Enabling Innovation

TiqConnect

<User Guide Version 1.3>

Prepared by: TiqConnect Team

01-07-19

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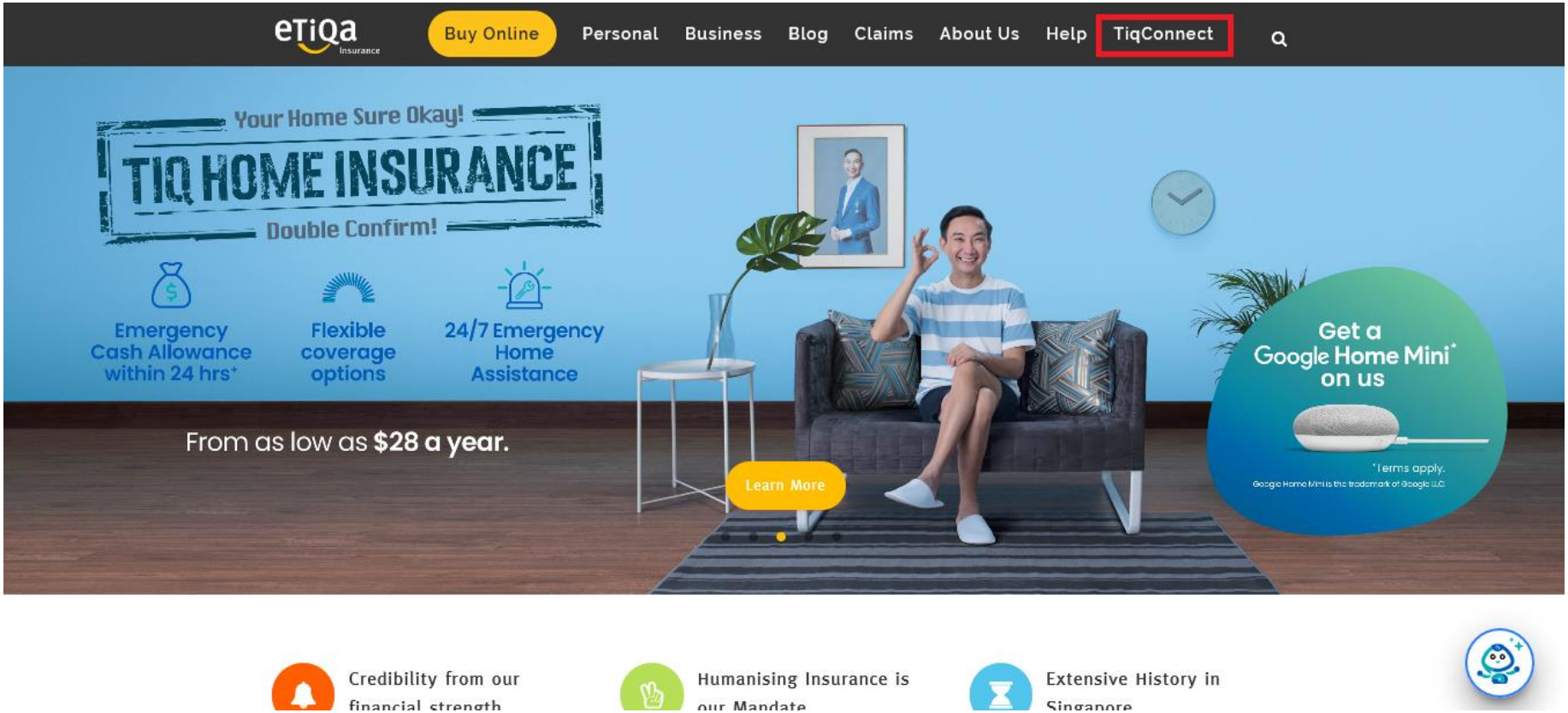
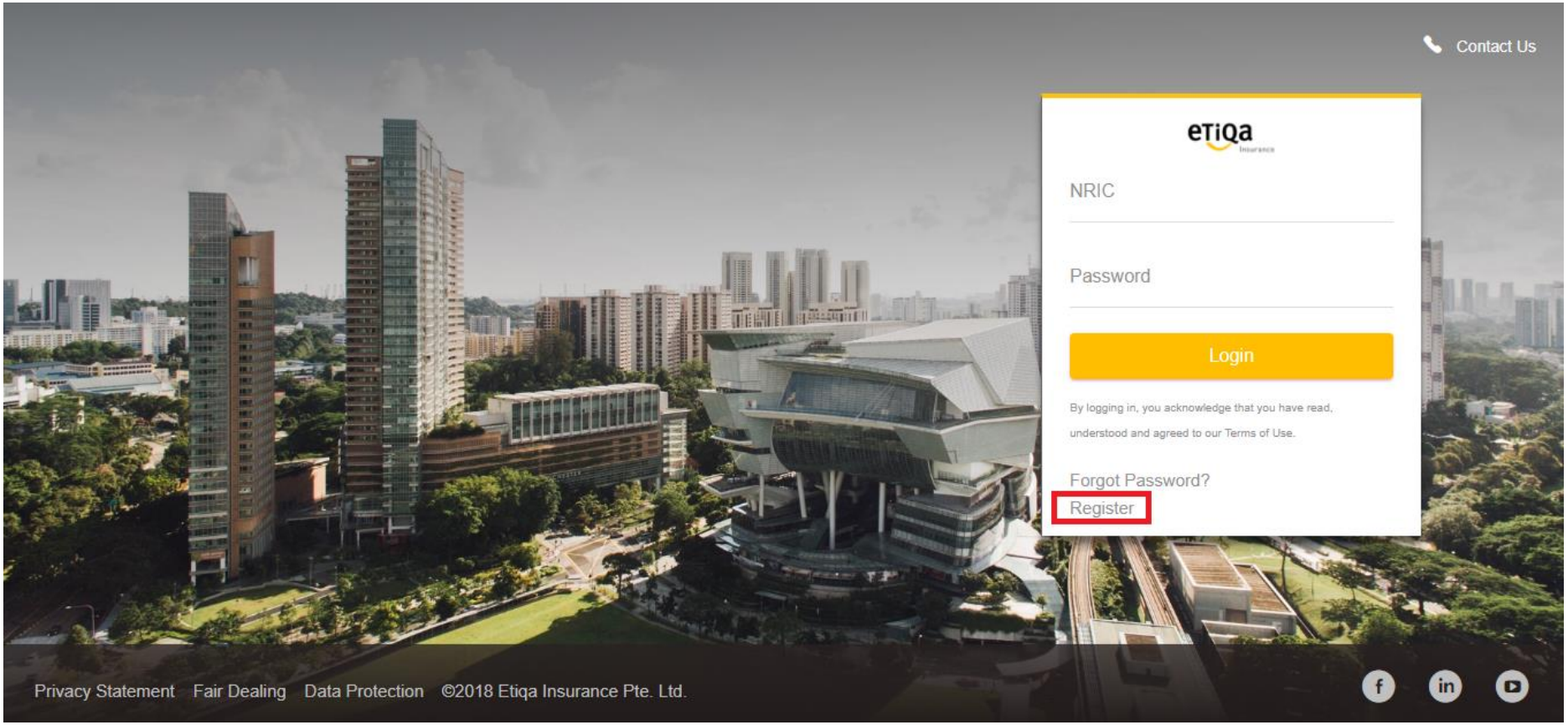
Account Registration

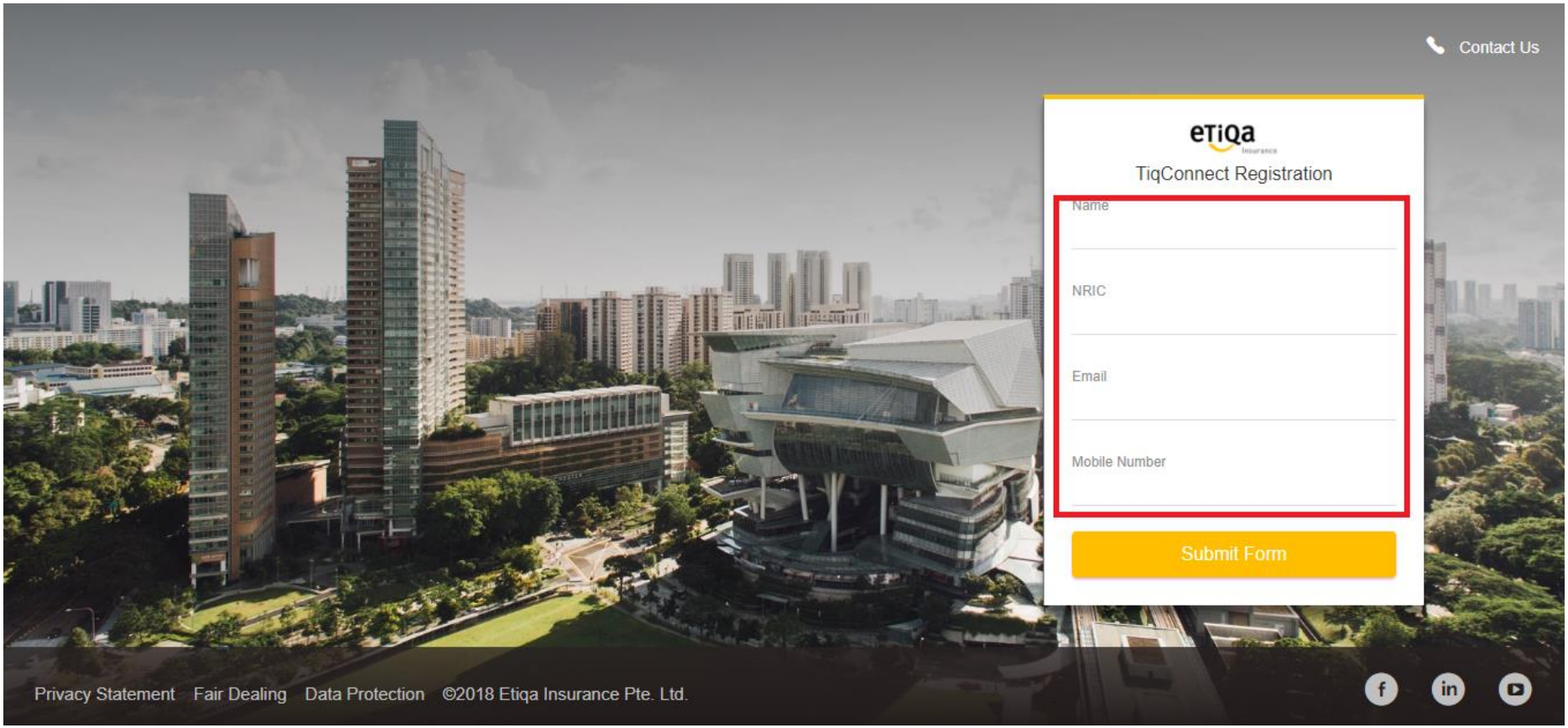
Step 1: Go to Etiqa Corporate home page (www.etiqa.com.sg) and click on the "TiqConnect" button



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

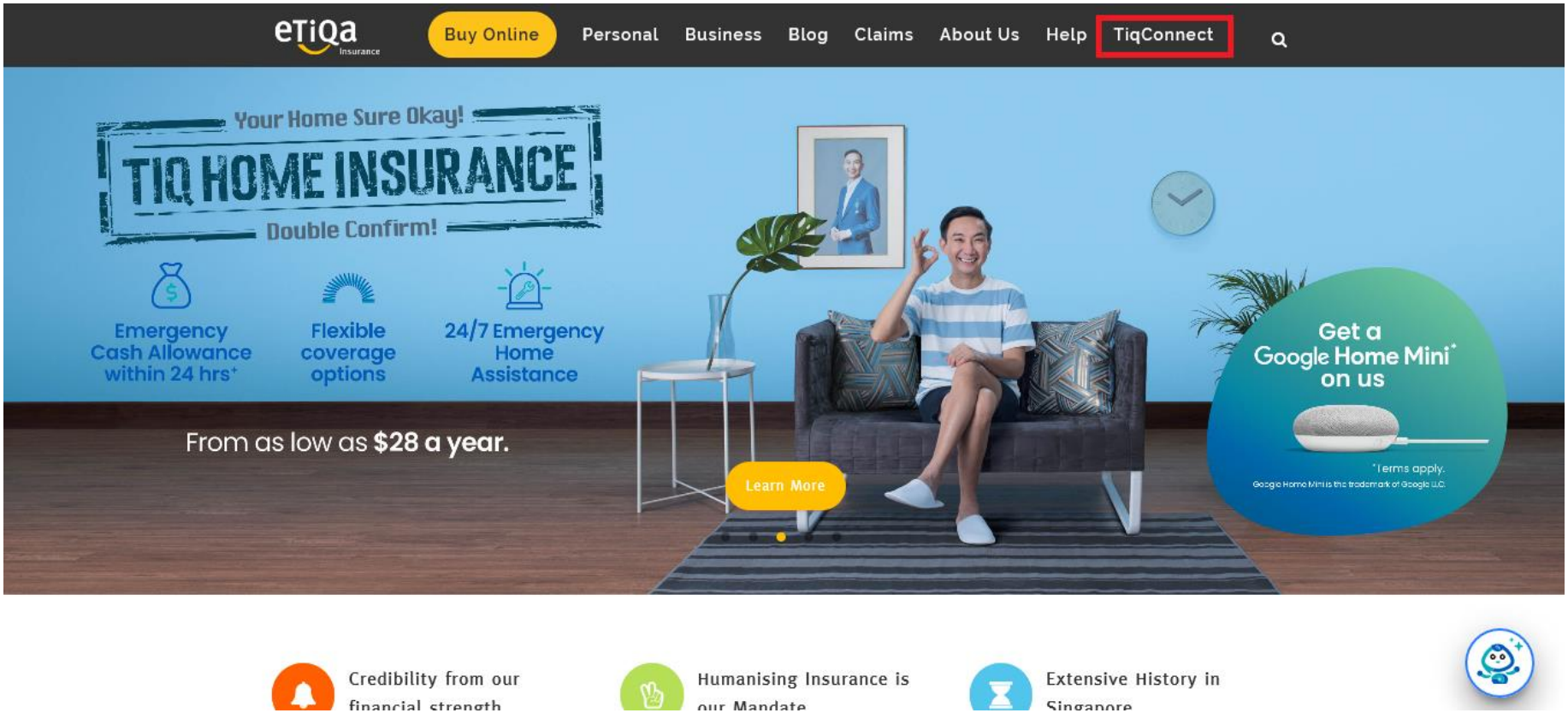


Step 3: Key in the information in all the required fields

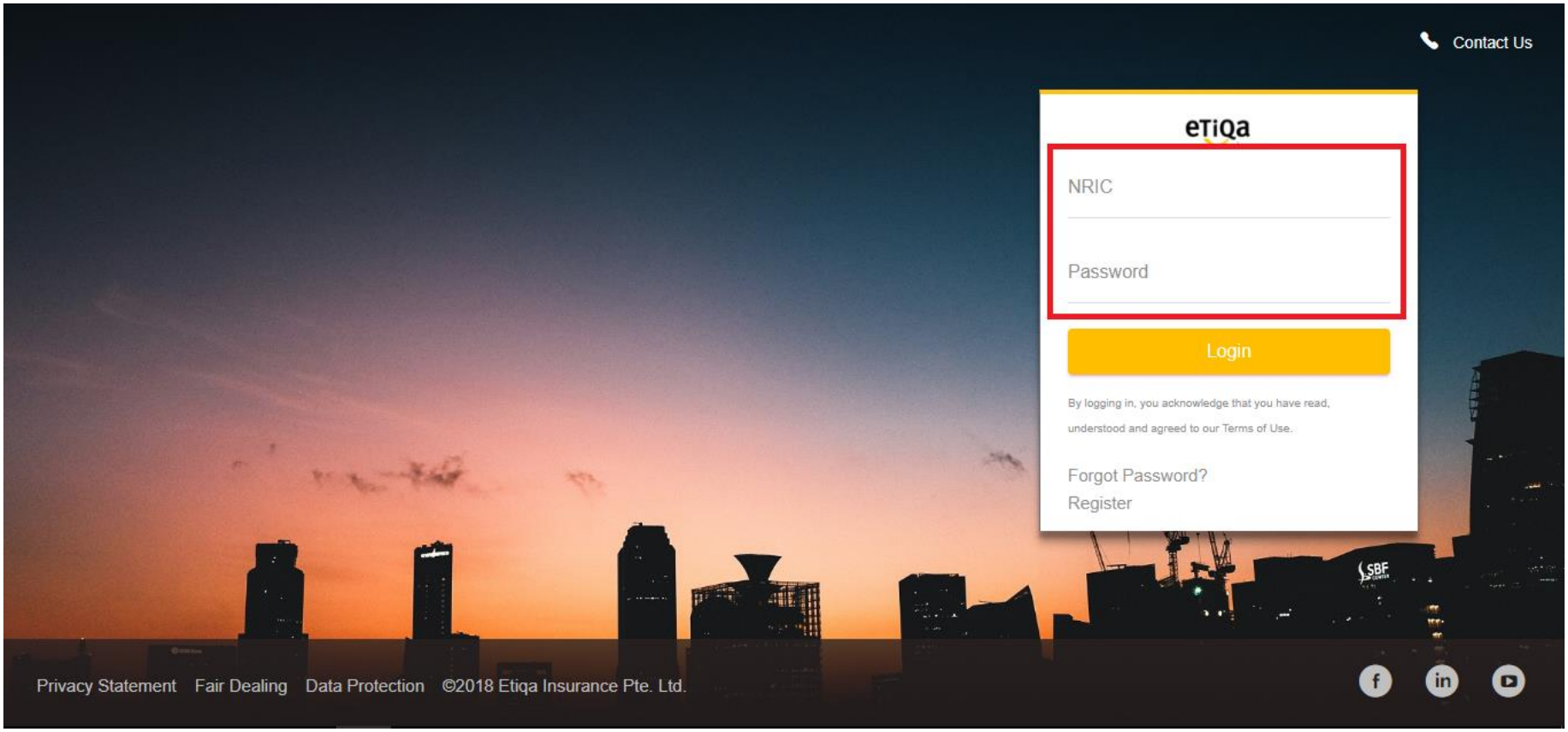


How to Login

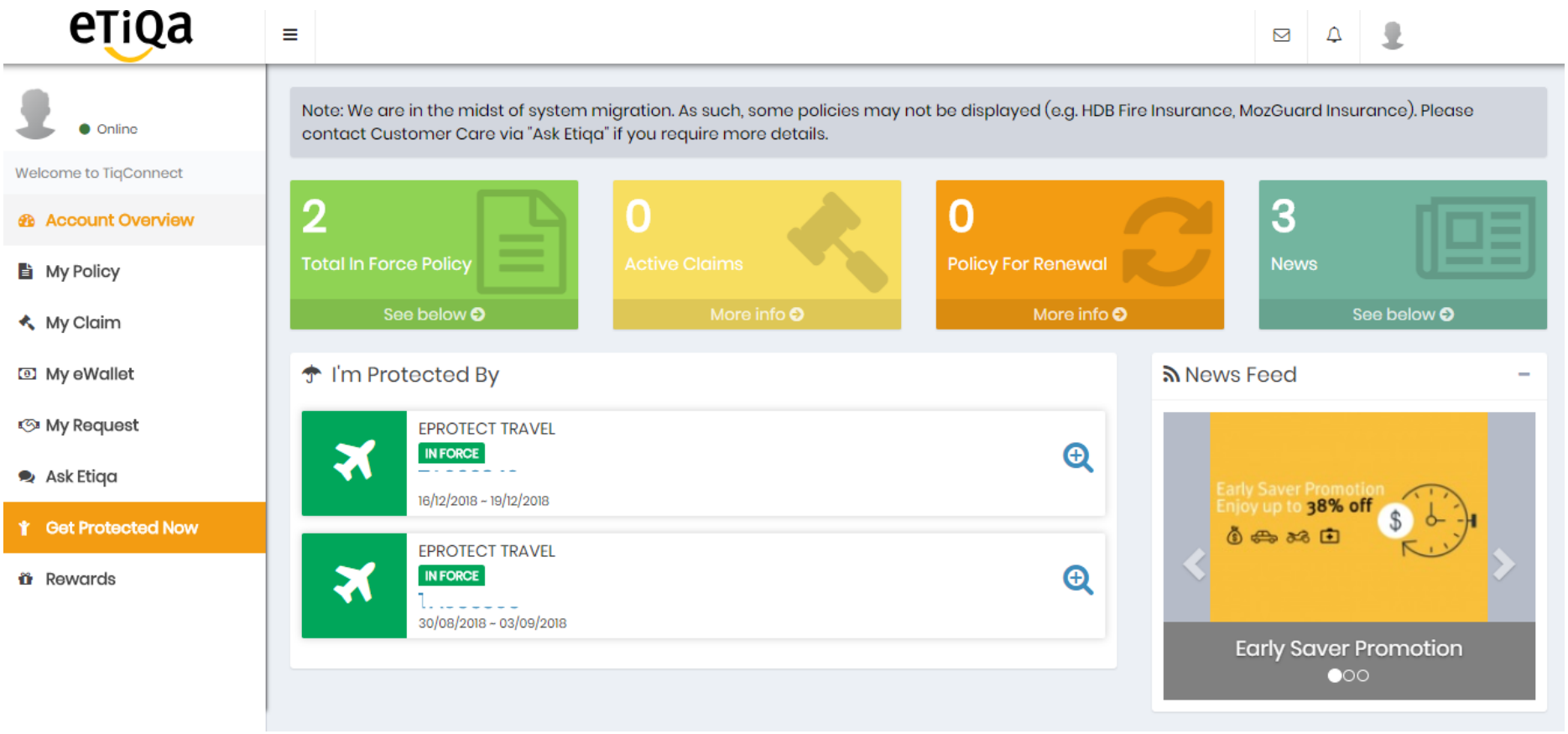
Step 1: Go to Etiqa Corporate home page (www.etiqa.com.sg) and click on the "TiqConnect" button



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

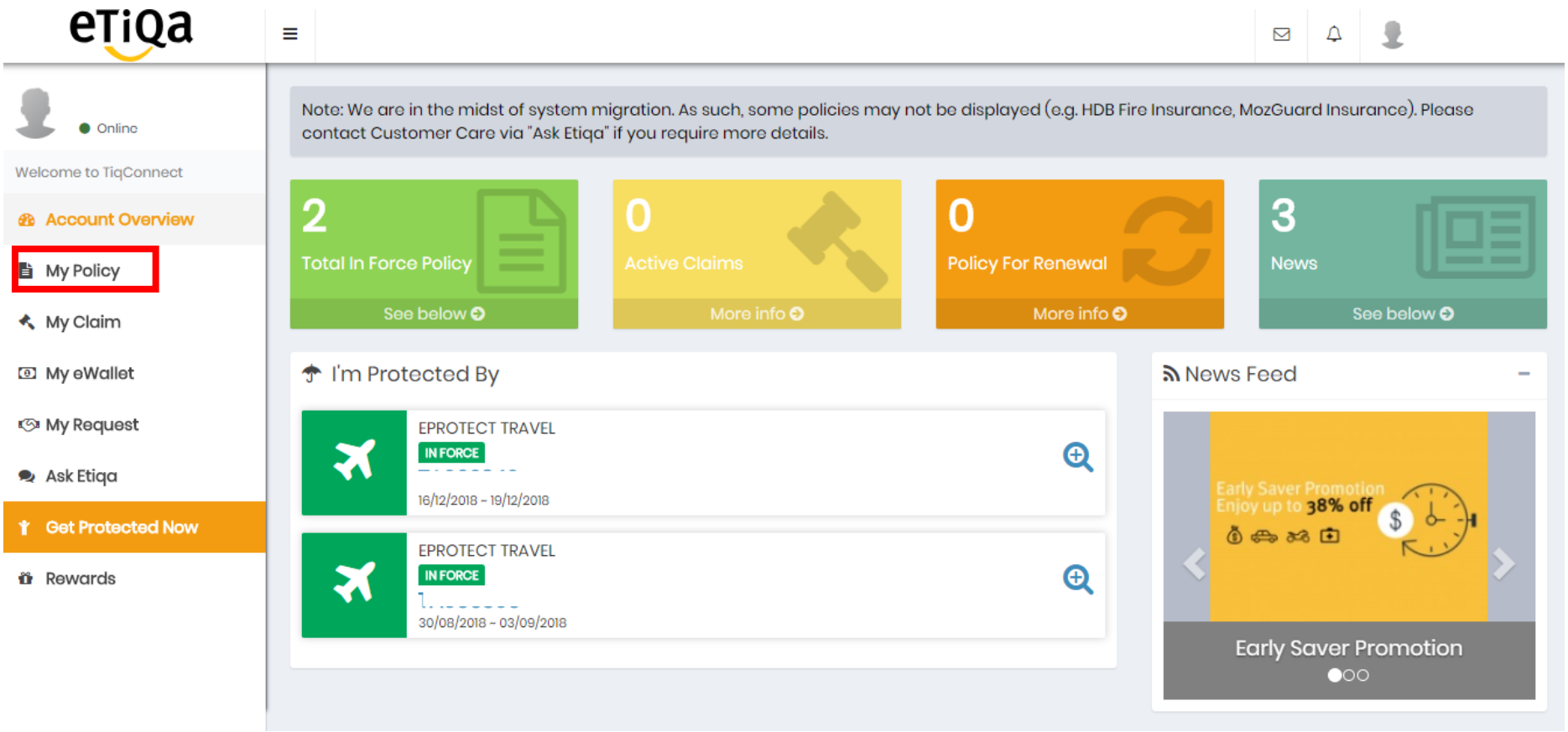


Step 3: After successful login, you may click on any of the buttons to perform transaction. For eg, click on the “My Policy” button to view policy details.

