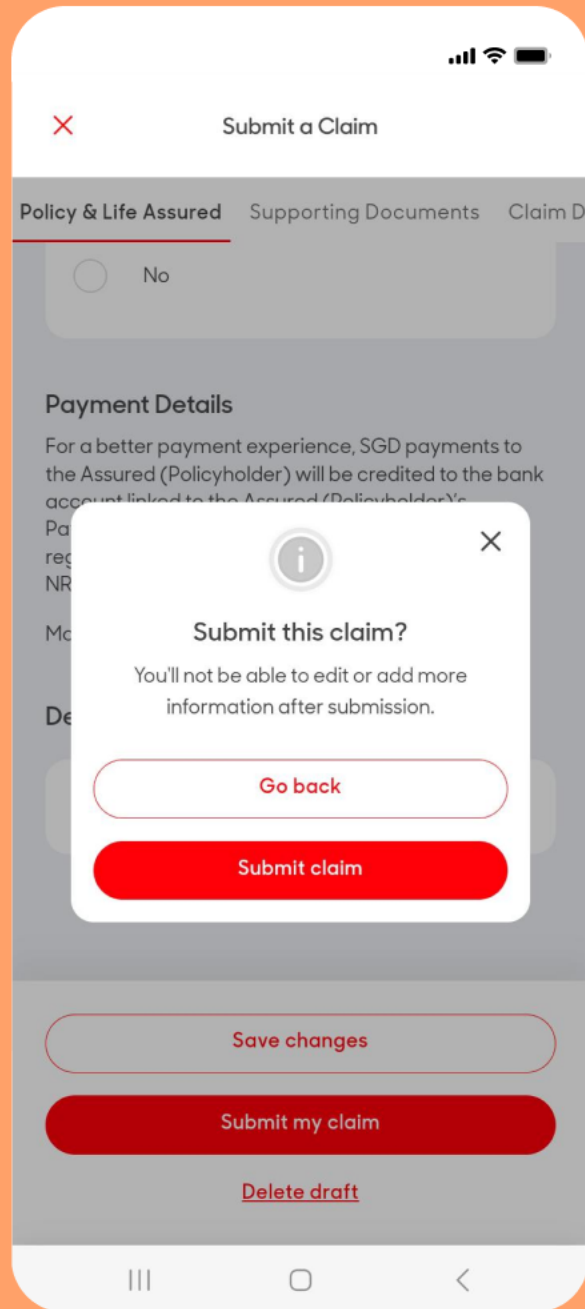
Review Declaration

Completed

Save as draft

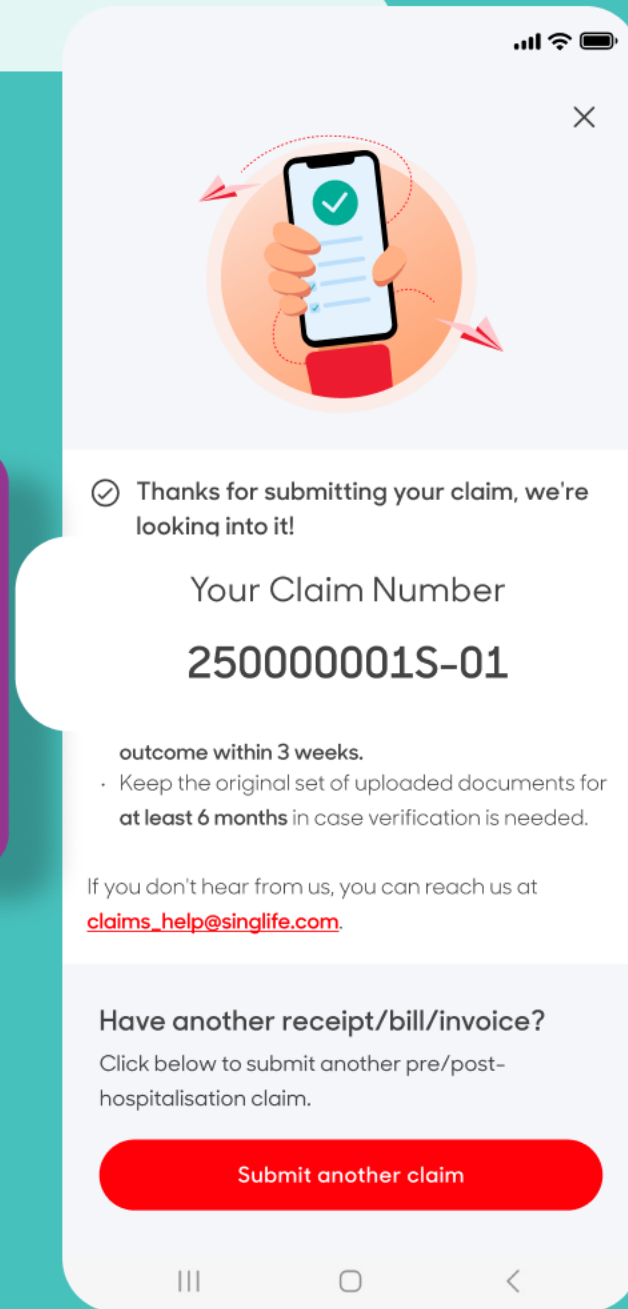
Submit my claim

You can now submit your claim.



