



HEALTHIER, LONGER,
BETTER LIVES

ALPP

e-Claims Submission User Guide

Updated in February 2022

The content of this User Guide will be updated from time to time.

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1. [INDIVIDUAL MINOR eCLAIMS SUBMISSION](#)
2. [FREQUENTLY ASKED QUESTION \(FAQ\)](#)
3. [CLAIM MENU GLOSSARY](#)

INDIVIDUAL MINOR eCLAIMS SUBMISSION

ENTRY POINT FOR SUBMITTING e-CLAIM FROM ALPP

The screenshot shows the AIA Life Planner Portal (ALPP) interface. The top navigation bar is red and contains the following items: HOME, REPORTS, MY SERVICING (highlighted with a yellow box and a red circle with the number 1), RESOURCES, and AIA APPLICATIONS. Below the navigation bar, there are three main sections: NEWBUSINESS, POLICYSERVICING, and CLAIMS. The CLAIMS section is highlighted with a yellow box and a red circle with the number 2, and it contains the option "SUBMIT CLAIMS".

NEWBUSINESS

- NB GUIDES AND REFERENCES
- NB DASHBOARD
- NB PROPOSAL STATUS
- NB OUTSTANDING DEFERMENT LISTING
- PROPOSAL NUMBER ALLOCATION

POLICYSERVICING

- SERVICE REQUEST HISTORY
- SERVICE REQUEST HISTORY - DROP2
- POLICY SERVICING SERVICE LEVEL
- POLICY SERVICING GUIDELINES
- MORTGAGE
- POLICY STATUS ENQUIRY - FOR OTHER AGENCIES
- POLICY STATUS ENQUIRY
- RENEWAL / PRE-LAPSE / LAPSED / DEFERMENT OF PREMIUM PAYMENT PROGRAM LISTING
- RENEWAL REMITTANCE
- BIRTHDAY / FESTIVE LISTING
- PREMIUM STATEMENT/ANNIVERSARY STATEMENT/FINANCIAL STATEMENT
- GCP & YEARLY CASH BONUS

CLAIMS

- AUTO DEBIT REJECTED LISTING
- CUSTOMER TAX INVOICE/CREDIT NOTE
- POLICY QUOTATION
- SUSTAINABILITY TOOL
- WSM RENEWAL / LAPSED LISTING
- PREMIUM HOLIDAY LISTING
- MEDICAL PLAN REPRICING LISTING
- DETECTED ROP
- POTENTIAL ROP
- PENDING FOR NRIC/PASSPORT LISTING
- SERVICING REQUESTS WITH CUSTOMER DUE DILIGENCE

CLAIMS

- CLAIMS SERVICE LEVEL
- CLAIMS EASY GUIDE
- AIA MEDICAL CARD
- CLAIMS FLYERS AND UPDATES
- CLAIMS STATUS ENQUIRY
- SUBMIT CLAIMS

* Data as of 31-Dec-2021

https://www.aia-uat.net.my/LifePlannerPortalExisting/Agency/AgencyDefault.aspx?P=BvRjUr%2b9SY9jWdZ49lgTiw%3d%3d#

The screenshot shows the AIA eClaims landing page. The top navigation bar is red and contains the AIA logo and a close button (X). Below the navigation bar, there is a "WELCOME" message with the date "05:20 PM 22-Feb-2022". The main heading is "SEARCH ENQUIRY". Below the heading, there is a "Search by" dropdown menu with "Owner Name" selected. Below the dropdown menu, there is a text input field labeled "Owner Name" with the placeholder text "Enter Owner Name". Below the input field, there is a red "SUBMIT" button.

