

ACCIDENT AND HOSPITALISATION CLAIM PROCEDURE

DOCUMENTS REQUIRED

If this is a First Claim (i.e. first claim for an accident or illness)

1. Accident & Hospitalisation Claim Form
2. **Original** Final Bills and Receipts (photocopy or interim bills are not acceptable)
3. Copy of Detailed Inpatient Discharge Summary and any medical or diagnostic reports, if available
4. Copy of the Police Report or Accident Report, if available
5. Copy of the claim settlement letter and payment voucher if there was a reimbursement from another Insurer/ Employer
6. Copy of the Medical Leave Certificate (MC) for claims on Weekly Indemnity/Temporary Disability Indemnity Benefits
7. Clinical Abstract Application Form
8. Part II Certificate of Medical Attendant of the Accident & Hospitalisation Claim Form (Please refer to Important Notes (b) below)

If this is a Follow-Up Claim (i.e. further submission to a previous claim)

1. Further Claim Form (Please refer to Important Notes (c) below)
2. **Original** Final Bills and Receipts (not photocopy or interim bills)
3. Copy of the claim settlement letter and payment voucher if there was a reimbursement from another Insurer / Employer
4. Copy of the Medical Leave Certificate (MC) if claiming under Weekly Indemnity/Temporary Disability Indemnity Benefit

IMPORTANT NOTES

- (a) AIA HealthShield Gold claims for Singaporeans and Permanent Residents must be submitted electronically via the medical institutions at the time of admission/discharge.
- (b) Part II Certificate of Medical Attendant of the Accident & Hospitalisation Claim Form must be furnished at the Insured's expense, if:
 - a. Policy or supplementary benefit claiming for is in force for less than 2 years, and
 - b. Claimable amount (including further claim, if any) is more than S\$2,000.00

Note: Regardless of the above, AIA Singapore Private Limited ("AIA Singapore") (Reg. No. 201106386R) reserves the right to request for medical report(s), or Part II of the form to be furnished if deemed necessary.
- (c) The Further Claim Form is only applicable for follow-up submission to a previous claim e.g. post-hospitalisation expenses, additional medical leave certificate, etc.
- (d) 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.
- (e) All forms must be duly completed and signed to avoid delay in claim processing. Please indicate "N.A." for fields which are not applicable.
- (f) The Accident & Hospitalisation Claim Form or Further 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>).