**You can now submit
your claim.**

Once your claim is successfully submitted, an acknowledgement screen will appear with your claim reference number.



How to
**save and
continue your
draft claims**



✕

Submit a Claim

Policy & Life Assured

Supporting Documents

Claim Details

Upload photos and documents that support your claim

- Acceptable File Formats: **jpg, jpeg, tif, tiff, png, jpe, jps and pdf**
- Max File Size Limit: **5MB per file**
- Files **should not** be password-protected and file names cannot include special characters like . / \ : * ? " |
- Follow these [photo guidelines](#) when uploading

Receipt / Bill / Invoice *

! Attach 1 receipt per claim. If you have other receipts, submit each of them in a separate claim.

📎 Attach file

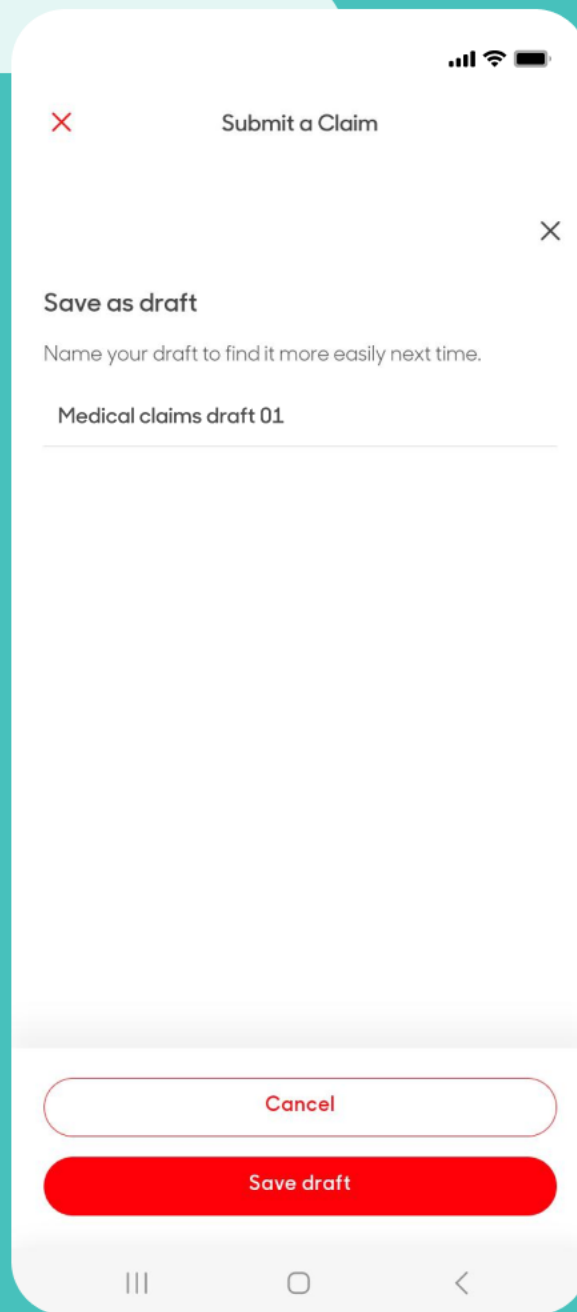
📄 PP Receipt.pdf

🗑 Discard all files

Save as draft

Submit my claim

At any point, tap 'Save as draft' to save your progress and continue later.



Submit a Claim

Save as draft

Name your draft to find it more easily next time.

