



TiqConnect

<User Guide Version 1.3>

Prepared by: TiqConnect Team
01-07-19

Contents

<u>Module</u>	<u>Page</u>
1) Account Registration	3 – 5
2) How to Login	6 – 8
3) View Policy Details	9 – 13
4) eWallet Encashment	14 – 23
5) Ask Etiqa	24 – 30
6) How to Submit and View Claims	31 – 43
7) How to Update Address	44 – 46
8) How to Renew Policy	47 – 50
9) How to Cancel Policy	51 – 54
10) How to Purchase Policy using eWallet Credits	54 – 57

Account Registration

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

etiqa Insurance

Buy Online Personal Business Blog Claims About Us Help **TiqConnect** Q

Your Home Sure Okay!
TIQ HOME INSURANCE
Double Confirm!

Emergency Cash Allowance within 24 hrs*
Flexible coverage options
24/7 Emergency Home Assistance

From as low as **\$28 a year.**

Learn More

Get a Google Home Mini* on us

*Terms apply.
Google Home Mini is the trademark of Google U.S.

 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

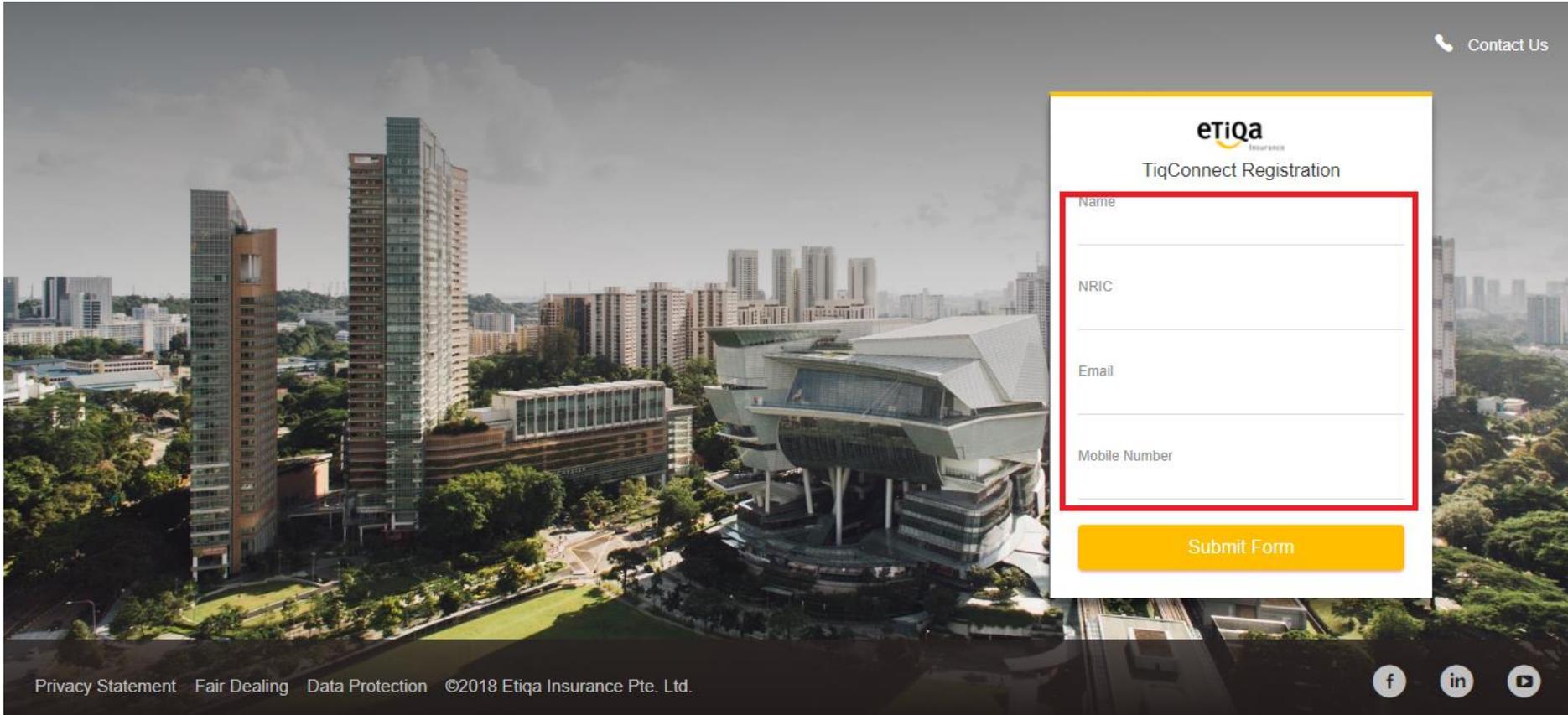
By logging in, you acknowledge that you have read, understood and agreed to our Terms of Use.

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



The image shows a registration form for eTiqa's TiqConnect service. The form is overlaid on a background image of a modern cityscape with several high-rise buildings and a large, modern building with a distinctive white, angular facade. The form is titled "eTiqa TiqConnect Registration" and contains four input fields: "Name", "NRIC", "Email", and "Mobile Number". A red rectangular border highlights these four fields. Below the fields is a yellow "Submit Form" button. In the top right corner of the form area, there is a "Contact Us" link with a telephone icon. At the bottom of the page, there are links for "Privacy Statement", "Fair Dealing", and "Data Protection", along with the copyright notice "©2018 Etiqa Insurance Pte. Ltd." and social media icons for Facebook, LinkedIn, and YouTube.

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

etiq^a
Insurance

Buy Online Personal Business Blog Claims About Us Help **TiqConnect** Q

Your Home Sure Okay!
TIQ HOME INSURANCE
Double Confirm!

Emergency Cash Allowance within 24 hrs*
Flexible coverage options
24/7 Emergency Home Assistance

From as low as **\$28 a year.**

Learn More

Get a Google Home Mini* on us

*Terms apply.
Google Home Mini is the trademark of Google U.S.



