



Online Self Service

<User Guide Version 1.1>

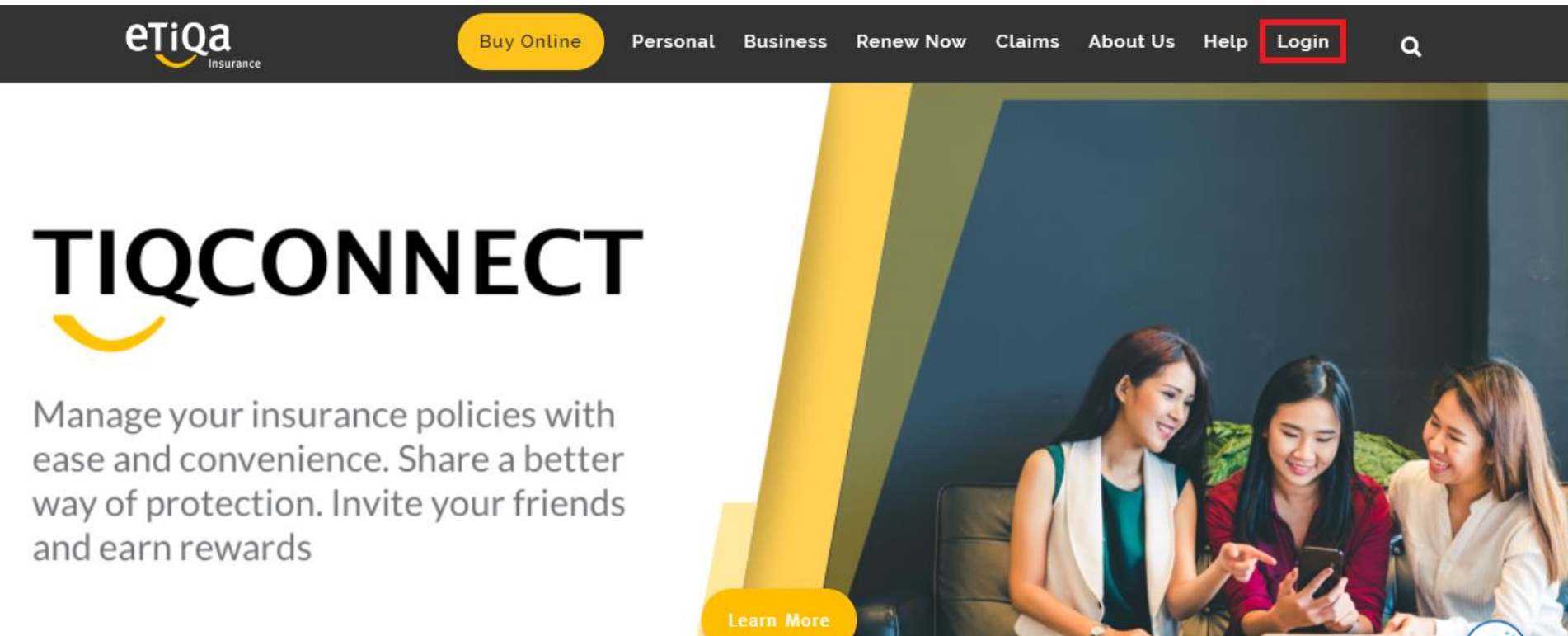
Prepared by: TiqConnect Team
12-Feb-20

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 – 42
7) How to Update Address	43 – 45
8) How to Renew Policy	46 – 49
9) How to Cancel Policy	50 – 53
10) How to Purchase Policy using eWallet Credits	54 – 56
11) How to Refer and Earn	67 - 68

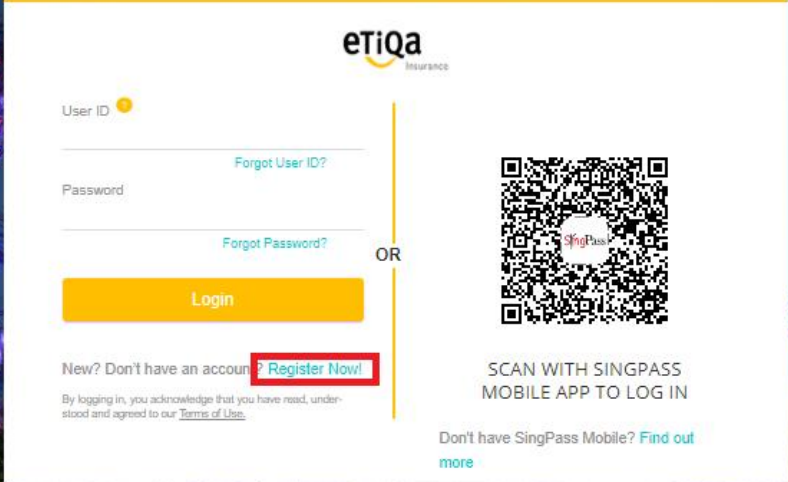
Account Registration

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




The screenshot shows the top navigation bar of the Etiqa Corporate website. The navigation menu includes: Buy Online (highlighted in a yellow button), Personal, Business, Renew Now, Claims, About Us, Help, and Login (highlighted with a red box). A search icon is also present. Below the navigation bar is a large promotional banner for TIQCONNECT. The banner features the text: "TIQCONNECT" in large black letters with a yellow smile-like underline. Below this, it says: "Manage your insurance policies with ease and convenience. Share a better way of protection. Invite your friends and earn rewards". On the right side of the banner is a photograph of three women sitting together and looking at a smartphone. A yellow button labeled "Learn More" is positioned at the bottom left of the banner area.