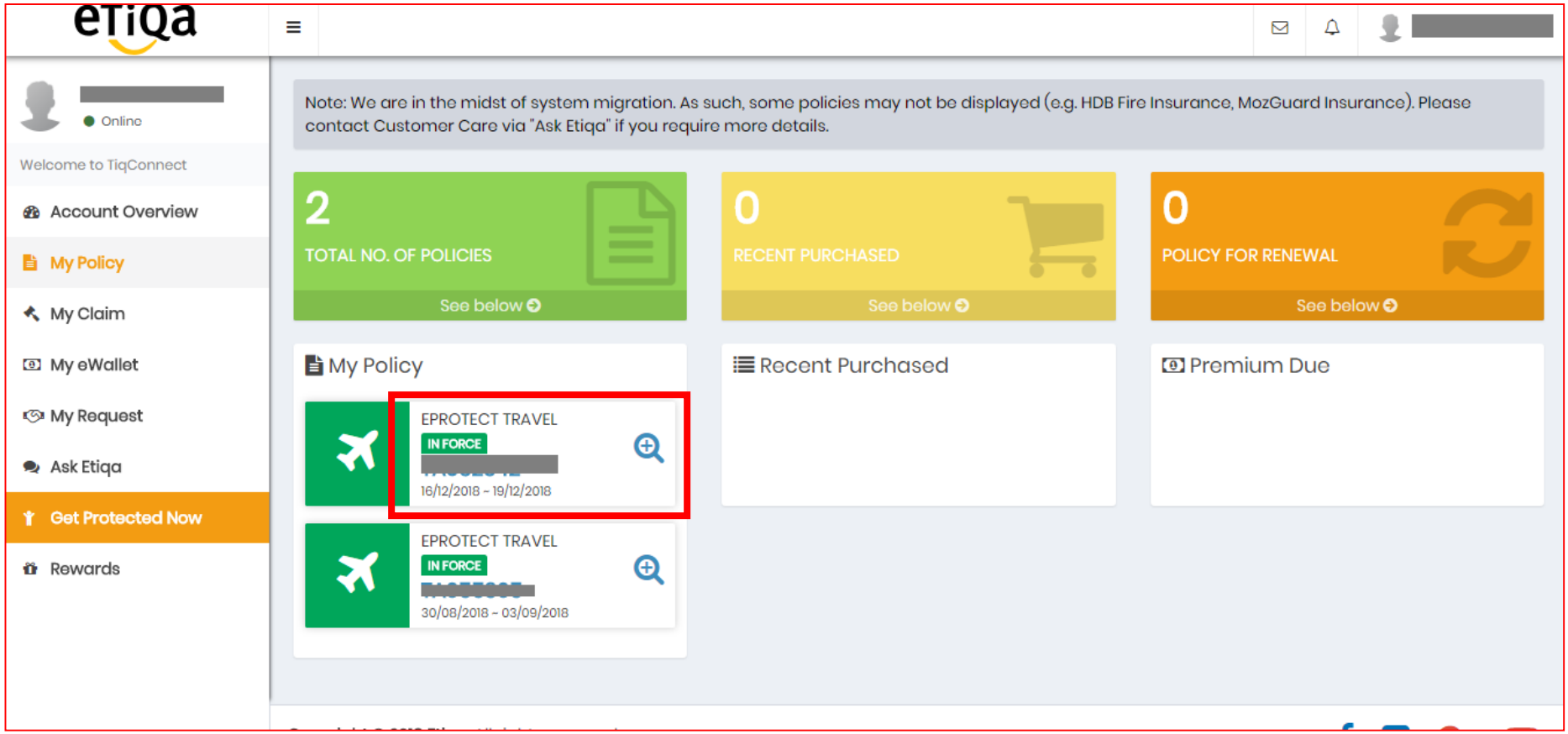


View Policy Details

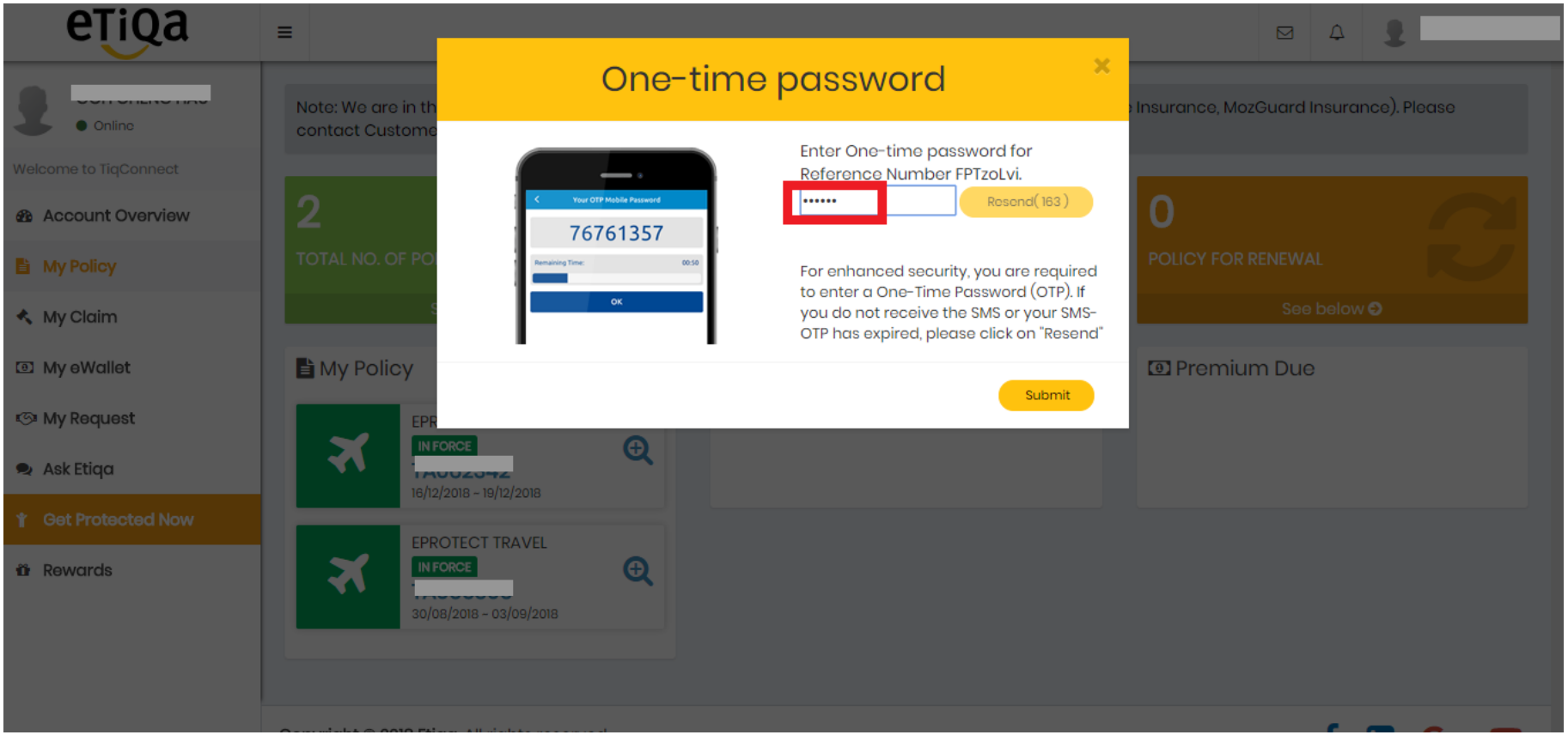
Step 1: After successful login, click on the “My Policy” button to view policy details.



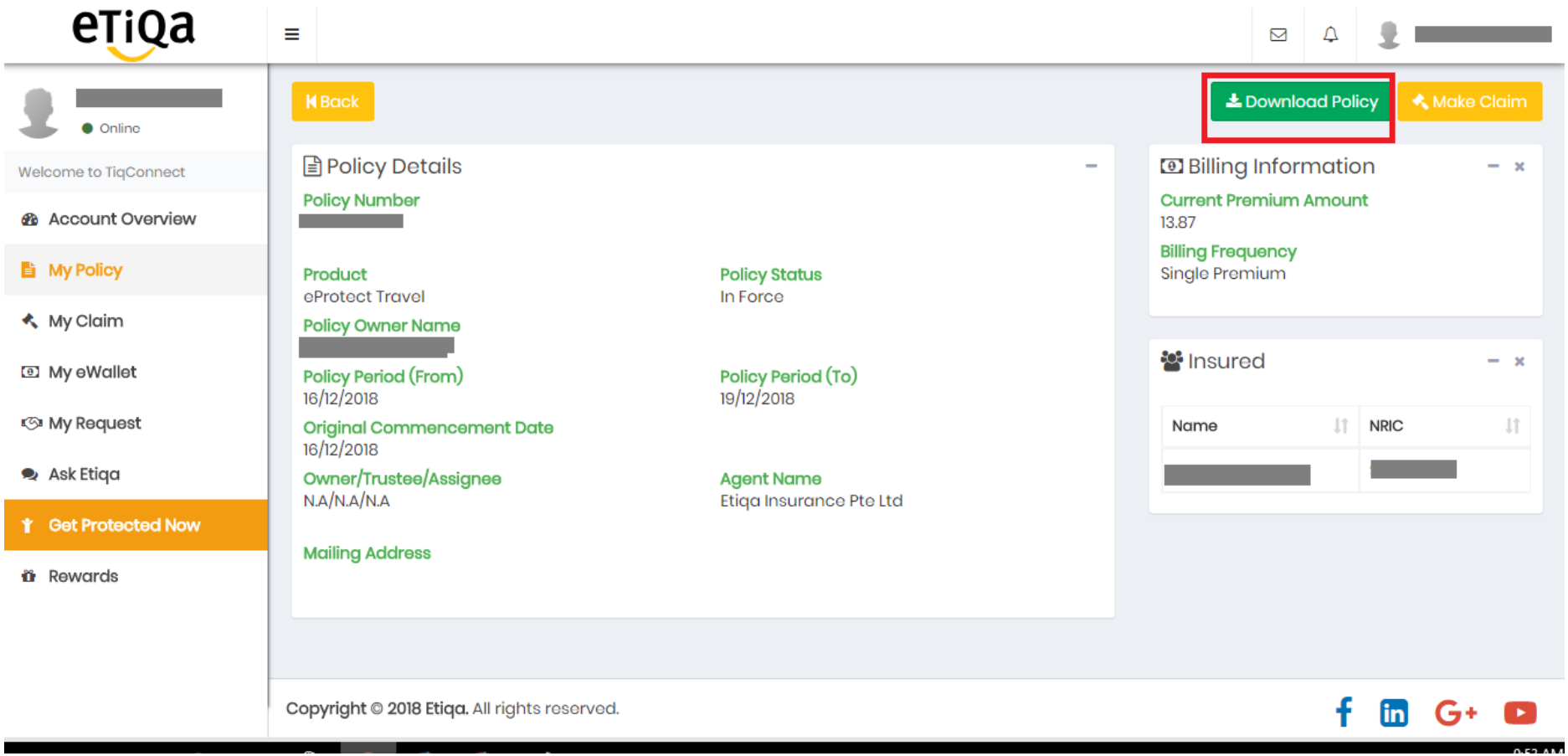
Step 2: Click on any of the “Inforce” policy to view



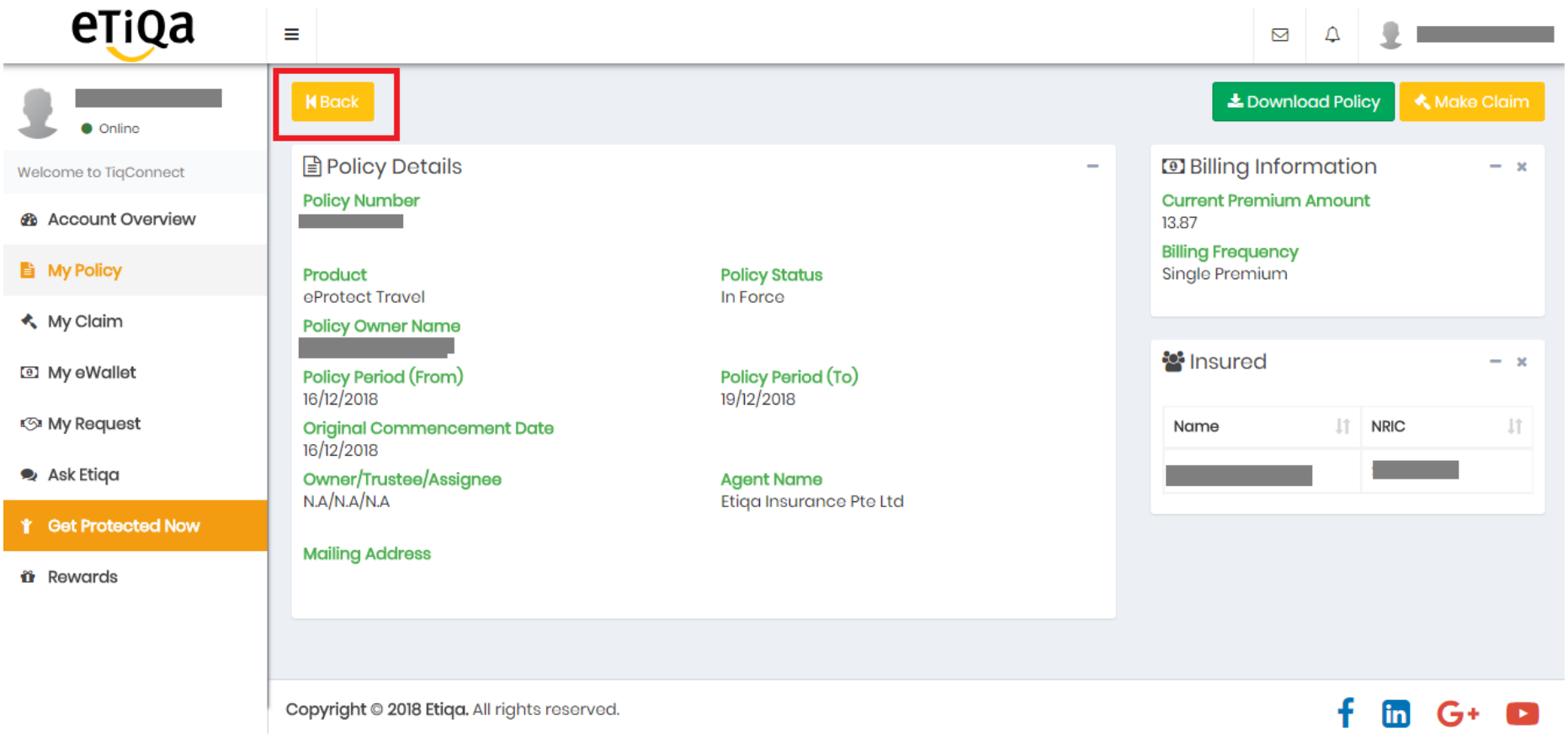
Step 3: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP to view policy details securely.



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

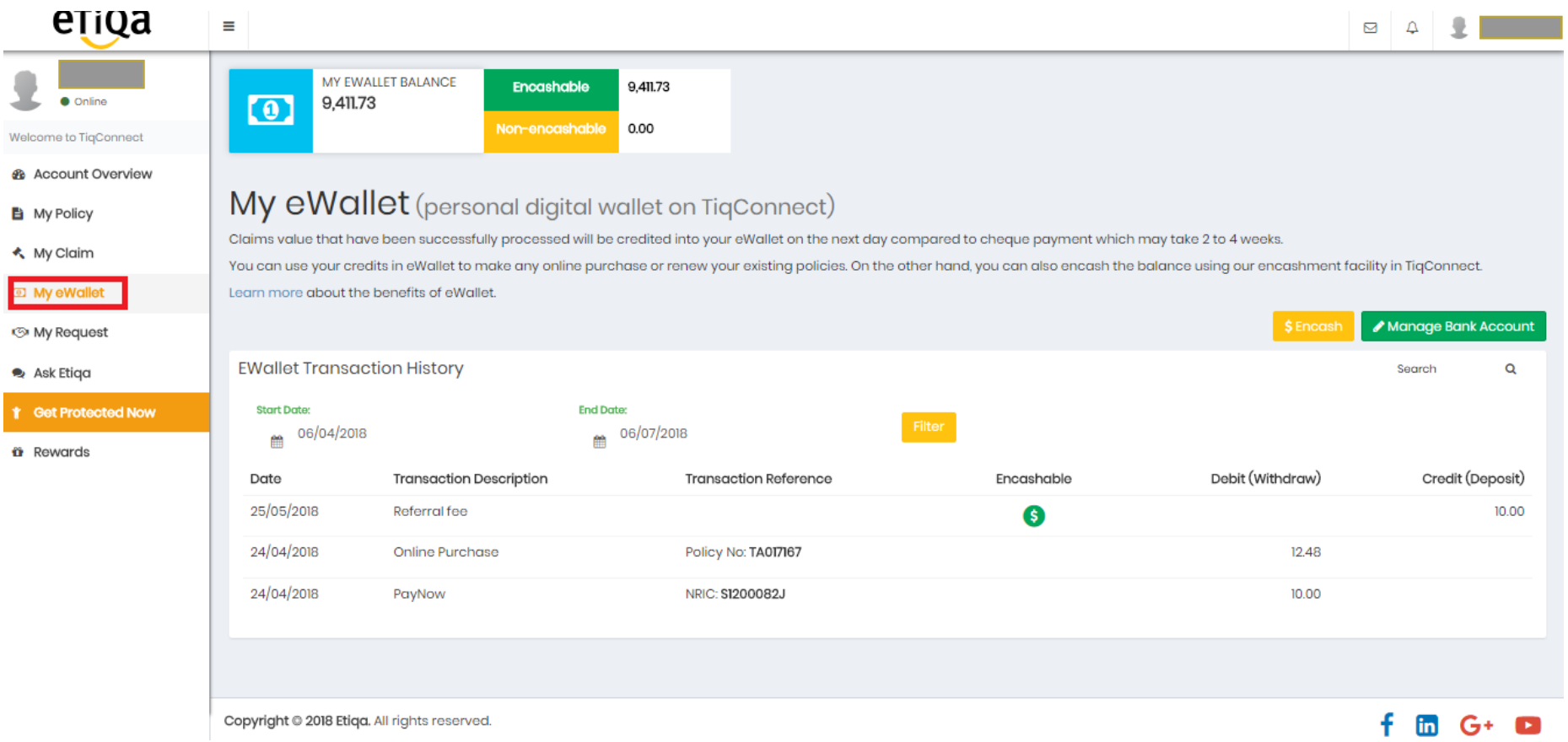


Step 5: Click on the “Back” button to go back to “My Policy” page to view/download other policy.



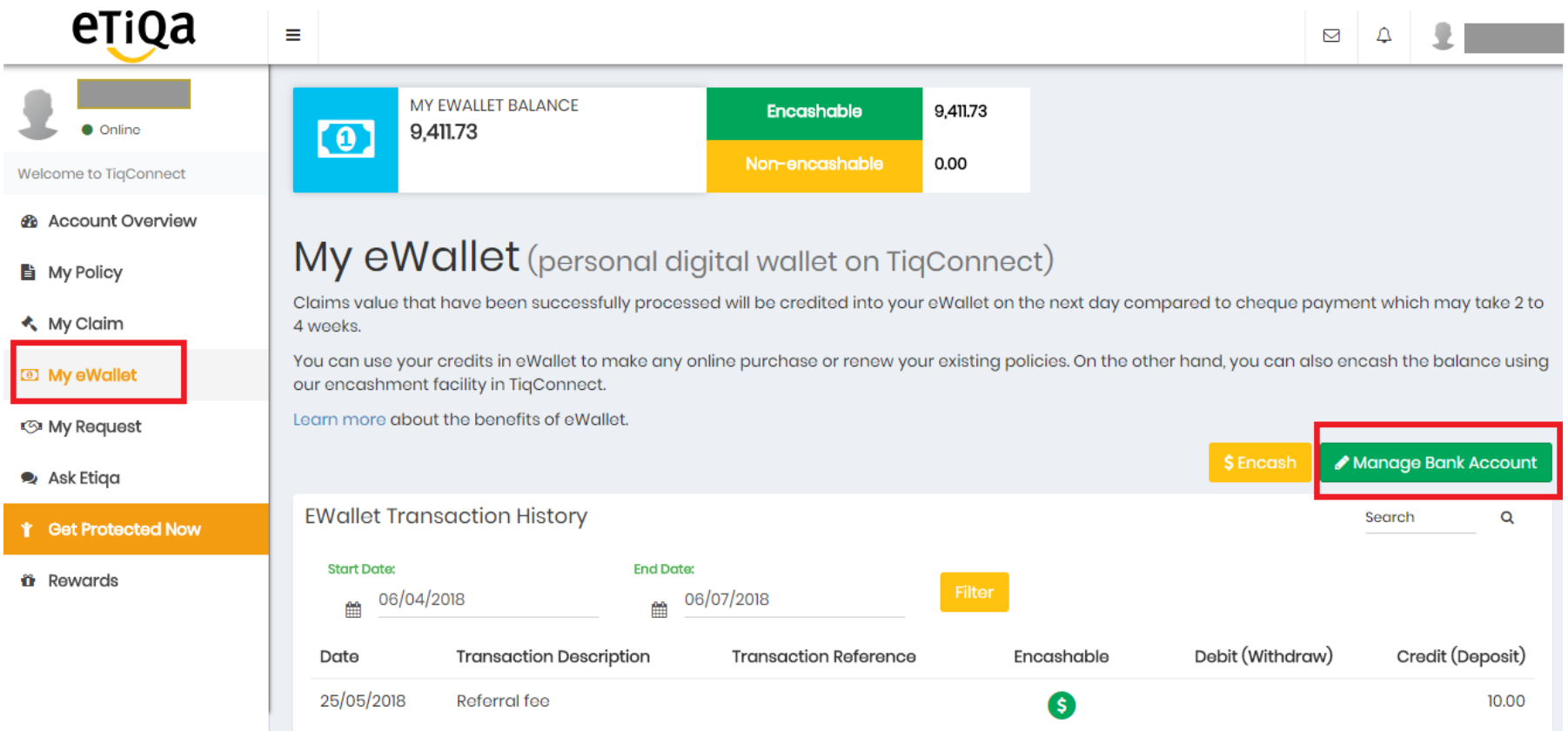
eWallet Encashment

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)