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

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

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. A navigation menu on the left includes: Account Overview (highlighted), My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area features a system migration notice, four summary cards (Total In Force Policy: 2, Active Claims: 0, Policy For Renewal: 0, News: 3), an 'I'm Protected By' section with two active EPROTECT TRAVEL policies, and a 'News Feed' with an 'Early Saver Promotion' banner.

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. A navigation sidebar on the left contains the following items: '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 notification banner about system migration, four summary cards (Total In Force Policy: 2, Active Claims: 0, Policy For Renewal: 0, News: 3), an 'I'm Protected By' section listing two EPROTECT TRAVEL policies, and a 'News Feed' section with an 'Early Saver Promotion' card.

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

0 Active Claims

0 Policy For Renewal

3 News

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 any of the “Inforce” policy to view

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. A navigation menu on the left includes: 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 notification about system migration, three summary cards (Total No. of Policies: 2, Recent Purchased: 0, Policy for Renewal: 0), and a 'My Policy' section. The 'My Policy' section lists two 'EPROTECT TRAVEL' policies, both marked 'IN FORCE'. The top policy is highlighted with a red box and shows a date range of 16/12/2018 - 19/12/2018. The bottom policy shows a date range of 30/08/2018 - 03/09/2018. To the right are sections for 'Recent Purchased' and 'Premium Due'.

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.

The screenshot shows the eTiqa mobile application interface. A central modal window titled "One-time password" is displayed. Inside the modal, there is a smartphone image showing an SMS with the OTP "76761357" and a remaining time of 00:50. To the right of the image, the text reads: "Enter One-time password for Reference Number FPTzLvI." Below this is a text input field with a red border containing six asterisks, and a yellow "Resend(183)" button. Further down, it says: "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'". At the bottom of the modal is a yellow "Submit" button. The background of the app shows a sidebar menu with options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etiqa", "Get Protected Now", and "Rewards". The main content area displays policy details for "EPROTECT TRAVEL" with a status of "IN FORCE" and dates "30/08/2018 - 03/09/2018".

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. On the left is a navigation sidebar with options like 'Account Overview', 'My Policy', '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:** 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:** [Redacted]

On the right side, there are two summary cards: 'Billing Information' showing a current premium amount of 13.87 and a billing frequency of 'Single Premium'; and 'Insured' with a table 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'.

Copyright © 2018 Etiqa. All rights reserved.

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

The screenshot shows the eTiqa user interface. At the top left is the eTiqa logo. Below it is a user profile section with a silhouette icon and the text 'Online'. A navigation menu on the left includes '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 is titled 'Policy Details' and contains the following information:

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	[Redacted]

On the right side, there are two panels. The top panel is 'Billing Information' with a 'Download Policy' button and a 'Make Claim' button. It shows 'Current Premium Amount' as 13.87 and 'Billing Frequency' as Single Premium. The bottom panel is 'Insured' with a table:

Name	NRIC
[Redacted]	[Redacted]

At the bottom of the page, there is a copyright notice: 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

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 user interface for the My eWallet section. The top navigation bar includes the eTiqa logo, a menu icon, and user profile information. The left sidebar contains navigation options: Account Overview, My Policy, My Claim, My eWallet (highlighted with a red box), My Request, Ask Etiqua, Get Protected Now, and Rewards. The main content area shows the My eWallet balance as 9,411.73, with an encashable amount of 9,411.73 and a non-encashable amount of 0.00. Below this, there is a section titled "My eWallet (personal digital wallet on TiqConnect)" with explanatory text and a "Learn more" link. Two buttons, "Encash" and "Manage Bank Account", are visible. The "EWallet Transaction History" section includes date filters (Start Date: 06/04/2018, End Date: 06/07/2018) and a "Filter" button. A table lists transactions with columns for Date, Transaction Description, Transaction Reference, Encashable, Debit (Withdraw), and Credit (Deposit).

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	

Copyright © 2018 Etiqua. All rights reserved.

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 navigation menu with 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' balance as 9,411.73, with an 'Encashable' sub-balance of 9,411.73 and a 'Non-encashable' sub-balance of 0.00. Below this, there is a 'Manage Bank Account' button (highlighted with a red box) and an 'Encash' button. The 'EWallet Transaction History' section shows a table with columns for Date, Transaction Description, Transaction Reference, Encashable, Debit (Withdraw), and Credit (Deposit). A single transaction is listed: 25/05/2018, Referral fee, with a credit of 10.00.

eTiqa

Online

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.

Copyright © 2018 Etiqa. All rights reserved.

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

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

The screenshot displays the eTiqa user interface. A modal window titled "Bank Account Details:" is centered on the screen. The modal has a yellow header and a white body. It contains the following fields and elements:

- Name:** A text input field with a greyed-out placeholder.
- Note:** A small text note stating: "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:** A dropdown menu.
- Name of Account:** A text input field.
- Buttons:** "Create" (yellow) and "Cancel" (grey) buttons at the bottom right.

The background shows the eTiqa dashboard with a sidebar menu on the left containing options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etika", "Get Protected Now", and "Rewards". The main content area is titled "Manage Bank Account" and includes a "Back" button, a "Delete" button, and a "Create bank Account" button. The footer contains the 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

eTiqa

Manage bank Account

My eWallet > Manage bank Account

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

Bank Accounts

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.

Copyright © 2018 Etiqa. All rights reserved.

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

Step 5: Click on the “Encash” button

The screenshot displays the eTiqa user interface. On the left is a navigation sidebar with options: Account Overview, My Policy, My Claim, My eWallet (highlighted), My Request, Ask Etiqua, Get Protected Now, and Rewards. The main content area shows the eWallet balance as 9,411.73, with an 'Encashable' status. Below this, there is a section for 'My eWallet' with a description and a 'Learn more' link. At the bottom right, a red box highlights the '\$ Encash' button. Below the buttons is the 'EWallet Transaction History' section, which includes date filters and a table of transactions.

