



TiqConnect

<User Guide Version 1.0>

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30-11-18

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Account Registration

Step 1: Go to Etiqa Corporate home page (www.etiqa.com.sg) and click on the “TiqConnect” button

The screenshot shows the Etiqa Insurance website homepage. At the top, there is a dark navigation bar with the Etiqa logo on the left, a yellow 'Buy Online' button, and several menu items: 'Personal', 'Business', 'Blog', 'Claims', 'About Us', 'Help', and 'TiqConnect' (which is highlighted with a red rectangle). A search icon is on the far right. Below the navigation bar is a large blue banner for 'TIQ HOME INSURANCE'. The banner features the text 'Your Home Sure Okay!' and 'Double Confirm!'. It lists three benefits: 'Emergency Cash Allowance within 24 hrs*', 'Flexible coverage options', and '24/7 Emergency Home Assistance'. A man in a striped shirt is sitting on a sofa in a living room setting. A yellow 'Learn More' button is positioned near the sofa. On the right side of the banner, there is a circular graphic with a Google Home Mini device and the text 'Get a Google Home Mini* on us'. At the bottom of the banner, it says 'From as low as \$28 a year.'.



Credibility from our
financial strength



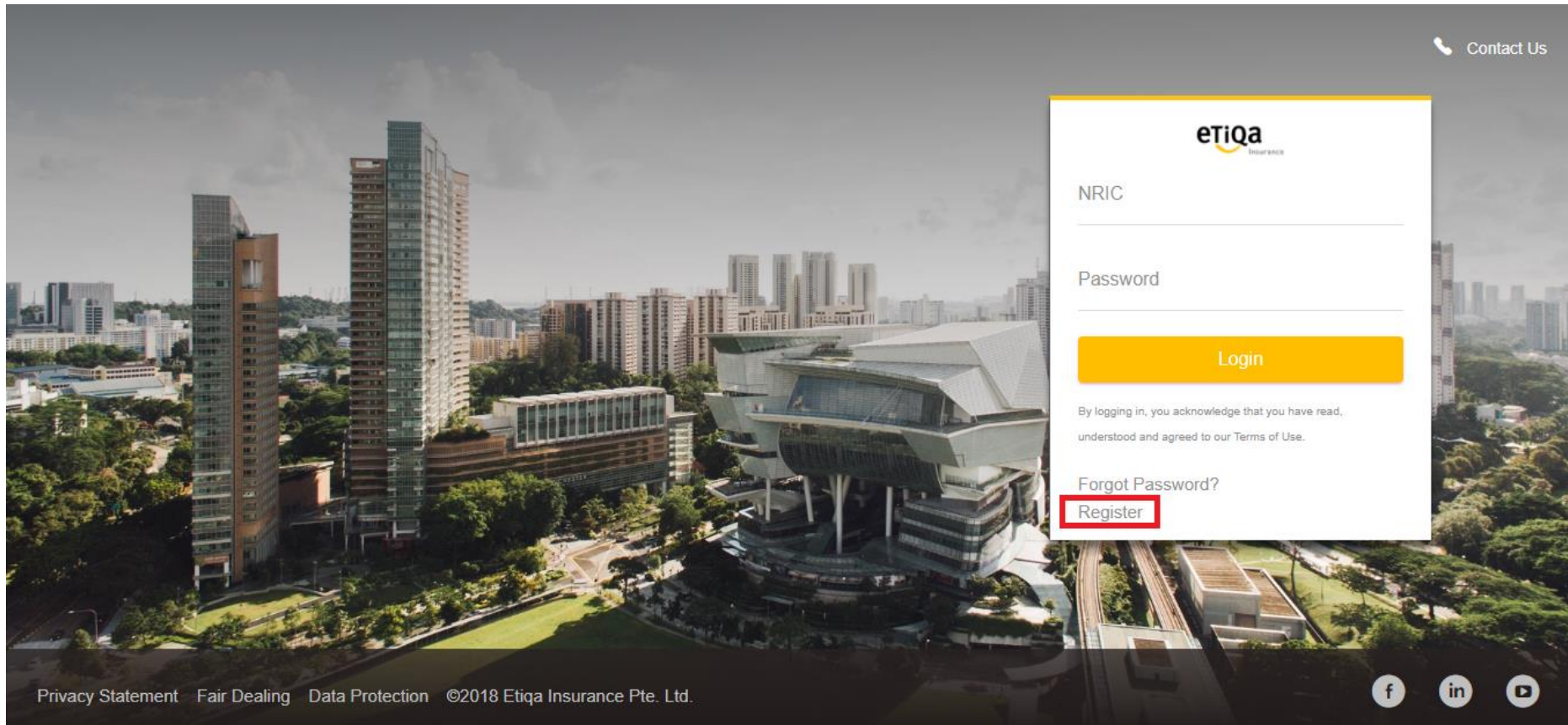
Humanising Insurance is
our Mandate



Extensive History in
Singapore



Step 2: Click on the “Register” button at TiqConnect Login Page



Contact Us

eTiqa
Insurance

NRIC

Password

Login

By logging in, you acknowledge that you have read, understood and agreed to our Terms of Use.

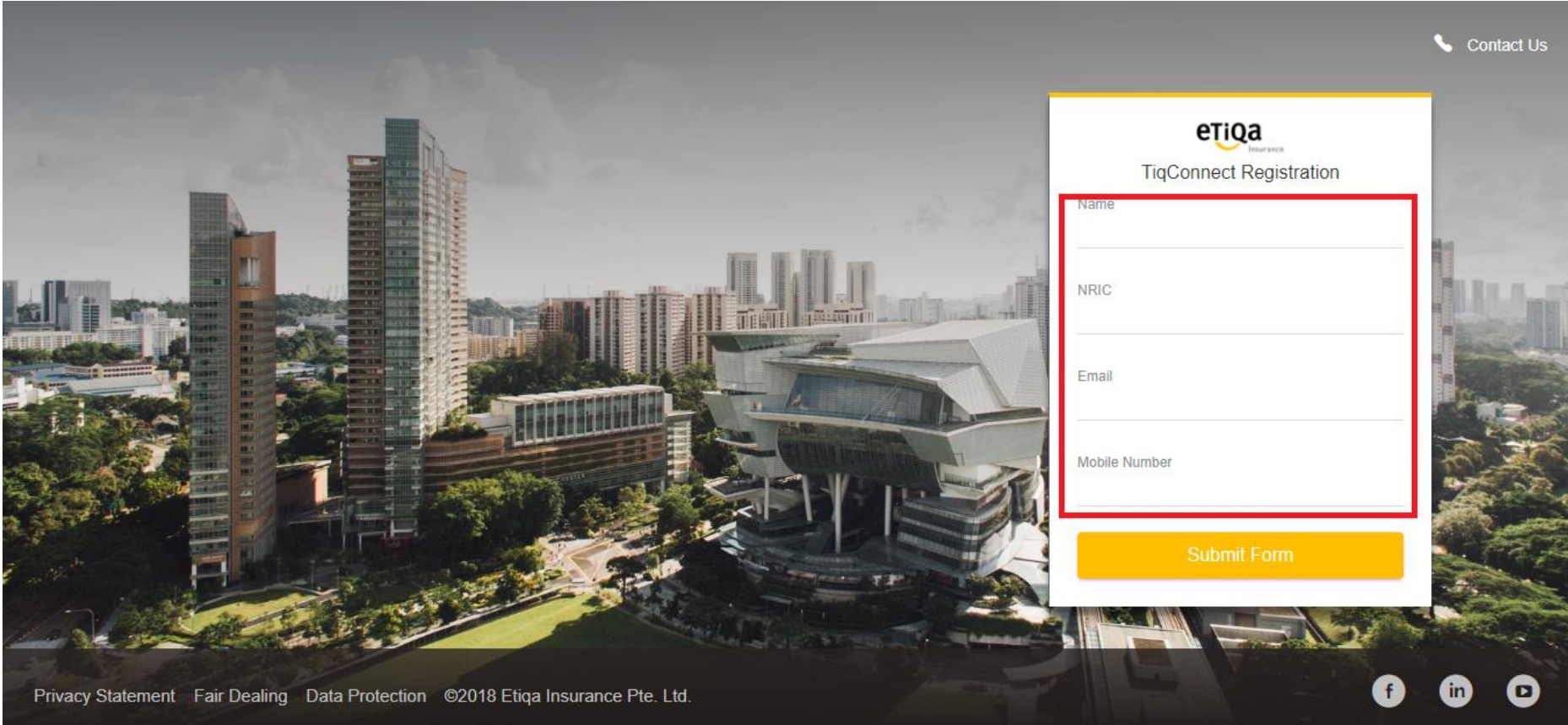
Forgot Password?

Register

Privacy Statement Fair Dealing Data Protection ©2018 Etiqa Insurance Pte. Ltd.

f in y

Step 3: Key in the information in all the required fields



Contact Us

eTiqa
Insurance

TiqConnect Registration

Name

NRIC

Email

Mobile Number

Submit Form

Privacy Statement Fair Dealing Data Protection ©2018 Etiqa Insurance Pte. Ltd.

f in y

How to Login

Step 1: Go to Etiqa Corporate home page (www.etiqa.com.sg) and click on the “TiqConnect” button