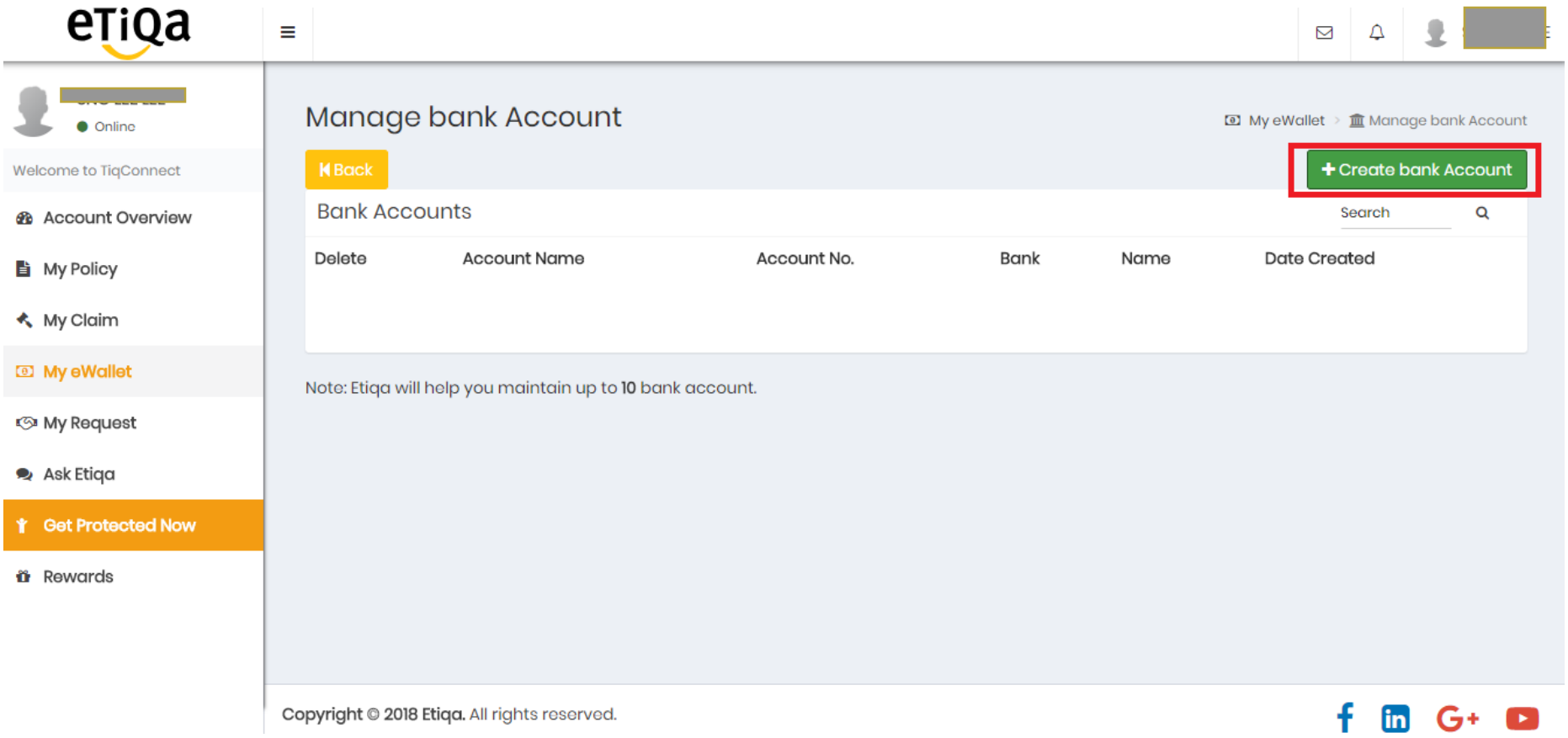


For Direct Credit Mode

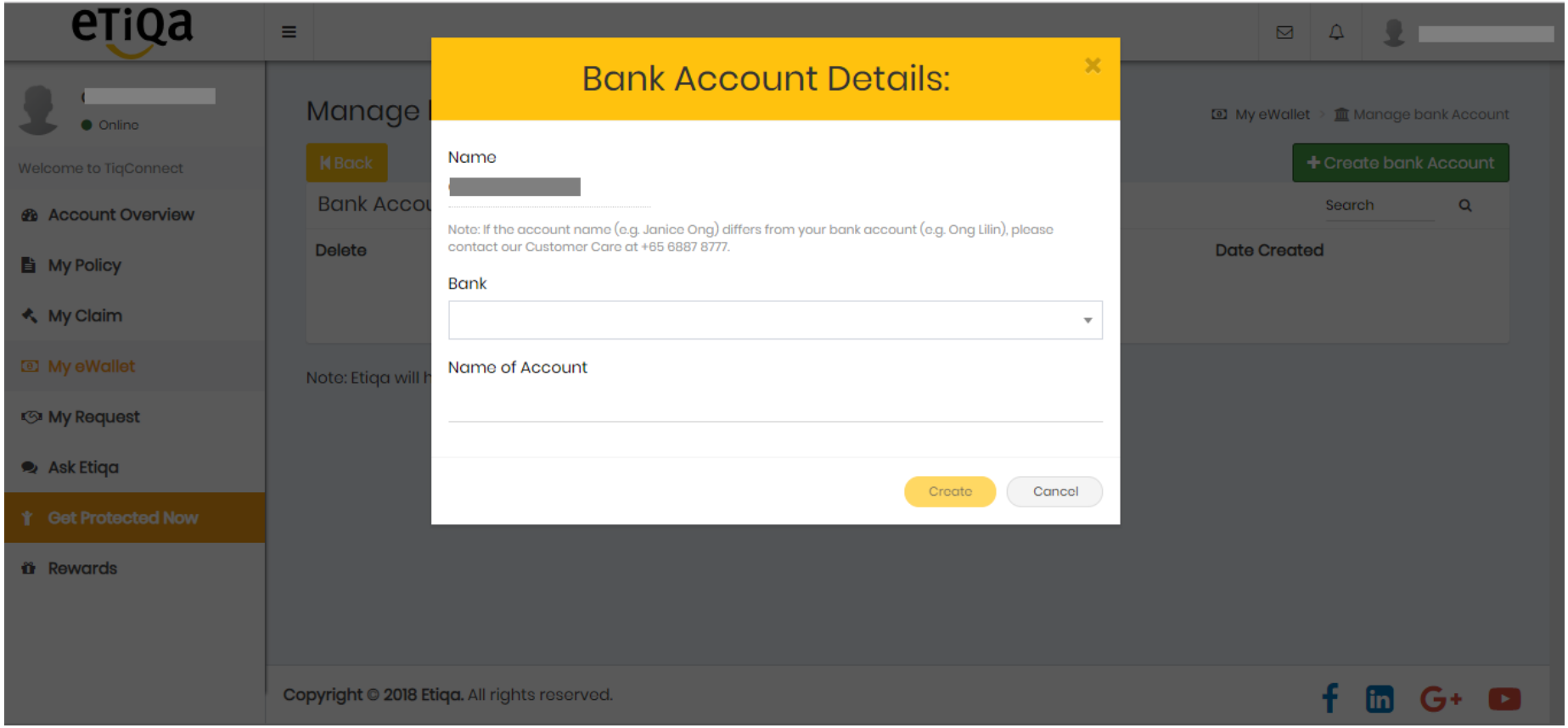
Step 1: Create bank account by clicking on “Manage Bank Account”



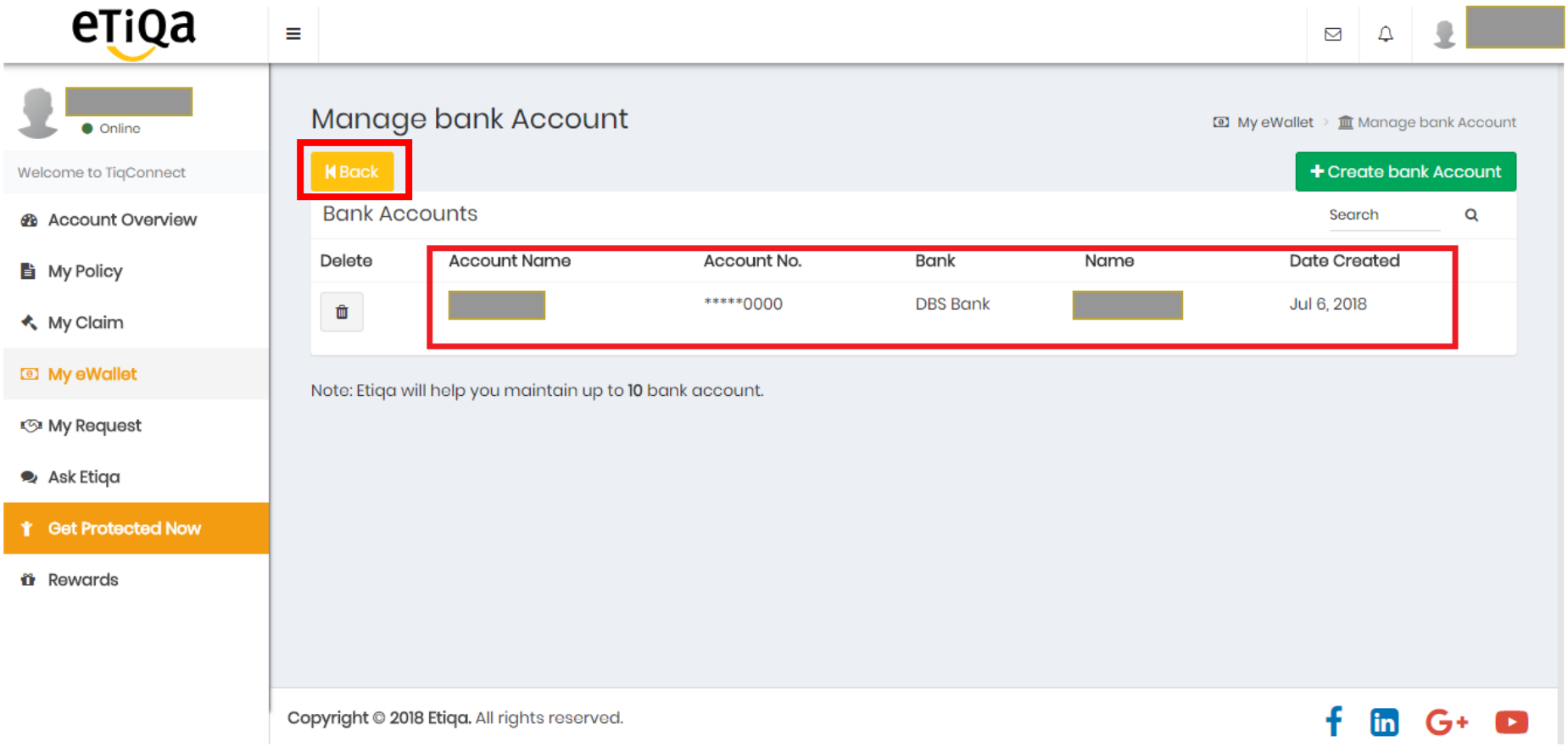
Step 2: Click on “Create bank account”



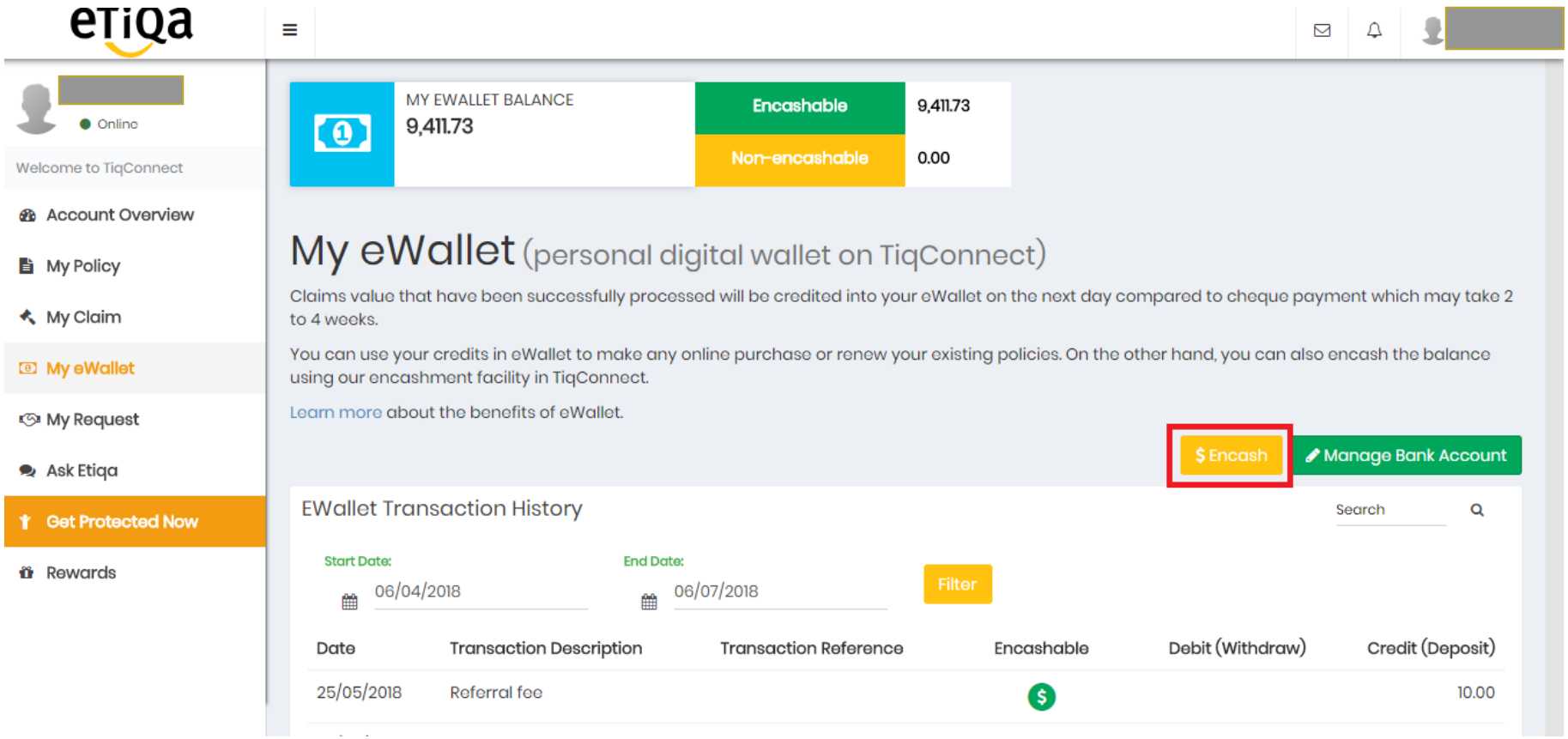
Step 3: Input bank account details. Name will be automatically be displayed.



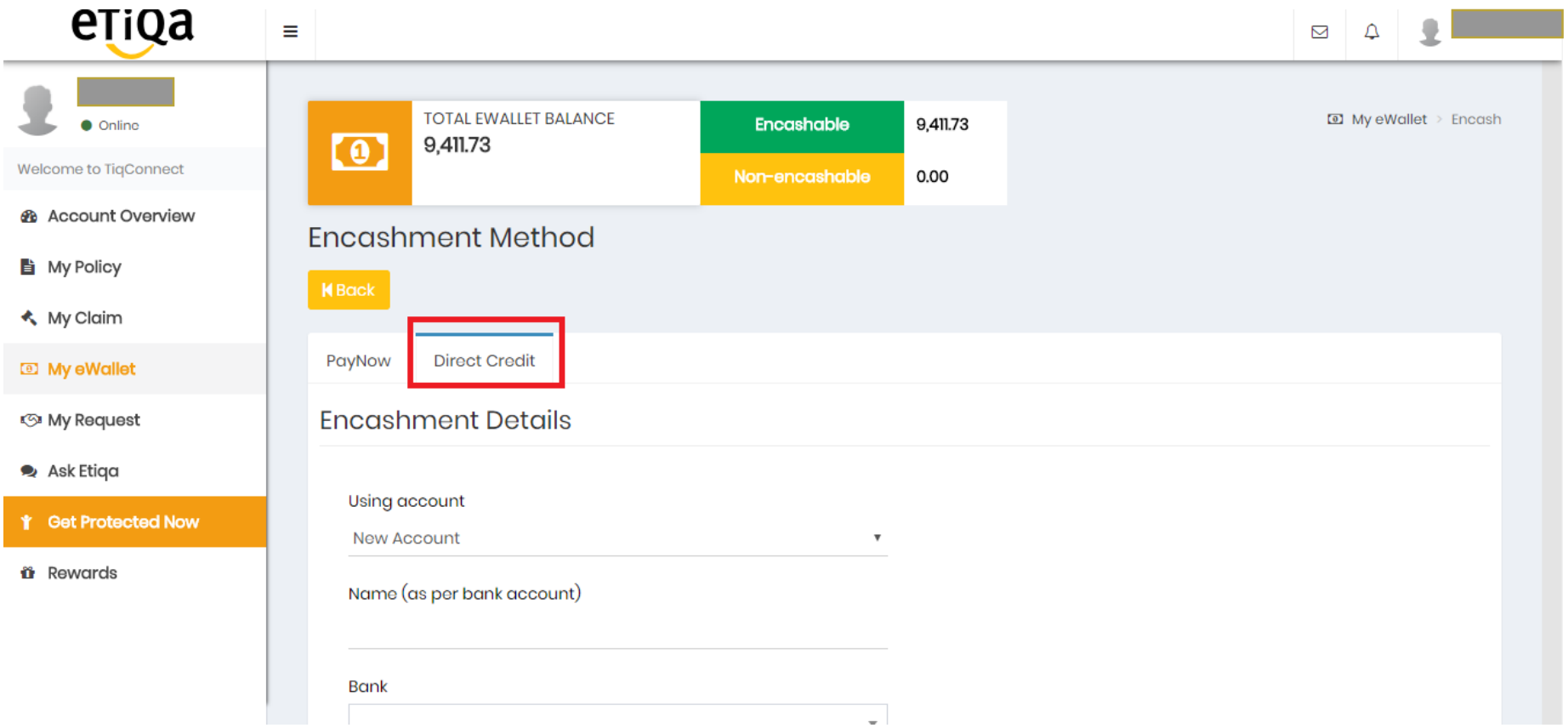
Step 4: Upon creation, you will see the record being created as below, click on the "Back" button and return to the eWallet page



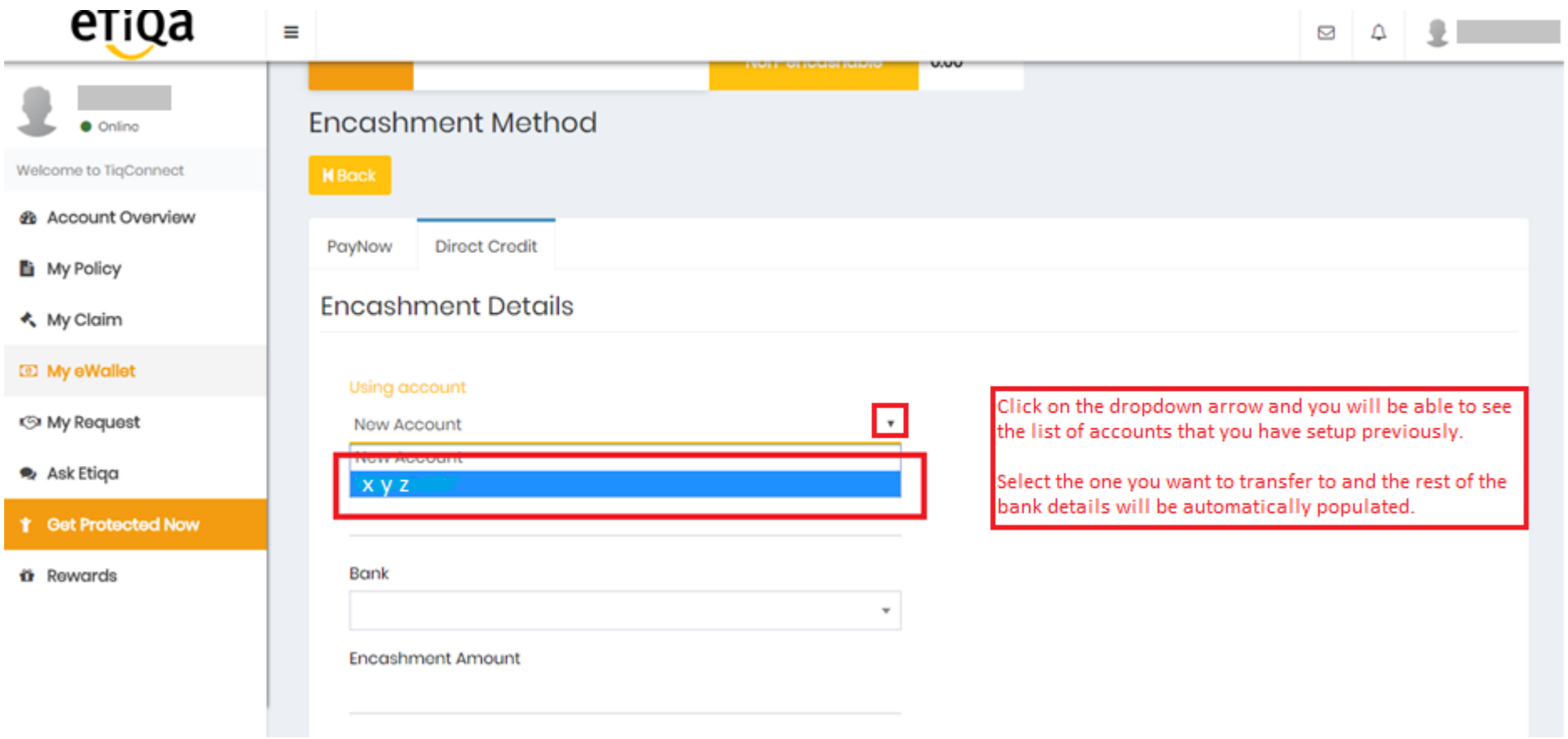
Step 5: Click on the “Encash” button



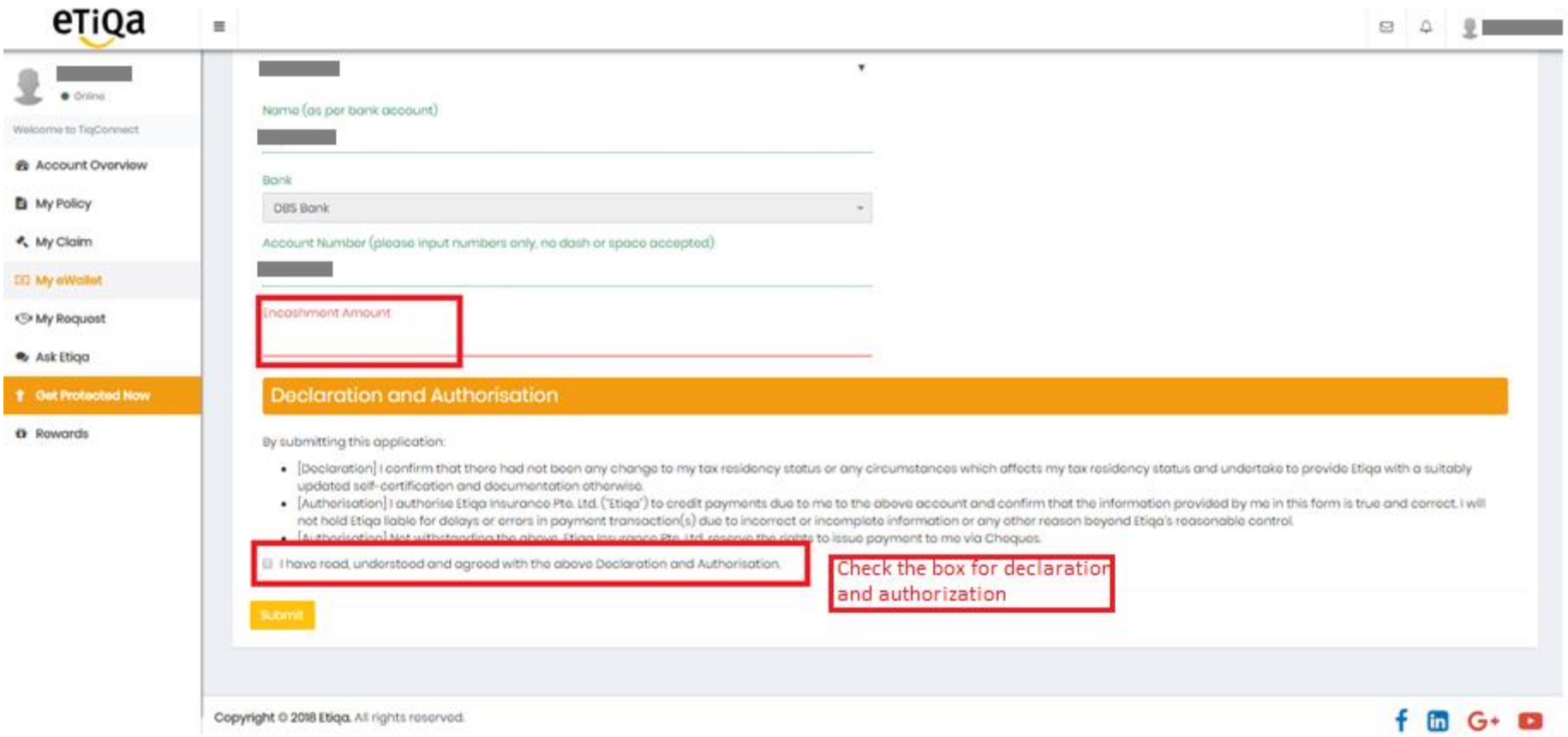
Step 6: For encashment via Direct Credit mode, click on the “Direct Credit” button