AIA Life Planner Portal

AIA eClaims

aia-uat.net.my/eClaims/

WELCOME

05:20 PM 22-Feb-2022

SEARCH ENQUIRY

Search by

Owner Name

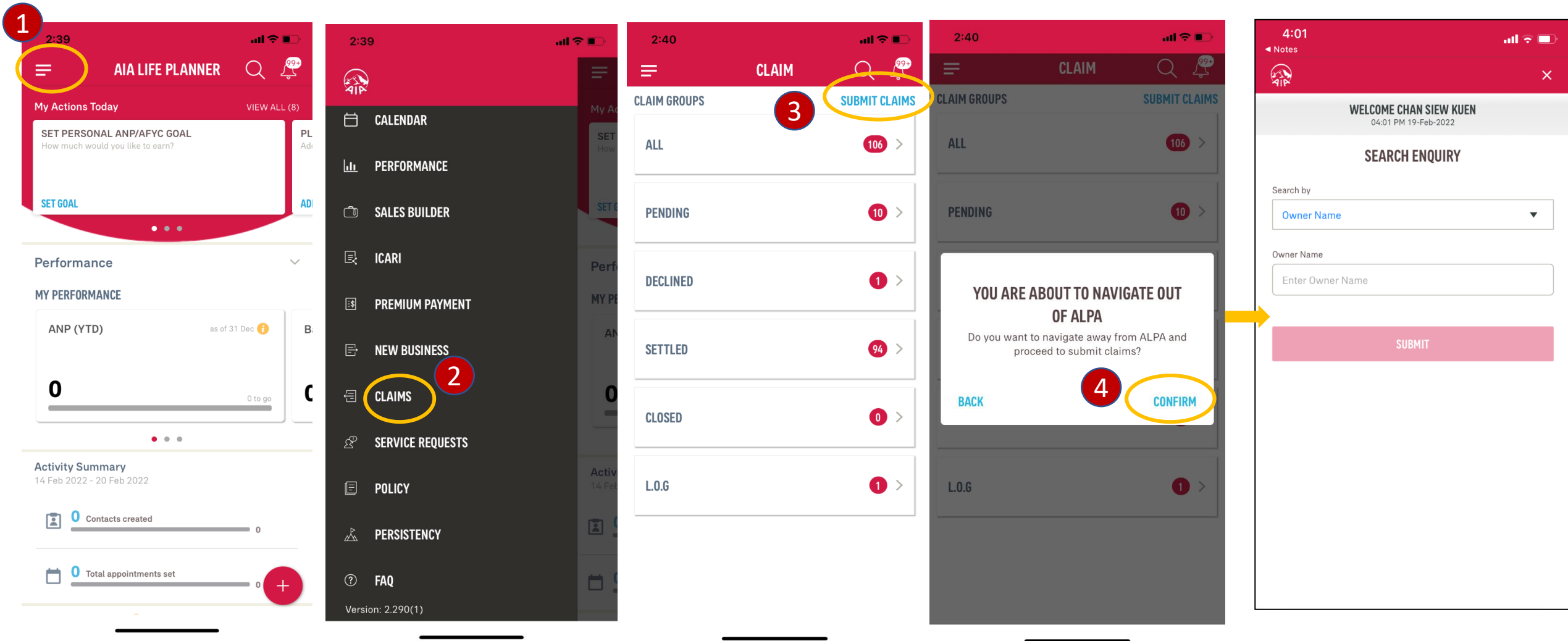
Owner Name

Enter Owner Name

SUBMIT

1. From the MENU bar on top, Click on “MY SERVICING”.
2. Under “CLAIMS” section, click on “SUBMIT CLAIMS”.
3. Landing page “SEARCH ENQUIRY” open in new window. (Note: Check and disable window pop-up blocker if the window is not open.)

ENTRY POINT FOR SUBMITTING e-CLAIM FROM ALPA



SEARCH ENQUIRY

STEP 1

WELCOME
09:24 PM 22-Feb-2022

SEARCH ENQUIRY

Search by
Owner Name

Owner Name
Enter Owner Name

SUBMIT

STEP 2

WELCOME
09:24 PM 22-Feb-2022

SEARCH ENQUIRY

Search by
Owner Name
Owner NRIC No.
Owner Other ID Type
Enter Owner Name

SUBMIT

Step 1:

- Landing Page from Entry point, SEARCH ENQUIRY page

Step 2:

- 3 options available in Search criteria
- Select ONE option from the dropdown list

Step 3:

- Input search value based on selected Search criteria
 - Owner Name – wild card search
 - Owner NRIC No. – exact search
 - Owner Other ID Type – exact search
- Click “SUBMIT” button