Credibility from our
financial strength



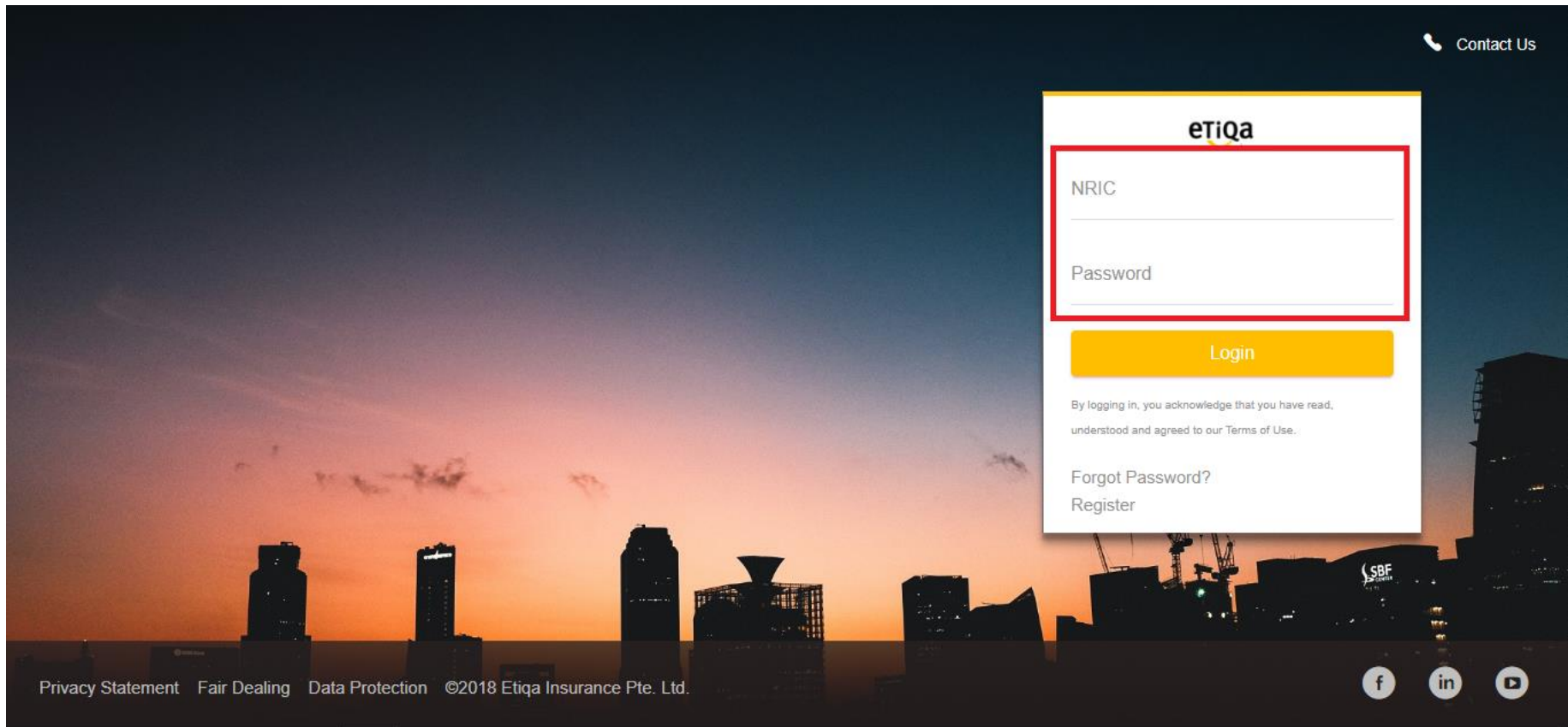
Humanising Insurance is
our Mandate



Extensive History in
Singapore



Step 2: Key in NRIC number and Password at TiqConnect Login Page



The screenshot shows the eTiqa login interface. A white login box is centered on the right side of the page, set against a background of a city skyline at sunset. The box contains the eTiqa logo at the top. Below the logo, there are two input fields: 'NRIC' and 'Password'. These two fields are enclosed in a red rectangular border. Below the input fields is a yellow 'Login' button. Underneath the button, there is a line of text: 'By logging in, you acknowledge that you have read, understood and agreed to our Terms of Use.' Below this text are two links: 'Forgot Password?' and 'Register'. In the top right corner of the page, outside the login box, there is a 'Contact Us' link with a telephone icon. At the bottom of the page, there is a footer with links for 'Privacy Statement', 'Fair Dealing', and 'Data Protection', followed by the copyright notice '©2018 Etiqa Insurance Pte. Ltd.'. On the far right of the footer are three social media icons for Facebook, LinkedIn, and YouTube.

Contact Us

eTiqa

NRIC

Password

Login

By logging in, you acknowledge that you have read, understood and agreed to our Terms of Use.

[Forgot Password?](#)

[Register](#)

[Privacy Statement](#) [Fair Dealing](#) [Data Protection](#) ©2018 Etiqa Insurance Pte. Ltd.

f in YouTube

Step 3: After successful login, you may click on any of the buttons to perform transaction. For eg, click on the “My Policy” button to view policy details.

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. To its right is a hamburger menu icon. Further right are icons for email, notifications, and a user profile. Below the logo, a sidebar contains a user profile icon with 'Online' status, a 'Welcome to TiqConnect' message, and a list of navigation options: 'Account Overview' (highlighted in orange), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a note about system migration. Below this are four summary cards: '2 Total In Force Policy' (green), '0 Active Claims' (yellow), '0 Policy For Renewal' (orange), and '3 News' (teal). Each card has a 'See below' or 'More info' link. The 'I'm Protected By' section shows two active 'EPROTECT TRAVEL' policies with their respective dates. On the right, a 'News Feed' section displays an 'Early Saver Promotion' banner for a 38% discount.

eTiqa

☰

✉ 🔔 👤

👤 Online

Welcome to TiqConnect

🏠 **Account Overview**

📄 My Policy

🔧 My Claim

💳 My eWallet

👁️ My Request

💬 Ask Etiqa

👉 **Get Protected Now**

🎁 Rewards

Note: We are in the midst of system migration. As such, some policies may not be displayed (e.g. HDB Fire Insurance, MozGuard Insurance). Please contact Customer Care via "Ask Etiqa" if you require more details.

2
Total In Force Policy
See below ➡

0
Active Claims
More info ➡

0
Policy For Renewal
More info ➡

3
News
See below ➡

☂️ I'm Protected By

✈️ **EPROTECT TRAVEL**
IN FORCE
16/12/2018 - 19/12/2018

✈️ **EPROTECT TRAVEL**
IN FORCE
30/08/2018 - 03/09/2018

📡 News Feed

Early Saver Promotion
Enjoy up to **38% off**

Early Saver Promotion

View Policy Details

Step 1: After successful login, click on the “My Policy” button to view policy details.

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. To its right is a hamburger menu icon, followed by icons for email, notifications, and a user profile. The left sidebar contains a user profile section with a silhouette icon and the text 'Online', a 'Welcome to TiqConnect' message, and a list of navigation options: 'Account Overview' (with a gear icon), 'My Policy' (with a document icon and a red rectangular highlight), 'My Claim' (with a magnifying glass icon), 'My eWallet' (with a wallet icon), 'My Request' (with a speech bubble icon), 'Ask Etiqa' (with a speech bubble icon), 'Get Protected Now' (with a shield icon and an orange background), and 'Rewards' (with a gift icon). The main content area features a grey notice bar at the top stating: 'Note: We are in the midst of system migration. As such, some policies may not be displayed (e.g. HDB Fire Insurance, MozGuard Insurance). Please contact Customer Care via "Ask Etiqa" if you require more details.' Below this are four large colored tiles: a green tile for '2 Total In Force Policy' with a document icon and a 'See below' link; a yellow tile for '0 Active Claims' with a gavel icon and a 'More info' link; an orange tile for '0 Policy For Renewal' with a circular arrow icon and a 'More info' link; and a teal tile for '3 News' with a newspaper icon and a 'See below' link. Further down is a section titled 'I'm Protected By' with a umbrella icon, containing two rows of policy information for 'EPROTECT TRAVEL' marked as 'IN FORCE'. The first row shows dates '16/12/2018 - 19/12/2018' and the second row shows '30/08/2018 - 03/09/2018'. Each row includes an airplane icon and a magnifying glass icon. On the right side of the dashboard is a 'News Feed' section with a minus icon for collapse, featuring a promotional banner for 'Early Saver Promotion' with 'Enjoy up to 38% off' and various icons representing different services.

Step 2: Click on any of the “Inforce” policy to view

The screenshot displays the eTiqa user interface. On the left is a navigation menu with options: Account Overview, My Policy (highlighted), My Claim, My eWallet, My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area features a top banner with a system migration notice. Below this are three summary cards: 'TOTAL NO. OF POLICIES' (2), 'RECENT PURCHASED' (0), and 'POLICY FOR RENEWAL' (0). The 'My Policy' section lists two active policies for 'EPROTECT TRAVEL'. The top policy, with an 'IN FORCE' status and a red box around it, is for the period 16/12/2018 to 19/12/2018. The bottom policy is for 30/08/2018 to 03/09/2018. The 'Recent Purchased' and 'Premium Due' sections are currently empty.

eTiqa

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

Note: We are in the midst of system migration. As such, some policies may not be displayed (e.g. HDB Fire Insurance, MozGuard Insurance). Please contact Customer Care via "Ask Etiqa" if you require more details.