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

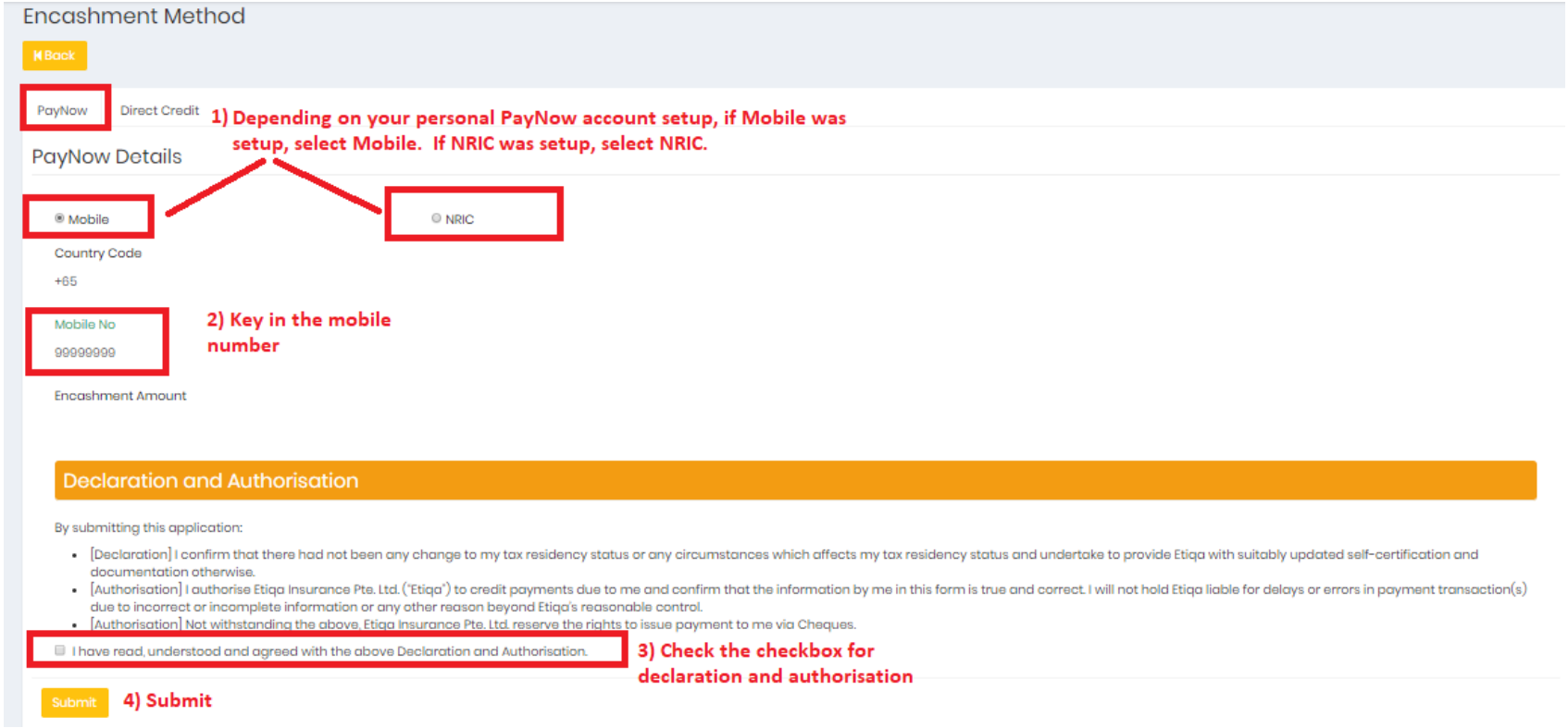


Step 8: Key in the encashment amount and tick the checkbox for declaration and authorization



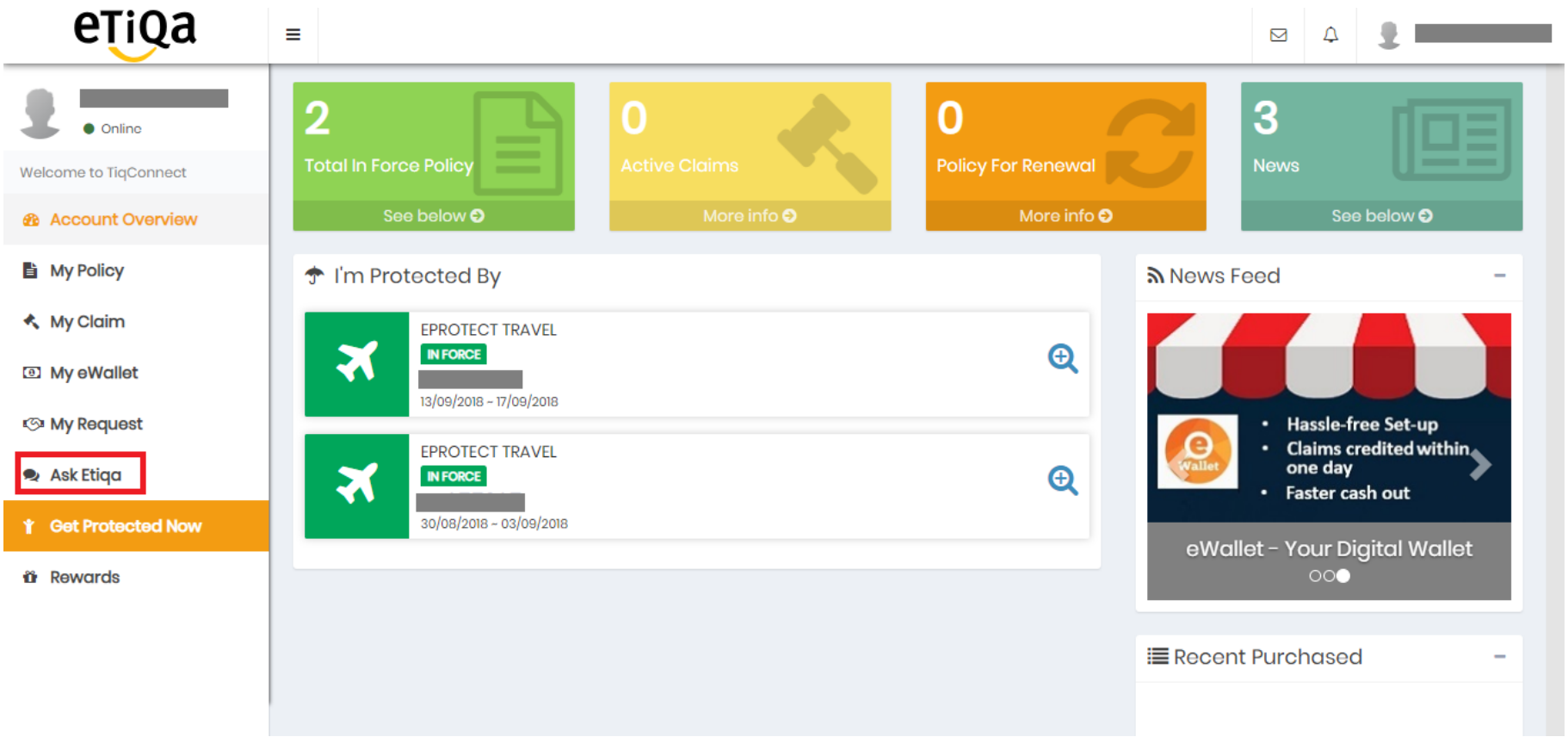
For PayNow Mode

Please follow the below instructions

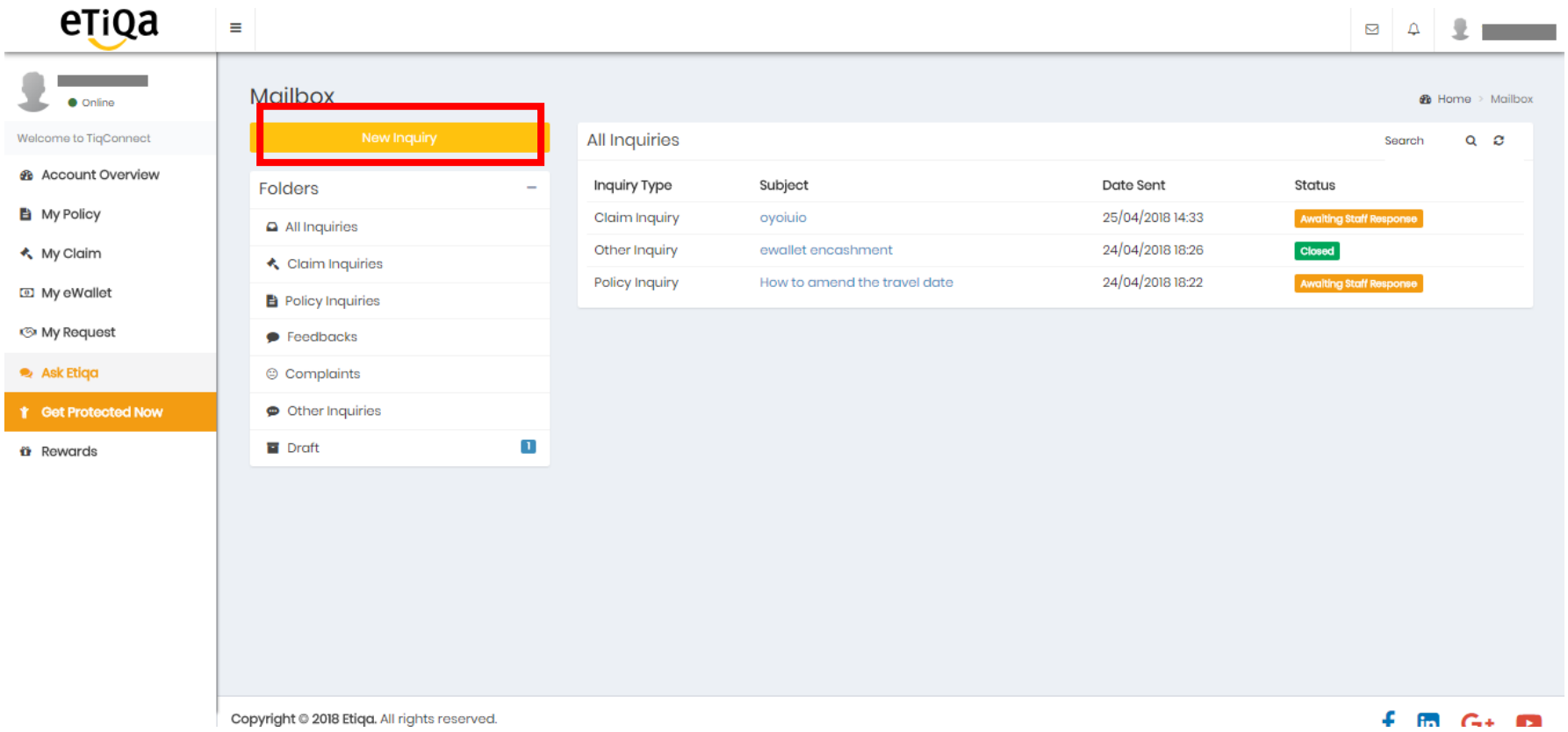


Ask Etiqa

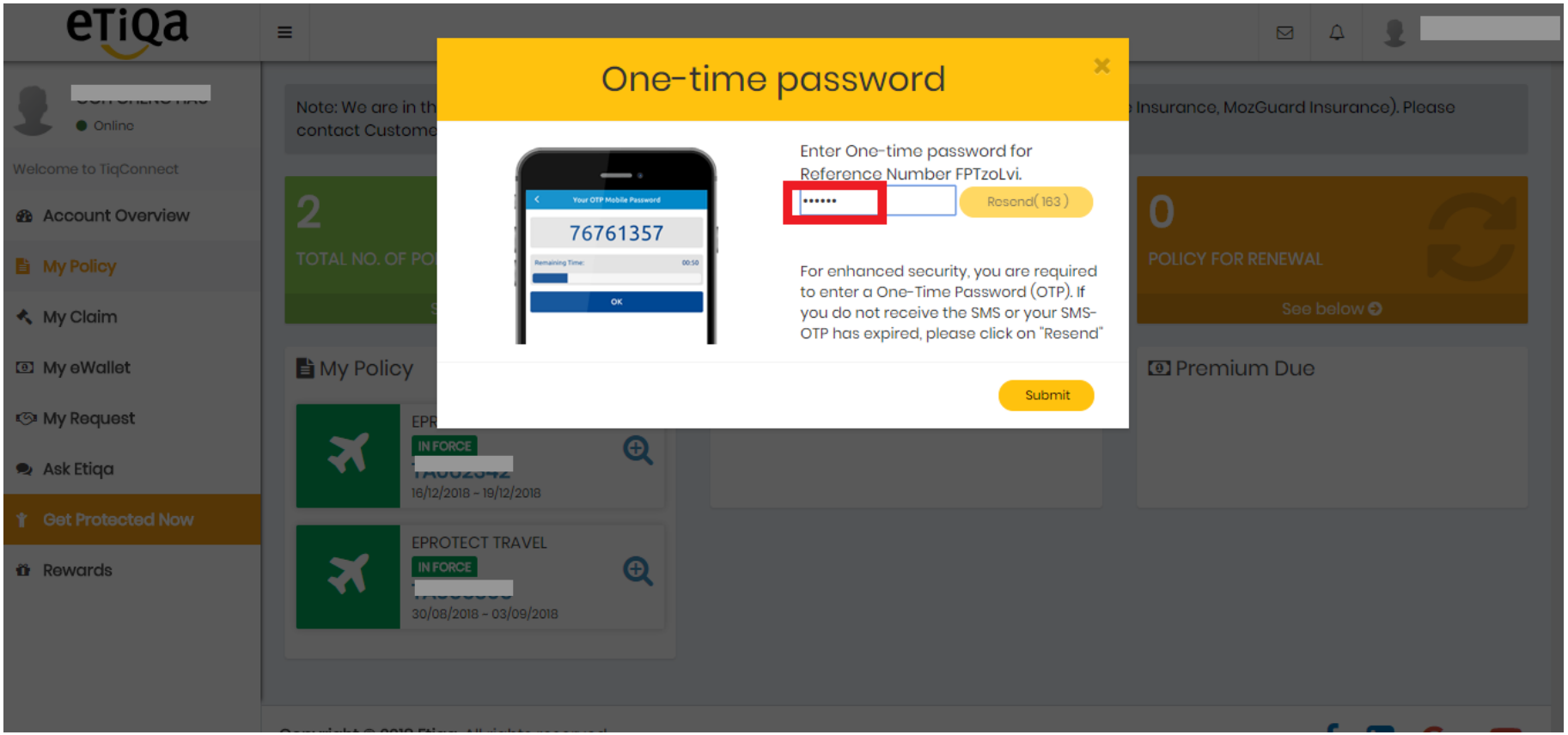
Step 1: Click on the "Ask Etiqa" button at the Account Overview page



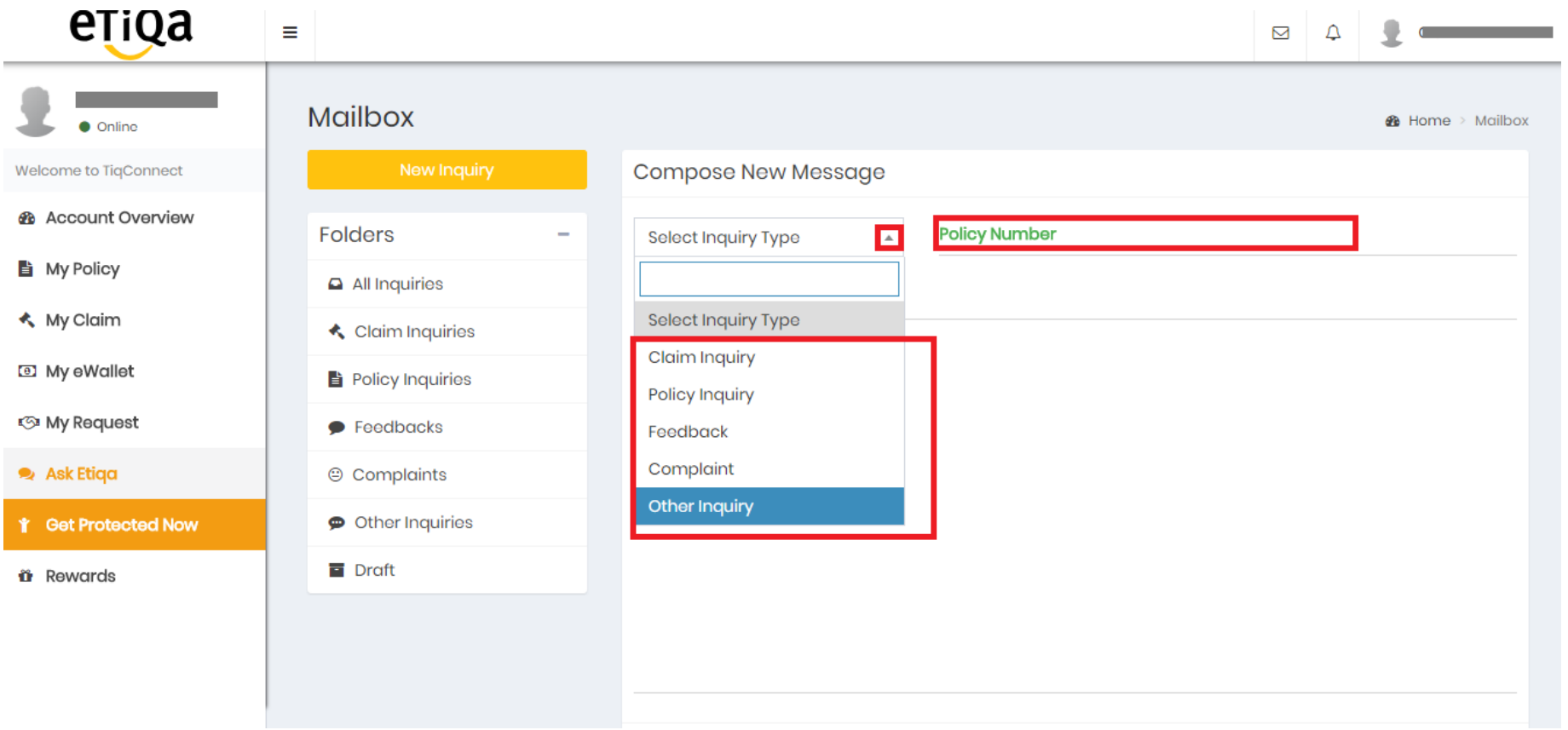
Step 2: Click on “New Inquiry” to create a new case



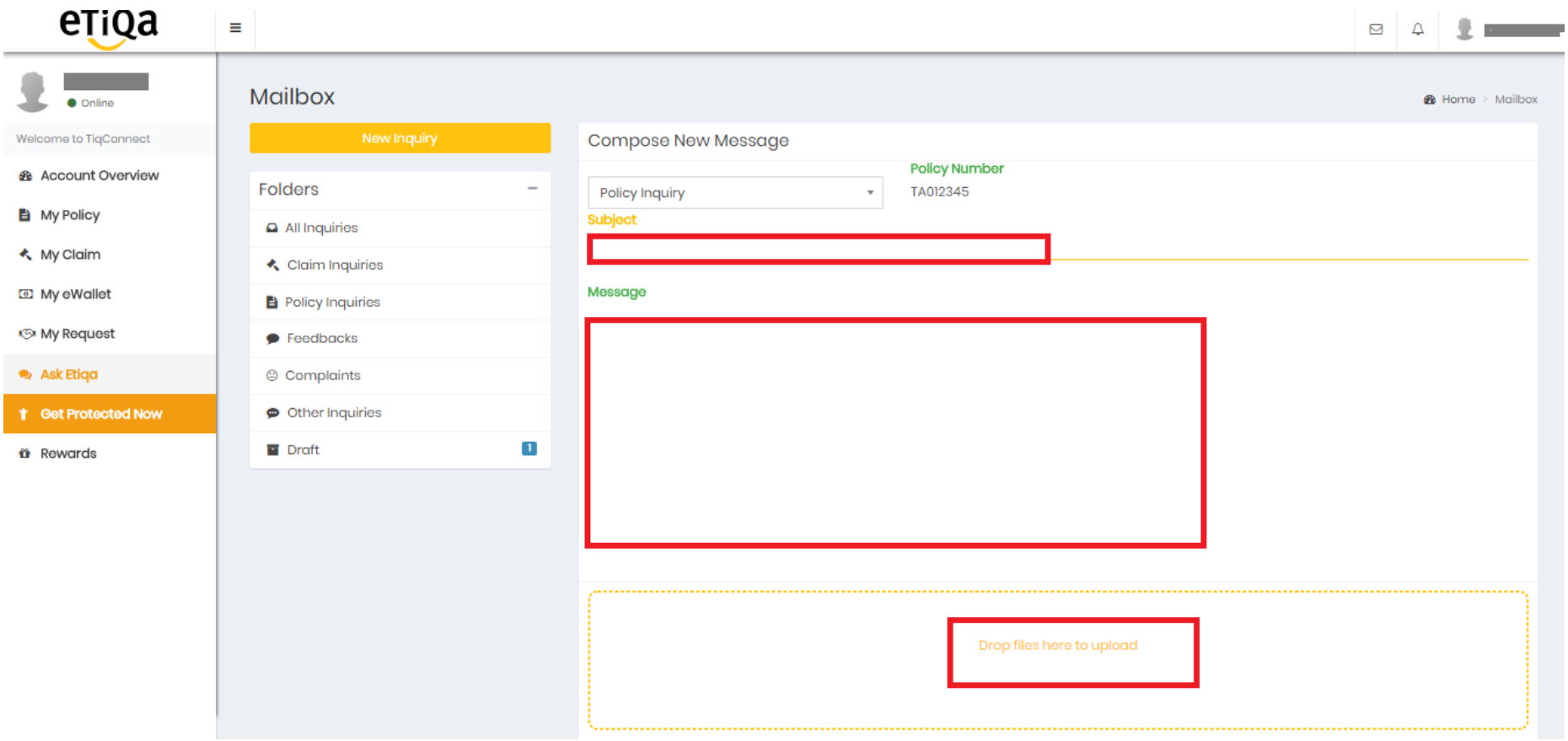
Step 3: A One-time password (OTP) will be sent to the registered mobile number. Key in the OTP.



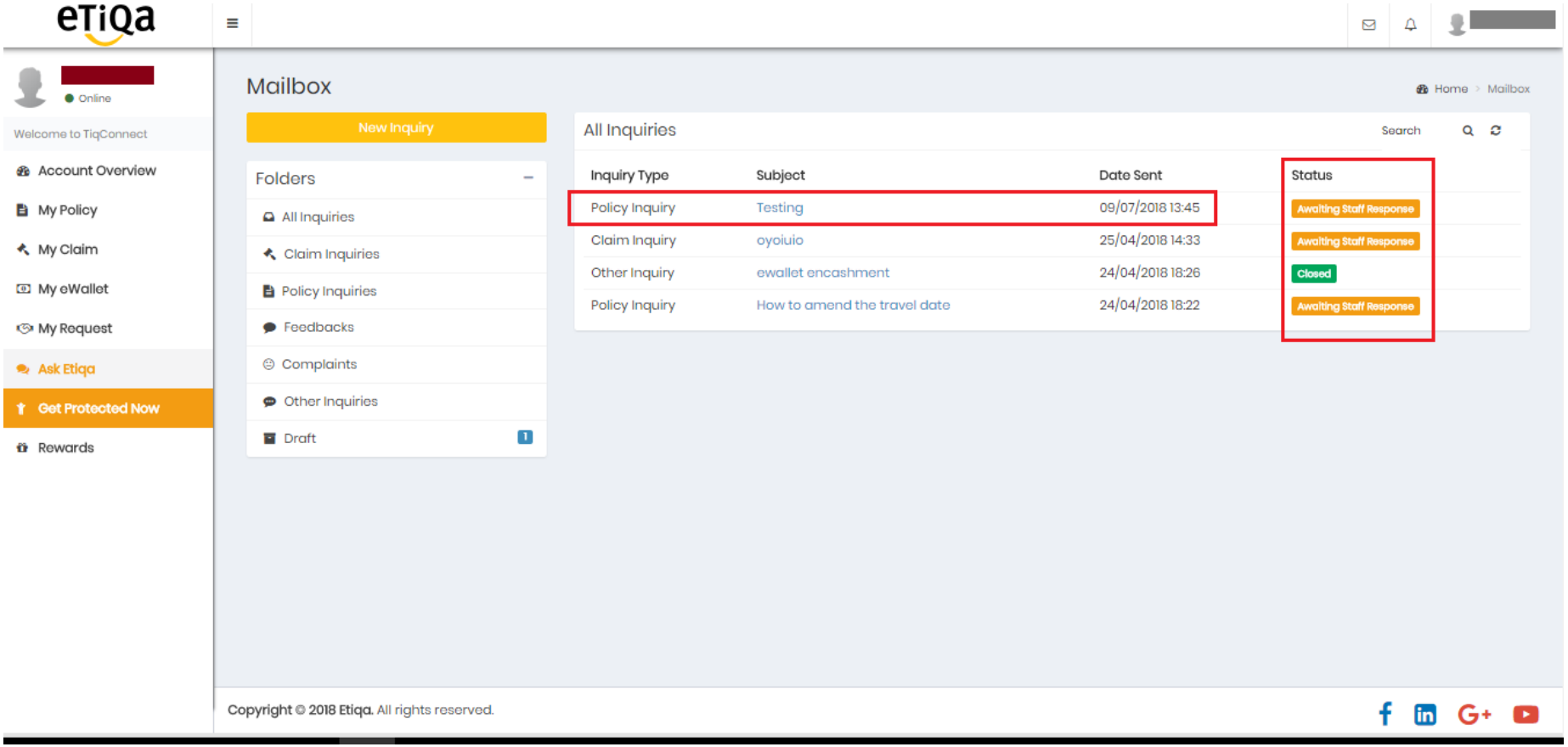
Step 4: Select the inquiry type from the dropdown list and key in the policy number that you are enquiring.



