

Claims Highlight Sheet – Maid Protect360 PRO

Eligibility
<p>The event or incident is covered under your policy.</p> <p>Your policy is active, and premiums are fully paid.</p> <p>You meet the specific conditions in your Policy Wording.</p>
Procedure and Important Steps
<ul style="list-style-type: none"> At the occurrence of the incident, contact us at 6922 6003. Complete the claim form and submit it with the necessary supporting documents to us at claims@hlas.com.sg
Required Documents
<p>General (All claims)</p> <ol style="list-style-type: none"> Completed Claims form (https://www.hlas.com.sg/wp-content/uploads/Claim-Forms/Maid_Claim_Form.pdf) Medical Report Discharge Summary Doctor Memo <p>Accidents and illnesses</p> <ol style="list-style-type: none"> Copies of Outpatient Medical/Dental Invoices Copies of Inpatient Medical Invoices <p>Death</p> <ol style="list-style-type: none"> Death Certificate, autopsy report, coroner's findings Documentary proof of relationship between deceased and claimant
Submission Methods and Channels
<p>You can submit your claims via the following channels:</p> <ol style="list-style-type: none"> Email [claims@hlas.com.sg]

Claims Process and Turnaround Time

[Aligned with the Singapore General Insurance Code of Practice¹]

Process	Turnaround Time
Acknowledge notice of claim	3 working days <i>(from claims submission)</i>
Request additional documents	7 working days <i>(from date of acknowledgement)</i>
Approve or decline claim	7 working days <i>(after receiving full documentation)</i>
Make payment	10 working days <i>(after approving the claim)</i>

¹ General Insurance Association of Singapore, Singapore General Insurance Code of Practice, https://gia.org.sg/images/resources/For-Members/code_of_practice.pdf