2
TOTAL NO. OF POLICIES
See below

0
RECENT PURCHASED
See below

0
POLICY FOR RENEWAL
See below

My Policy

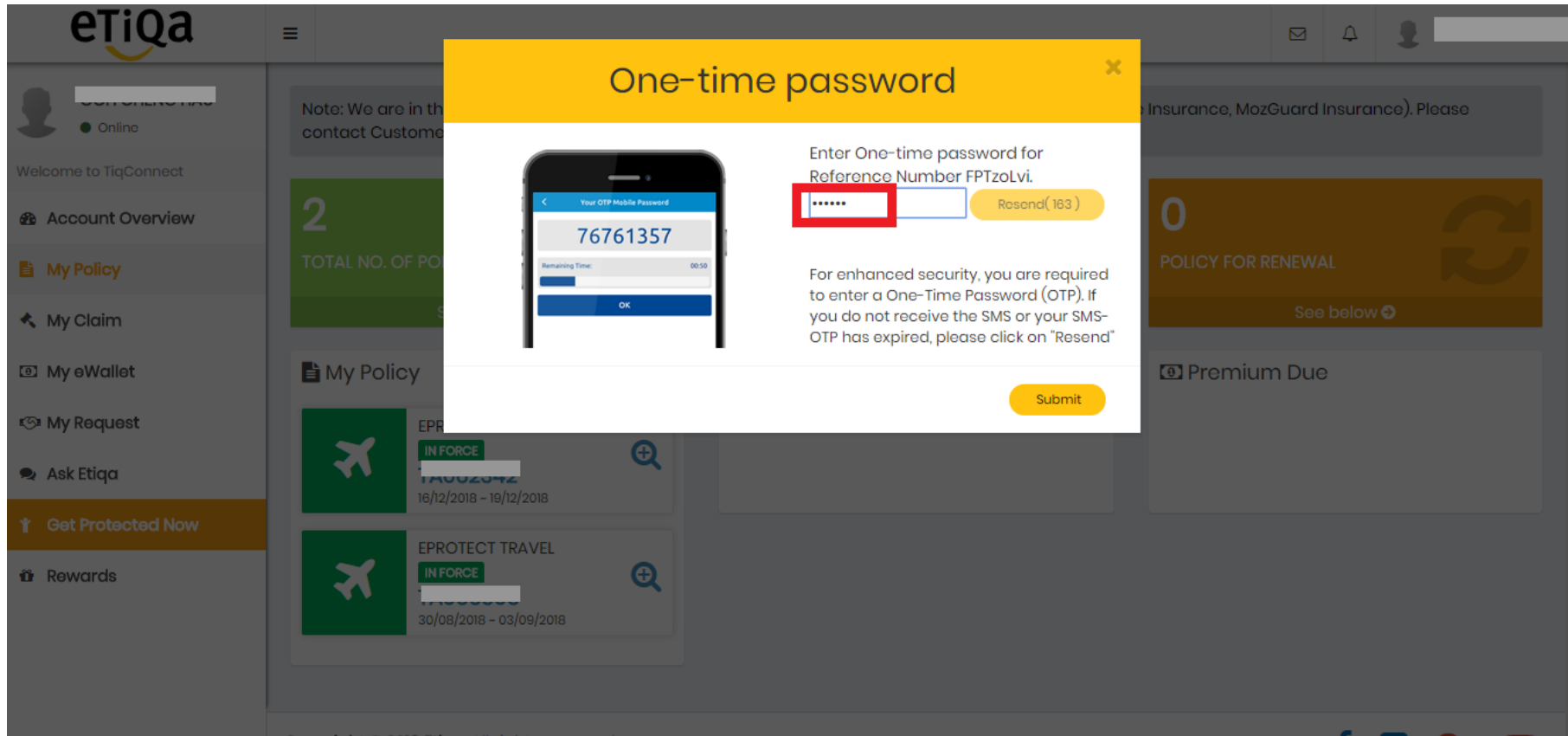
EPROTECT TRAVEL
IN FORCE
16/12/2018 - 19/12/2018

EPROTECT TRAVEL
IN FORCE
30/08/2018 - 03/09/2018

Recent Purchased

Premium Due

Step 3: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP to view policy details securely.



Step 4: The basic policy details is displayed on this page. Click on the “Download Policy” button to download policy documents.

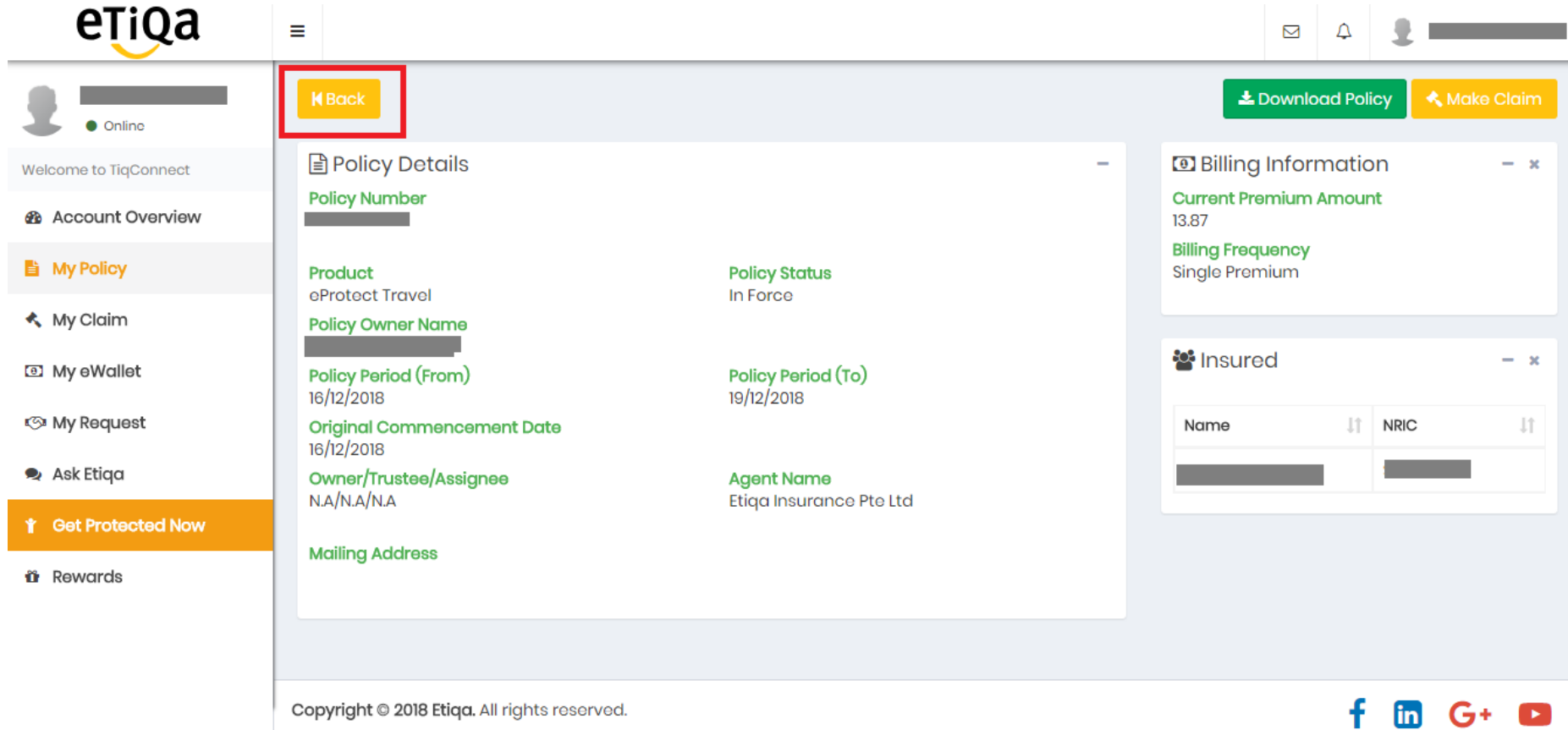
The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. Below it, a user profile section shows a silhouette icon, a name placeholder, and a green 'Online' status. A sidebar on the left contains navigation links: 'Welcome to TiqConnect', 'Account Overview', 'My Policy' (highlighted in orange), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a 'Back' button and a 'Policy Details' section. This section contains the following information:

Policy Details	
Policy Number	[Redacted]
Product	eProtect Travel
Policy Status	In Force
Policy Owner Name	[Redacted]
Policy Period (From)	16/12/2018
Policy Period (To)	19/12/2018
Original Commencement Date	16/12/2018
Owner/Trustee/Assignee	N.A/N.A/N.A
Agent Name	Etiqa Insurance Pte Ltd
Mailing Address	

To the right of the policy details are two panels: 'Billing Information' and 'Insured'. The 'Billing Information' panel shows 'Current Premium Amount' as 13.87 and 'Billing Frequency' as Single Premium. The 'Insured' panel contains a table with columns for Name and NRIC, both of which are redacted.

At the top right of the main content area, there are two buttons: 'Download Policy' (highlighted with a red box) and 'Make Claim'. The footer of the page includes the copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

Step 5: Click on the “Back” button to go back to “My Policy” page to view/download other policy.



eTiqa

Welcome to TiqConnect

- Account Overview
- My Policy**
- My Claim
- My eWallet
- My Request
- Ask Etiqa
- Get Protected Now**
- Rewards

Back

Policy Details

Policy Number	
Product	eProtect Travel
Policy Status	In Force
Policy Owner Name	
Policy Period (From)	16/12/2018
Policy Period (To)	19/12/2018
Original Commencement Date	16/12/2018
Owner/Trustee/Assignee	N.A/N.A/N.A
Agent Name	Etiqa Insurance Pte Ltd
Mailing Address	

Billing Information

- Current Premium Amount**
13.87
- Billing Frequency**
Single Premium

Insured

Name	NRIC

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eWallet Encashment

Click on “My eWallet” and you will get the following screen. There are two options for encashment:

- a) via Direct Credit (that is, transfer to your designated bank account)
- b) via PayNow (if you have an account)

The screenshot displays the eTiqa eWallet interface. On the left is a navigation menu with options: Account Overview, My Policy, My Claim, My eWallet (highlighted with a red box), My Request, Ask Etika, Get Protected Now, and Rewards. The main content area shows the 'MY EWALLET BALANCE' as 9,411.73, with 'Encashable' funds at 9,411.73 and 'Non-encashable' funds at 0.00. Below this, the 'My eWallet' section explains that claims are credited the next day and can be used for purchases or encashed. It includes buttons for '\$ Encash' and 'Manage Bank Account'. The 'EWallet Transaction History' section shows a table of transactions with filters for start and end dates. The footer contains the copyright notice 'Copyright © 2018 Etika. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

MY EWALLET BALANCE
9,411.73

Encashable	Non-encashable
9,411.73	0.00

My eWallet (personal digital wallet on TiqConnect)

Claims value that have been successfully processed will be credited into your eWallet on the next day compared to cheque payment which may take 2 to 4 weeks.

You can use your credits in eWallet to make any online purchase or renew your existing policies. On the other hand, you can also encash the balance using our encashment facility in TiqConnect.

[Learn more](#) about the benefits of eWallet.

[\\$ Encash](#) [Manage Bank Account](#)

EWallet Transaction History

Start Date: 06/04/2018 End Date: 06/07/2018 [Filter](#)

Date	Transaction Description	Transaction Reference	Encashable	Debit (Withdraw)	Credit (Deposit)
25/05/2018	Referral fee		\$		10.00
24/04/2018	Online Purchase	Policy No: TA017167		12.48	
24/04/2018	PayNow	NRIC: S1200082J		10.00	

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For Direct Credit Mode

Step 1: Create bank account by clicking on “Manage Bank Account”

The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation options: Account Overview, My Policy, My Claim, My eWallet (highlighted with a red box), My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area shows the 'My eWallet' section, which includes a balance summary, a description of the eWallet, and a transaction history table. The balance summary shows an encashable balance of 9,411.73 and a non-encashable balance of 0.00. The 'Manage Bank Account' button is highlighted with a red box. The transaction history table shows a referral fee of 10.00 credited on 25/05/2018.

eTiqa

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

MY EWALLET BALANCE

9,411.73

Encashable 9,411.73

Non-encashable 0.00

My eWallet (personal digital wallet on TiqConnect)

Claims value that have been successfully processed will be credited into your eWallet on the next day compared to cheque payment which may take 2 to 4 weeks.