STEP 3

WELCOME LXFWSFYFW ZXF
10:25 PM 22-Feb-2022

SEARCH ENQUIRY

Search by
Owner Name

Owner Name
Liew

SUBMIT

STEP 4

WELCOME LXFWSFYFW ZXF
10:24 PM 22-Feb-2022

SEARCH RESULTS

1 - 5 of 5 < 1 of 1 >

NO.	OWNER NAME	OWNER NRIC NO./ ID NO.	
1	ONG CHENG LIEW	5330683	SUBMIT CLAIMS
2	LIEW POH WOON	751112035652	SUBMIT CLAIMS
3	LIEW SIEW HEONG	671215105342	SUBMIT CLAIMS
4	LIEW PIK YEE	790512055080	SUBMIT CLAIMS
5	LIEW WAI HOON	870923086105	SUBMIT CLAIMS

BACK

Step 4:

- **Result** displayed with “SUBMIT CLAIMS” function, click to proceed to start claim submission
- When click on “Back” button, user will be redirected to STEP 1

! IMPORTANT:

The Search **Result** will return only the owner with policy served by the Life Planner logs in to the respective account.

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

WELCOME LKFW SFYFW ZXF
10:27 PM 22-Feb-2022

LET'S BEGIN

[SIMPLE GUIDELINE FOR CLAIMS SUBMISSION](#)

Claim Type
Select claim type

WELCOME LKFW SFYFW ZXF
10:27 PM 22-Feb-2022

GOOD-TO-KNOW

1 VERIFY CLAIM SUBMISSION

Claim Receipt
Max 3 receipts per submission.

Supporting Documents
Kindly ensure that all documents are complete before submitting online. Please check the documents required in step 2.

Documents Checklist
Select claim type to identify the required documents.

2 KNOW THE REQUIRED DOCUMENTS

Select the Claim Type to identify the required documents.
Note: All claim types are available for selection. Please refer to the policy details to verify the benefit eligibility before claim submission.

Claim Type
Select claim type

Sub Claim Type
Select sub claim type

CLOSE YES, I'M READY TO SUBMIT

WELCOME LKFW SFYFW ZXF
10:27 PM 22-Feb-2022

GOOD-TO-KNOW

1 VERIFY CLAIM SUBMISSION

Claim Receipt
Max 3 receipts per submission.

Supporting Documents
Kindly ensure that all documents are complete before submitting online. Please check the documents required in step 2.

Documents Checklist
Select claim type to identify the required documents.

2 KNOW THE REQUIRED DOCUMENTS

Select the Claim Type to identify the required documents.
Note: All claim types are available for selection. Please refer to the policy details to verify the benefit eligibility before claim submission.

Claim Type
Select claim type

Medical
Accident
Travel PA
Health Wallet

CLOSE YES, I'M READY TO SUBMIT

WELCOME LKFW SFYFW ZXF
10:27 PM 22-Feb-2022

GOOD-TO-KNOW

1 VERIFY CLAIM SUBMISSION

Claim Receipt
Max 3 receipts per submission.

Supporting Documents
Kindly ensure that all documents are complete before submitting online. Please check the documents required in step 2.

Documents Checklist
Select claim type to identify the required documents.

2 KNOW THE REQUIRED DOCUMENTS

Select the Claim Type to identify the required documents.
Note: All claim types are available for selection. Please refer to the policy details to verify the benefit eligibility before claim submission.

Claim Type
Medical

Sub Claim Type
Select sub claim type

Hospitalisation / Day Care Procedure
Outpatient before or after Hospitalisation / Day Care Procedure
Outpatient Accident Claim

CLOSE YES, I'M READY TO SUBMIT

1. Landing Page from SEARCH ENQUIRY – STEP 4
2. Before starting to submit claim, you can refer to the SIMPLE GUIDELINE to prepare CLAIMS SUBMISSION.
3. SIMPLE GUIDELINE expanded to 2 sections:
 - VERIFY CLAIM SUBMISSION
 - KNOW THE REQUIRED DOCUMENTS.
4. Select Claim Type & Sub Claim Type in dropdown list.