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 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 navigation sidebar with options: Account Overview, My Policy, My Claim, My eWallet (highlighted), My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area shows the user's eWallet balance: TOTAL EWALLET BALANCE 9,411.73. A table below this shows Encashable 9,411.73 and Non-encashable 0.00. Under the 'Encashment Method' section, there is a 'Back' button and two options: 'PayNow' and 'Direct Credit'. The 'Direct Credit' option is highlighted with a red rectangular box. Below this is the 'Encashment Details' form, which includes a dropdown for 'Using account' (currently set to 'New Account'), a text input for 'Name (as per bank account)', and a dropdown for 'Bank'.

TOTAL EWALLET BALANCE	9,411.73
Encashable	9,411.73
Non-encashable	0.00

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

The screenshot displays the eTiQA user interface. On the left is a navigation sidebar with options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area is titled 'Encashment Method' and has a 'Back' button. Below this, there are two tabs: 'PayNow' and 'Direct Credit'. The 'Encashment Details' section is active, showing a 'Using account' dropdown menu. The dropdown is open, showing 'New Account' as the selected option, with a list of other accounts below it, one of which is 'x y z'. A red box highlights the dropdown arrow and the list of accounts. To the right of the dropdown, a red-bordered text box contains instructions: '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.'

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 right 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

Copyright © 2018 Etika. All rights reserved.

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.**

PayNow Details

Mobile NRIC

Country Code
+65

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 Pte. 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 Pte. 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**

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 notification icons for email, a bell, and a profile. 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 is a section titled 'I'm Protected By' with two entries for 'EPROTECT TRAVEL' policies. On the right, there is a 'News Feed' section with an advertisement for 'eWallet - Your Digital Wallet' and a 'Recent Purchased' section below it. The left sidebar contains a navigation menu with the 'Ask Etiqa' button highlighted with a red box.

Account Overview

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

Summary Cards:

- Total In Force Policy: 2 (See below)
- Active Claims: 0 (More info)
- Policy For Renewal: 0 (More info)
- News: 3 (See below)

I'm Protected By:

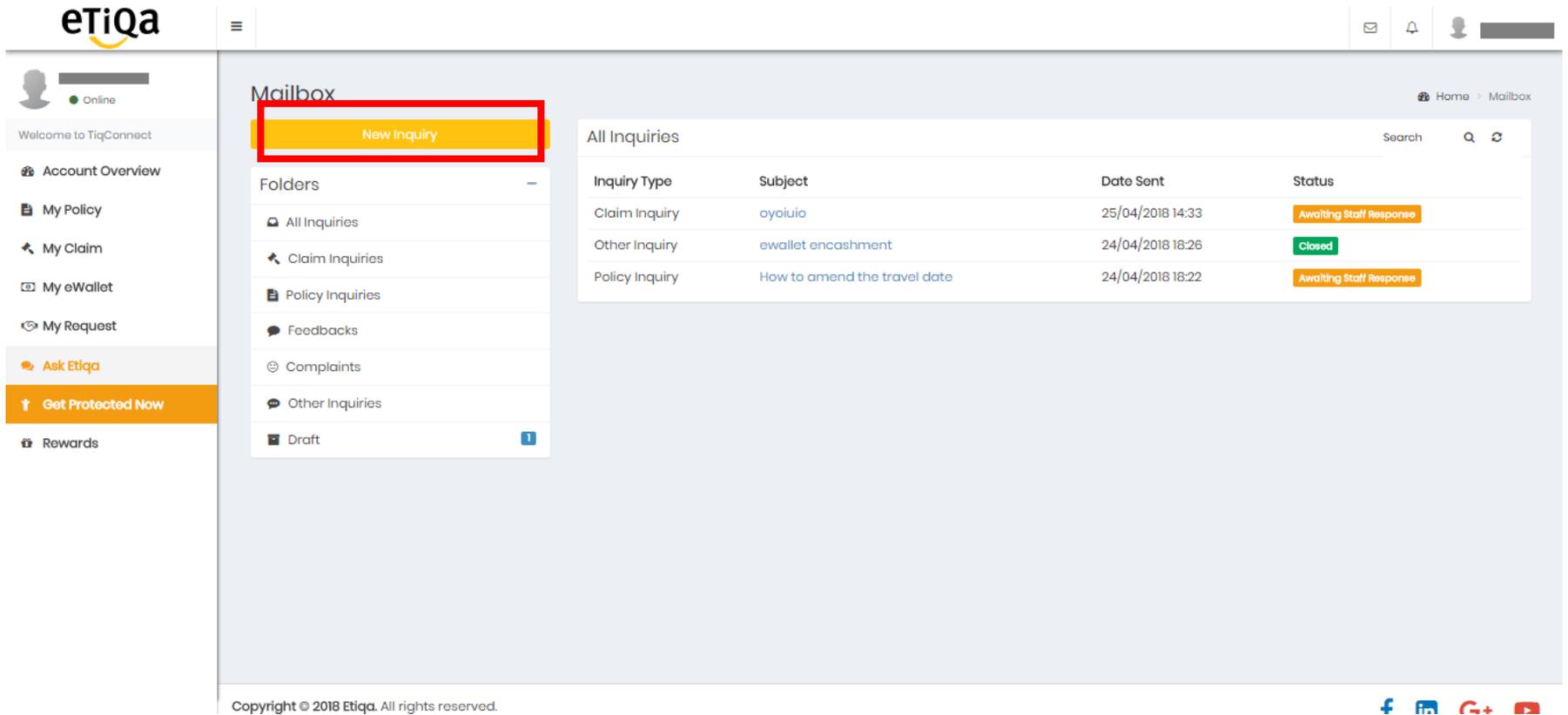
- EPROTECT TRAVEL (IN FORCE) 13/09/2018 - 17/09/2018
- EPROTECT TRAVEL (IN FORCE) 30/08/2018 - 03/09/2018

News Feed:

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

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 navigation sidebar with options like '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 highlighted with a red box. Below this is a 'Folders' list including 'All Inquiries', 'Claim Inquiries', 'Policy Inquiries', 'Feedbacks', 'Complaints', 'Other Inquiries', and 'Draft'. To the right is a table titled 'All Inquiries' with columns for 'Inquiry Type', 'Subject', 'Date Sent', and 'Status'. The table contains three rows of inquiry data.