Medical claims draft 01

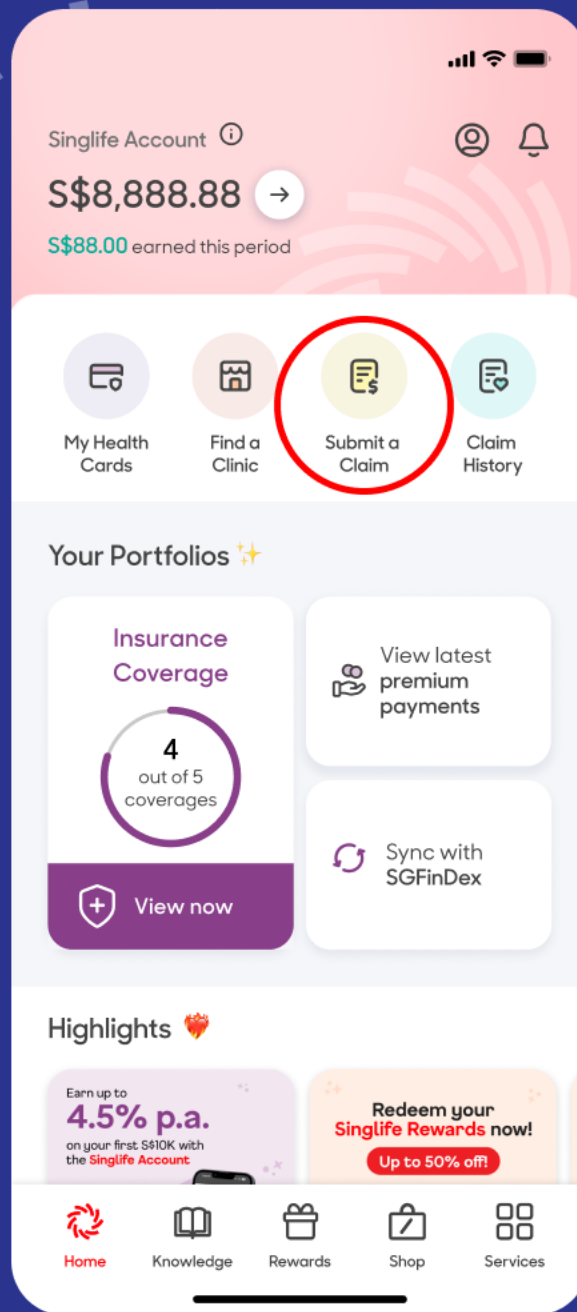
Cancel


Save draft

The image shows a mobile application interface for submitting a claim. At the top, there's a status bar with signal, Wi-Fi, and battery icons. Below it, a red 'X' icon is on the left, and the title 'Submit a Claim' is in the center. On the right side of the header, there's a close 'X' icon. The main content area has a section titled 'Save as draft' with a subtitle 'Name your draft to find it more easily next time.' Below this is a text input field containing 'Medical claims draft 01'. At the bottom of the screen, there are two buttons: a white 'Cancel' button and a red 'Save draft' button. The entire interface is displayed on a white rounded rectangle against a teal background with white cloud illustrations.

Name your draft for
easy access.

Access your draft claims
from the Claims page.






Submit a Claim

We're here to help, what would you like to do today?

New Claim

Continue Draft Claims



Drafts will be automatically discarded 30 days after they're saved.

