

4. SUMMARY OF CLAIMS PROCEDURES

Online Claim Submission	
<ol style="list-style-type: none"> 1. Go to Income's GPA portal at https://studentgpa.incomegroupins.com.sg 2. Complete online claim form 3. Upload tax invoice(s), receipts (outpatient/inpatient claims) and required documents 4. Confirmation email will be sent to parents or students and school administrator 	
Follow Up Claim Submission	
<ol style="list-style-type: none"> 1. Go to Income's GPA portal at https://studentgpa.incomegroupins.com.sg 2. Click on "New/Follow Up Accident Claim" 	
Enquiry on Status of Claims	
<ol style="list-style-type: none"> 1. Go to Income's GPA portal at https://studentgpa.incomegroupins.com.sg 2. Click on "Check Claims Status" 	
Manual Claim Submission:	
<ol style="list-style-type: none"> 1. Complete claim form 2. Submit claim form with required documents to school administrator for verification 3. Mail Original by post to Income. 	
Required Documents	
<ol style="list-style-type: none"> 1. For hospitalisation / day surgery, a copy of Inpatient discharge summary / day surgery form / attending physician's medical report 2. Police report, if applicable 3. If you have submitted a claim to any third party who has reimbursed your bills (e.g. other policies / insurers / your employers), please submit copies of the following documents: <ol style="list-style-type: none"> a. Reimbursement letter / claim settlement letter from other source b. Copy of the Shield Plan's settlement letter if there is any payment by Medisave-approved Integrated Shield Plan <p>Please note that the list of documents above is not exhaustive. Other documents may be requested if necessary.</p>	
Please submit the claim documents to:	NTUC Income Insurance Co-operative Limited c/o 1 Commonwealth Lane, #02-13, One Commonwealth Singapore 149544

CONTACT DETAILS

CLICK	CALL	ZONE REPRESENTATIVES	
on	our hotline at 6332 1133	NORTH – Alvin Tan	91172222 alvin.tankc@income.com.sg
www.income.com.sg	Mon – Fri	SOUTH – Edmund Tan	96673188 edmund.tankh@income.com.sg
	8.30am to 8.30pm	EAST – Su Yixi	90220777 yixi.su@income.com.sg
	Sat & Sun – Closed	WEST – Cary Pang	96390136 cary.pang@income.com.sg

IMPORTANT NOTES

This is for general information only. The terms and conditions of Group Personal Accident Insurance for Students are found in the master policy contract.

This policy is protected under the Policy Owners' Protection Scheme which is administered by the Singapore Deposit Insurance Corporation (SDIC). Coverage for your policy is automatic and no further action is required from you. For more information on the types of benefits that are covered under the scheme as well as the limits of coverage, where applicable, please contact Income or visit the GIA/LIA or SDIC websites (www.gia.org.sg or www.lia.org.sg or www.sdic.org.sg).

Information is correct as of December 2018.