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

Copyright © 2018 Etiqa. All rights reserved.

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

The screenshot shows the eTiqa mobile application interface. A central modal window titled "One-time password" is displayed. The modal contains the following elements:

- A yellow header bar with the text "One-time password" and a close button (X).
- An image of a smartphone displaying a "Your OTP Mobile Password" screen with the number "76761357" and a "Remaining Time: 00:50" timer.
- Text: "Enter One-time password for Reference Number FPTzLvI."
- An input field for the OTP, highlighted with a red box, containing six asterisks.
- A "Resend(183)" button.
- Text: "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'".
- A "Submit" button.

The background of the app shows a sidebar menu with options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etiqa", "Get Protected Now", and "Rewards". The main content area displays policy information, including "TOTAL NO. OF POLICIES" and "POLICY FOR RENEWAL".

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

The screenshot shows the eTiQA user interface for composing a new message. On the left is a navigation sidebar with options like '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 'Folders' list. The 'Compose New Message' form is active, featuring a dropdown menu for 'Select Inquiry Type' with a list of options: Claim Inquiry, Policy Inquiry, Feedback, Complaint, and Other Inquiry. The 'Other Inquiry' option is highlighted in blue. To the right of the dropdown is a text input field labeled 'Policy Number', which is also highlighted with a red box. The top of the page includes the eTiQA logo, a menu icon, and notification icons for email and a user profile.

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 displays the eTiQA user interface for composing a new message. On the left, a sidebar lists navigation options including 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqua', 'Get Protected Now', and 'Rewards'. The main content area is titled 'Mailbox' and features a 'Compose New Message' form. The form includes a dropdown menu for 'Policy Inquiry', a 'Policy Number' field with the value 'TA012345', a 'Subject' field, and a large 'Message' text area. A dashed yellow box at the bottom contains a 'Drop files here to upload' button. Red boxes highlight the 'Subject' field, the 'Message' text area, and the 'Drop files here to upload' button.

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 user interface. On the left is a navigation sidebar with options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main area is titled 'Mailbox' and contains a 'New Inquiry' button and a 'Folders' list. The 'All Inquiries' table is the central focus, with a red box highlighting a 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 row. Other rows show 'Awaiting Staff Response', 'Closed', and 'Awaiting Staff Response'. The footer includes copyright information and social media icons.

Inquiry Type	Subject	Date Sent	Status
Policy Inquiry	Testing	09/07/2018 13:45	Awaiting Staff Response
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

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 navigation sidebar with options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main area is titled 'MAILBOX' and shows a 'New Inquiry' button. Below this is a 'Folders' list including 'All Inquiries', 'Claim Inquiries', 'Policy Inquiries', 'Feedbacks', 'Complaints', 'Other Inquiries', and 'Draft'. The central chat window is titled 'Other Inquiry - ewallet encashment' and shows a message from the user: 'How can I encash using PayNow?' dated 24/04/2018 18:24. A staff member's response follows: 'You need to first register with your bank the NRIC or mobile number for PayNow service. Then, log in to TiqConnect again to encash it by clicking on the PayNow tab to select payment by NRIC or mobile.' This response is enclosed in a red box. Below the response is a red bar indicating 'Inquiry marked as closed'. At the bottom of the chat window is a text input field labeled 'type Message _' and a 'Send and Reopen' button, both also enclosed in a red box. A file upload area with the text 'Drop files here to upload' is visible above the input field. 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 is a navigation menu with items: Account Overview, My Policy, My Claim (highlighted), My eWallet, My Request, Ask Etiqa, Get Protected Now, and Rewards. The main content area features three status cards: ACTIVE (0), REOPEN (0), and CLOSED (0). 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 'NA' in the Claim Number column. A 'Make Claim' button is located in the top right corner of the table area. A note below the table states: 'NOTE: New claims submitted online will be reflected the next day.' The footer includes the copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

Copyright © 2018 Etiqa. All rights reserved.



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. A navigation menu on the left contains several items: '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 notification about system migration, four summary cards (Total In Force Policy: 2, Active Claims: 0, Policy For Renewal: 0, News: 3), and a section titled 'I'm Protected By' showing two active EPROTECT TRAVEL policies. A 'News Feed' on the right shows an 'Early Saver Promotion' for 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

0 Active Claims

0 Policy For Renewal

3 News

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. A navigation menu on the left includes: 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 grey notice bar at the top: "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 the notice are three summary cards: "TOTAL NO. OF POLICIES" (2), "RECENT PURCHASED" (0), and "POLICY FOR RENEWAL" (0). The "My Policy" section contains two policy cards for "EPROTECT TRAVEL" with "IN FORCE" status and active dates. The top card, with dates 16/12/2018 - 19/12/2018, is highlighted with a red border. The bottom card has dates 30/08/2018 - 03/09/2018. The "Recent Purchased" and "Premium Due" sections are currently empty.

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

The screenshot shows the eTiqa mobile application interface. A modal window titled "One-time password" is centered on the screen. The modal has a yellow header and a white body. Inside the modal, there is a smartphone image displaying a text message with the OTP "76761357". To the right of the image, the text reads: "Enter One-time password for Reference Number FPTzLvI." Below this text is an input field for the OTP, which is highlighted with a red box. To the right of the input field is a yellow button labeled "Resend(183)". Below the input field, there is a paragraph of text: "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'". At the bottom right of the modal is a yellow "Submit" button. The background of the app shows a sidebar menu with options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etiqa", "Get Protected Now", and "Rewards". The main content area shows a "My Policy" section with two policy cards, one for "EPP" and one for "EPROTECT TRAVEL".