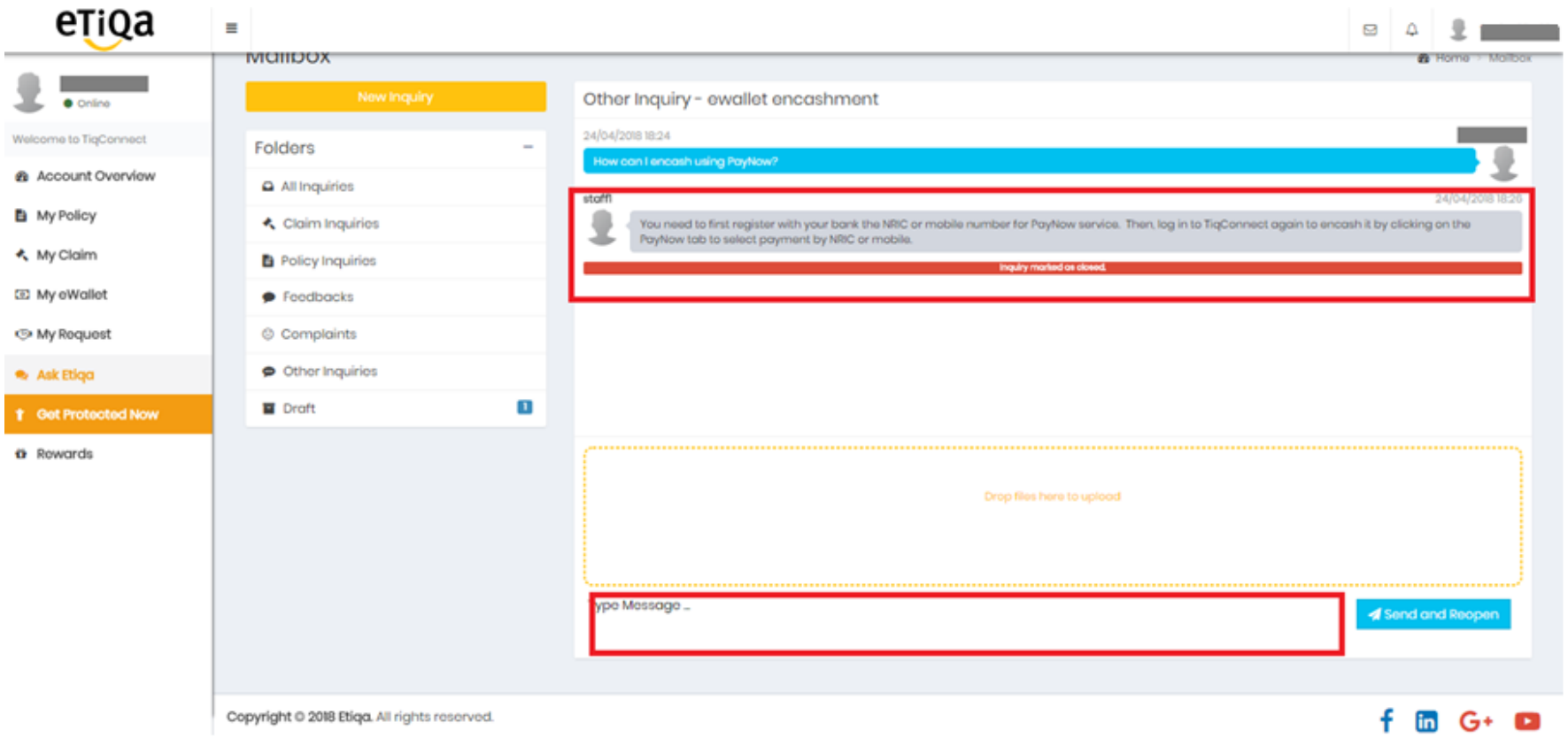
Step 5: Next, key in the "Subject" of the enquiry, key in the nature of the enquiry in the "Message" box and attach any supporting documents (if any) in the "Drop files"



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.

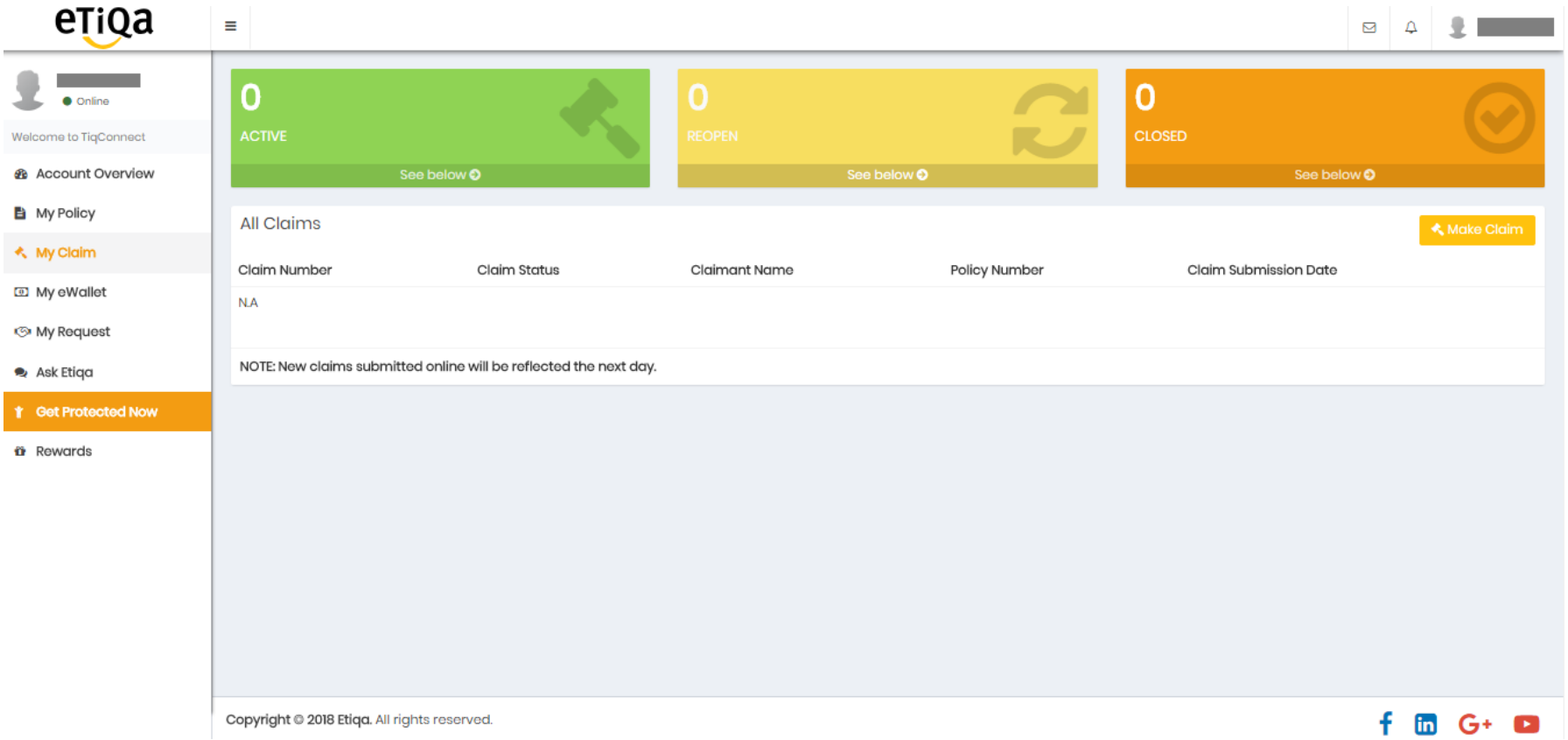


Step 7: User will be able to view the reply/response when they click on the case created. User will also be able to ask further questions by keying in the message box.



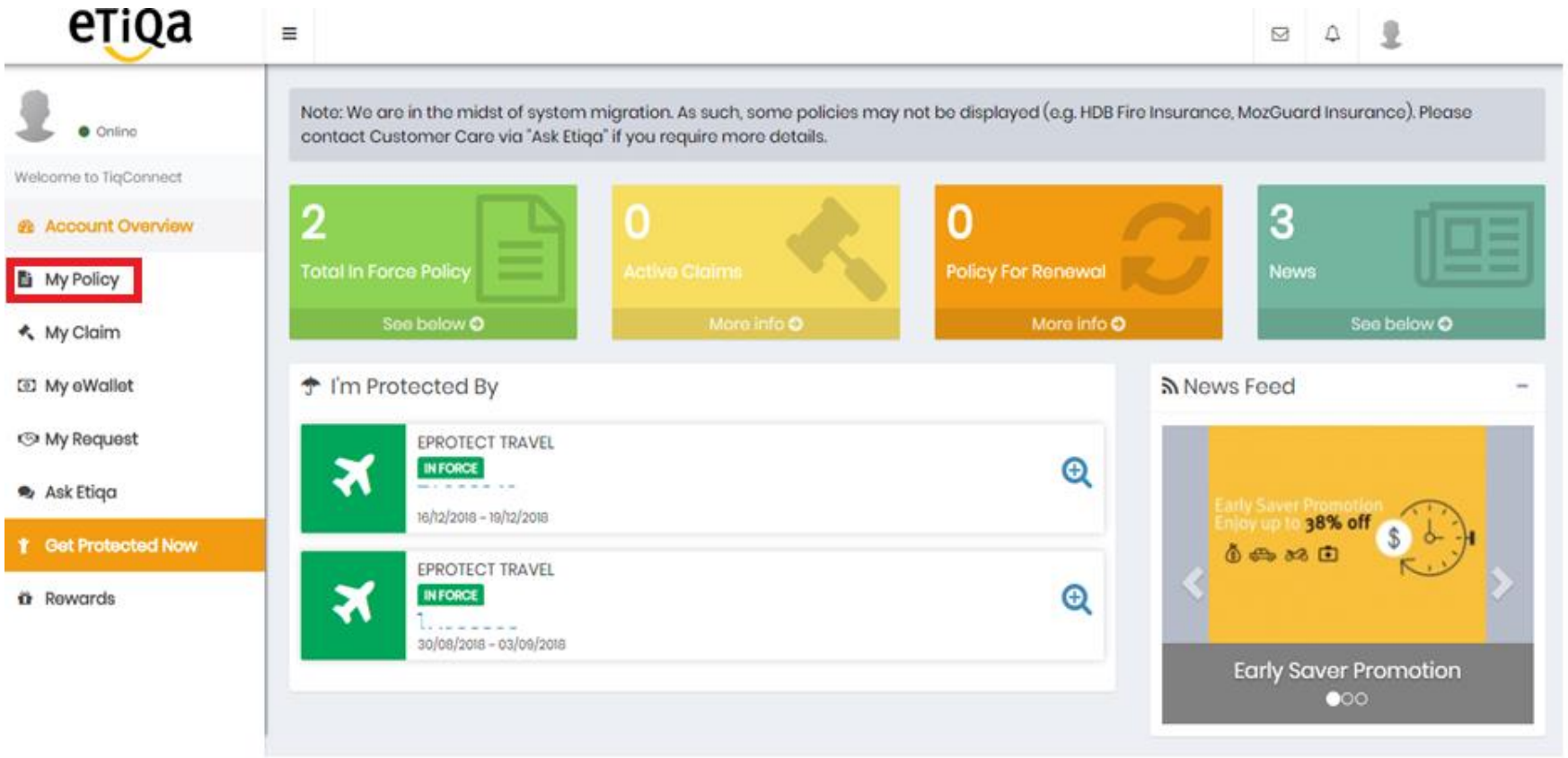
How to Submit Claims

There are two options to submit claims:
a) via My Policy
b) via My Claim

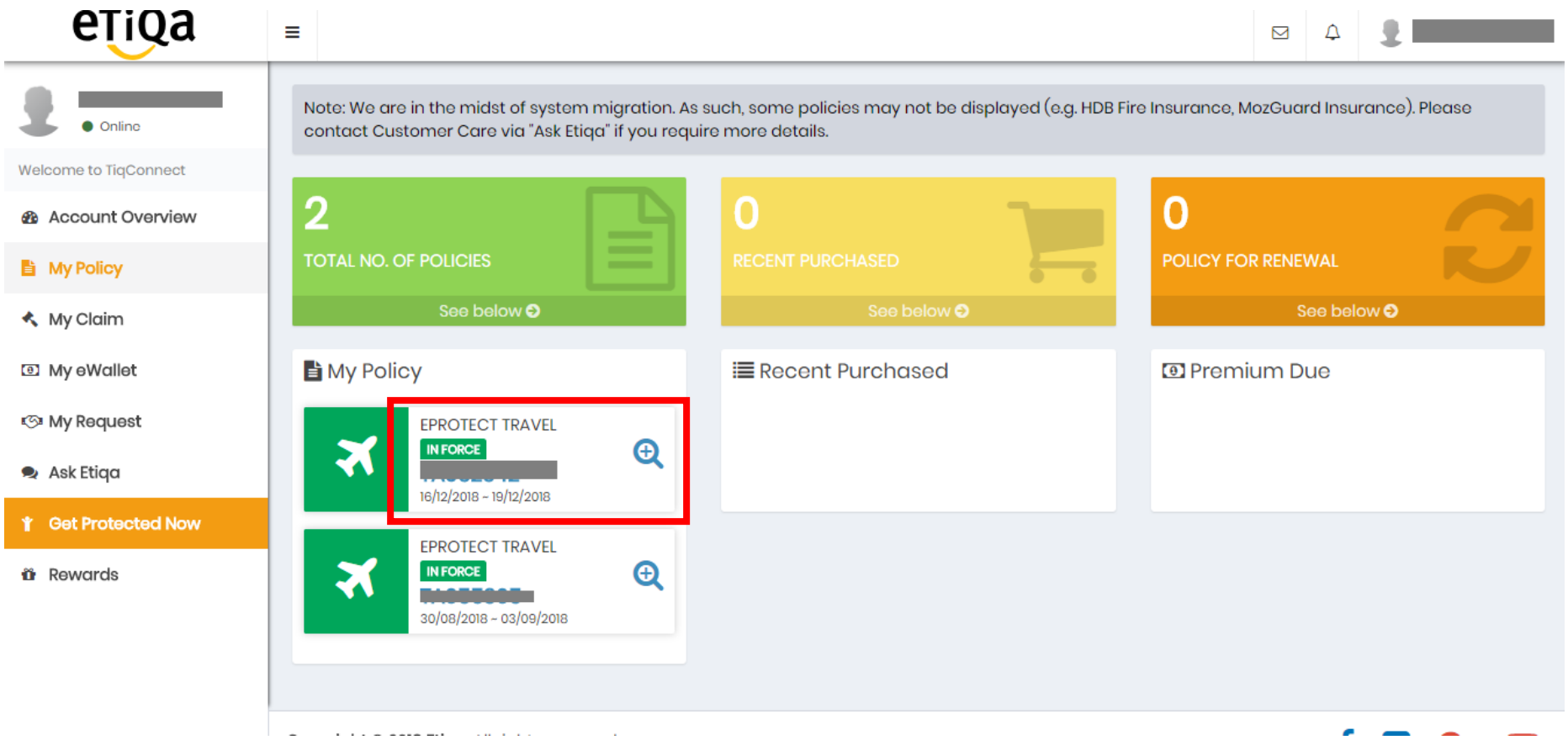


Submit Claims via My Policy

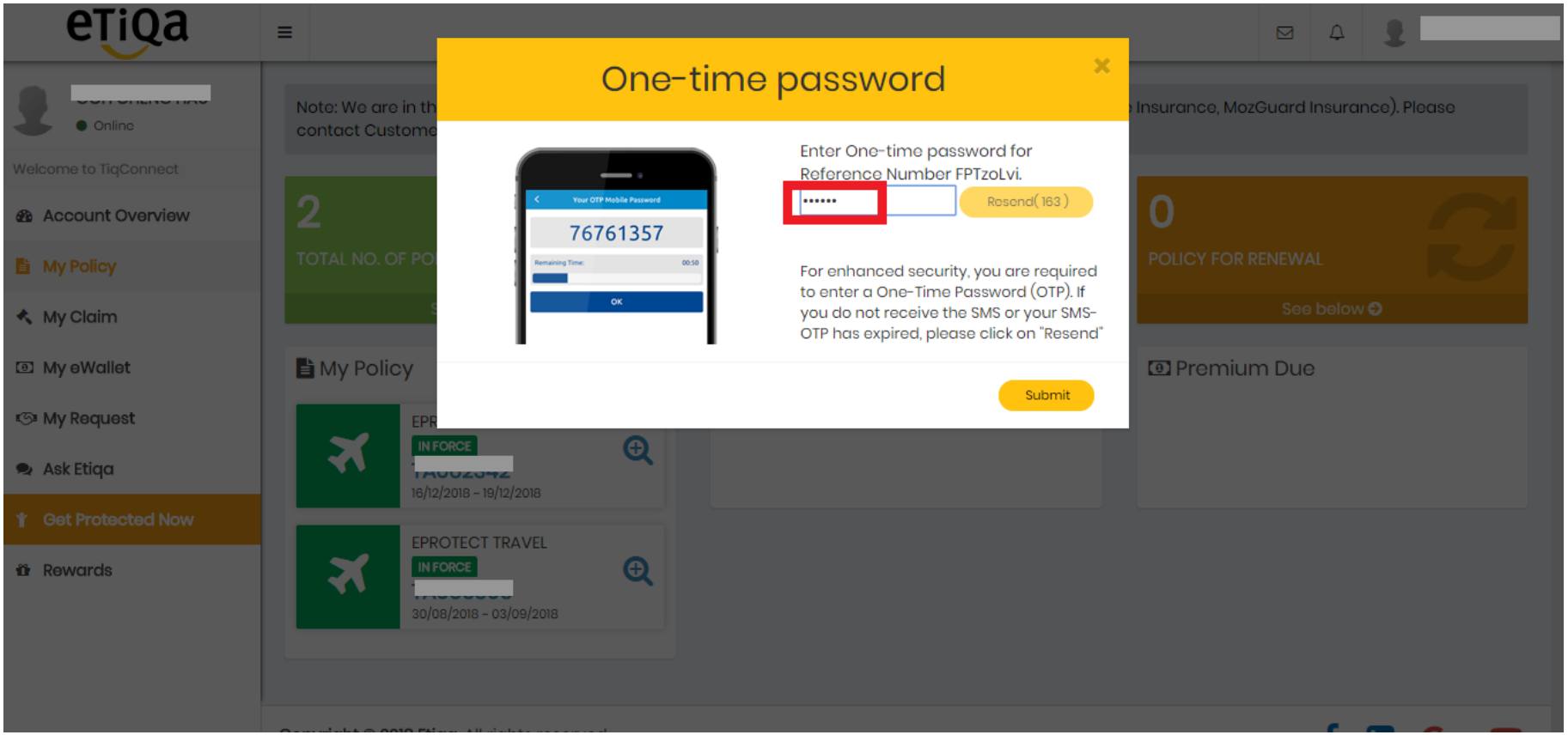
Step 1: Click on the “My Policy” button to view policy details.



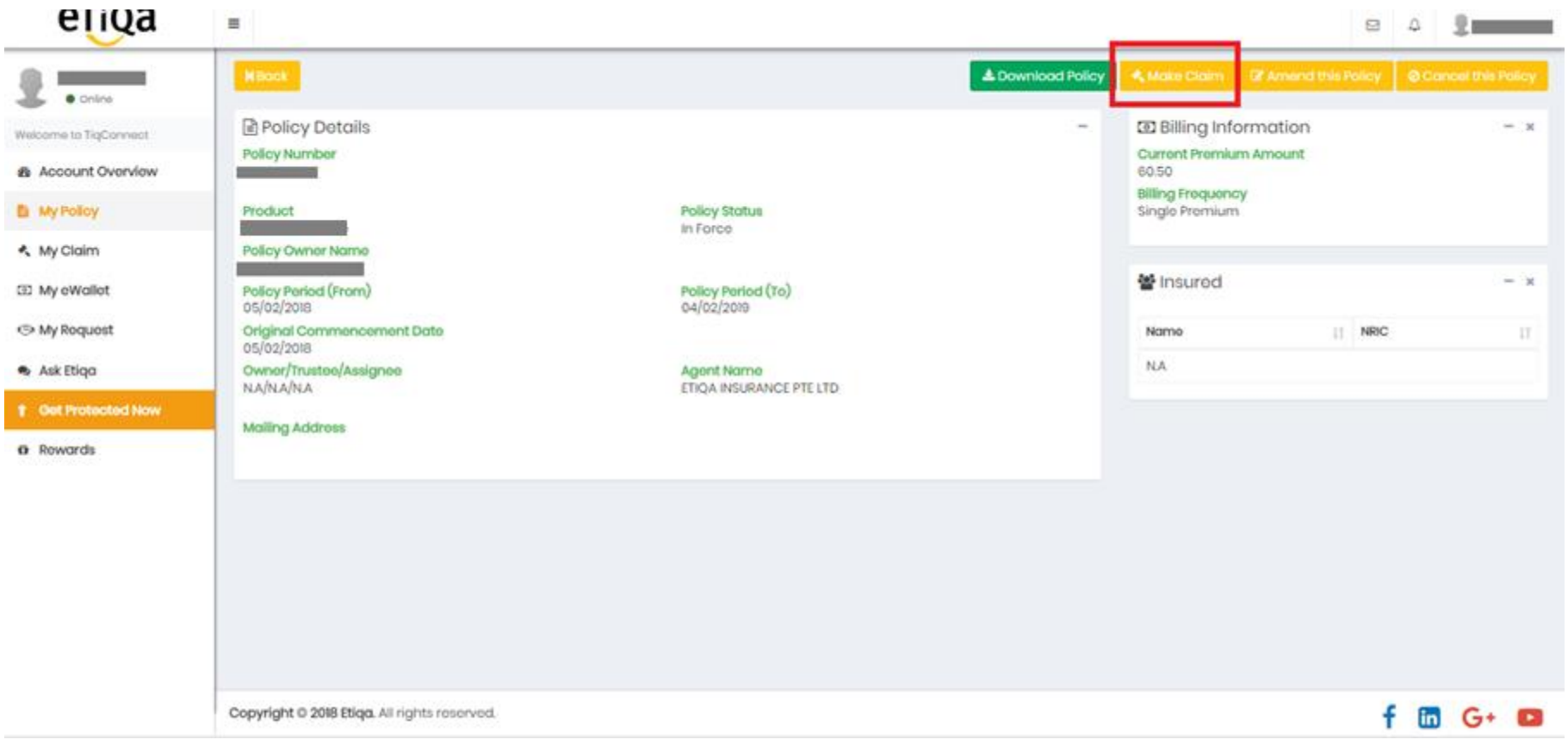
Step 2: Click on the policy that you want to submit a claim



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.