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

WELCOME LXFW SFYFW ZXF
10:27 PM 22-Feb-2022

GOOD-TO-KNOW

- 1 VERIFY CLAIM SUBMISSION**
 - Claim Receipt**
Max 3 receipts per submission.
 - Supporting Documents**
Kindly ensure that all documents are complete before submitting online. Please check the documents required in [step 2](#).
 - Documents Checklist**
Select claim type to identify the required documents.
- 2 KNOW THE REQUIRED DOCUMENTS**
Select the Claim Type to identify the required documents.
Note: All claim types are available for selection. Please refer to the policy details to verify the benefit eligibility before claim submission.
 - Claim Type**
Medical
 - Sub Claim Type**
Hospitalisation / Day Care Procedure

Documents Checklist

Select claim type to identify the required documents.

- 2 KNOW THE REQUIRED DOCUMENTS**
Select the Claim Type to identify the required documents.
Note: All claim types are available for selection. Please refer to the policy details to verify the benefit eligibility before claim submission.
 - Claim Type**
Medical
 - Sub Claim Type**
Hospitalisation / Day Care Procedure

Required Documents For Medical Claims

- ✓ Individual Hospitalization Claim Form
- ✓ Original Itemised Receipts and Bills
- ✓ Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted
- ✓ Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)
- ✓ Translation (for all non-English / Bahasa Malaysia documents, where applicable)

6 CLOSE **7** YES, I'M READY TO SUBMIT

5. Select Claim Type and respective Sub Claim Type to know the required documents

6. Click "CLOSE" to end claim submission; or

7. Click "YES, I'M READY TO SUBMIT" button to proceed to next step

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

WELCOME LXFW SFYFW ZXF
10:31 PM 22-Feb-2022

LET'S BEGIN

[SIMPLE GUIDELINE FOR CLAIMS SUBMISSION](#)

Claim Type

1 Select claim type

- Medical
- Accident
- Travel PA
- Health Wallet

WELCOME LXFW SFYFW ZXF
10:31 PM 22-Feb-2022

LET'S BEGIN

[SIMPLE GUIDELINE FOR CLAIMS SUBMISSION](#)

Claim Details

Claim Type

Medical

Sub Claim Type

2 Select sub claim type

- Hospitalisation / Day Care Procedure
- Outpatient before or after Hospitalisation / Day Care Procedure
- Outpatient Accident Claim

Select date

Covered Member Name

select

select

When you are ready to submit, please proceed with the following steps:

1. Select Claim Type

Note: If selected policy is not eligible for the selected claim type, error message will be displayed.

Claim Type

Health Wallet

Sorry, we've checked and there is no eligible policy based on the selected claim type. Kindly contact AIA Call Centre at 1300-88-2886 for assistance.

2. Select respective Sub Claim Type

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

WELCOME LXFW SFYFW ZXF
10:44 PM 22-Feb-2022

LET'S BEGIN

[SIMPLE GUIDELINE FOR CLAIMS SUBMISSION](#)

Claim Details

Claim Type
Medical

Sub Claim Type
Outpatient Accident Claim

Date of Admission / Procedure
3 01/02/2022

Insured / Covered Member Name
4 LIEW SIEW HEONG

Policy No.
5 1952876B09

3. Fill in Date of Event (Event description will vary according to Claim Type)
4. Select Insured/Covered Member Name
5. Select the Policy No. that would like to claim from.

Claim Receipt
Max 3 receipts per submission.

6 MYR OTHER CURRENCY

Receipt 1

7 IPC-122335

1000.00

01/02/2022

Add Receipt

8 I hereby acknowledged and confirmed that I :
• am authorised by the Insured/Person Covered to submit the online claim on his/her behalf;
• have verified the accuracy of the information provided in the claim form and the supporting document with the Insured/Person Covered; and
• have explained the [terms & conditions](#) of submitting online claim to the Insured/Person Covered.

9 BEGIN

TERMS & CONDITIONS

The insured/ person covered is not allowed to submit the same claim to a different insurer/takaful operator. In the event that we discovered such instance or the claim is fictitious, we have the right to reject the claim and/or proceed with necessary action.