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

The screenshot displays the etiqqa user interface. At the top left is the etiqqa logo. A navigation sidebar on the left includes options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqua', '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 action buttons: 'Download Policy', 'Make Claim' (highlighted with a red box), 'Amend this Policy', and 'Cancel this Policy'. To the right of the main content area, there are two panels: 'Billing Information' showing 'Current Premium Amount' of 60.50 and 'Billing Frequency' of Single Premium; and 'Insured' showing a table with columns for Name and NRIC, with 'NA' listed under Name.

At the bottom left, there is a copyright notice: 'Copyright © 2018 Etiqua. All rights reserved.' At the bottom right, there are 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.

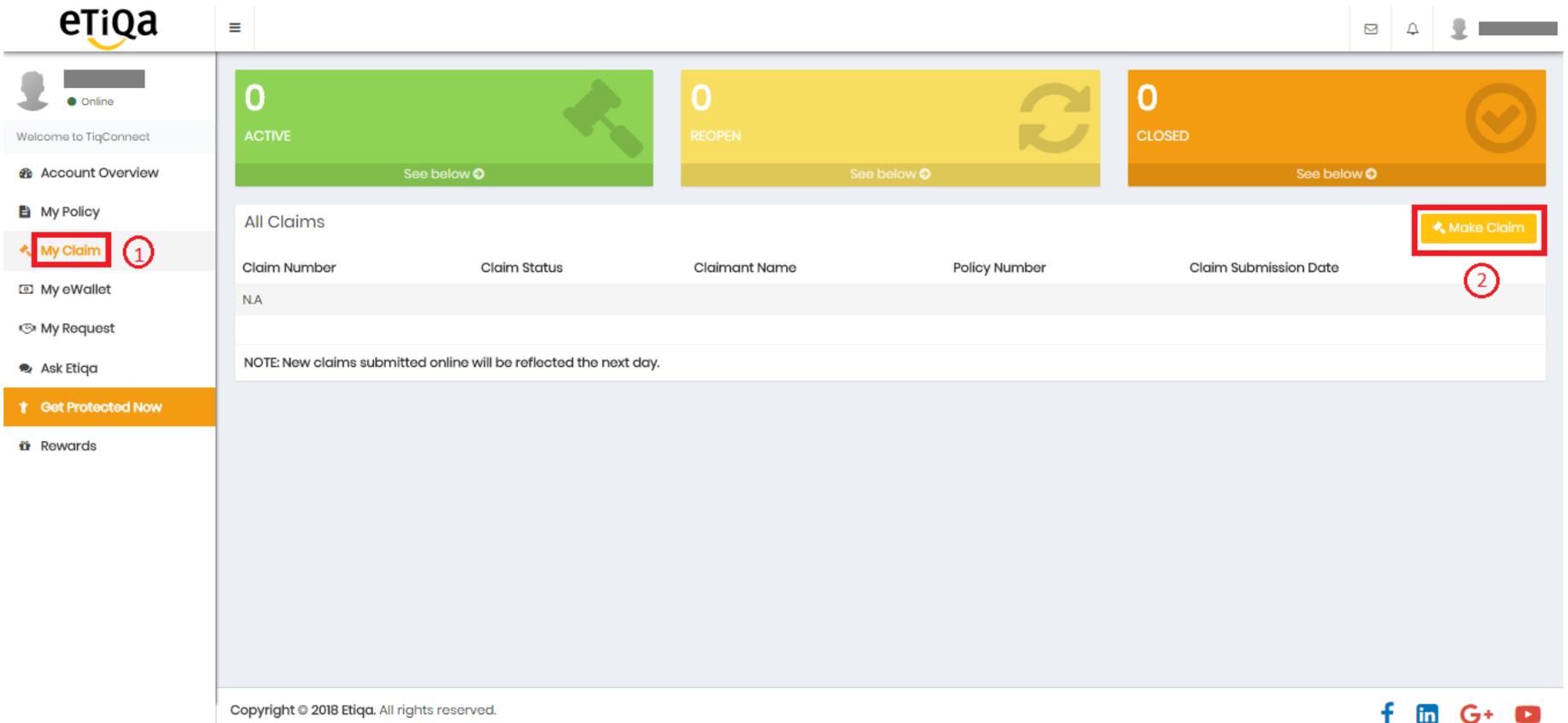
Drop files here to upload

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”



eTiqa

Welcome to TiqConnect

- Account Overview
- My Policy
- My Claim** ①
- 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](#) ②

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

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

Copyright © 2018 Etiqa. All rights reserved.

f in G+ y

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

The screenshot shows the eTiqa mobile application interface. A central modal window titled "One-time password" is displayed. Inside the modal, there is a smartphone image showing the received OTP "76761357". To the right of the image, the text reads: "Enter One-time password for Reference Number FPTzLvI." Below this text is a text input field with a red border, containing six asterisks. To the right of the input field is a yellow button labeled "Resend(183)". Below the input field, there is a paragraph: "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'". At the bottom right of the modal is a yellow "Submit" button. The background of the app shows a sidebar menu with options like "Account Overview", "My Policy", "My Claim", "My eWallet", "My Request", "Ask Etiqa", "Get Protected Now", and "Rewards". The main content area displays policy details for "EPROTECT TRAVEL" with a status of "IN FORCE" and dates "30/08/2018 - 03/09/2018".

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

The screenshot displays the eTiqa user interface. A central modal window titled "Make a Claim" is highlighted with a red border. This modal contains seven claim categories, each with an icon and a "Submit" button:

- Travel (airplane icon)
- PA (truck icon)
- Home Content (house icon)
- Maid (maid icon)
- Liability (person with tag icon)
- Fire (flame icon)
- Offline Claim (grid icon)

The background interface shows a user profile on the left, a navigation menu with "My Claim" selected, and a main content area with a "0 ACTIVE" status and a "0 CLOSED" status. A "Make Claim" button is visible in the bottom right of the main content area. The footer includes the copyright notice "Copyright © 2018 Etiqa. All rights reserved." and social media icons for Facebook, LinkedIn, Google+, and YouTube.