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

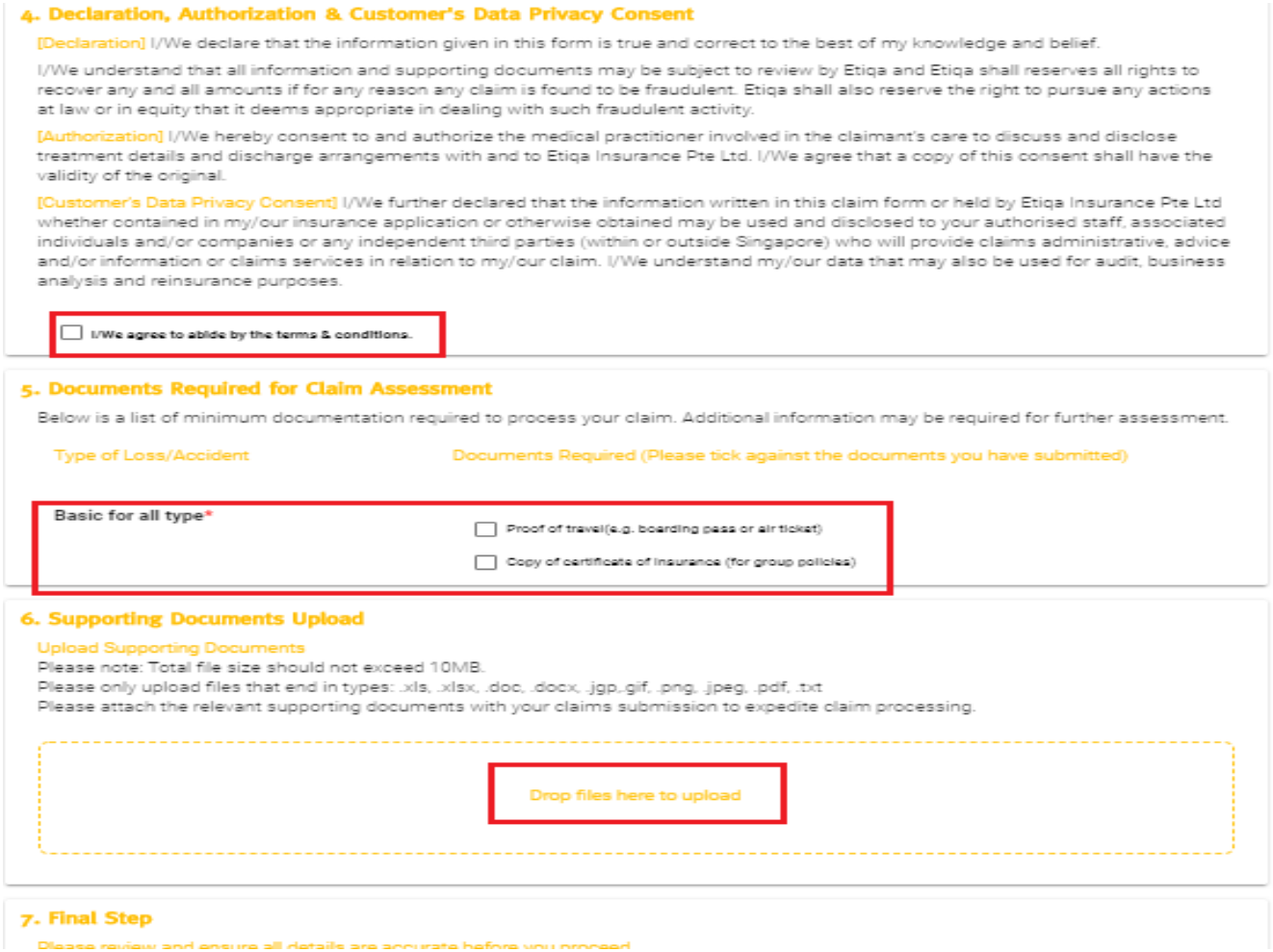
Have you made a claim against any other party in respect of this event? If yes, please provide:

○ 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, .jgp, .gif, .png, .jpeg, .pdf, .txt
Please attach the relevant supporting documents with your claims submission to expedite claim processing.

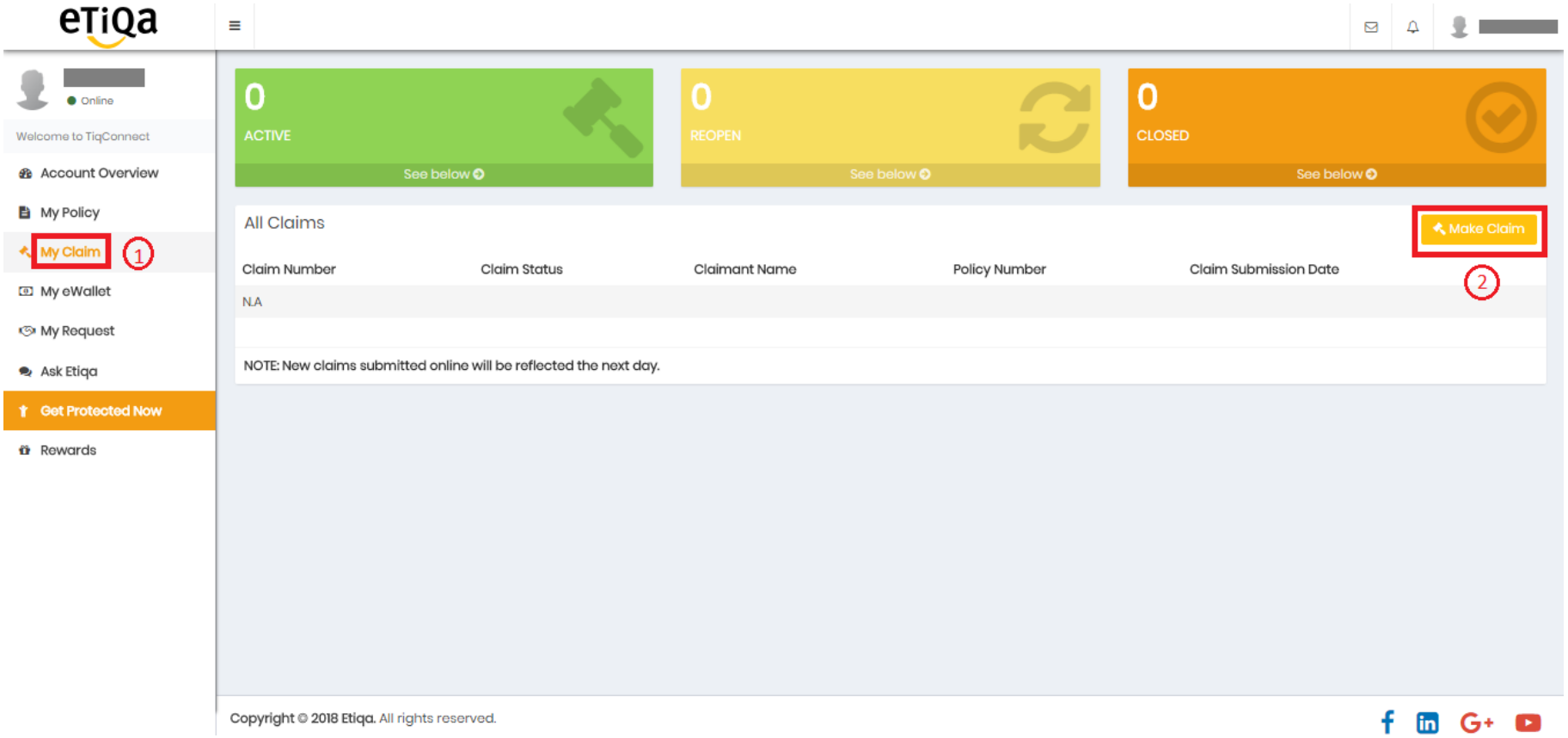
Drop files here to upload

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”



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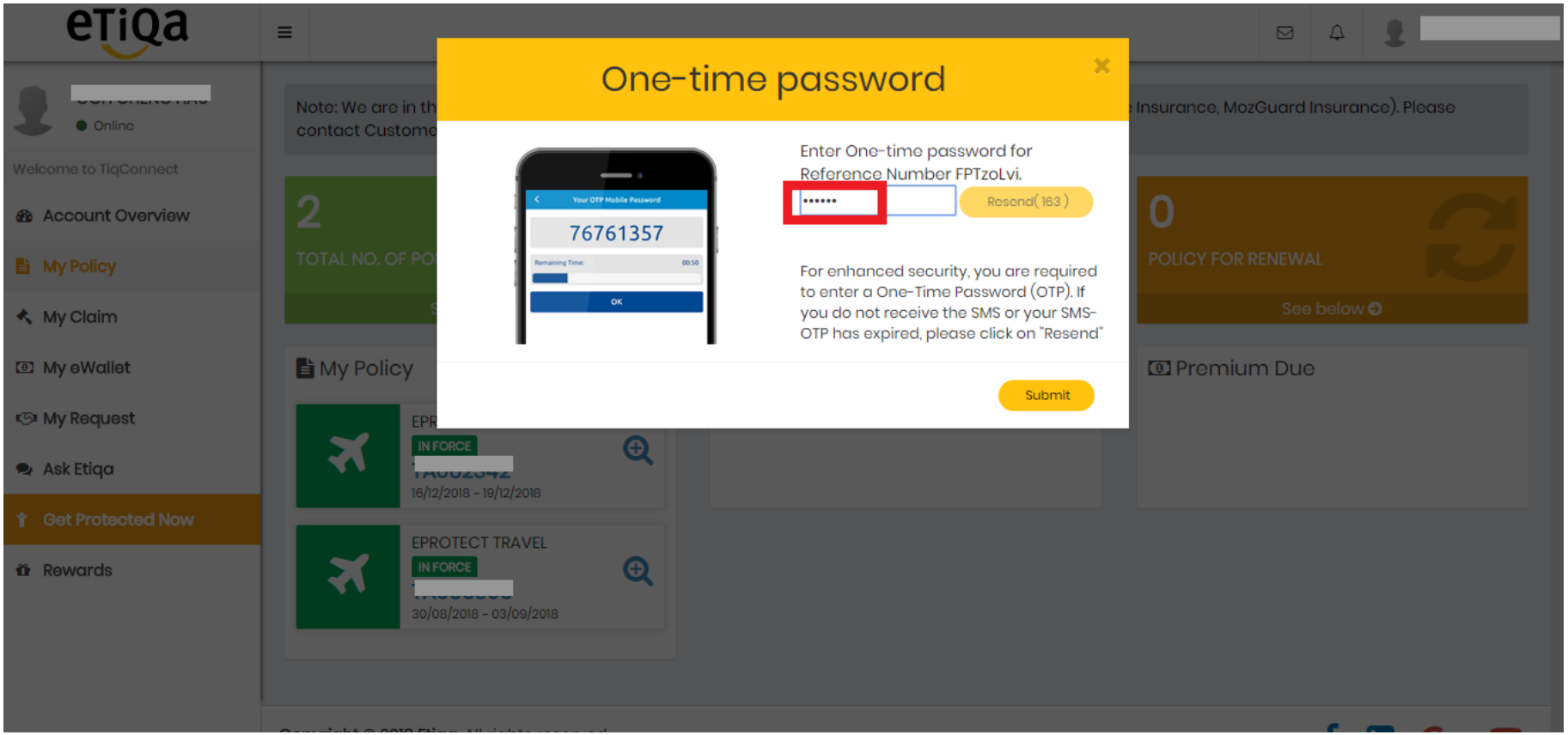
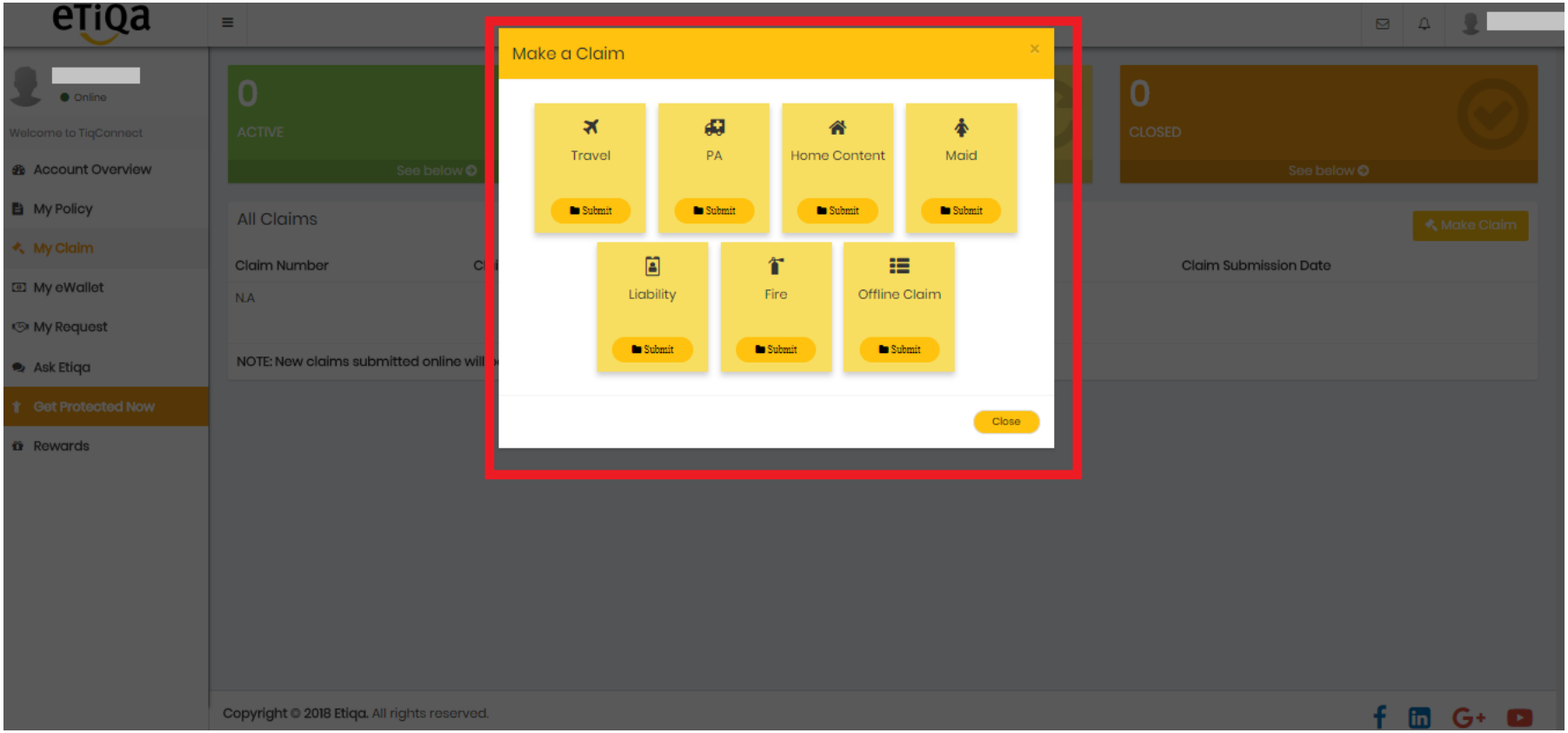
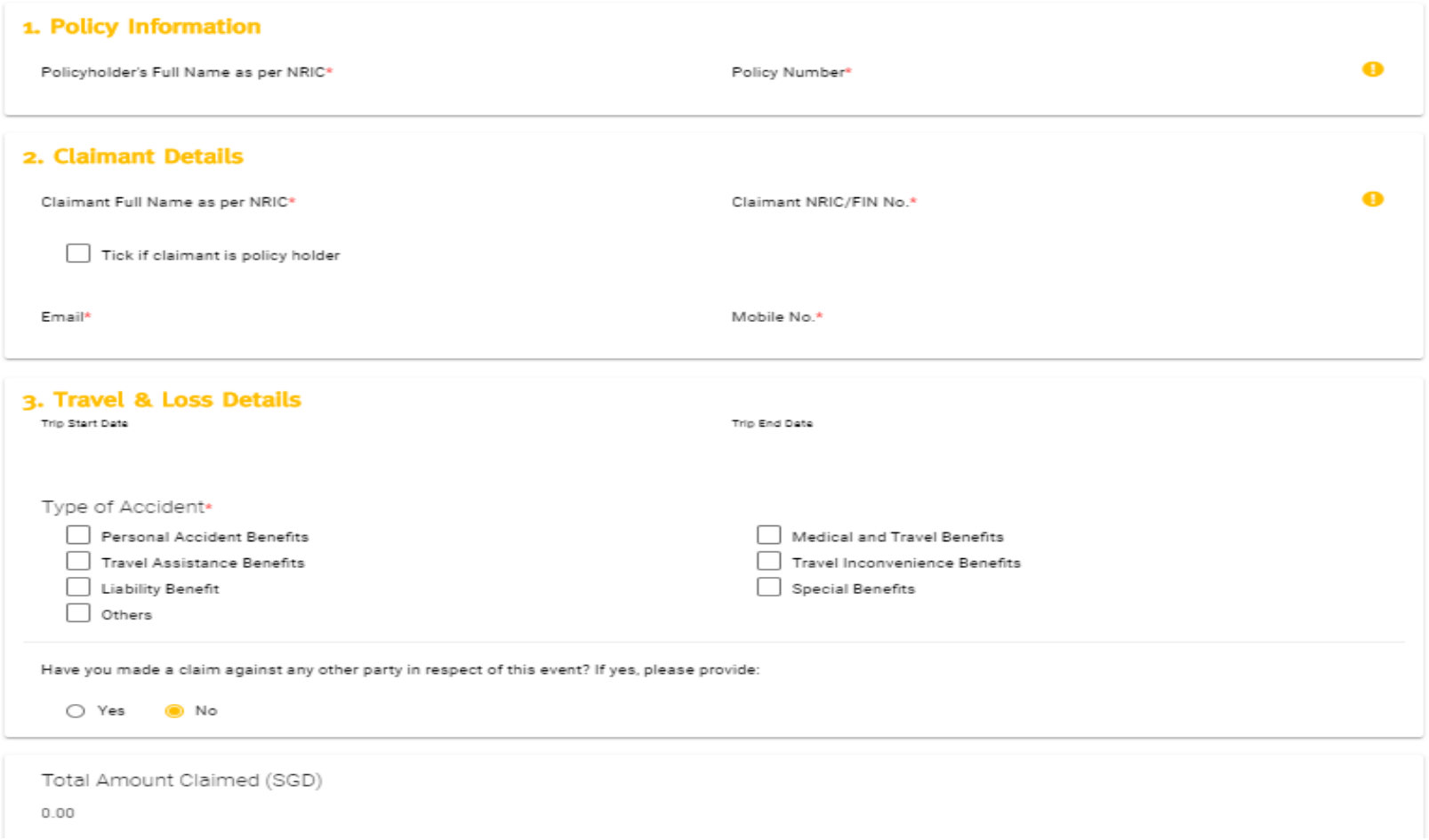


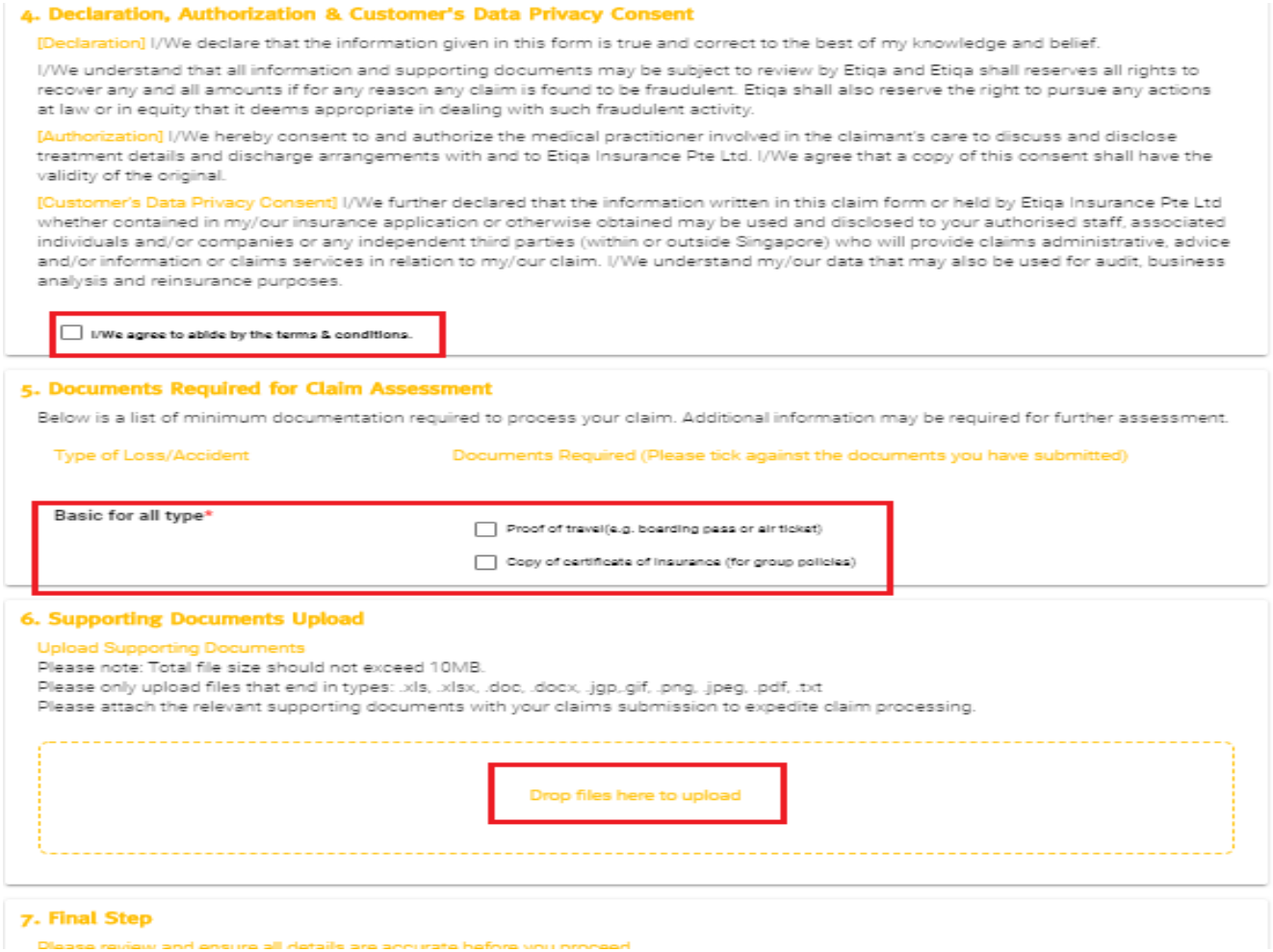
Step 3: Select the type of claim that you are making



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



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



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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.

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Upload Supporting Documents

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Please only upload files that end in types: .xls, .xlsx, .doc, .docx, .jgp, .gif, .png, .jpeg, .pdf, .txt
Please attach the relevant supporting documents with your claims submission to expedite claim processing.