The insured/ person covered is required to keep all records, original receipts and other supporting documents in relation to this claim for a period of seven (7) years.

The insured/ person covered may be requested by AIA Bhd./AIA PUBLIC/AIA General Berhad to submit the original record, bill, receipt or other supporting documents for verification or audit purposes. If failed to do so, AIA Bhd./AIA PUBLIC/AIA General Berhad reserve the right to reject the claim or request for refund (if payment has been made).

The claim submission is considered received by AIA Bhd./AIA PUBLIC/AIA General Berhad if it is submitted during AIA Bhd.'s/AIA PUBLIC's/AIA General Berhad's official business hour i.e. Monday to Friday between 8.30 am to 5.30 pm. Any claim submission outside AIA Bhd.'s/AIA PUBLIC's/AIA General Berhad's official business hour shall be considered receipt on the next official business hour. The claim must submit within ninety (90) days from the date of visit. Please ensure that all information provided is correct and true.

6. Select currency type
7. Fill in the Receipt No., claim amount and date for each receipt. If there is more than 1 receipt, click "Add Receipt". Take note of the maximum no. of receipt allowed.
8. **!** IMPORTANT - Check the Declaration section and ensure T&C has been explained to customer. Then tick the Declaration box to proceed claim submission.
9. Click "Begin" to move to the next page.

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

The screenshot shows a user interface for submitting a claim. At the top, there is a navigation bar with five steps: 'LET'S BEGIN', 'STEP 1', 'STEP 2', 'STEP 3', and 'STEP 4'. 'STEP 1' is highlighted in blue. Below the navigation bar is a red header with a logo and a close button. A grey bar below the header displays 'WELCOME LXFW SFYFW ZXF' and '10:42 PM 22-Feb-2022'. A progress indicator shows four steps, with the first step '1' highlighted. The main heading is 'UPLOAD THE REQUIRED DOCUMENTS'. Below this, a section titled '1 Required Documents For Medical Claims' lists five items with green checkmarks: 'Individual Hospitalization Claim Form', 'Original Itemised Receipts and Bills', 'Medical Information Request in Hospitalisation Claim Form (medical report) OR endorsement from treating doctor on the nature of the illness / accident for each receipt / bill submitted', 'Lab / Imaging Reports, Dengue Serology Report, Police Report, Copy of passport or flight details for overseas claim (where applicable)', and 'Translation (for all non-English / Bahasa Malaysia documents, where applicable)'. Below the list is a 'Document Upload' section with a yellow box containing the text: '3 You can attach a max. of 15 files (.pdf, .jpg, .png, .jpeg). Total file size cannot exceed 30MB.' Below this is a white box with a red '2' and a blue 'UPLOAD FILE' button. At the bottom, there are two buttons: a dark blue '4 PREVIOUS' button and a pink '5 NEXT' button.

1. Go through every required document of your claim, ensuring all mandatory information are filled up. Customer must complete & sign Declaration of Authorization of the Claim Form.
2. Upload all required documents as stated in checklist.
3. Take note of the file size and type as well as the no. of files allowed.

! IMPORTANT:

- Maximum 15 files
- Total file size cannot exceed 30MB
- Not allowed for encrypted file
- Not allowed for limited permission file
- Not allow for duplicated file name
- Allow file type: .pdf, .jpg, .png, .jpeg

4. Click "PREVIOUS", page navigate to LET'S BEGIN page
5. Click "Next" to proceed next step.

CLAIMS SUBMISSION


LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

✕

WELCOME LXFW SFYFW ZXF
10:44 PM 22-Feb-2022

1 2 3 4

CUSTOMER DETAILS

Outpatient Accident Claim Details

Reason of Outpatient Accident Claim

1 Tell us briefly about the accident / event encountered
250 / 250 characters

Customer's Payment Details

Bank Name

2 Select bank

Account No.

3 Enter account no.

4 Customer Details

Customer ID No.	671215100342
Email Address	yunkin.yee@aia.com
Contact No.	60163755928

5 Kindly ensure that all the customer details are correct in accuracy or customer might not receive the claim payment according to policy. We will not be held responsible if the details provided are incorrect. Customer may update the email address and mobile phone number in MyAik My Profile page.

