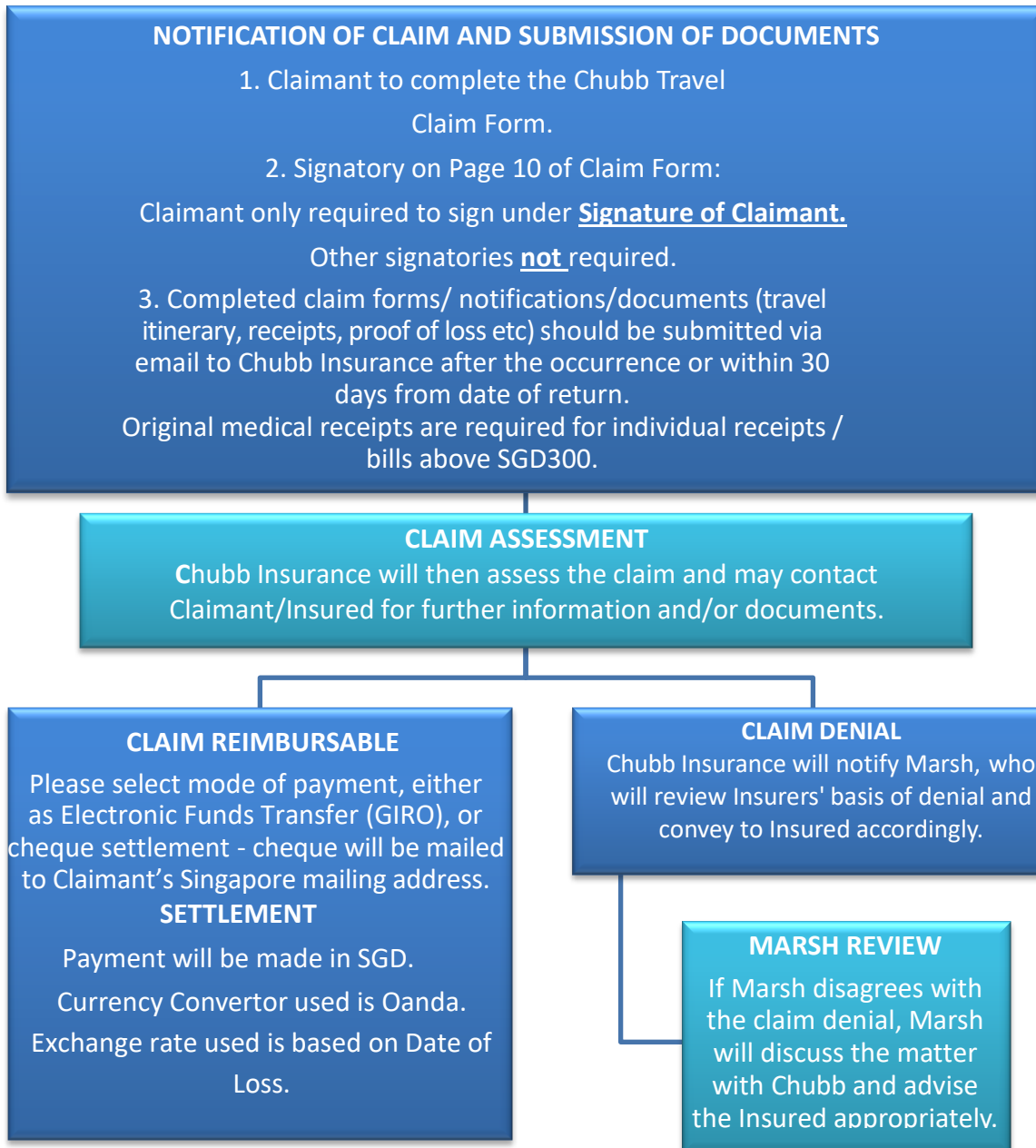


NUS Student Travel Insurance Claims Procedure Policy No – 92326313





Marsh (Singapore) Pte Ltd.
8 Marina View #09-02
Asia Square Tower 1
Singapore 018960
Phone +65 6922 8388
Fax +65 6327 8845

For Submission/ Notification of Claims - contact Chubb Insurance Singapore Limited

Mailing Address:

- 138 Market Street, #11-01, CapitaGreen, Singapore 048946

Email Address for Submission of New Claims and Claim correspondences:

- TravelClaims.SG@Chubb.com

Claims Hotline:

- +65-6299-0988

Please quote the Chubb Claim Reference Number during your call.
Operating Hours: Monday to Friday, 9AM – 5PM (Excluding Public Holidays),

For General Enquiries, kindly refer to Marsh (Singapore) Pte Ltd :

(A) On General Enquiries on Policy Coverage or Request for Certificate of Insurance :

Cayden Lim	+65 6922 8273
Rebecca Low	+65 6922 8281
Carollyn Goh	+65 6922 8280
Felicia Tan	+65 6922 8287
Selina See	+65 6922 8286

Email Address #MANUS-StudentTvl@marsh.com

(B) On General enquiries on Claims

Teo Hong Tin	+65 6922 8201
Email Address	HongTin.Teo@marsh.com

Quick Guide to Claim Documents Submission:

Required documents to submit in support of your claim

- Completed Claim Form
- Travel booking confirmation and itinerary
- Proof of Official Student Trip:
 - > For summer/research programme:
 - A programme information sheet prepared by NUS IRO
 - An admission letter by partner university
 - > For international internship:
 - A programme information sheet prepared by NUS IRO
 - Offer letter by Internship Partner

In addition to these the following additional supporting documents are required based on the type of claim you are submitting:

Benefit Being Claimed For	Proof of Loss Document
Personal Accident: Accidental Death	<ul style="list-style-type: none"> • Copy of Police Report, Certified True Copy of Death Certificate, Autopsy Report, Toxicological Report.
Personal Accident: Permanent Total Disablement	<ul style="list-style-type: none"> • Copy of Police Report (if any), Detailed Medical Report, Medical Certificate.
Medical Expenses	<ul style="list-style-type: none"> • Proof of cost - Original Detailed Pre-Medical / Final Hospitalisation / Post-Medical Bills • Inpatient Discharge Summary, Detailed Medical Report / Memo from Attending Physician on the type of illness or injury sustained.

Benefit Being Claimed For	Proof of Loss Document
Personal Liability	<ul style="list-style-type: none"> • Letter or Demand of a claim made against you • Writs / summons from third party / police / court.
Travel Delay	<ul style="list-style-type: none"> • Flight Delay – enclose the original itinerary, boarding pass showing the actual take off time and date, written confirmation from carrier/ airline or their agents specifying reasons for and hours of delay/diversion
Baggage Delay	<ul style="list-style-type: none"> • Written confirmation from carrier/airline or their agents specifying reason and the number of hours of baggage delay, • Property Irregularity Report • Acknowledgement Receipt of baggage received.
Loss of Personal Money; or Travel Documents	<ul style="list-style-type: none"> • Any document that demonstrates proof of ownership; and • Any document that adequately supports the amount claimed (replacement invoices or repair quotes); and in the event of robbery, theft burglary; and • A Police Report • Original transport and accommodation receipts incurred for the sole purpose of replacing your Travel Documents

Dated : 03 July 2018