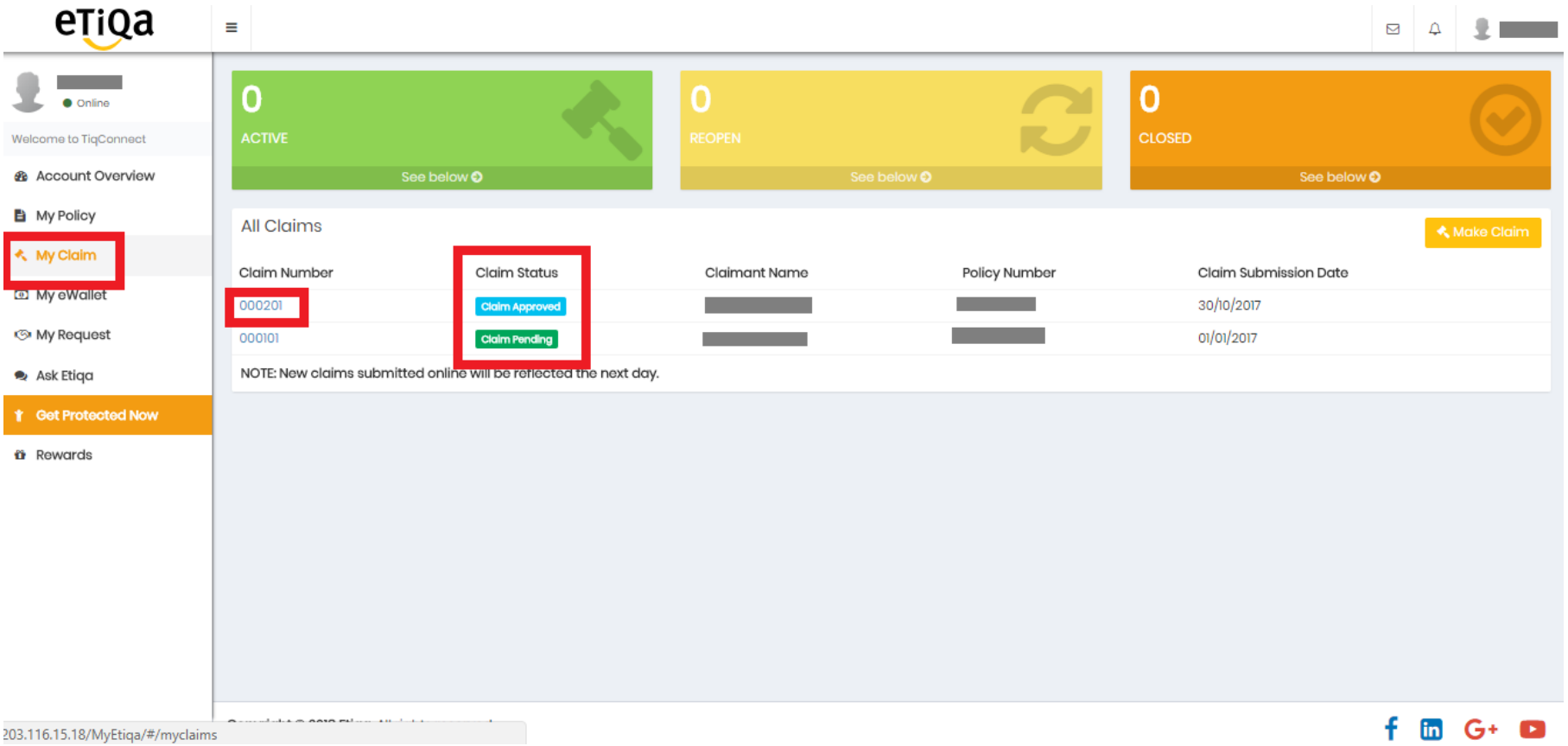
Drop files here to upload

7. Final Step

Please review and ensure all details are accurate before you proceed

How to View Claims

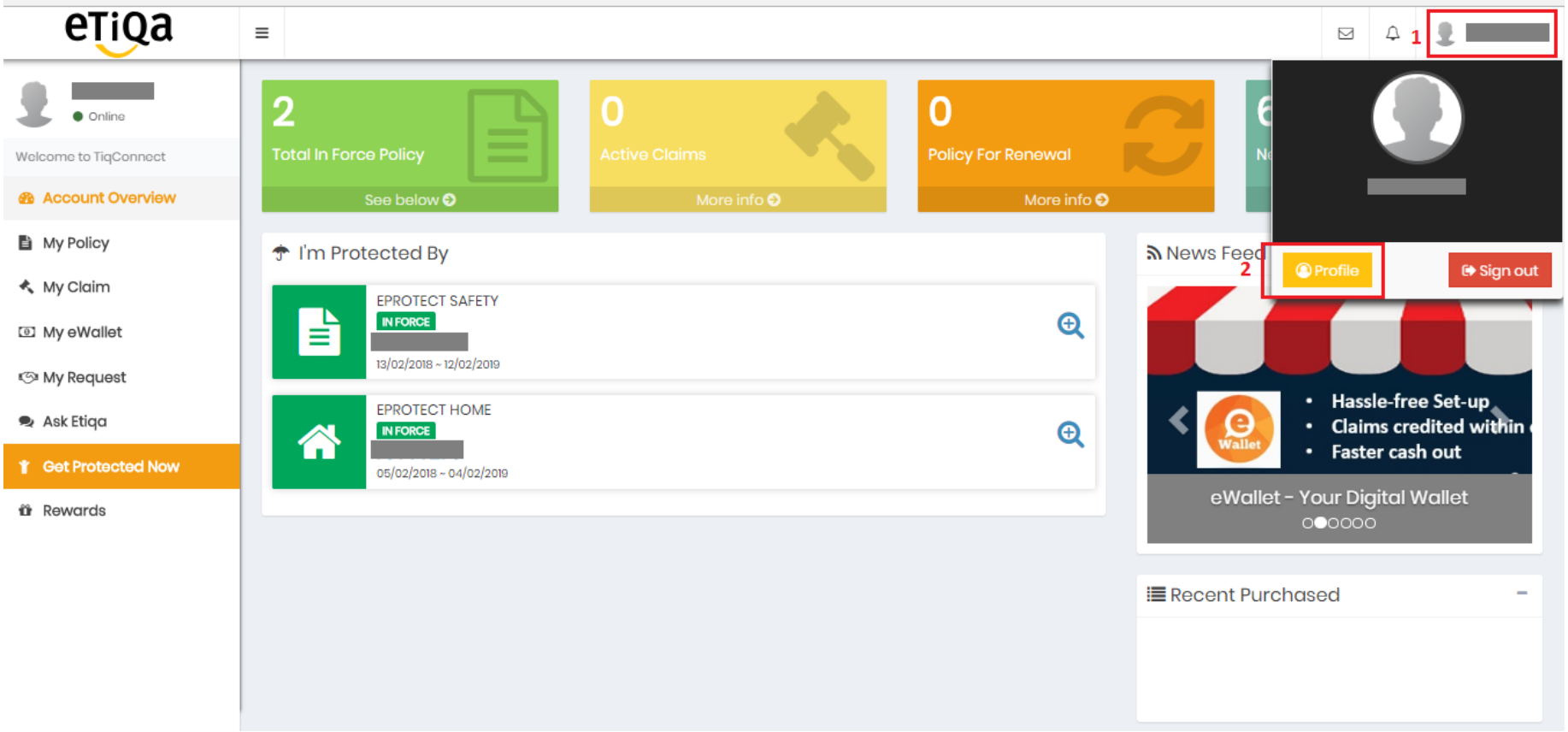
Step 1: Click on “My Claim” button to view the status of all submitted claims



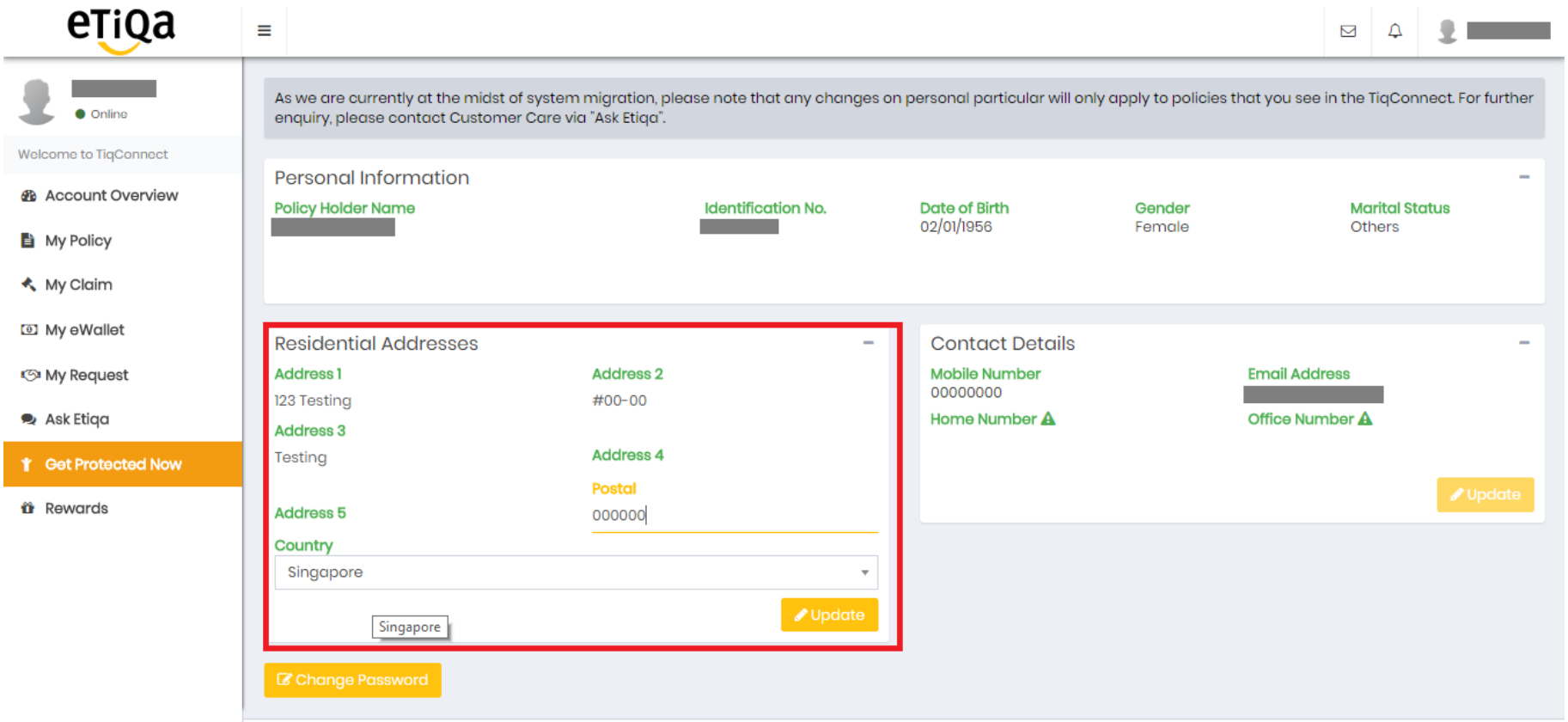
NOTE: New claims submitted online will be reflected the next day.

How to Update Address

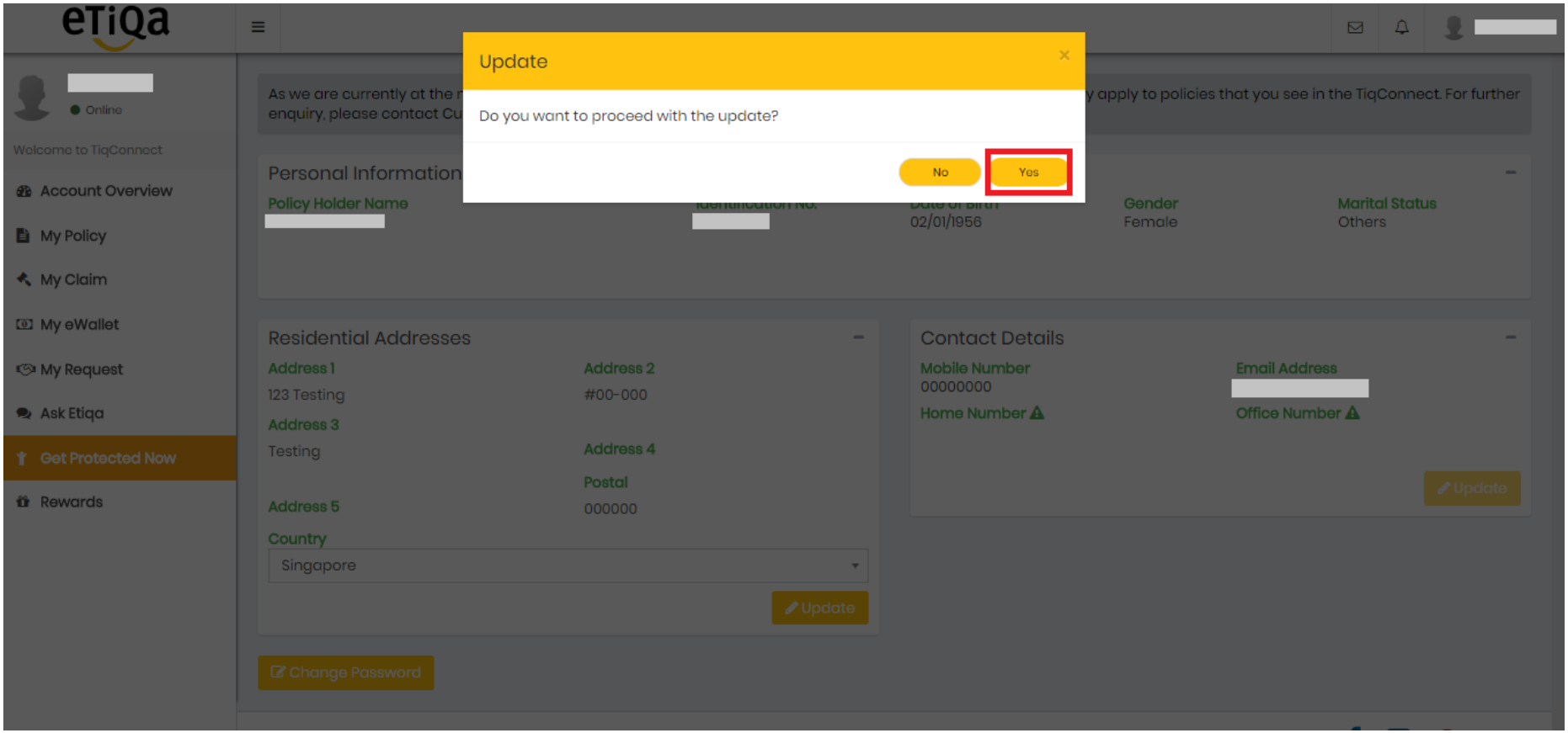
Step 1: Click on the “Name” on the top right hand corner and then click on the “Profile” button



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



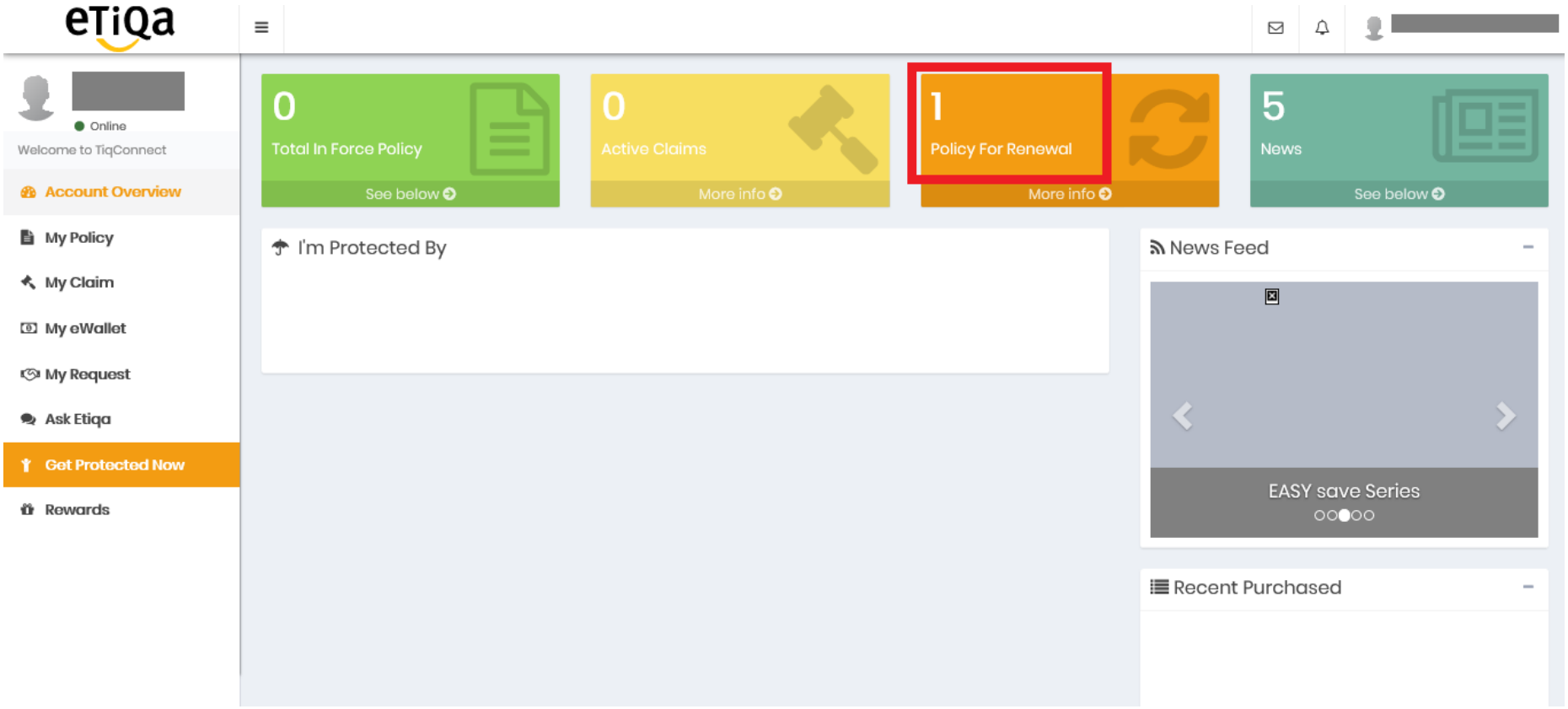
Step 3: Click “Yes” to proceed with the address update.



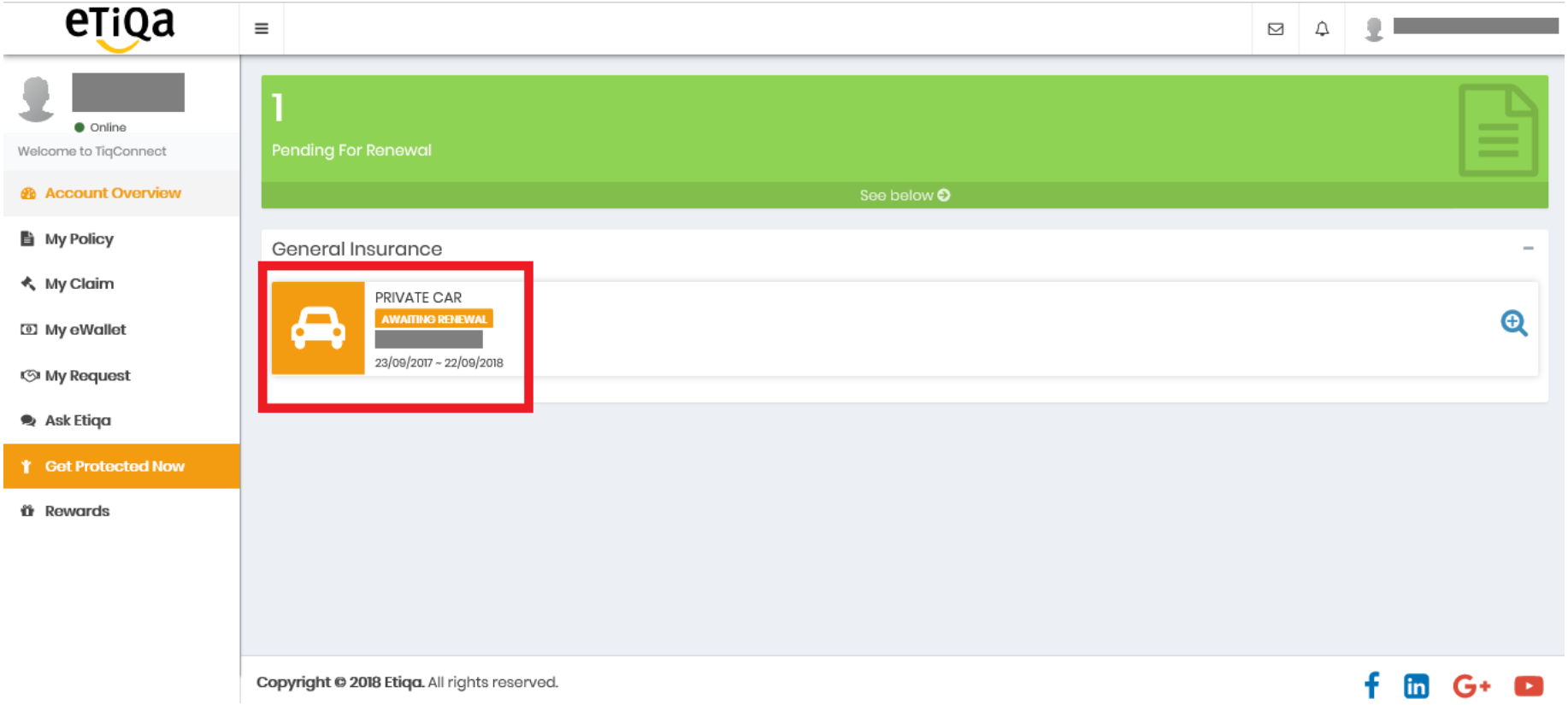
NOTE: The particulars will be updated within 2-3 business days and the status can be tracked under 'My Request'.

How to Renew Policy

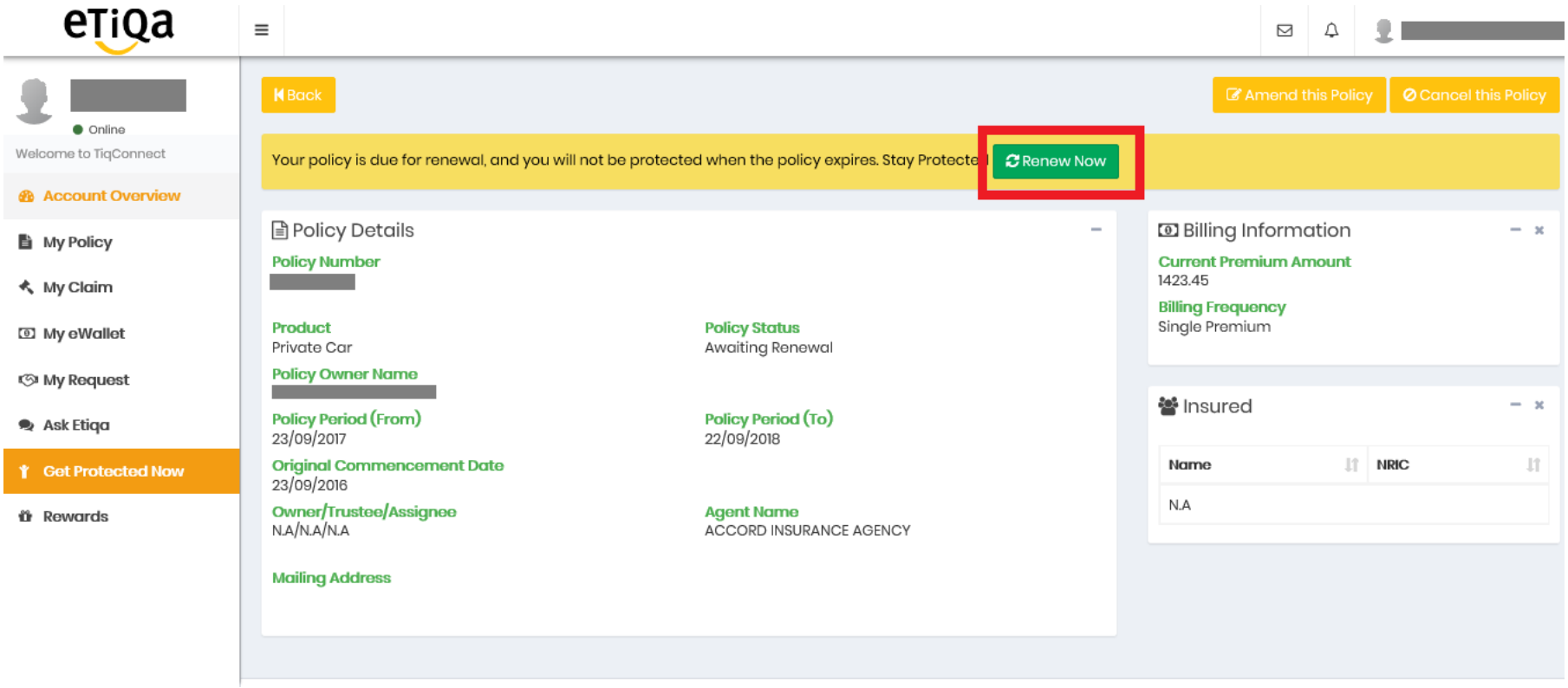
Step 1: Click on the “Policy For Renewal” button as shown on the account overview page



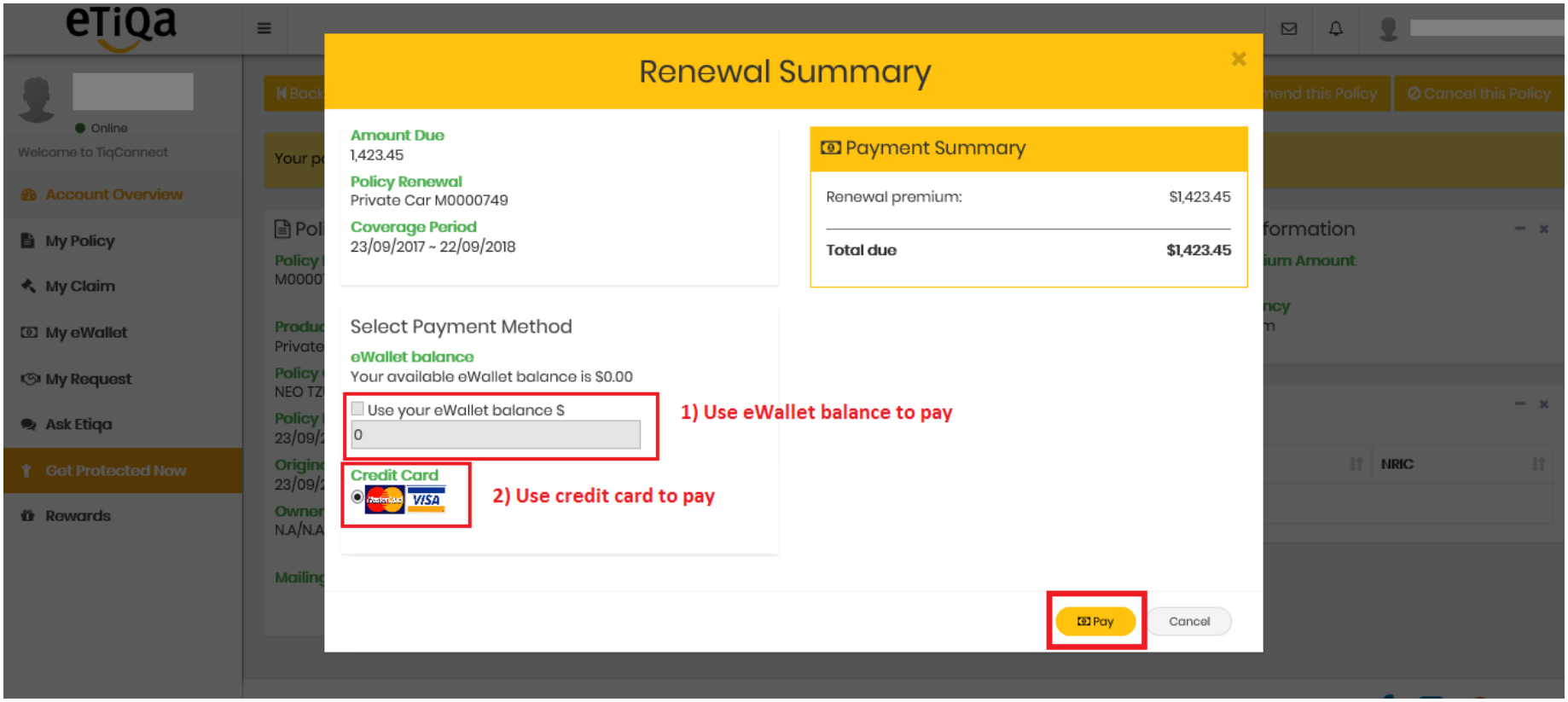
Step 2: Click on the “policy” that is due for renewal