Employee Benefit

MINDEF/MHA

Health

Medical claims draft 01

28 Nov • 03:55pm

Pre/Post-Hospitalisation

Life Assured

Txx Yzz Lwng

Policy

Singlife Shield Integrated Plan 2

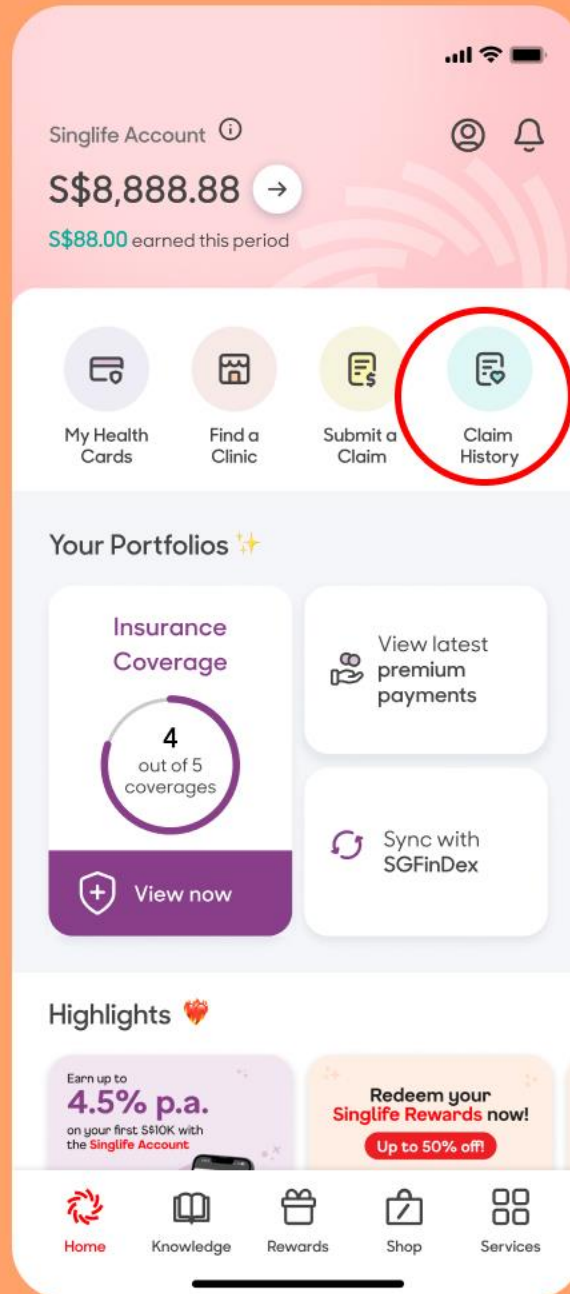
Continue submission

>

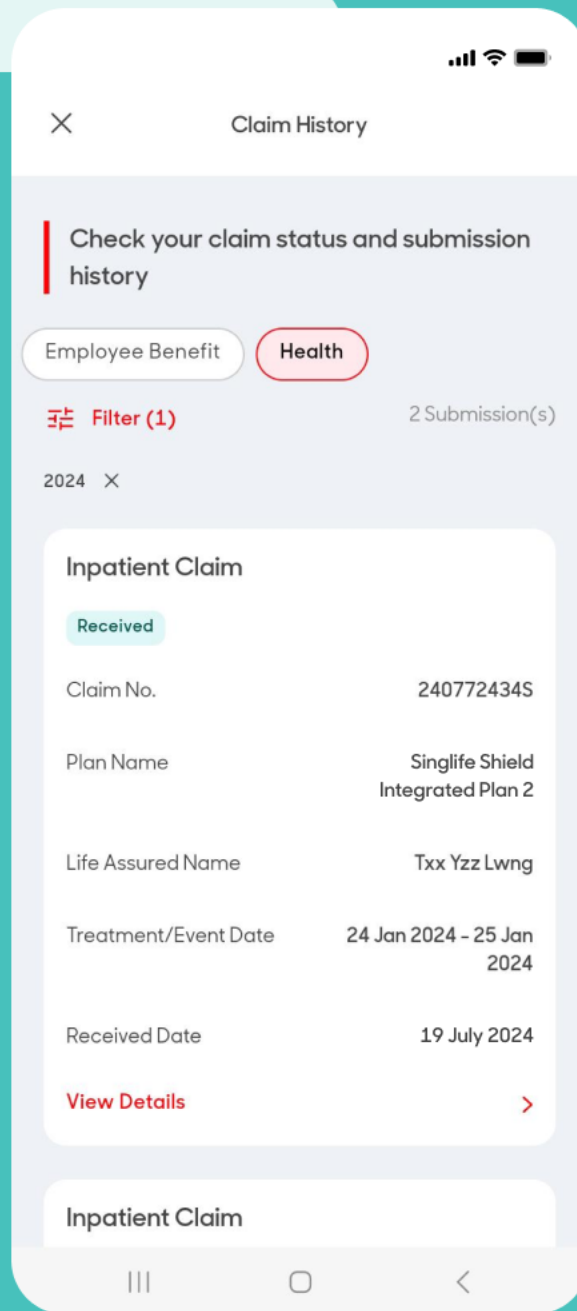
Do note that drafts will be automatically deleted after 30 days.