6 PREVIOUS NEXT 7

1. Fill in the reason of event / accident encountered by customer where applicable for selected claim type, whichever relevant.
2. Select the Bank Name of customer's choice.
3. Enter the Bank Account No. that customer would like the payment (if any) to be made to.
4. Ensure the Customer Details are accurate, this section is not editable.
 - Note: good practice to remind customer to review their personal details & update as soon as changes required.
5. You may read through the note on how the customer details can be updated.
6. Click "PREVIOUS", page navigate to STEP 1 page
7. Click "NEXT" to proceed to next step.

CLAIMS SUBMISSION

LET'S BEGIN

STEP 1

STEP 2

STEP 3

STEP 4

WELCOME LXFW SFYFW ZXF
10:46 PM 22-Feb-2022

1 2 3 4

1 REVIEW CUSTOMER CLAIM

Claim Details EDIT 2

Claim Type	Medical
Sub Claim Type	Outpatient Accident Claim
Date of Admission / Procedure	01/02/2022
Insured / Covered Member Name	LIEW SIEW HEONG
Policy No.	1952876B09
Total Claim Amount	RM 1000

Uploaded Documents EDIT 2

A1022019.pdf

Outpatient Accident Claim Details EDIT

Reason of Outpatient Accident Claim
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA

PREVIOUS NEXT

Uploaded Documents EDIT

A1022019.pdf

Outpatient Accident Claim Details EDIT 2

Reason of Outpatient Accident Claim
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAA

Customer's Payment Details EDIT 2

Bank Name	CIMB ISLAMIC BANK
Account No.	112233445566789

Customer Details

Customer ID No.	671215105342
Email Address	yunkoin.yee@aia.com
Contact No.	60163755928

3 PREVIOUS NEXT 4

1. Next, you can review all the claim details you have entered in previous steps.

2. If there is any correction to be made, click on "Edit" button next to the claim detail where change is required. You will be directed to the page of the selected Detail. After the claim detail is updated, proceed to click "Next" button until you reach this "REVIEW CUSTOMER CLAIM" page again.

! IMPORTANT:

Customer Details are not editable in claim submission process.

3. If there are no further changes required, you may click "Next" button.

FREQUENTLY ASKED QUESTION (FAQ)

1. What is ALPP / ALPA eClaims?

AIA Life Planners can submit new claim online on customer's behalf via AIA LIFE PLANNER PORTAL (ALPP) and APP (ALPA).

2. When can I start submitting claims online via ALPP or ALPA?

AIA Life Planner can start submitting eClaims via ALPP effective from 1 Mar 2022; via ALPA effective from 7 Mar 2022.

3. What are the claim types allowed to submit online via ALPP and ALPA?

New Individual Minor Reimbursement claims:

- Accident Claim
- Medical Claim
- Travel PA Claim
- Health Wallet Claim

(refer to [Claims Menu Glossary](#) for simple guidance.)

4. Where do I search SUBMIT CLAIMS in ALPP & ALPA?

- Login to ALPP >> go to My Servicing >> go to Claims >> select SUBMIT CLAIMS
- Login to ALPA >> go to App Menu >> go to Claims >> select SUBMIT CLAIMS

5. Is My.DMC_eclaims@aia.com still a valid submission channel for Individual Minor Reimbursement Claims?

Effective 16 November 2021 the MY.DMC_eclaims@aia.com will not accepting Individual hospitalization claims submission.

6. Is there any claim amount threshold for e-claim submission?

No.

7. With eClaims, do I still need to submit hardcopy claim documents to AIA branches?

No. Life Planners are advised to return original documents to customers after submission.

8. Do customers need to submit copy of NRIC or ID document for each claim submission?

If the customer has not submitted any forms of ID document such as NRIC, passport to AIA before, he or she is advised to submit a copy during new claim submission. The record will be used for verification purpose in subsequent claims; hence customers do not need to submit copy of ID documents for each subsequent claim.

