


4. 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.

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

CALL our hotline at 6332 1133

Mon – Fri 8.30am to 8.30pm

Sat & Sun – 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 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 January 2023.