How to **view your claim history/progress**



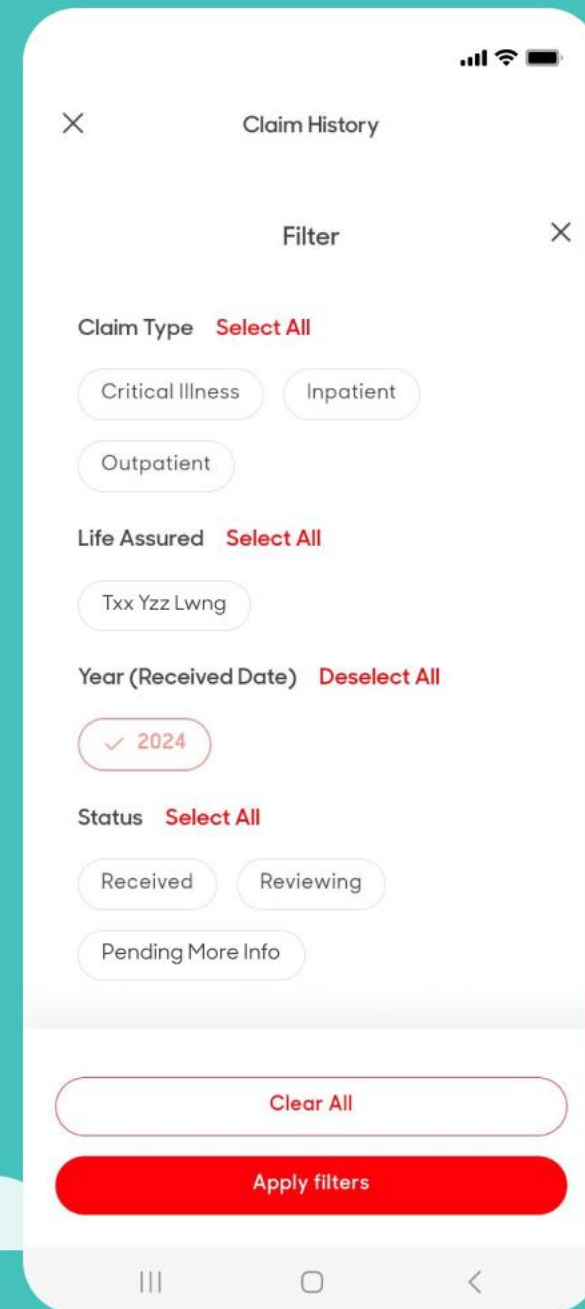
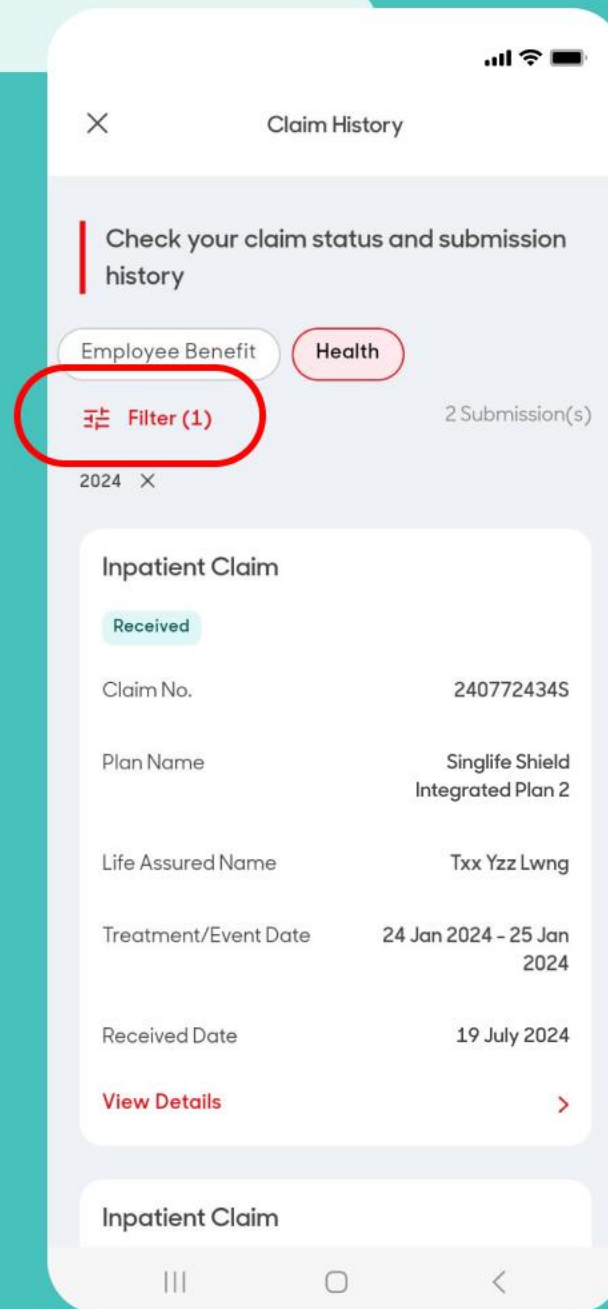


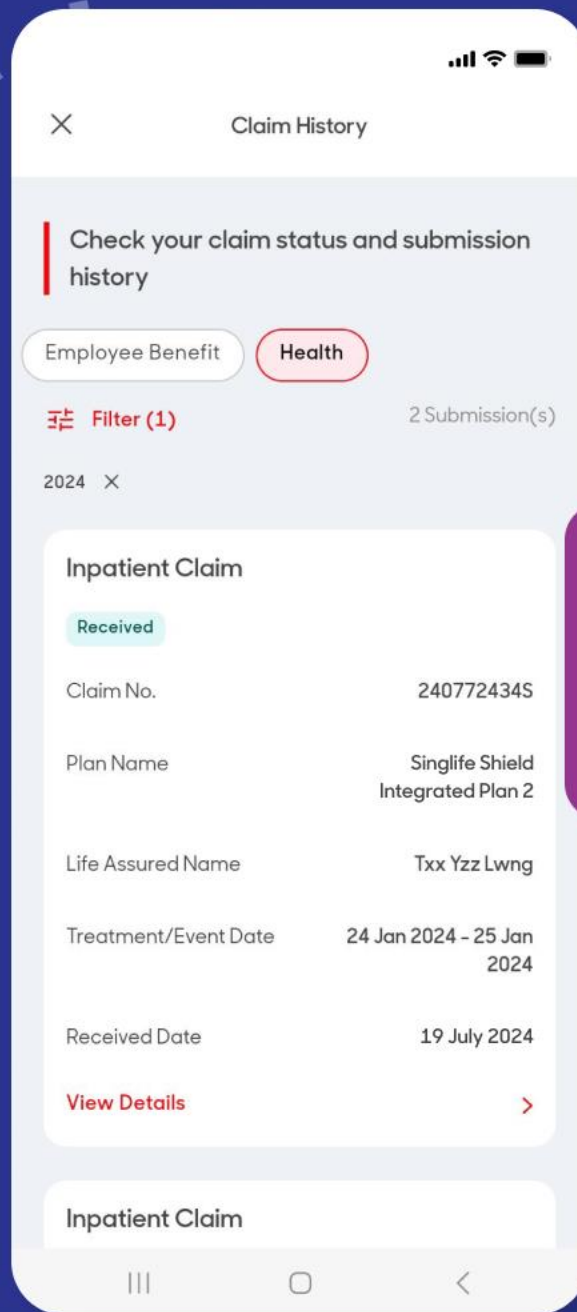
To view the progress of claim(s) submitted, select “Claim History” tab on dashboard.