You can use your credits in eWallet to make any online purchase or renew your existing policies. On the other hand, you can also encash the balance using our encashment facility in TiqConnect.

[Learn more](#) about the benefits of eWallet.

[\\$ Encash](#) [Manage Bank Account](#)

EWallet Transaction History

Start Date: 06/04/2018 End Date: 06/07/2018 [Filter](#)

Date	Transaction Description	Transaction Reference	Encashable	Debit (Withdraw)	Credit (Deposit)
25/05/2018	Referral fee		\$		10.00

Step 2: Click on “Create bank account”

eTiqa

Online

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etiqa
- Get Protected Now**
- Rewards

Manage bank Account

My eWallet > Manage bank Account

[Back](#) [+ Create bank Account](#)

Bank Accounts

Search

Delete	Account Name	Account No.	Bank	Name	Date Created
--------	--------------	-------------	------	------	--------------

Note: Etiqa will help you maintain up to 10 bank account.

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Step 3: Input bank account details. Name will be automatically be displayed.






The screenshot shows the eTiQa user interface with a modal window titled "Bank Account Details:". The modal contains the following elements:


- Title Bar:** "Bank Account Details:" with a close button (X) in the top right corner.
- Name Field:** A text input field labeled "Name" with a grey placeholder box.
- Note:** A small text note below the name field: "Note: If the account name (e.g. Janice Ong) differs from your bank account (e.g. Ong Lilin), please contact our Customer Care at +65 6887 8777."
- Bank Field:** A dropdown menu labeled "Bank" with a downward arrow icon.
- Name of Account Field:** A text input field labeled "Name of Account" with a grey placeholder box.
- Buttons:** "Create" (yellow) and "Cancel" (grey) buttons at the bottom right.

The background interface includes a sidebar with navigation links: "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etika", "Get Protected Now", and "Rewards". The top right shows a user profile and notification icons. The bottom of the page has a copyright notice "Copyright © 2018 Etika. All rights reserved." and social media icons for Facebook, LinkedIn, Google+, and YouTube.

Step 4: Upon creation, you will see the record being created as below, click on the “Back” button and return to the eWallet page







Online

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet


My Request


Ask Etiqa

Get Protected Now


Rewards




Manage bank Account









Bank Accounts

Search 

Delete	Account Name	Account No.	Bank	Name	Date Created
		****0000	DBS Bank		Jul 6, 2018

Note: Etiqa will help you maintain up to 10 bank account.

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Step 5: Click on the “Encash” button

The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation links: Account Overview, My Policy, My Claim, My eWallet (highlighted), My Request, Ask Etiqua, Get Protected Now, and Rewards. The main content area shows the 'My eWallet' section. At the top, there's a balance summary: 'MY EWALLET BALANCE 9,411.73'. Below this, a table shows 'Encashable' balance as 9,411.73 and 'Non-encashable' balance as 0.00. The section title is 'My eWallet (personal digital wallet on TiquConnect)'. Below the title, there's explanatory text about claims and encashment, followed by a 'Learn more' link. On the right side of the main content, there are two buttons: '\$ Encash' (highlighted with a red box) and 'Manage Bank Account'. Below this is the 'EWallet Transaction History' section, which includes date filters (Start Date: 06/04/2018, End Date: 06/07/2018) and a 'Filter' button. A table lists transactions with columns: Date, Transaction Description, Transaction Reference, Encashable, Debit (Withdraw), and Credit (Deposit). One transaction is visible: Date 25/05/2018, Description Referral fee, Encashable status with a green dollar sign icon, and Credit (Deposit) of 10.00.

eTiqa

Online

Welcome to TiquConnect

- Account Overview
- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etiqua
- Get Protected Now
- Rewards

MY EWALLET BALANCE
9,411.73

Encashable	9,411.73
Non-encashable	0.00

My eWallet (personal digital wallet on TiquConnect)

Claims value that have been successfully processed will be credited into your eWallet on the next day compared to cheque payment which may take 2 to 4 weeks.

You can use your credits in eWallet to make any online purchase or renew your existing policies. On the other hand, you can also encash the balance using our encashment facility in TiquConnect.

[Learn more](#) about the benefits of eWallet.

\$ Encash **Manage Bank Account**

EWallet Transaction History

Start Date: 06/04/2018 End Date: 06/07/2018 **Filter**

Date	Transaction Description	Transaction Reference	Encashable	Debit (Withdraw)	Credit (Deposit)
25/05/2018	Referral fee				10.00

Step 6: For encashment via Direct Credit mode, click on the “Direct Credit” button

The screenshot displays the eTiqa user interface. On the left is a sidebar with the eTiqa logo and a navigation menu including 'Welcome to TiqConnect', 'Account Overview', 'My Policy', 'My Claim', 'My eWallet' (highlighted), 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area shows the 'TOTAL EWALLET BALANCE' as 9,411.73. A table indicates the balance is split into 'Encashable' (9,411.73) and 'Non-encashable' (0.00). Below this, the 'Encashment Method' section features a 'Back' button and two options: 'PayNow' and 'Direct Credit', with the latter highlighted by a red rectangle. The 'Encashment Details' section contains three input fields: 'Using account' (with a dropdown menu showing 'New Account'), 'Name (as per bank account)', and 'Bank' (with a dropdown menu).

eTiqa

Online

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etiqa
- Get Protected Now
- Rewards

TOTAL EWALLET BALANCE
9,411.73

Encashable	9,411.73
Non-encashable	0.00

My eWallet > Encash

Encashment Method

Back

PayNow **Direct Credit**

Encashment Details

Using account
New Account ▼

Name (as per bank account)

Bank
_____ ▼

Step 7: Select the designated bank account for the fund to be credited

eTiQA

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etiqa
- Get Protected Now
- Rewards

Encashment Method

[Back](#)

PayNow | **Direct Credit**

Encashment Details

Using account

New Account ▼

New Account

x y z

Bank

Encashment Amount

Click on the dropdown arrow and you will be able to see the list of accounts that you have setup previously.

Select the one you want to transfer to and the rest of the bank details will be automatically populated.

Step 8: Key in the encashment amount and tick the checkbox for declaration and authorization

eTiqa

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etika
- Get Protected Now
- Rewards

Name (as per bank account)

Bank

DBS Bank

Account Number (please input numbers only, no dash or space accepted)

Encashment Amount

Declaration and Authorisation

By submitting this application:

- [Declaration] I confirm that there had not been any change to my tax residency status or any circumstances which affects my tax residency status and undertake to provide Etika with a suitably updated self-certification and documentation otherwise.
- [Authorisation] I authorise Etika Insurance Pte. Ltd. ("Etika") to credit payments due to me to the above account and confirm that the information provided by me in this form is true and correct. I will not hold Etika liable for delays or errors in payment transaction(s) due to incorrect or incomplete information or any other reason beyond Etika's reasonable control.
- [Authorisation] Notwithstanding the above, Etika Insurance Pte. Ltd. reserve the rights to issue payment to me via Cheques.

☒ I have read, understood and agreed with the above Declaration and Authorisation.

Submit

Check the box for declaration and authorization

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f in G+ y

For PayNow Mode

Please follow the below instructions

Encashment Method

Back

PayNow

Direct Credit

1) Depending on your personal PayNow account setup, if Mobile was setup, select Mobile. If NRIC was setup, select NRIC.

Mobile

Country Code

+65

NRIC

Mobile No

99999999

2) Key in the mobile number

Encashment Amount

Declaration and Authorisation

By submitting this application:

[Declaration] I confirm that there had not been any change to my tax residency status or any circumstances which affects my tax residency status and undertake to provide Etiqa with suitably updated self-certification and documentation otherwise.

[Authorisation] I authorise Etiqa Insurance Pta. Ltd. ("Etiqa") to credit payments due to me and confirm that the information by me in this form is true and correct. I will not hold Etiqa liable for delays or errors in payment transaction(s) due to incorrect or incomplete information or any other reason beyond Etiqa's reasonable control.

[Authorisation] Notwithstanding the above, Etiqa Insurance Pta. Ltd. reserve the rights to issue payment to me via Cheques.

☒ I have read, understood and agreed with the above Declaration and Authorisation.

3) Check the checkbox for declaration and authorisation

Submit

4) Submit

eTiqa

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Ask Etiqa

Step 1: Click on the “Ask Etiqa” button at the Account Overview page

The screenshot displays the Etiqa Account Overview page. The top navigation bar includes the Etiqa logo, a menu icon, and icons for email, notifications, and a user profile. The left sidebar contains a list of navigation options: 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa' (highlighted with a red box), 'Get Protected Now', and 'Rewards'. The main content area features four summary cards: 'Total In Force Policy' (2), 'Active Claims' (0), 'Policy For Renewal' (0), and 'News' (3). Below these cards is a section titled 'I'm Protected By' showing two active EPROTECT TRAVEL policies. On the right, there is a 'News Feed' section with a promotional banner for the eWallet and a 'Recent Purchased' section.

eTiqa

Welcome to TiqConnect

Account Overview

- My Policy
- My Claim
- My eWallet
- My Request
- Ask Etiqa**
- Get Protected Now
- Rewards

