

## SUMMARY OF CLAIMS PROCEDURES

All claims should be submitted as soon as possible subjected to a cap of 365 days from the date of accident.

### New Claim Submission

1. Go to Income Insurance's GPA portal at <https://studentgpa.incomegroupins.com.sg>
2. Click on "New/Follow up Accident Claim"
3. Select "New Claim" Under "Claim Type"
4. Complete online claim form
5. Upload tax invoice(s), receipts (outpatient/inpatient claims) and required documents
6. Confirmation email will be sent to parents or students, and school administrator



### Follow Up Claim Submission

1. Go to Income Insurance's GPA portal at <https://studentgpa.incomegroupins.com.sg>
2. Click on "New/Follow Up Accident Claim"
3. Select "Follow Up Claim" Under "Claim Type"
4. Upload tax invoice(s), receipts (outpatient/inpatient/dental claims) and required documents
5. Confirmation email will be sent to parents or students, and school administrator

### Enquiry on Status of Claims

1. Go to Income Insurance's GPA portal at <https://studentgpa.incomegroupins.com.sg>
2. Click on "Check Accident Claims Status"

### Required Documents

1. For hospitalisation or 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 insurance policies/ insurers/ your employers), please submit copies of the following documents:
  - 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.
4. School incident report with simple case description of nature of accident for all claims (To be submitted by Schools).

Please note that the list of documents above is not exhaustive. Other documents may be requested if necessary.

## CONTACT DETAILS

CLICK on [www.income.com.sg](http://www.income.com.sg)

CALL our hotline at 6332 1133

Mon – Fri 9.00am to 6.00pm

Sat, Sun & Public Holiday – Closed

### ZONE REPRESENTATIVES

NORTH	Alvin Tan	91172222	alvin.tankc@income.com.sg
SOUTH	Edmund Tan	96673188	edmund.tankh@income.com.sg
EAST	Su Yixi	90220777	yixi.su@income.com.sg
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 Insurance or visit the GIA/LIA or SDIC websites ([www.gia.org.sg](http://www.gia.org.sg) or [www.lia.org.sg](http://www.lia.org.sg) or [www.sdic.org.sg](http://www.sdic.org.sg)).

Information is correct as of 27 December 2023.