Tap the Health tab to view your claim history, with the latest claims listed at the top.

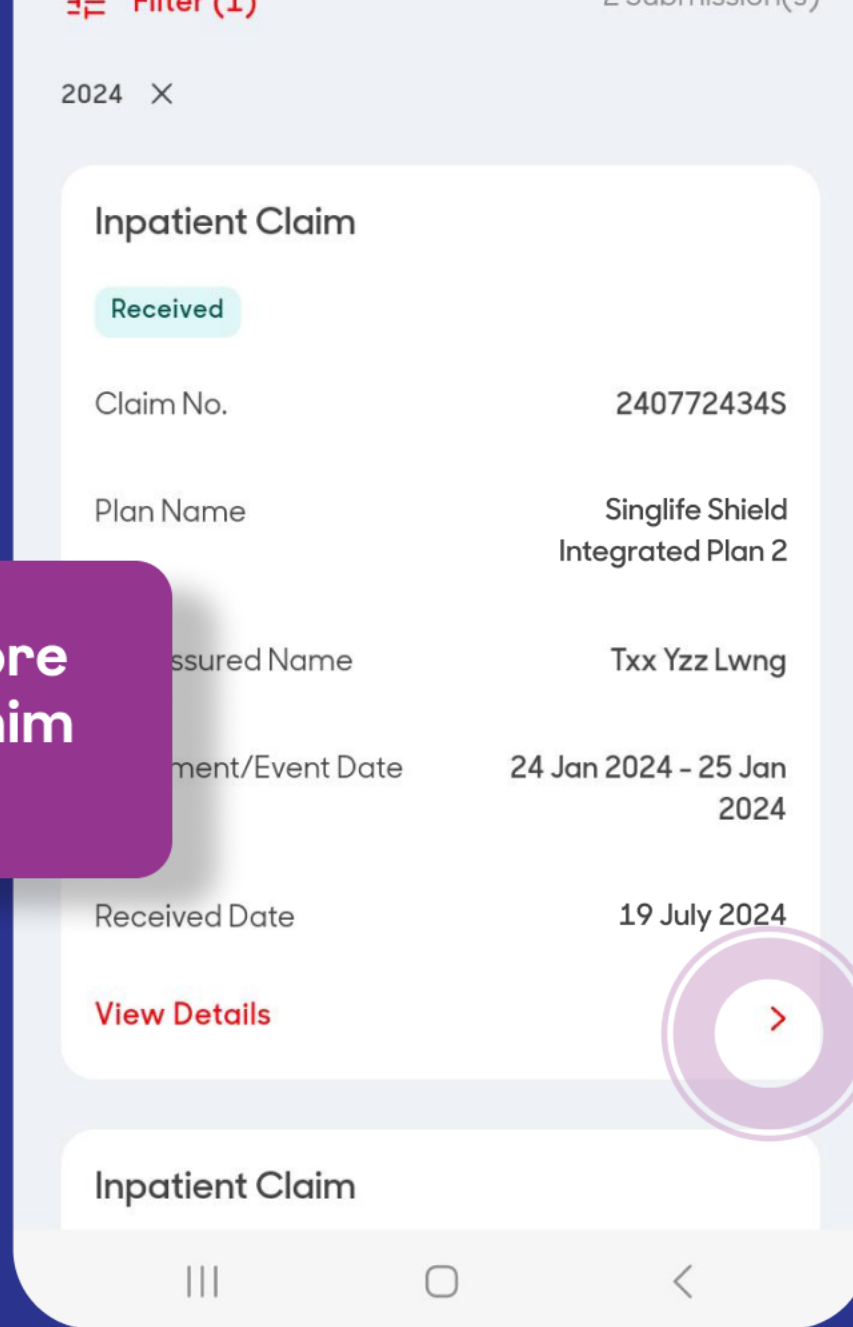
Tap on Filter to find a specific claim.

