

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

NUS Student Travel Insurance Claims Procedure Policy No - 92326313

NOTIFICATION OF CLAIM AND SUBMISSION OF DOCUMENTS

1. Claimant to complete the Chubb Travel Claim Form.

2. Signatory on Page 10 of Claim Form:

Claimant only required to sign under **Signature of Claimant**.

Other signatories **not** required.

3. Completed claim forms/ notifications/documents (travel itinerary, receipts, proof of loss etc) should be submitted via email to Chubb Insurance after the occurrence or within 30 days from date of return.

Original medical receipts are required for individual receipts / bills above SGD300.

CLAIM ASSESSMENT

Chubb Insurance will then assess the claim and may contact Claimant/Insured for further information and/or documents.

CLAIM REIMBURSABLE

Please select mode of payment, either as Electronic Funds Transfer (GIRO), or cheque settlement - cheque will be mailed to Claimant's Singapore mailing address.

SETTLEMENT

Payment will be made in SGD.

Currency Convertor used is Oanda.

Exchange rate used is based on Date of

Loss.

CLAIM DENIAL

Chubb Insurance will notify Marsh, who will review Insurers' basis of denial and convey to Insured accordingly.

MARSH REVIEW

If Marsh disagrees with the claim denial, Marsh will discuss the matter with Chubb and advise the Insured appropriately.

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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

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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	Copy of Police Report, Certified True Copy of Death Certificate, Autopsy Report, Toxicological Report.
Personal Accident: Permanent Total Disablement	 Copy of Police Report (if any), Detailed Medical Report, Medical Certificate.
Medical Expenses	 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	 Letter or Demand of a claim made against you Writs / summons from third party / police / court.
Travel Delay	 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	 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	 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