



AIA SINGAPORE DISABILITY CLAIM PROCEDURE

Documents Required

1. Disability Claim Form: Part I - Claimant's Statement
2. Disability Claim Form: Part II - Physician's Statement (report fee to be borne by Claimant)
3. Clinical Abstract Application Form
4. Copies of all diagnostic reports, including resting ECGs, exercise stress test, troponin results, enzymes assays, isotope studies imaging coronary angiography, blood tests, ultrasound, biopsy, histopathology report, CT scans, other imaging studies, laboratory evidence and any relevant hospital reports that are available.
5. Original Insurance Policy Contract(s) (for permanent disability claim)
6. Copy of the NRIC/FIN or Passport of the Claimant
7. Newspaper Clipping (if any)
8. Police Report (if any)
9. Employment and/or income documents, eg. confirmation from employer on absence from work, termination letter, pay slips, IR8A Form, CPF statements, Commission Statement, etc. (Please refer to Important Notes (a) below)
10. Copies of all medical leave certificates

Important Notes

- a. For temporary loss of income due to disability claim (eg. Premier Disability Plan), you need to produce the Insured's income documents and any additional evidence at your sole cost and expense to evidence any loss in income. You also need to disclose any other sources of income that the Insured is or may be receiving for the purpose of replacing loss of income due to disability.
- b. Attending Physician's Statement must be completed by your attending doctor and the fee charged by the attending doctor will be borne by yourself.
- c. All documents submitted must be in English. Any document that is not in English must be accompanied by an English translated copy of the document made by a certified translator/interpreter. In addition, a certificate stating the proficiency of the translator in the language being translated must also be submitted.
- d. All questions in the Claimant's Statement must be fully answered. The Company reserves the right to require or obtain further information, if deemed necessary.
- e. The Disability Claim Form must be signed using the same signature as in AIA Singapore's records.

Submission Of Documents

All claims required documents can be submitted to AIA Singapore through your Financial Services Consultant or Insurance Representative. Alternatively, you may submit the claim via post or personally to AIA Customer Service Centre. Both the operating hours and locations of our AIA Customer Service Centre can be found at our website (<http://www.aia.com.sg/en/index.html>).



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