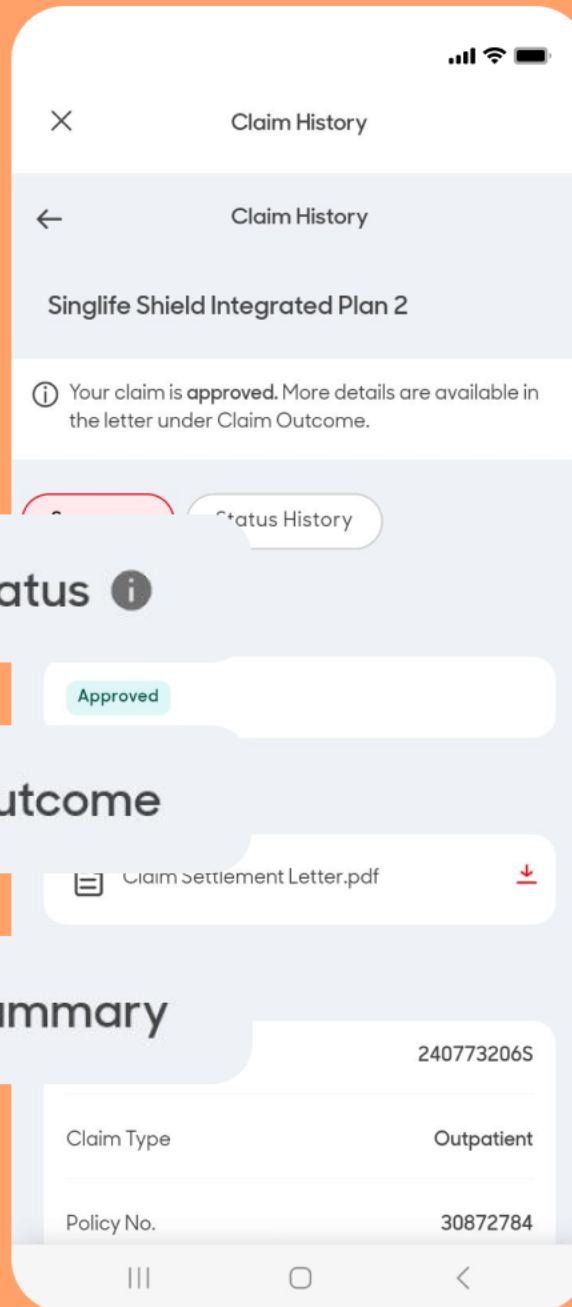




After applying the filter, you will be redirected to the listing page.

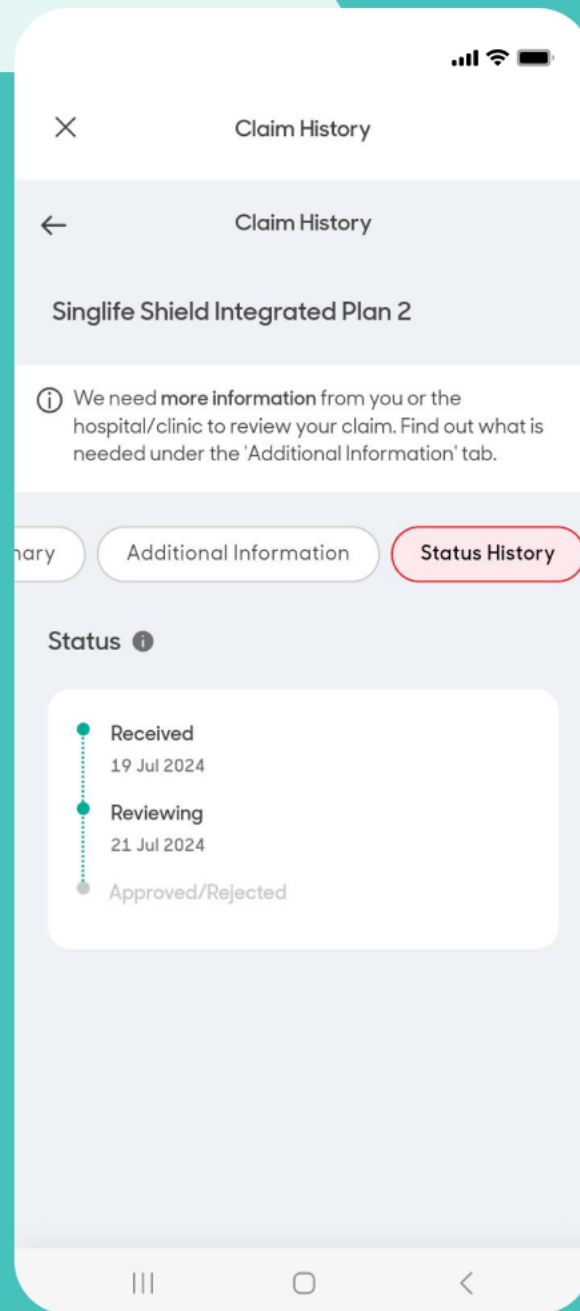
Tap View Details for more information on your claim history.