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

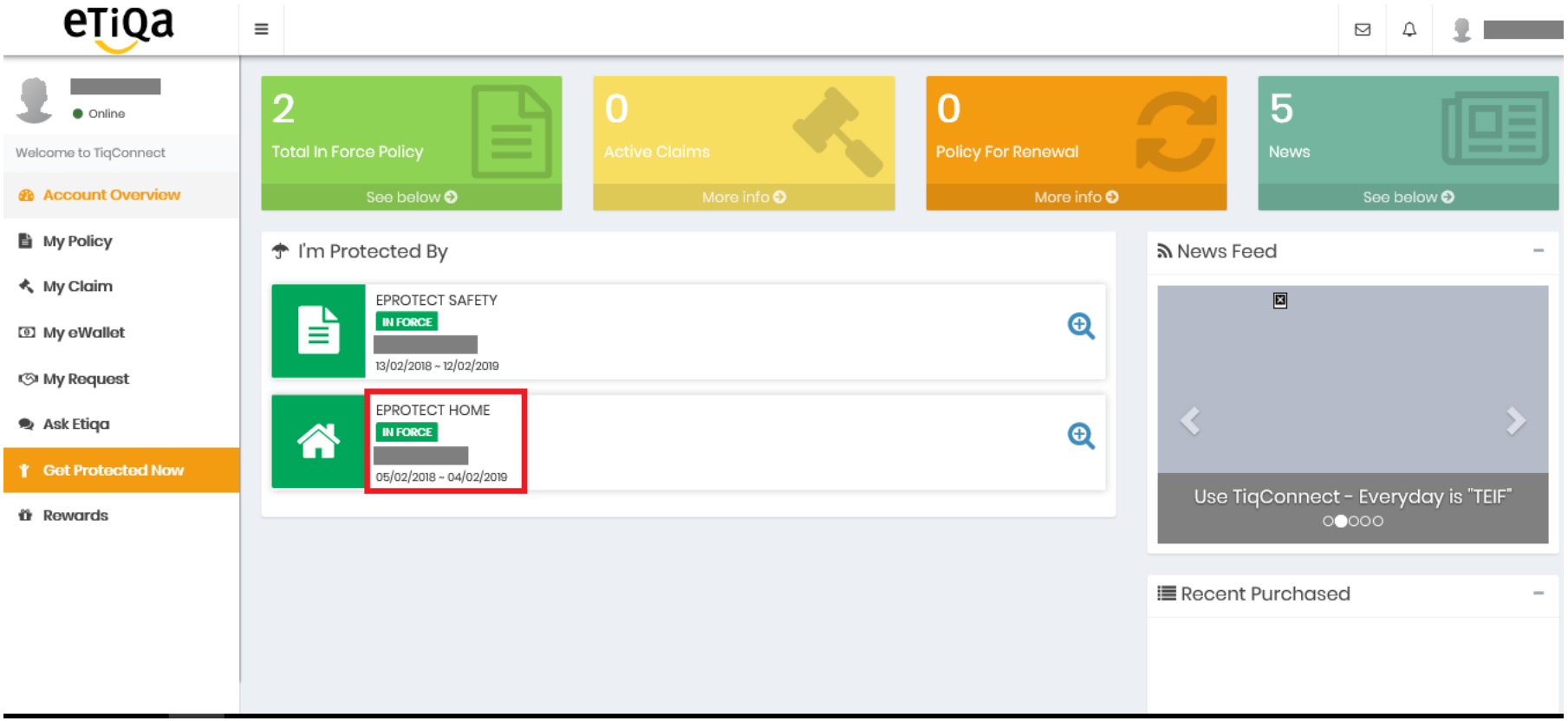


Step 4: Select either 1) eWallet balance or 2) credit card and click on the “Pay” button to proceed with payment

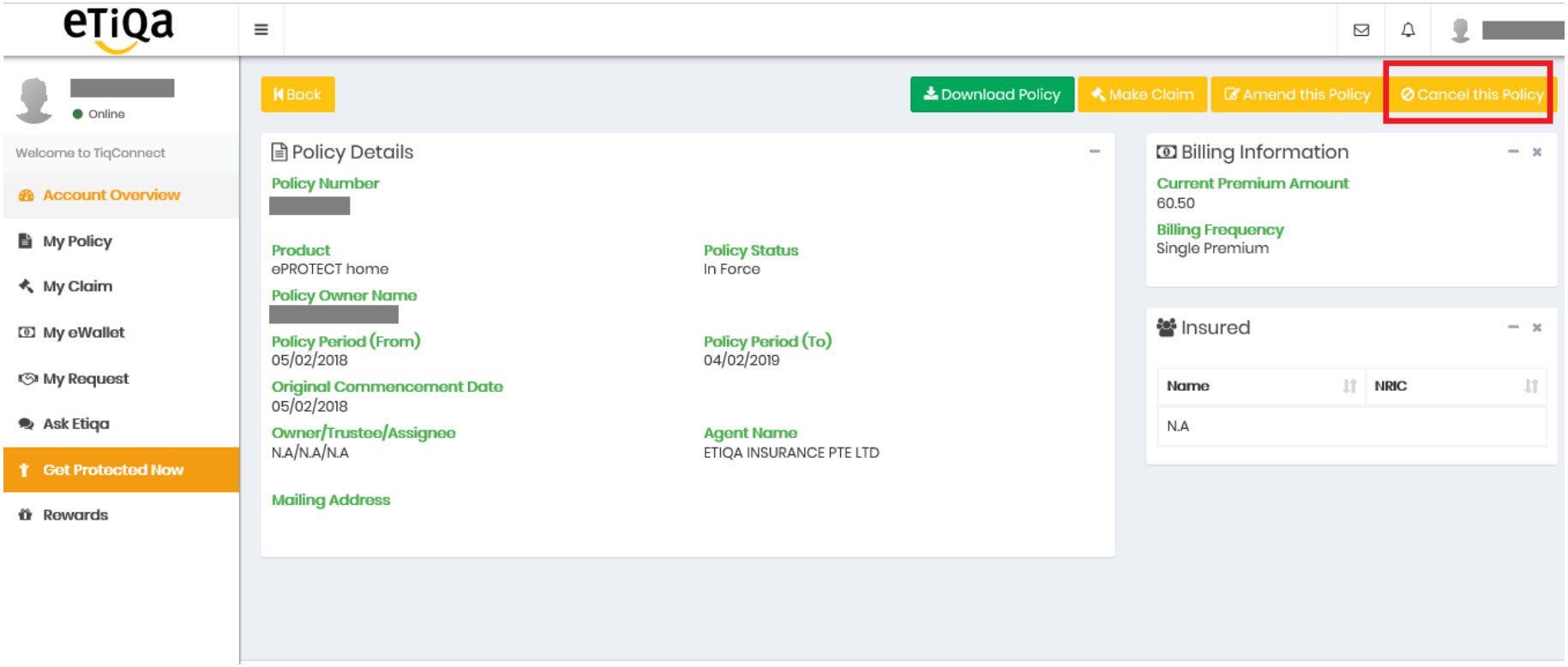


How to Cancel Policy

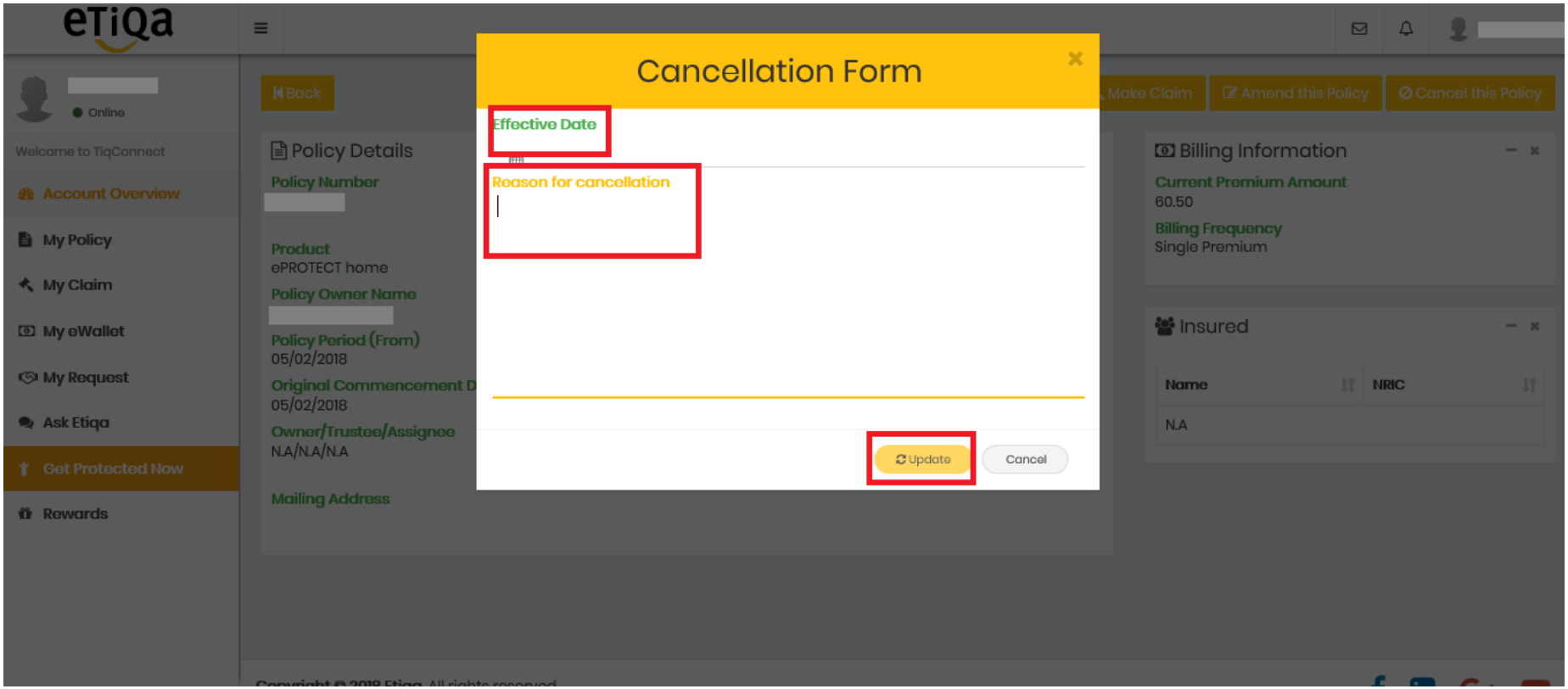
Step 1: Click on the inforce “policy” that you want to cancel on the account overview page



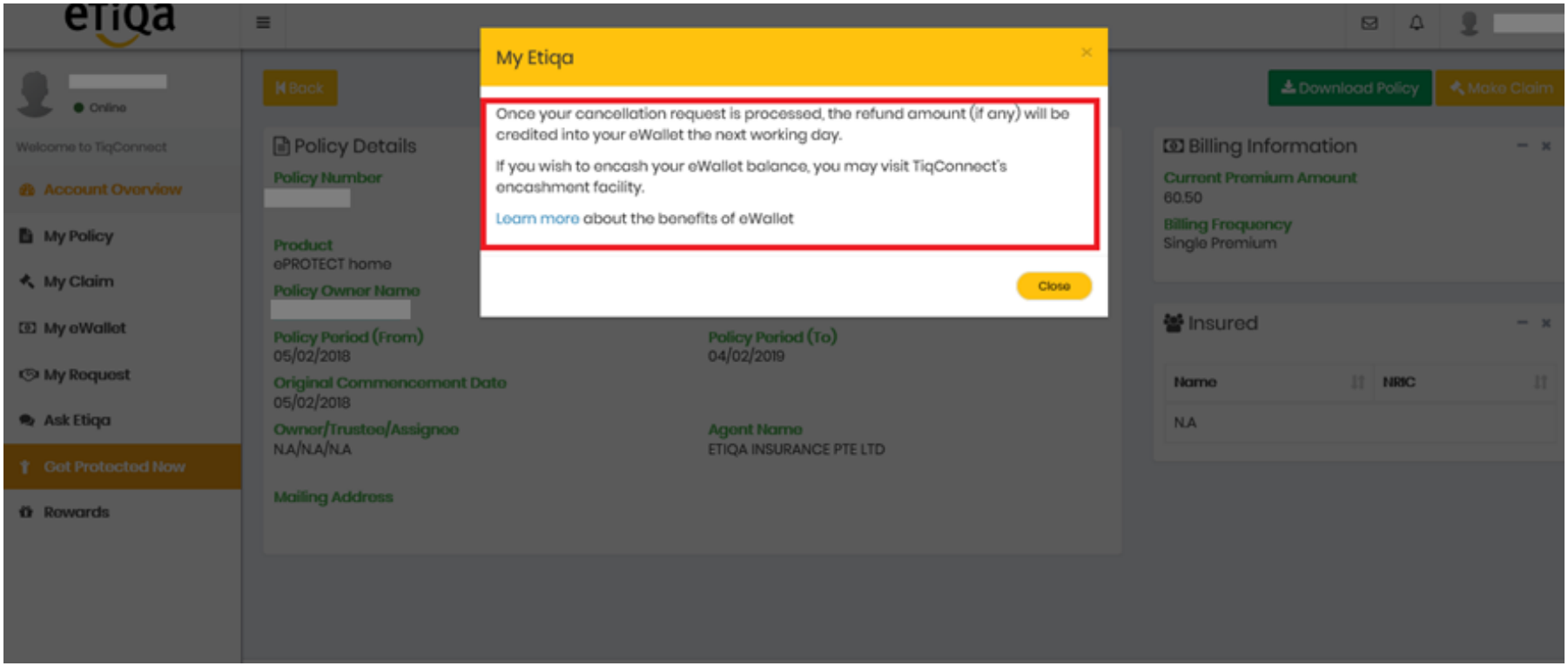
Step 2: Click on the “Cancel this Policy” button



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



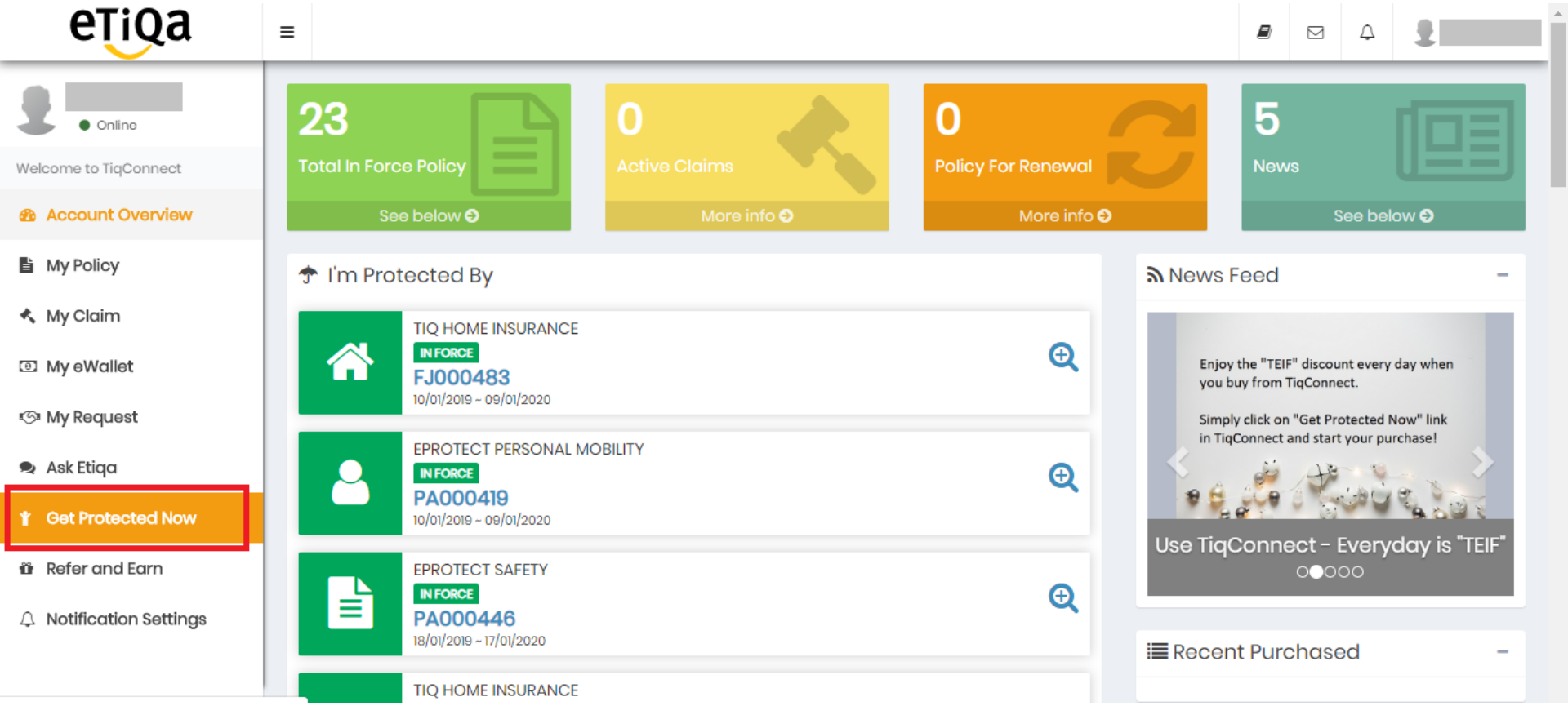
Step 4: Cancellation request has been received and the refund will be credited into eWallet once it has been processed



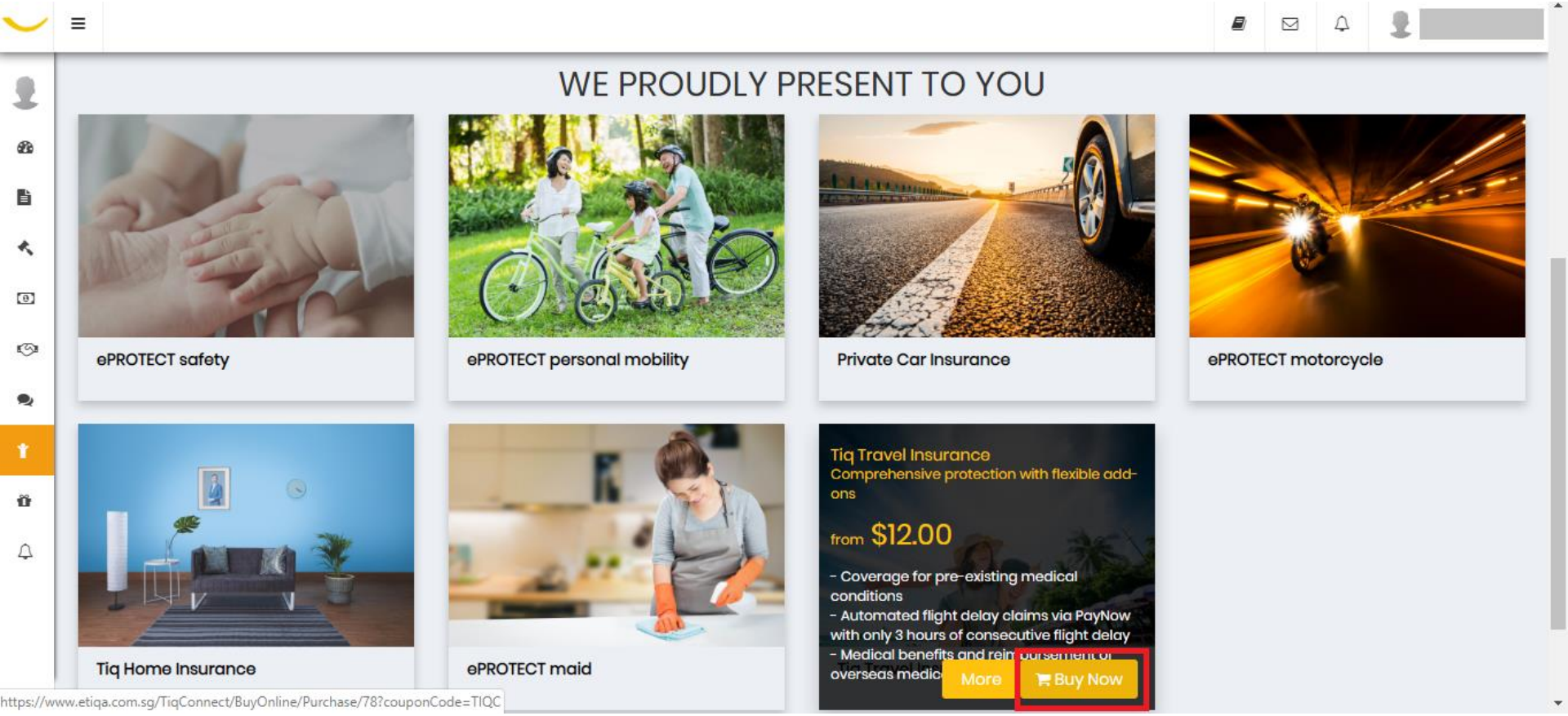
p.s. It might takes approximately 1 to 2 working weeks for the cancellation to be processed

How to Purchase Policy using eWallet Credits

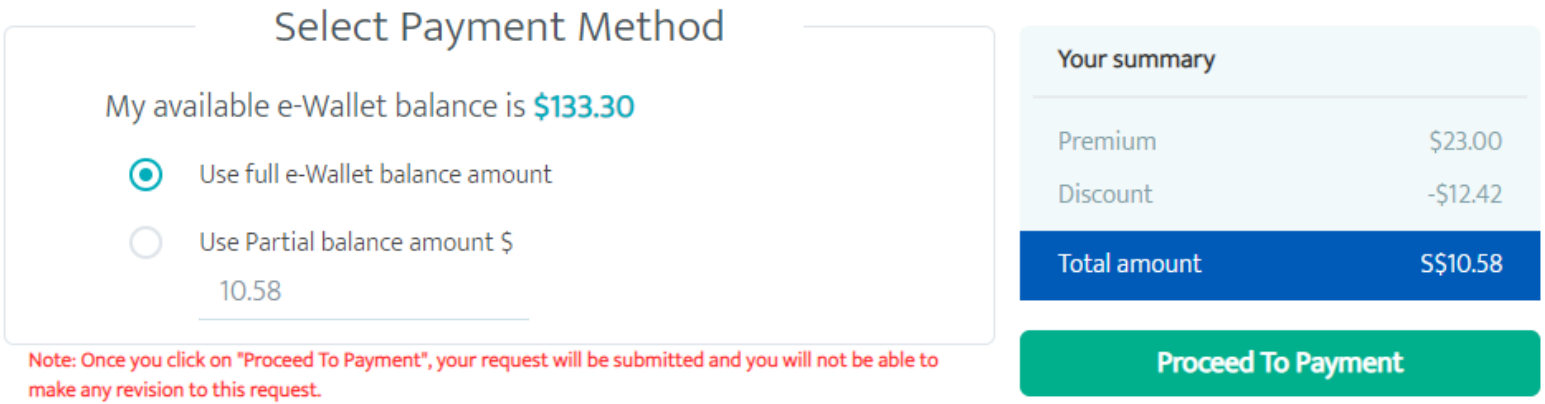
Step 1: Click “Get Protected Now” to view a list of Policies available for purchase



Step 2: Select the Policy you wish to purchase and click “Buy Now”



Step 3: At the Payment page, you can use your eWallet credits to offset the premium amount.



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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