2 Total In Force Policy
See below

0 Active Claims
More info

0 Policy For Renewal
More info

3 News
See below

I'm Protected By

- EPROTECT TRAVEL**
IN FORCE
13/09/2018 - 17/09/2018
- EPROTECT TRAVEL**
IN FORCE
30/08/2018 - 03/09/2018

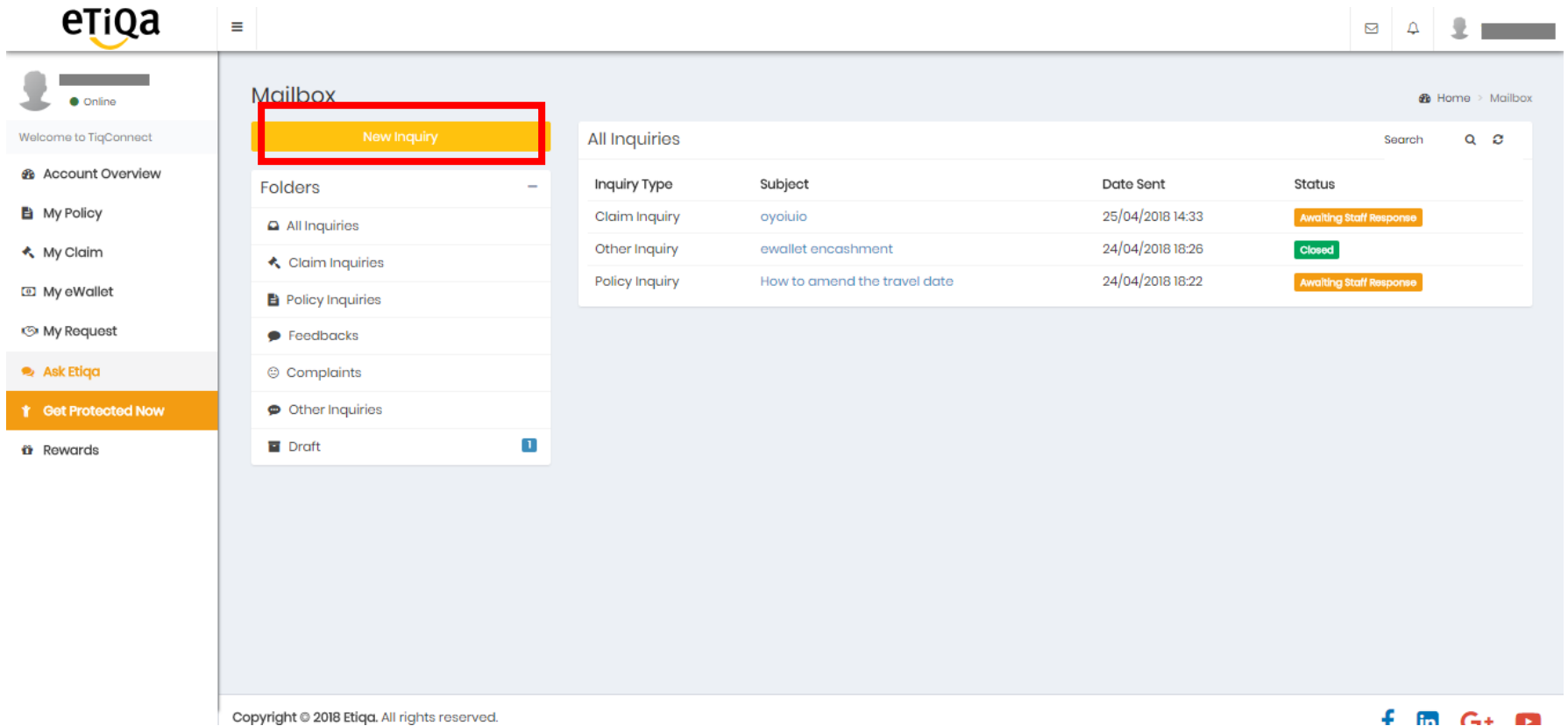
News Feed

- Hassle-free Set-up
- Claims credited within one day
- Faster cash out

eWallet – Your Digital Wallet

Recent Purchased

Step 2: Click on “New Inquiry” to create a new case



The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation links: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua, Get Protected Now (highlighted in orange), and Rewards. The main area is titled 'Mailbox' and contains a 'New Inquiry' button (highlighted with a red rectangle) and a list of folders. To the right is a table titled 'All Inquiries' with columns for Inquiry Type, Subject, Date Sent, and Status.

Mailbox

[New Inquiry](#)

Folders

- All Inquiries
- Claim Inquiries
- Policy Inquiries
- Feedbacks
- Complaints
- Other Inquiries
- Draft

All Inquiries

Inquiry Type	Subject	Date Sent	Status
Claim Inquiry	oyoiuio	25/04/2018 14:33	Awaiting Staff Response
Other Inquiry	ewallet encashment	24/04/2018 18:26	Closed
Policy Inquiry	How to amend the travel date	24/04/2018 18:22	Awaiting Staff Response

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Step 3: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP.

One-time password

Enter One-time password for Reference Number FPTzoLvi.

Resend(163)

For enhanced security, you are required to enter a One-Time Password (OTP). If you do not receive the SMS or your SMS-OTP has expired, please click on "Resend"

Submit

Step 4: Select the inquiry type from the dropdown list and key in the policy number that you are enquiring.

The screenshot displays the eTiQA Mailbox interface. On the left is a sidebar with the eTiQA logo and a user profile section showing 'Online' status. Below this is a 'Welcome to TiqConnect' message and a list of navigation links: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiga, Get Protected Now, and Rewards. The main area is titled 'Mailbox' and features a 'New Inquiry' button. A 'Folders' list on the left includes All Inquiries, Claim Inquiries, Policy Inquiries, Feedbacks, Complaints, Other Inquiries, and Draft. The 'Compose New Message' form is the central focus, containing a 'Select Inquiry Type' dropdown menu (which is open, showing options like Claim Inquiry, Policy Inquiry, Feedback, Complaint, and Other Inquiry) and a 'Policy Number' input field. Both the dropdown menu and the 'Policy Number' field are highlighted with red rectangular boxes.

Step 5: Next, key in the “Subject” of the enquiry, key in the nature of the enquiry in the “Message” box and attach any supporting documents (if any) in the “Drop files”

The screenshot shows the eTiQA user interface. On the left is a sidebar with the eTiQA logo and navigation links: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiga, Get Protected Now, and Rewards. The main area is titled 'Mailbox' and features a 'New Inquiry' button. Below this is a 'Folders' list: All Inquiries, Claim Inquiries, Policy Inquiries, Feedbacks, Complaints, Other Inquiries, and Draft. The 'Compose New Message' section is on the right, showing a dropdown for 'Policy Inquiry' and a 'Policy Number' TA012345. The 'Subject' field is highlighted with a red box. The 'Message' body is a large text area, also highlighted with a red box. At the bottom, a dashed box contains a 'Drop files here to upload' button, highlighted with a red box.

Step 6: The inquiry created will be reflected in the “All Inquiries” page and the status of the case will also be shown next to it. Users are encouraged to login to TiqConnect to check on the status.

The screenshot displays the eTiqa TiqConnect user interface. On the left is a sidebar with navigation options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua, Get Protected Now, and Rewards. The main area is titled 'Mailbox' and contains a 'New Inquiry' button and a list of folders. The 'All Inquiries' section shows a table of inquiries. A red box highlights the first row: 'Policy Inquiry' with subject 'Testing' and date '09/07/2018 13:45'. To the right of the table, a 'Status' column shows 'Awaiting Staff Response' for the highlighted inquiry, 'Awaiting Staff Response' for the second, 'Closed' for the third, and 'Awaiting Staff Response' for the fourth.

Inquiry Type	Subject	Date Sent	Status
Policy Inquiry	Testing	09/07/2018 13:45	Awaiting Staff Response
Claim Inquiry	oyoioio	25/04/2018 14:33	Awaiting Staff Response
Other Inquiry	ewallet encashment	24/04/2018 18:26	Closed
Policy Inquiry	How to amend the travel date	24/04/2018 18:22	Awaiting Staff Response

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Step 7: User will be able to view the reply/response when they click on the case created. User will also be able to ask further questions by keying in the message box.

The screenshot displays the eTiqa user interface. On the left is a sidebar with the eTiqa logo and a navigation menu including 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main area is titled 'MAILBOX' and features a 'New Inquiry' button. Below this is a 'Folders' section with options like 'All Inquiries', 'Claim Inquiries', 'Policy Inquiries', 'Feedbacks', 'Complaints', 'Other Inquiries', and 'Draft'. The central chat window, titled 'Other Inquiry - ewallet encashment', shows a conversation from 24/04/2018 18:24. A user message asks 'How can I encash using PayNow?'. A staff response explains the registration process for PayNow. A red box highlights the staff response and a status bar below it that says 'Inquiry marked as closed'. Below the chat is a file upload area with the text 'Drop files here to upload'. At the bottom of the chat window is a text input field labeled 'Type Message _' and a 'Send and Reopen' button. The footer contains the copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

How to Submit Claims

There are two options to submit claims:

a) via My Policy

b) via My Claim

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. Below it, a sidebar menu lists: 'Welcome to TiqConnect', 'Account Overview', 'My Policy', 'My Claim' (highlighted in orange), 'My eWallet', 'My Request', 'Ask Etiqua', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features three status cards: '0 ACTIVE' (green), '0 REOPEN' (yellow), and '0 CLOSED' (orange), each with a 'See below' link. Below these cards is a table titled 'All Claims' with a 'Make Claim' button. The table has columns for Claim Number, Claim Status, Claimant Name, Policy Number, and Claim Submission Date. The first row shows 'NA'. A note states: 'NOTE: New claims submitted online will be reflected the next day.' The footer includes copyright text 'Copyright © 2018 Etiqua. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

eTiqa

Online

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqua

Get Protected Now

Rewards

0 ACTIVE See below

0 REOPEN See below

0 CLOSED See below

All Claims Make Claim

Claim Number	Claim Status	Claimant Name	Policy Number	Claim Submission Date
NA				

NOTE: New claims submitted online will be reflected the next day.

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Submit Claims via My Policy

Step 1: Click on the “My Policy” button to view policy details.

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. To its right is a hamburger menu icon. Further right are icons for email, notifications, and a user profile. The left sidebar contains a user profile section with a 'Welcome to TiqConnect' message and a list of navigation options: 'Account Overview', 'My Policy' (highlighted with a red box), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area features a note about system migration, four summary cards (Total In Force Policy: 2, Active Claims: 0, Policy For Renewal: 0, News: 3), a section titled 'I'm Protected By' showing two active EPROTECT TRAVEL policies, and a 'News Feed' section with a promotional banner for an 'Early Saver Promotion' offering up to 38% off.

eTiqa

Online

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

Note: We are in the midst of system migration. As such, some policies may not be displayed (e.g. HDB Fire Insurance, MozGuard Insurance). Please contact Customer Care via "Ask Etiqa" if you require more details.

