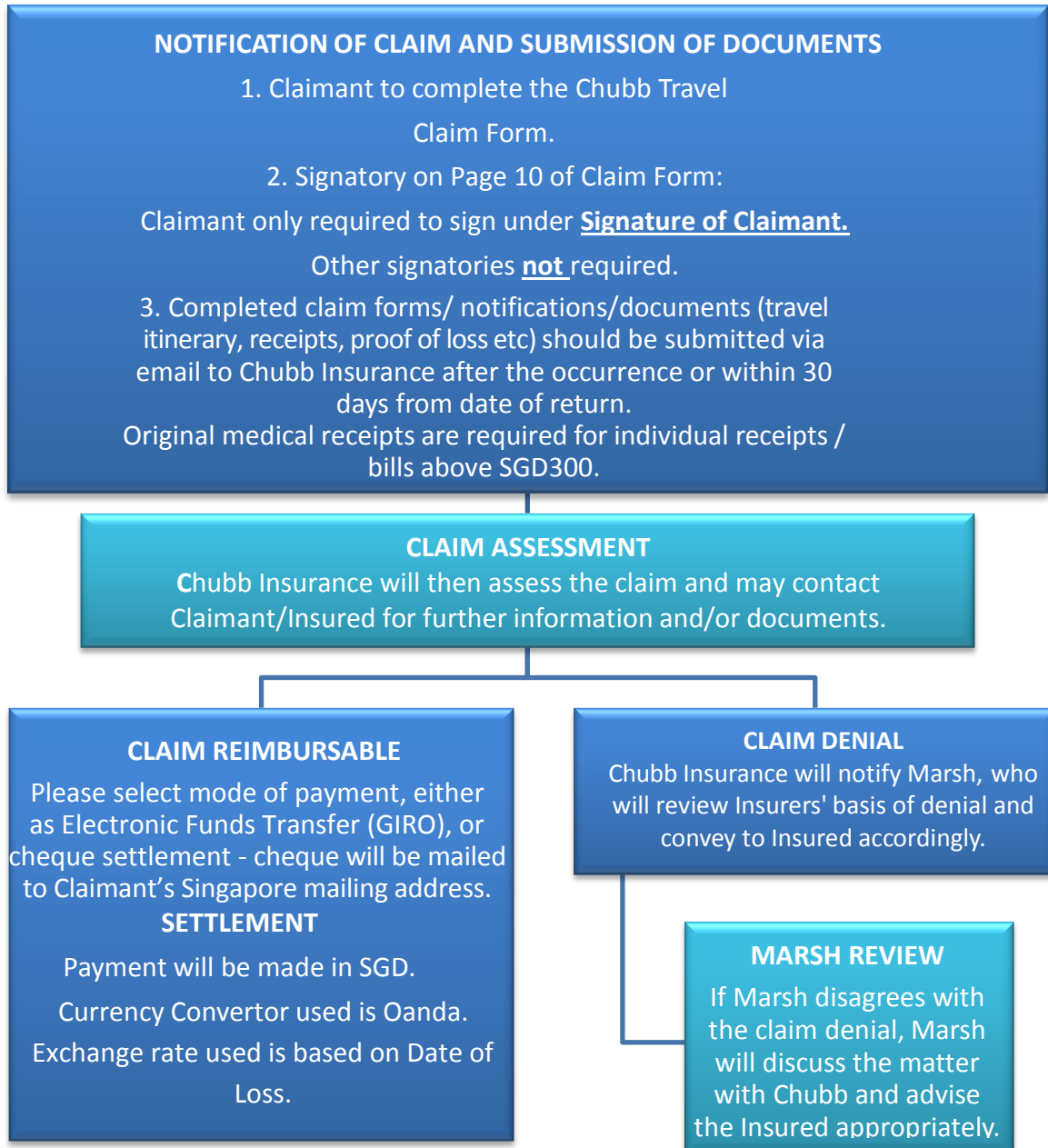


## NUS Student Travel Insurance Claims Procedure

Policy No – 92326313



**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](mailto: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),

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

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

Belinda Syn +65 6922 8331  
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](mailto:#MANUS-StudentTvl@marsh.com)

**(B) On General Enquiries on Claims**

Teo Hong Tin +65 6922 8201  
Email Address [HongTin.Teo@marsh.com](mailto: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"> <li>• Copy of Police Report, Certified True Copy of Death Certificate, Autopsy Report, Toxicological Report.</li> </ul>
Personal Accident: Permanent Total Disablement	<ul style="list-style-type: none"> <li>• Copy of Police Report (if any), Detailed Medical Report, Medical Certificate.</li> </ul>
Medical Expenses	<ul style="list-style-type: none"> <li>• Proof of cost - Original Detailed Pre-Medical / Final Hospitalisation / Post-Medical Bills</li> <li>• Inpatient Discharge Summary, Detailed Medical Report / Memo from Attending Physician on the type of illness or injury sustained.</li> </ul>

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

Dated : 01 Jan 2017