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

203.116.15.18/MyEtiqa/#/myclaims

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

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

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. The top right corner features a navigation bar with an envelope icon, a notification bell with a '1' indicator, and a user profile icon with a red box around it. Below the profile icon is a dropdown menu with a 'Profile' button (highlighted with a red box) and a 'Sign out' button. The main dashboard area contains several widgets: 'Total In Force Policy' (2), 'Active Claims' (0), and 'Policy For Renewal' (0). Below these is a section titled 'I'm Protected By' with two entries: 'EPROTECT SAFETY' and 'EPROTECT HOME'. On the right side, there is a 'News Feed' section with a '2' indicator and an advertisement for 'eWallet - Your Digital Wallet'. At the bottom right, there is a 'Recent Purchased' section.

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

The screenshot displays the eTiQA user interface. At the top left is the eTiQA logo. A navigation menu on the left includes options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area features a notification banner, a 'Personal Information' section with fields for Policy Holder Name, Identification No., Date of Birth, Gender, and Marital Status, and a 'Residential Addresses' section. The 'Residential Addresses' section is highlighted with a red border and contains five address fields (Address 1-5), a 'Postal' field, and a 'Country' dropdown menu. An 'Update' button is located at the bottom right of this section. To the right of the 'Residential Addresses' section is a 'Contact Details' section with fields for Mobile Number, Home Number, Email Address, and Office Number, also featuring an 'Update' button. A 'Change Password' button is located at the bottom left of the main content area.

eTiQA

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
[Redacted]	[Redacted]	02/01/1956	Female	Others

Residential Addresses

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

[Singapore] [Update]

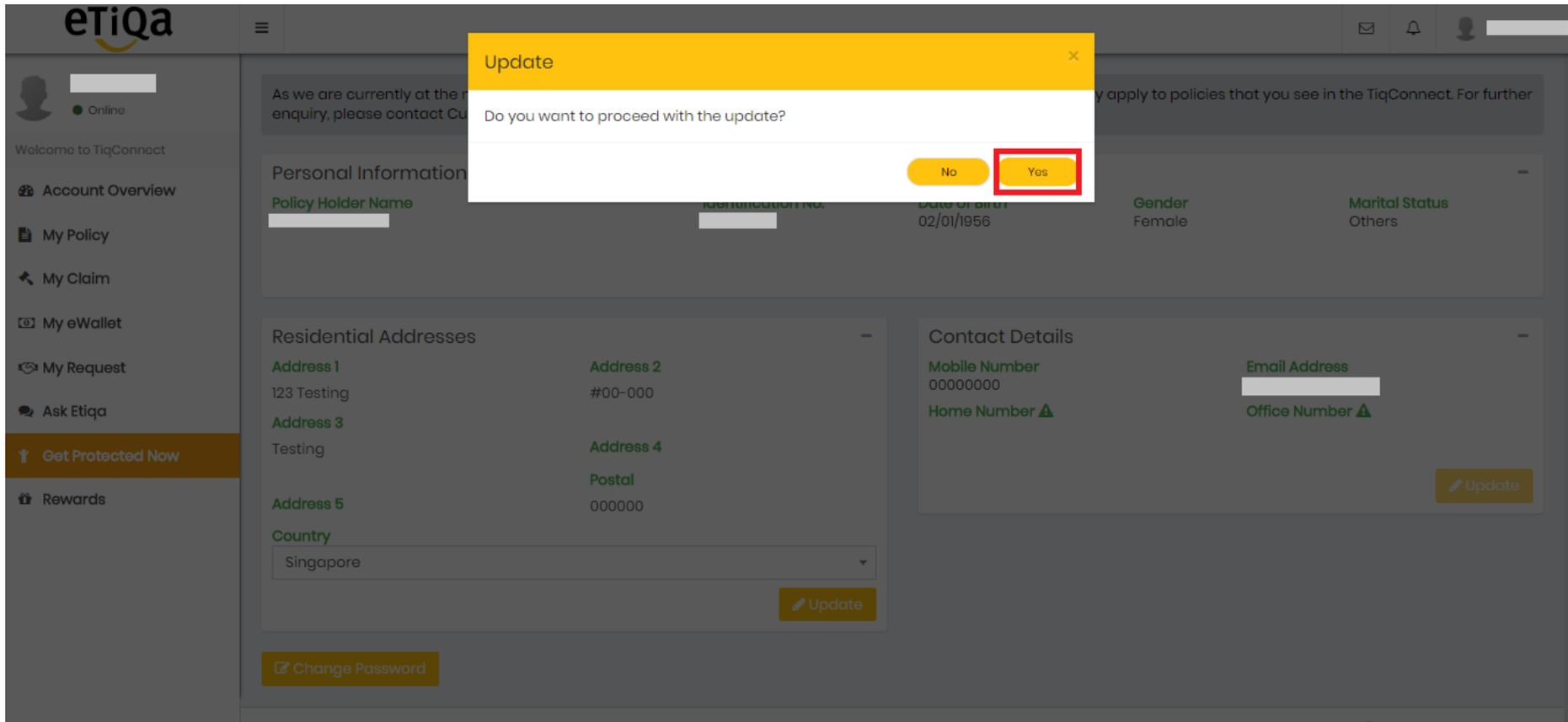
Contact Details

Mobile Number	Email Address
00000000	[Redacted]
Home Number ▲	Office Number ▲

[Update]

[Change Password]

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

The screenshot displays the eTiqa account overview page. At the top left is the eTiqa logo. Below it is a user profile section with a placeholder image and the text 'Online' and 'Welcome to TiqConnect'. A navigation menu on the left includes '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 four summary cards: 'Total In Force Policy' (0), 'Active Claims' (0), 'Policy For Renewal' (1, highlighted with a red box), and 'News' (5). Below these cards is a section titled 'I'm Protected By' and a 'News Feed' section with a featured article 'EASY save Series'. At the bottom right is a 'Recent Purchased' section.