2
Total In Force Policy
See below

0
Active Claims
More info

0
Policy For Renewal
More info

3
News
See below

I'm Protected By

EPROTECT TRAVEL
IN FORCE
16/12/2018 - 19/12/2018

EPROTECT TRAVEL
IN FORCE
30/08/2018 - 03/09/2018

News Feed

Early Saver Promotion
Enjoy up to **38% off**

Early Saver Promotion

Step 2: Click on the policy that you want to submit a claim

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. To its right is a hamburger menu icon. Further right are icons for email, notifications, and a user profile. Below the logo is a user profile section with a placeholder image and the text 'Online'. A sidebar on the left contains navigation links: 'Welcome to TiqConnect', 'Account Overview', 'My Policy' (highlighted in orange), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a note about system migration. Below the note are three summary cards: 'TOTAL NO. OF POLICIES' (2), 'RECENT PURCHASED' (0), and 'POLICY FOR RENEWAL' (0). Each card has a 'See below' link. Under the 'My Policy' card, two policy entries are listed, each with an airplane icon, the text 'EPROTECT TRAVEL', 'IN FORCE', and a date range. The top policy entry is highlighted with a red rectangle. The bottom policy entry is also visible. The 'Recent Purchased' and 'Premium Due' sections are currently empty.

eTiqa

Note: We are in the midst of system migration. As such, some policies may not be displayed (e.g. HDB Fire Insurance, MozGuard Insurance). Please contact Customer Care via "Ask Etiqa" if you require more details.

2
TOTAL NO. OF POLICIES
See below

0
RECENT PURCHASED
See below

0
POLICY FOR RENEWAL
See below

My Policy

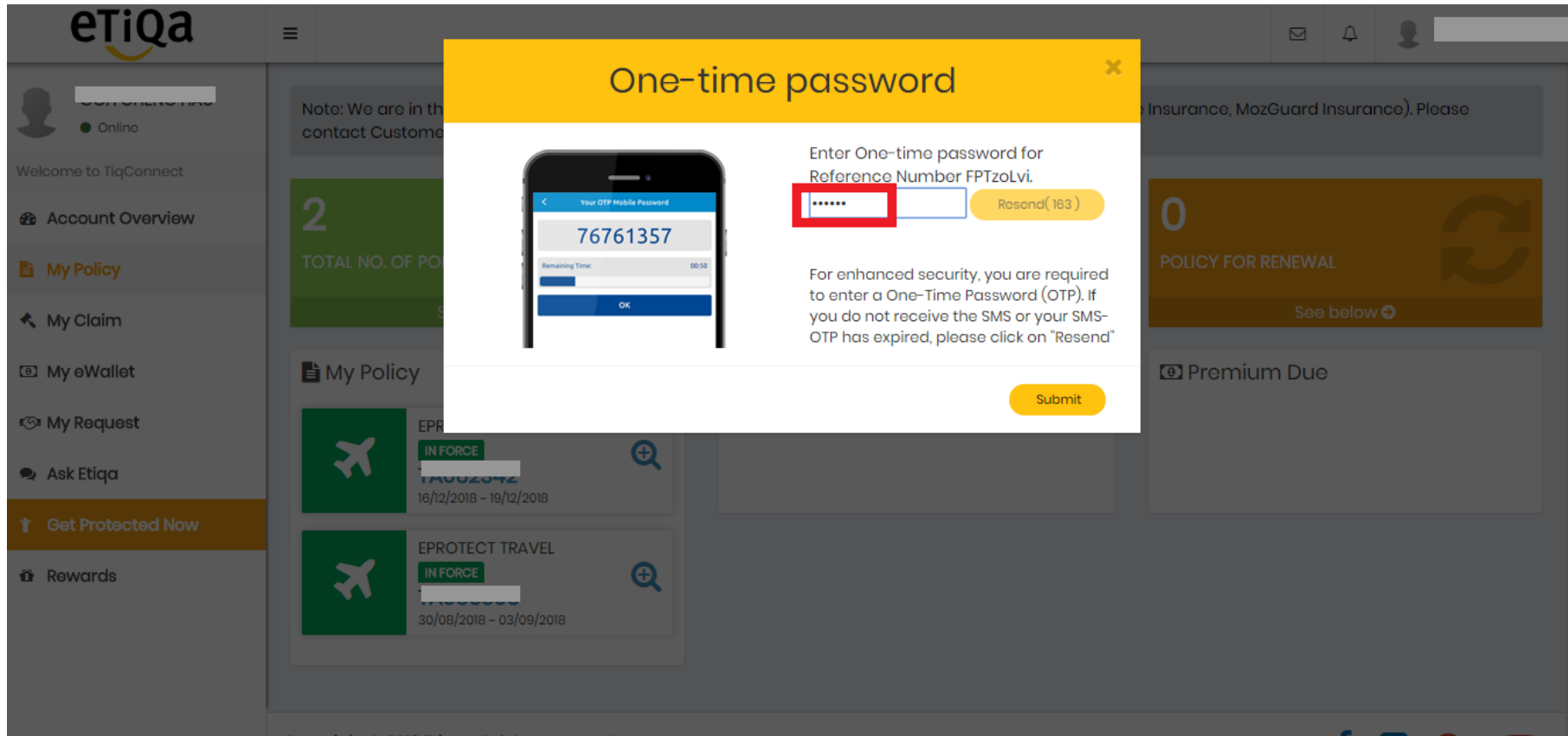
EPROTECT TRAVEL
IN FORCE
16/12/2018 - 19/12/2018

EPROTECT TRAVEL
IN FORCE
30/08/2018 - 03/09/2018

Recent Purchased

Premium Due

Step 3: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP to view policy details securely.



Step 4: Click on the “Make Claim” button.

The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation links: 'Account Overview', 'My Policy' (highlighted), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area is titled 'Policy Details' and contains the following information:

- Policy Number:** [Redacted]
- Product:** [Redacted]
- Policy Status:** In Force
- Policy Owner Name:** [Redacted]
- Policy Period (From):** 05/02/2018
- Policy Period (To):** 04/02/2019
- Original Commencement Date:** 05/02/2018
- Owner/Trustee/Assignee:** NA/NA/NA
- Agent Name:** ETIQA INSURANCE PTE LTD
- Mailing Address:** [Redacted]

At the top right of the main content area, there are four buttons: 'Download Policy', 'Make Claim' (highlighted with a red box), 'Amend this Policy', and 'Cancel this Policy'. To the right of the 'Policy Details' section, there are two additional panels:

- Billing Information:**
 - Current Premium Amount:** 60.50
 - Billing Frequency:** Single Premium
- Insured:**

Name	NRIC
NA	

The footer of the page includes the copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

Step 5: Key in the information in all the required fields (marked with asterisk*)

1. Policy Information

Policyholder's Full Name as per NRIC*

Policy Number*



2. Claimant Details

Claimant Full Name as per NRIC*

Claimant NRIC/FIN No.*



☐ Tick if claimant is policy holder

Email*

Mobile No.*

3. Travel & Loss Details

Trip Start Date

Trip End Date

Type of Accident*

- ☐ Personal Accident Benefits
- ☐ Travel Assistance Benefits
- ☐ Liability Benefit
- ☐ Others

- ☐ Medical and Travel Benefits
- ☐ Travel Inconvenience Benefits
- ☐ Special Benefits

Have you made a claim against any other party in respect of this event? If yes, please provide:

☐ Yes ☒ No

Total Amount Claimed (SGD)

0.00

Step 6: Tick on the declaration box and documents required. Upload the supporting documents via the “Drop File”

4. Declaration, Authorization & Customer's Data Privacy Consent

[Declaration] I/We declare that the information given in this form is true and correct to the best of my knowledge and belief.

I/We understand that all information and supporting documents may be subject to review by Etiqa and Etiqa shall reserves all rights to recover any and all amounts if for any reason any claim is found to be fraudulent. Etiqa shall also reserve the right to pursue any actions at law or in equity that it deems appropriate in dealing with such fraudulent activity.

[Authorization] I/We hereby consent to and authorize the medical practitioner involved in the claimant's care to discuss and disclose treatment details and discharge arrangements with and to Etiqa Insurance Pte Ltd. I/We agree that a copy of this consent shall have the validity of the original.

[Customer's Data Privacy Consent] I/We further declared that the information written in this claim form or held by Etiqa Insurance Pte Ltd whether contained in my/our insurance application or otherwise obtained may be used and disclosed to your authorised staff, associated individuals and/or companies or any independent third parties (within or outside Singapore) who will provide claims administrative, advice and/or information or claims services in relation to my/our claim. I/We understand my/our data that may also be used for audit, business analysis and reinsurance purposes.

☐ I/We agree to abide by the terms & conditions.

5. Documents Required for Claim Assessment

Below is a list of minimum documentation required to process your claim. Additional information may be required for further assessment.

Type of Loss/Accident

Documents Required (Please tick against the documents you have submitted)

Basic for all type*

- ☐ Proof of travel (e.g. boarding pass or air ticket)
- ☐ Copy of certificate of insurance (for group policies)

6. Supporting Documents Upload

Upload Supporting Documents

Please note: Total file size should not exceed 10MB.

Please only upload files that end in types: .xls, .xlsx, .doc, .docx, .jpg, .gif, .png, .jpeg, .pdf, .txt

Please attach the relevant supporting documents with your claims submission to expedite claim processing.

Drop files here to upload

7. Final Step

Please review and ensure all details are accurate before you proceed

Submit Claims via My Claim

Step 1: Click on the “My Claim” button and then click on “Make Claim”

The screenshot displays the eTiqa user interface. On the left sidebar, the 'My Claim' button is highlighted with a red box and a circled '1'. The main content area features three status cards: 'ACTIVE' (green), 'REOPEN' (yellow), and 'CLOSED' (orange). Below these cards is a table titled 'All Claims' with columns: Claim Number, Claim Status, Claimant Name, Policy Number, and Claim Submission Date. The table contains one row with 'N/A' in the Claim Number column. A 'Make Claim' button is located in the top right corner of the table area, highlighted with a red box and a circled '2'. A note below the table states: 'NOTE: New claims submitted online will be reflected the next day.'