9. How do customers update personal details with AIA?

Customers can update personal details (e.g. passport number, address, payment method and so on) via Service Request in MyAIA app.

10. Do customers need to keep original claim documents?

Yes. Customers shall retain the original claims for at least 7 years, it may be requested in event that AIA or any relevant authorities may perform a verification exercise with regards to the claims submitted.

11. Can I submit customer's pending reply or additional claim documents via ALPP or ALPA?

No. Pending reply or additional documents of submitted claims need to be submitted through AIA branches. However, this function will be enhanced and be available in the ALPP and ALPA in near future.

12. How do I track the claim status?

You may track the claim status via Claim Status Inquiry via ALPP or ALPA. Besides, your customer can check his / her claim status in Claim History via MyAIA app. Please allow up to 48 hours for your latest status to be updated.

13. When I access eClaims via ALPP, the SUBMIT CLAIMS page is not responsive.

You may need to check your respective browser's site permission setting to un-block pop-ups and redirects.

14. How do Life Planners contact AIA for relevant inquiries?

You can check out eClaims Submission User Guide in the ALPP site.

Alternatively, if you are unable to find the solution you required, you can reach out to AIA Contact Centre (Careline: 1300-88-2886 or Email: my.assist@aia.com).

CLAIMS MENU GLOSSARY

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Claim Type	Medical	Claim on a Medical rider/policy
	Accident	Claim on an Accident rider/policy
	Travel PA	Claim on a Travel PA policy
	Health Wallet	Claim on a Medical rider/policy with health wallet balance/value
Sub Claim Type (Medical)	Hospitalisation/ Day Care Procedure	Claim for an event due to hospitalisation or outpatient day care surgery/procedure
	Outpatient claim before or after Hospitalisation/Day Care Procedure	Claim for outpatient visit before or after hospitalisation/ day care procedure
	Outpatient Accident Claim	Outpatient claim for an accident event (with no hospitalisation) on a medical rider/policy
Sub Claim Type (Accident)	Food Poisoning	Event caused by food poisoning
	Assault	Event caused by injury sustained from another
	Accidentally Bitten by animals/insects	As it is

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Sub Claim Type (Accident)	Burns/Cut	As it is
	Motor/Non-motor vehicle accident	Accident caused by a moving vehicle
	Accidental Fall	As it is
	Ingestion or infiltration of foreign body	Injury caused by accidental swallowing/exposure of objects/chemical in the mouth, eye, ear or nose
	Hit by heavy object	As it is
	Occupational/ industrial accident	Injury at workplace
	Natural Disaster	As it is
	Sports accident	Sudden traumatic injury caused by playing sports (not due to fatigue or muscle ache)
	Sub Claim Type (Travel PA)	Medical Expenses
Cancellation, Delay or Curtailment of Journey / Loss of Deposit		As it is

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Sub Claim Type (Travel PA)	Baggage & Personal Effects (Damage / Delay) / Loss of Money or Travel Documents	As it is
Sub Claim Type (Health Wallet)	Health Screening / Vaccination	As it is
	Mobility and Hearing Support / Recovery Care for Cancer, Stroke and Heart Attack	As it is
	Mental Health Benefit	As it is
	Congenital Conditions / Plastic or Cosmetic Surgery due to Accident or Cancer	As it is
Date of Event	Date of Admission/Procedure (Medical)	Date admitted to hospital/for outpatient surgery
	Date of Accident/Event/Admission (Accident)	Date of accident or event/admission covered under this plan
	Date of Accident/Event (Travel PA)	Date of accident or event covered under this plan

CLAIMS SUBMISSION

Claims Menu Glossary

Title	Selection	Description
Date of Event	Date of Procedure/Event (Health Wallet)	Date of outpatient surgery or screening/ vaccination/support purchase/consultation event
Insured/ Covered Member Name	Dropdown list if more than 1 record.	The customer in which the claim event is filed upon for this claim submission. Please select the claimant name from the list.
Policy No	Dropdown list if more than 1 record.	Select the relevant policy no. that you would like to make your claim on. If you have selected a claim type which do not match with your policy benefit coverage, the intended policy no. will not appear for selection.

Thank You