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

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. The top right contains navigation icons for email, notifications, and a user profile. A left sidebar lists 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 a green banner with a large number '1' and the text 'Pending For Renewal', with a 'See below' link. Below this is a 'General Insurance' section containing a card for a 'PRIVATE CAR' policy. The card includes a car icon, the text 'PRIVATE CAR', a red 'AWAITING RENEWAL' badge, and the dates '23/09/2017 - 22/09/2018'. A red rectangular box highlights this entire card. At the bottom, there is a copyright notice 'Copyright © 2018 Etiqa. All rights reserved.' and social media icons for Facebook, LinkedIn, Google+, and YouTube.

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

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. A navigation menu on the left includes options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', 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'. A green 'Renew Now' button with a circular arrow icon is highlighted with a red box. To the right of the banner are buttons for 'Amend this Policy' and 'Cancel this Policy'. Below the banner, there are three panels: 'Policy Details', 'Billing Information', and 'Insured'. The 'Policy Details' panel lists: Policy Number (redacted), Product (Private Car), Policy Status (Awaiting Renewal), Policy Owner Name (redacted), Policy Period (From) 23/09/2017 and (To) 22/09/2018, Original Commencement Date 23/09/2016, Owner/Trustee/Assignee N.A./N.A./N.A., and Agent Name ACCORD INSURANCE AGENCY. The 'Billing Information' panel shows Current Premium Amount 1423.45 and Billing Frequency Single Premium. The 'Insured' panel has a table with columns Name and NRIC, with N.A. listed under Name.

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 displays the eTiQA Renewal Summary interface. The page is divided into several sections:

- Amount Due:** 1,423.45
- Policy Renewal:** Private Car M0000749
- Coverage Period:** 23/09/2017 - 22/09/2018
- Payment Summary:**

Renewal premium:	\$1,423.45
Total due	\$1,423.45
- Select Payment Method:**
 - eWallet balance:** Your available eWallet balance is \$0.00. An input field shows '0'.
 - Credit Card:** Includes logos for Mastercard and Visa.
- Buttons:** A yellow 'Pay' button and a grey 'Cancel' button are located at the bottom right.

Red annotations highlight the following elements:

- A red box around the 'Use your eWallet balance \$' checkbox and input field, with the text "1) Use eWallet balance to pay" next to it.
- A red box around the 'Credit Card' section, with the text "2) Use credit card to pay" next to it.
- A red box around the 'Pay' button.

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. At the top left is the eTiqa logo. Below it, a user profile section shows a profile picture, the name 'Online', and a 'Welcome to TiqConnect' message. A navigation menu on the left includes 'Account Overview' (highlighted in orange), 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etqa', 'Get Protected Now', and 'Rewards'. The main content area features four summary cards: '2 Total In Force Policy' (green), '0 Active Claims' (yellow), '0 Policy For Renewal' (orange), and '5 News' (teal). Below these is a section titled 'I'm Protected By' containing two policy entries: 'EPROTECT SAFETY' (13/02/2018 - 12/02/2019) and 'EPROTECT HOME' (05/02/2018 - 04/02/2019). The 'EPROTECT HOME' entry is highlighted with a red box. To the right, there is a 'News Feed' section with a placeholder image and a 'Recent Purchased' section below it.

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 is a user profile section with a profile picture and the name 'Online'. A navigation menu on the left includes 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now', and 'Rewards'. The main content area features a 'Policy Details' card with the following information:

- Policy Number:** [Redacted]
- Product:** ePROTECT home
- 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:** N.A/N.A/N.A
- Agent Name:** ETIQA INSURANCE PTE LTD
- Mailing Address:** [Redacted]

At the top right of the main content area, there are four action buttons: 'Download Policy', 'Make Claim', 'Amend this Policy', and 'Cancel this Policy'. The 'Cancel this Policy' button is highlighted with a red border. To the right of the main content area, there are two summary cards: 'Billing Information' showing 'Current Premium Amount' of 60.50 and 'Billing Frequency' of Single Premium; and 'Insured' showing a table with columns 'Name' and 'NRIC', with 'N.A' listed under 'Name'.

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

eTiqa

Online

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 D
05/02/2018

Owner/Trustee/Assignee
NA/NA/NA

Mailing Address

Make Claim

Amend this Policy

Cancel this Policy

Billing Information

Current Premium Amount
60.50

Billing Frequency
Single Premium

Insured

Name	NRIC
N.A	

Cancellation Form

Effective Date

Reason for cancellation

Update

Cancel

Copyright © 2018 Etiqa. All rights reserved.

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 shows the "Policy Details" section with the following information:

- 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]

Other visible sections include "Billing Information" (Current Premium Amount: 60.50, Billing Frequency: Single Premium) and "Insured" (Name: N/A, NRC: [Redacted]).

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

The screenshot displays the eTiQA TiqConnect user interface. At the top left is the eTiQA logo. Below it, a user profile section shows a profile picture and the status 'Online'. A navigation menu on the left includes 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Get Protected Now' (highlighted with a red box), 'Refer and Earn', and 'Notification Settings'. The main dashboard area features four summary cards: '23 Total In Force Policy' (green), '0 Active Claims' (yellow), '0 Policy For Renewal' (orange), and '5 News' (teal). Below these is a section titled 'I'm Protected By' listing three active policies: 'TIQ HOME INSURANCE' (policy number FJ000483), 'EPROTECT PERSONAL MOBILITY' (policy number PA000419), and 'EPROTECT SAFETY' (policy number PA000446). A 'News Feed' on the right contains a promotional message about the 'TEIF' discount. At the bottom right, there is a 'Recent Purchased' section.