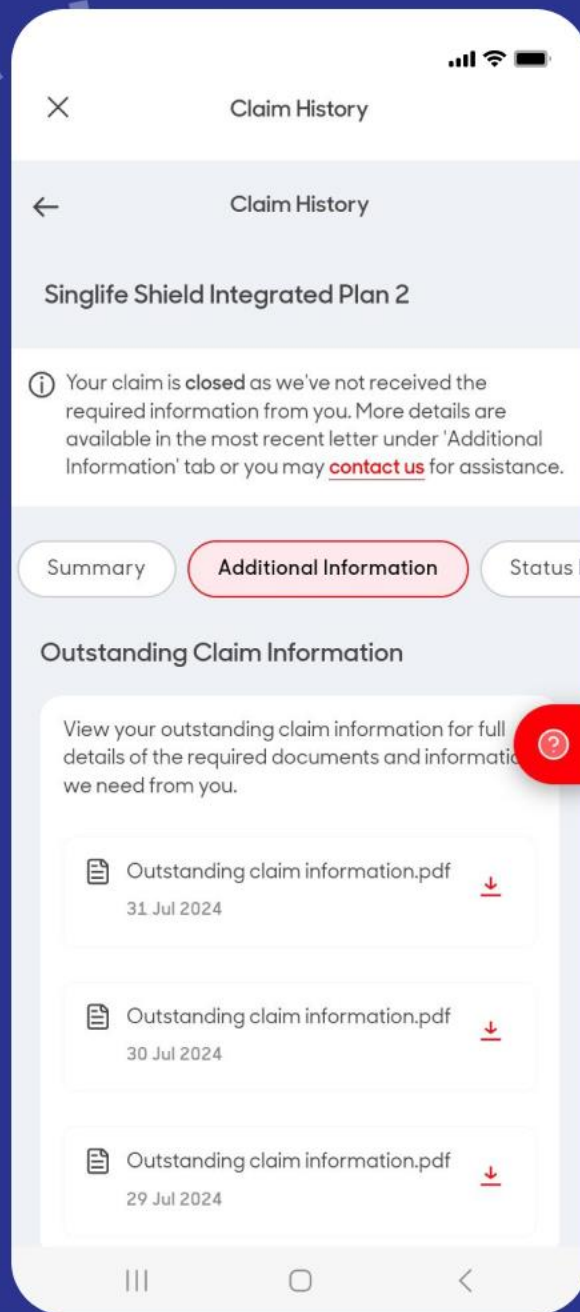




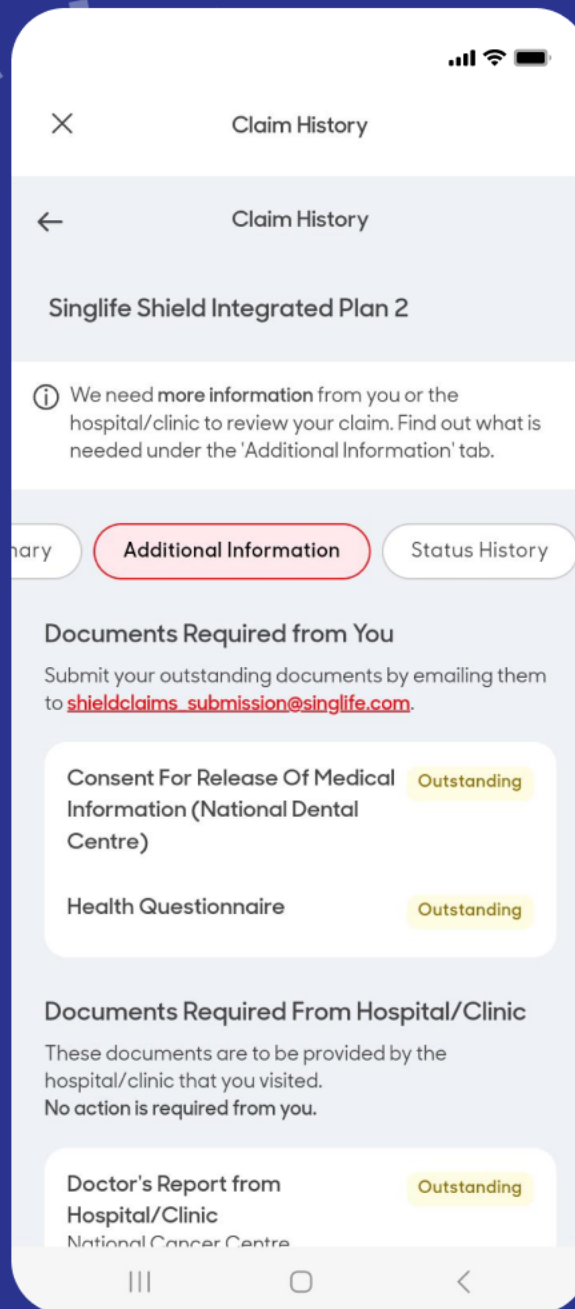
You can find your claim status, outcome letter (if any) and claim summary.

Under the Status History tab, you can view the progress of your claim.





If Singlife requests additional requirements, an Additional Information tab will appear.



Scroll up to view additional documents required from you or from the hospital or clinic.

**We hope
you've found
what you
needed!**



**Do reach out if you need
further assistance.**



Website

<https://singlife.com/en/contact-us>