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Step 2: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP to view policy details securely.

One-time password

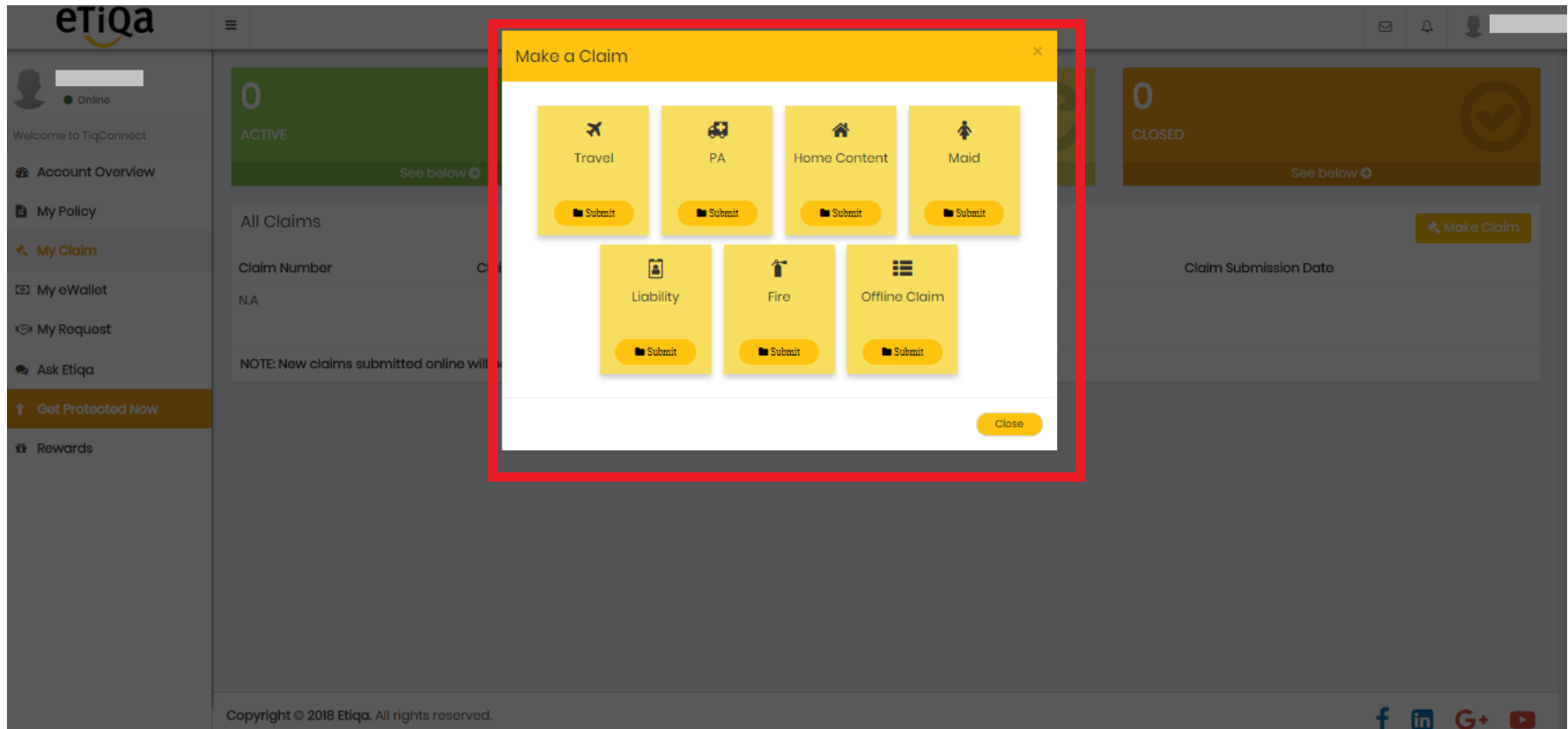
Enter One-time password for Reference Number FPTzoLvi.

Resend(163)

For enhanced security, you are required to enter a One-Time Password (OTP). If you do not receive the SMS or your SMS-OTP has expired, please click on "Resend"

Submit

Step 3: Select the type of claim that you are making



Step 4: Key in the information in all the required fields (marked with asterisk*)

1. Policy Information

Policyholder's Full Name as per NRIC*

Policy Number*



2. Claimant Details

Claimant Full Name as per NRIC*

Claimant NRIC/FIN No.*



☐ Tick if claimant is policy holder

Email*

Mobile No.*

3. Travel & Loss Details

Trip Start Date

Trip End Date

Type of Accident*

- ☐ Personal Accident Benefits
- ☐ Travel Assistance Benefits
- ☐ Liability Benefit
- ☐ Others

- ☐ Medical and Travel Benefits
- ☐ Travel Inconvenience Benefits
- ☐ Special Benefits

Have you made a claim against any other party in respect of this event? If yes, please provide:

☐ Yes ☒ No

Total Amount Claimed (SGD)

0.00

Step 5: Tick on the declaration box and documents required. Upload the supporting documents via the “Drop File”

4. Declaration, Authorization & Customer's Data Privacy Consent

[Declaration] I/We declare that the information given in this form is true and correct to the best of my knowledge and belief.

I/We understand that all information and supporting documents may be subject to review by Etiqa and Etiqa shall reserves all rights to recover any and all amounts if for any reason any claim is found to be fraudulent. Etiqa shall also reserve the right to pursue any actions at law or in equity that it deems appropriate in dealing with such fraudulent activity.

[Authorization] I/We hereby consent to and authorize the medical practitioner involved in the claimant's care to discuss and disclose treatment details and discharge arrangements with and to Etiqa Insurance Pte Ltd. I/We agree that a copy of this consent shall have the validity of the original.

[Customer's Data Privacy Consent] I/We further declared that the information written in this claim form or held by Etiqa Insurance Pte Ltd whether contained in my/our insurance application or otherwise obtained may be used and disclosed to your authorised staff, associated individuals and/or companies or any independent third parties (within or outside Singapore) who will provide claims administrative, advice and/or information or claims services in relation to my/our claim. I/We understand my/our data that may also be used for audit, business analysis and reinsurance purposes.

☐ I/We agree to abide by the terms & conditions.

5. Documents Required for Claim Assessment

Below is a list of minimum documentation required to process your claim. Additional information may be required for further assessment.

Type of Loss/Accident

Documents Required (Please tick against the documents you have submitted)

Basic for all type*

- ☐ Proof of travel (e.g. boarding pass or air ticket)
- ☐ Copy of certificate of insurance (for group policies)

6. Supporting Documents Upload

Upload Supporting Documents

Please note: Total file size should not exceed 10MB.

Please only upload files that end in types: .xls, .xlsx, .doc, .docx, .jpg, .gif, .png, .jpeg, .pdf, .txt

Please attach the relevant supporting documents with your claims submission to expedite claim processing.

Drop files here to upload

7. Final Step

Please review and ensure all details are accurate before you proceed

How to View Claims

Step 1: Click on “My Claim” button to view the status of all submitted claims

eTiQa

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim**
- My eWallet
- My Request
- Ask Etiqa
- Get Protected Now
- Rewards

0 ACTIVE See below

0 REOPEN See below

0 CLOSED See below

All Claims [Make Claim](#)

Claim Number	Claim Status	Claimant Name	Policy Number	Claim Submission Date
000201	Claim Approved			30/10/2017
000101	Claim Pending			01/01/2017

NOTE: New claims submitted online will be reflected the next day.

203.116.15.18/MyEtiqa/#/myclaims

[f](#) [in](#) [G+](#) [yt](#)


NOTE: New claims submitted online will be reflected the next day.


How to Update Address




Step 1: Click on the “Name” on the top right hand corner and then click on the “Profile” button


The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. To its right is a hamburger menu icon. Further right are icons for email, notifications (with a '1' badge), and a user profile icon (with a red box around it). Below the logo, a sidebar contains a user profile card with a name placeholder and 'Online' status, followed by a 'Welcome to TiqConnect' message and a list of menu items: 'Account Overview' (highlighted), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted), and 'Rewards'. The main content area features three summary cards: 'Total In Force Policy' (2), 'Active Claims' (0), and 'Policy For Renewal' (0). Below these is a section titled 'I'm Protected By' showing two active policies: 'EPROTECT SAFETY' and 'EPROTECT HOME'. On the right side, there is a 'News Feed' section with a 'Profile' button (highlighted with a red box) and a 'Sign out' button. Below the news feed is a section for 'Recent Purchased'.

Step 2: Input the new address details in the “Residential Addresses” fields and click on the “Update” button









Online

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

As we are currently at the midst of system migration, please note that any changes on personal particular will only apply to policies that you see in the TiqConnect. For further enquiry, please contact Customer Care via "Ask Etiqa".

Personal Information

Policy Holder Name	Identification No.	Date of Birth	Gender	Marital Status
		02/01/1956	Female	Others

Residential Addresses



Address 1	Address 2
123 Testing	#00-00
Address 3	Address 4
Testing	Postal
Address 5	000000
Country	
Singapore	

Singapore

Update


Change Password

Contact Details

Mobile Number	Email Address
00000000	
Home Number 	Office Number 

Update

45



Step 3: Click “Yes” to proceed with the address update.

The screenshot displays the eTiQa user interface. A yellow confirmation dialog box titled "Update" is centered on the screen, asking "Do you want to proceed with the update?". It features two buttons: "No" and "Yes". The "Yes" button is highlighted with a red rectangular border. In the background, the user's profile is visible, including a sidebar with navigation options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etiqa", "Get Protected Now", and "Rewards". The main content area shows personal information (Policy Holder Name, Identification No., Date of Birth, Gender, Marital Status) and residential addresses (Address 1 to Address 5, Country). There is also a section for contact details (Mobile Number, Home Number, Email Address, Office Number) with an "Update" button.

NOTE: The particulars will be updated within 2-3 business days and the status can be tracked under 'My Request'.