eTiQA

Welcome to TiqConnect

23 Total In Force Policy

0 Active Claims

0 Policy For Renewal

5 News

Get Protected Now

I'm Protected By

- TIQ HOME INSURANCE
IN FORCE
FJ000483
10/01/2019 - 09/01/2020
- EPROTECT PERSONAL MOBILITY
IN FORCE
PA000419
10/01/2019 - 09/01/2020
- EPROTECT SAFETY
IN FORCE
PA000446
18/01/2019 - 17/01/2020
- TIQ HOME INSURANCE

News Feed

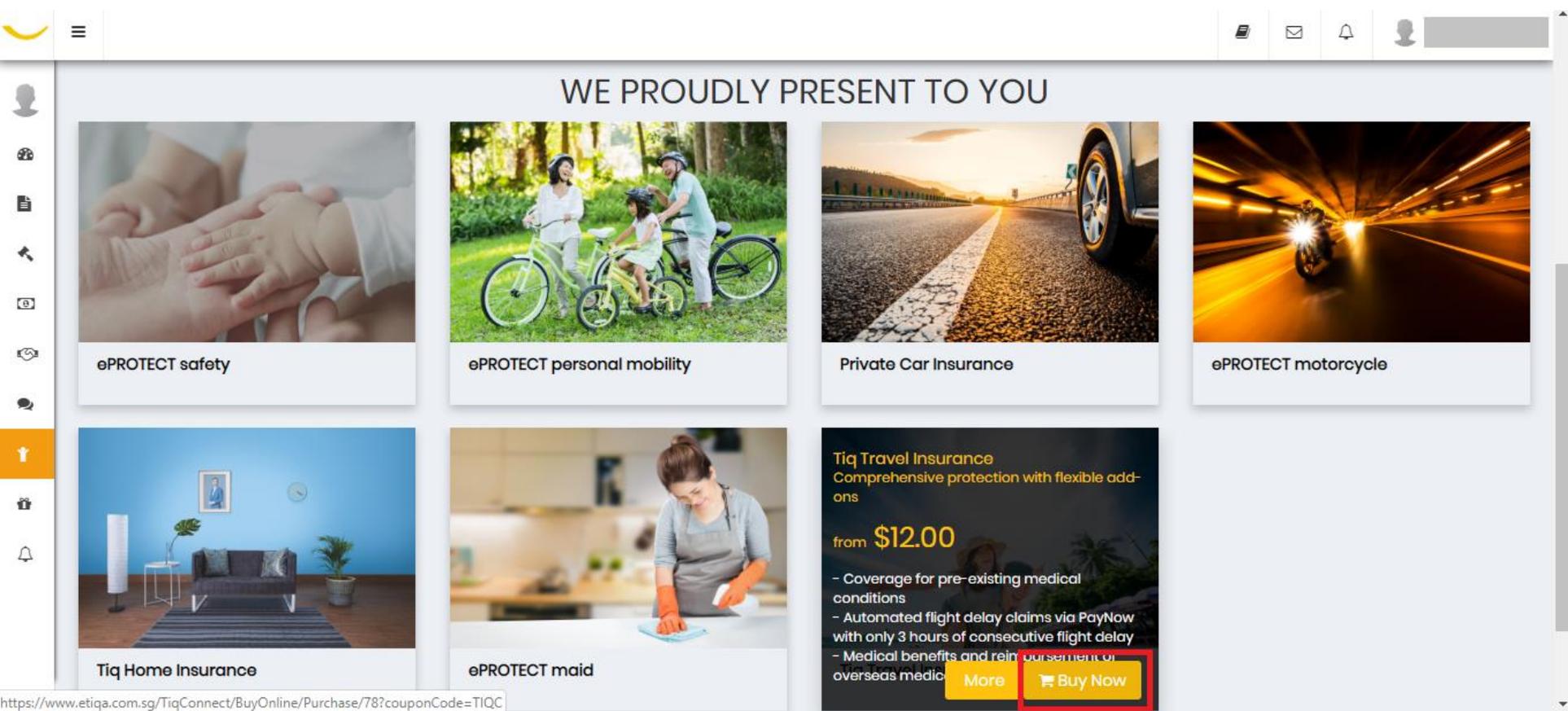
Enjoy the "TEIF" discount every day when you buy from TiqConnect.

Simply click on "Get Protected Now" link in TiqConnect and start your purchase!

Use TiqConnect - Everyday is "TEIF"

Recent Purchased

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



The screenshot displays the eTiqa website interface. At the top, a navigation bar includes a menu icon, a profile icon, and notification icons. The main content area is titled "WE PROUDLY PRESENT TO YOU" and features a grid of insurance policy cards. The cards include:

- ePROTECT safety**: Image of hands holding a baby.
- ePROTECT personal mobility**: Image of a family riding bicycles.
- Private Car Insurance**: Image of a car on a road.
- ePROTECT motorcycle**: Image of a motorcycle in a tunnel.
- Tiq Home Insurance**: Image of a living room.
- ePROTECT maid**: Image of a woman cleaning.
- Tiq Travel Insurance**: A dark card with text: "Tiq Travel Insurance Comprehensive protection with flexible add-ons from \$12.00". It lists benefits: "Coverage for pre-existing medical conditions", "Automated flight delay claims via PayNow with only 3 hours of consecutive flight delay", and "Medical benefits and reimbursement of overseas medical". It features a "More" button and a "Buy Now" button (highlighted with a red box).

At the bottom left, a URL is visible: <https://www.etiqa.com.sg/TiqConnect/BuyOnline/Purchase/78?couponCode=TIQC>

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

#Tiq

Select Payment Method

My available e-Wallet balance is **\$133.30**

- Use full e-Wallet balance amount
- Use Partial balance amount \$
10.58

Note: Once you click on "Proceed To Payment", your request will be submitted and you will not be able to make any revision to this request.

Your summary

Premium	\$23.00
Discount	-\$12.42
Total amount	S\$10.58

Proceed To Payment

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.

Etiqa Facebook - <https://www.facebook.com/Etiqasg/>

Etiqa LinkedIn - <https://www.linkedin.com/company/etiqa-insurance-pte-ltd-/>