How to Renew Policy

Step 1: Click on the “Policy For Renewal” button as shown on the account overview page

The screenshot displays the eTiQa account overview page. The top navigation bar includes the eTiQa logo, a menu icon, and user profile icons for email, notifications, and a profile picture. The main content area features four large colored cards: a green card for 'Total In Force Policy' (0), a yellow card for 'Active Claims' (0), an orange card for 'Policy For Renewal' (1) which is highlighted with a red box, and a teal card for 'News' (5). Each card has a 'See below' or 'More info' link. Below these cards is a section titled 'I'm Protected By'. On the right side, there is a 'News Feed' section with a video player showing 'EASY save Series' and a 'Recent Purchased' section. The left sidebar contains a list of navigation options: 'Account Overview' (highlighted), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'.

Step 2: Click on the “policy” that is due for renewal

The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation options: 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a green banner at the top with the number '1' and the text 'Pending For Renewal'. Below this is a section titled 'General Insurance' containing a card for a 'PRIVATE CAR' policy. This card is highlighted with a red rectangle and shows the status 'AWAITING RENEWAL' in an orange box, along with the dates '23/09/2017 - 22/09/2018'. The footer includes the copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

eTiqa

Online

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

1

Pending For Renewal

See below

General Insurance

PRIVATE CAR

AWAITING RENEWAL

23/09/2017 - 22/09/2018

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f in G+ y

Step 3: Click on the green “Renew Now” button

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. Below it, a user profile section shows a profile picture, the name 'Online', and a welcome message 'Welcome to TiqConnect'. A sidebar on the left contains navigation links: 'Account Overview' (highlighted in orange), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a yellow banner with the text 'Your policy is due for renewal, and you will not be protected when the policy expires. Stay Protected' and a green 'Renew Now' button, which is highlighted with a red rectangular box. Above the banner are buttons for 'Back', 'Amend this Policy', and 'Cancel this Policy'. Below the banner, the 'Policy Details' section lists: Policy Number (redacted), Product (Private Car), Policy Status (Awaiting Renewal), Policy Owner Name (redacted), Policy Period (From) 23/09/2017 to (To) 22/09/2018, Original Commencement Date 23/09/2016, Owner/Trustee/Assignee N.A/N.A/N.A, Agent Name ACCORD INSURANCE AGENCY, and Mailing Address. To the right, the 'Billing Information' section shows Current Premium Amount 1423.45 and Billing Frequency Single Premium. Below that, the 'Insured' section shows a table with columns Name and NRIC, with N.A listed under Name.

eTiqa

Online
Welcome to TiqConnect

Account Overview

My Policy
My Claim
My eWallet
My Request
Ask Etiqa
Get Protected Now
Rewards

Back **Amend this Policy** **Cancel this Policy**

Your policy is due for renewal, and you will not be protected when the policy expires. Stay Protected **Renew Now**

Policy Details

Policy Number
[Redacted]

Product
Private Car

Policy Status
Awaiting Renewal

Policy Owner Name
[Redacted]

Policy Period (From)
23/09/2017

Policy Period (To)
22/09/2018

Original Commencement Date
23/09/2016

Owner/Trustee/Assignee
N.A/N.A/N.A

Agent Name
ACCORD INSURANCE AGENCY

Mailing Address

Billing Information

Current Premium Amount
1423.45

Billing Frequency
Single Premium

Insured

Name	NRIC
N.A	

Step 4: Select either 1) eWallet balance or 2) credit card and click on the “Pay” button to proceed with payment

The screenshot shows the eTiqa Renewal Summary modal. The modal has a yellow header with the title "Renewal Summary" and a close button. The main content is divided into two columns. The left column contains the following information:

- Amount Due:** 1,423.45
- Policy Renewal:** Private Car M0000749
- Coverage Period:** 23/09/2017 - 22/09/2018
- Select Payment Method:**
 - eWallet balance:** Your available eWallet balance is \$0.00. Below this is a checkbox labeled "Use your eWallet balance \$" with a text input field containing "0". A red box highlights this section with the annotation "1) Use eWallet balance to pay".
 - Credit Card:** Below this is a red box highlighting the "Credit Card" section, which includes logos for Mastercard and Visa. A red box highlights this section with the annotation "2) Use credit card to pay".

The right column contains a **Payment Summary** table:

Renewal premium:	\$1,423.45
Total due	\$1,423.45

At the bottom right of the modal, there is a yellow "Pay" button and a grey "Cancel" button. The "Pay" button is highlighted with a red box.

How to Cancel Policy

Step 1: Click on the inforce “policy” that you want to cancel on the account overview page

The screenshot displays the eTiqa account overview page. The top navigation bar includes the eTiqa logo, a menu icon, and user status (Online). The left sidebar lists navigation options: Account Overview (highlighted), My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area features four summary cards: Total In Force Policy (2), Active Claims (0), Policy For Renewal (0), and News (5). Below these is the 'I'm Protected By' section, which lists two active policies: EPROTECT SAFETY (13/02/2018 - 12/02/2019) and EPROTECT HOME (05/02/2018 - 04/02/2019). The EPROTECT HOME policy is highlighted with a red box. To the right, there is a News Feed and a Recent Purchased section.

eTiqa

Welcome to TiqConnect

Account Overview

- My Policy
- My Claim
- My eWallet
- My Request
- Ask Etiqa
- Get Protected Now**
- Rewards

2 Total In Force Policy [See below](#)

0 Active Claims [More info](#)

0 Policy For Renewal [More info](#)

5 News [See below](#)

I'm Protected By

- EPROTECT SAFETY**
IN FORCE
13/02/2018 - 12/02/2019
- EPROTECT HOME**
IN FORCE
05/02/2018 - 04/02/2019

News Feed

Use TiqConnect - Everyday is "TEIF"

Recent Purchased

Step 2: Click on the “Cancel this Policy” button

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. Below it, a user profile section shows a silhouette icon, a name, and a green 'Online' status. A sidebar on the left contains a 'Welcome to TiqConnect' message and a list of navigation items: 'Account Overview' (highlighted in orange), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqua', 'Get Protected Now' (highlighted in orange), and 'Rewards'. The main content area features a top navigation bar with buttons: 'Back', 'Download Policy', 'Make Claim', 'Amend this Policy', and 'Cancel this Policy' (highlighted with a red rectangle). Below this bar, the 'Policy Details' section is expanded, showing fields for Policy Number, Product (ePROTECT home), Policy Status (In Force), Policy Owner Name, Policy Period (From: 05/02/2018, To: 04/02/2019), Original Commencement Date (05/02/2018), Owner/Trustee/Assignee (N.A./N.A./N.A.), Agent Name (ETIQA INSURANCE PTE LTD), and Mailing Address. To the right, the 'Billing Information' section shows Current Premium Amount (60.50) and Billing Frequency (Single Premium). Below that, the 'Insured' section contains a table with columns for Name and NRIC, with 'N.A.' listed under Name.

eTiqa

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqua

Get Protected Now

Rewards

Back **Download Policy** **Make Claim** **Amend this Policy** **Cancel this Policy**

Policy Details

Policy Number

Product
ePROTECT home

Policy Status
In Force

Policy Owner Name

Policy Period (From)
05/02/2018

Policy Period (To)
04/02/2019

Original Commencement Date
05/02/2018

Owner/Trustee/Assignee
N.A./N.A./N.A.

Agent Name
ETIQA INSURANCE PTE LTD

Mailing Address

Billing Information

Current Premium Amount
60.50

Billing Frequency
Single Premium

Insured

Name	NRIC
N.A.	

Step 3: Input the “Effective Date” and the “Reason for cancellation” and click on the “update” button to proceed

The screenshot shows the eTiqa user interface. A central modal window titled "Cancellation Form" is open. It contains two input fields: "Effective Date" and "Reason for cancellation", both highlighted with red rectangles. At the bottom right of the form, there is a yellow "Update" button and a grey "Cancel" button, with the "Update" button also highlighted by a red rectangle. The background shows the "Policy Details" page with fields for Policy Number, Product (ePROTECT home), Policy Owner Name, Policy Period (From) 05/02/2018, Original Commencement Date 05/02/2018, Owner/Trustee/Assignee NA/NA/NA, and Mailing Address. To the right, there is a "Billing Information" section showing a Current Premium Amount of 60.50 and a Billing Frequency of Single Premium, and an "Insured" section with a table containing one row with Name and NRIC fields.

eTiqa

Welcome to TiqConnect

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Get Protected Now

Rewards

Back

Policy Details

Policy Number

Product
ePROTECT home

Policy Owner Name

Policy Period (From)
05/02/2018

Original Commencement Date
05/02/2018

Owner/Trustee/Assignee
NA/NA/NA

Mailing Address

Cancellation Form

Effective Date

Reason for cancellation

Update Cancel

Make Claim Amend this Policy Cancel this Policy

Billing Information

Current Premium Amount
60.50

Billing Frequency
Single Premium

Insured

Name	NRIC
N.A	

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Step 4: Cancellation request has been received and the refund will be credited into eWallet once it has been processed

The screenshot displays the eTiqa user interface. A central modal window titled "My Etiqa" contains the following text:

Once your cancellation request is processed, the refund amount (if any) will be credited into your eWallet the next working day.

If you wish to encash your eWallet balance, you may visit TiqConnect's encashment facility.

[Learn more](#) about the benefits of eWallet

A "Close" button is located at the bottom right of the modal.

The background interface includes a sidebar with navigation options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area shows "Policy Details" for a policy titled "ePROTECT home". The policy details include:

- Policy Number: [Redacted]
- Product: ePROTECT home
- Policy Owner Name: [Redacted]
- Policy Period (From): 05/02/2018
- Policy Period (To): 04/02/2019
- Original Commencement Date: 05/02/2018
- Owner/Trustee/Assignee: NA/NA/NA
- Agent Name: ETIQA INSURANCE PTE LTD
- Mailing Address: [Redacted]

On the right side, there are sections for "Billing Information" (Current Premium Amount: 60.50, Billing Frequency: Single Premium) and "Insured" (Name: N/A, NRIC: [Redacted]).

p.s. It might takes approximately 1 to 2 working weeks for the cancellation to be processed

Thank you!



Disclaimer:

Instructions and screen shots in this guide are captured as at 6 July 2018.

As we are progressively making improvements to the screens to improve customers' experience in using TiqConnect, there might be some variations in the manual provided.

Please drop as an email at Tell@Etiqa.com.sg if you have sighted any deviations from actual screen shots. We shall arrange for the necessary to be updated accordingly. Thank you.

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