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



eTiQa Insurance

User ID 

[Forgot User ID?](#)


Password

[Forgot Password?](#)

Login

New? Don't have an account? **Register Now!**

By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).



SCAN WITH SINGPASS MOBILE APP TO LOG IN

Don't have SingPass Mobile? [Find out more](#)

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



eTiqa
Insurance

Registration

NRIC/Passport/FIN No. ?

Email (as per registered email with Etiqa, if any)

Mobile Number ?

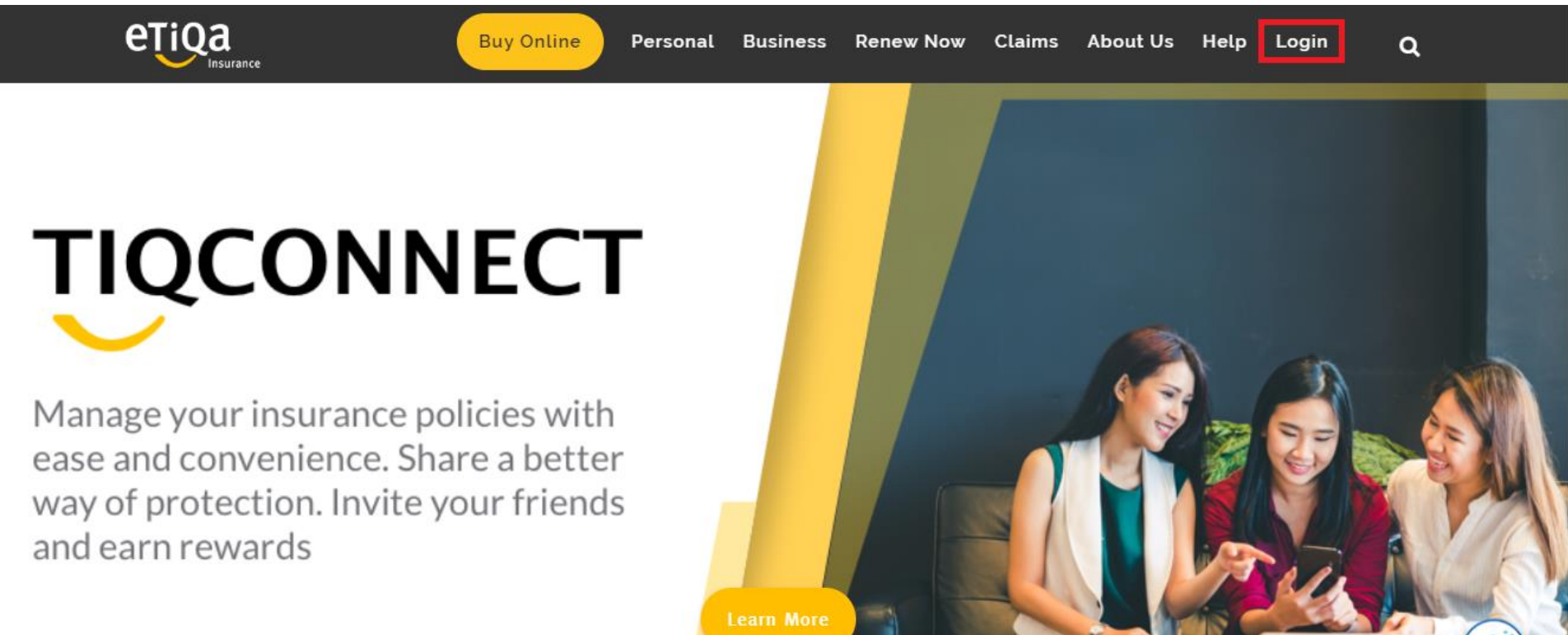
Date of Birth (in DDMMYYYY)

Submit

If any of the information does not tally with your records with us, registration will fail. Please [Contact Us](#) for further assistance.

How to Login

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



The screenshot shows the top navigation bar of the Etiqa website. The header is dark grey with the Etiqa logo on the left. Navigation links include 'Buy Online' (highlighted in a yellow pill), 'Personal', 'Business', 'Renew Now', 'Claims', 'About Us', 'Help', and 'Login' (highlighted with a red box). A search icon is on the right. Below the header is a hero section for 'TIQCONNECT' with a large yellow and green graphic. The text reads: 'Manage your insurance policies with ease and convenience. Share a better way of protection. Invite your friends and earn rewards'. A 'Learn More' button is at the bottom left of the hero section. The background image shows three women looking at a smartphone.

etiqa
Insurance

Buy Online Personal Business Renew Now Claims About Us Help **Login** Q

TIQCONNECT

Manage your insurance policies with ease and convenience. Share a better way of protection. Invite your friends and earn rewards


Learn More

Step 2: Two options to login:

a) Key in NRIC number and Password at TiqConnect Login Page

b) Login via Singpass

etiqa
Insurance

User ID 

[Forgot User ID?](#)

Password

[Forgot Password?](#)

OR

[Login](#)

New? Don't have an account? [Register Now!](#)

By logging in, you acknowledge that you have read, understood and agreed to our [Terms of Use](#).

SCAN WITH SINGPASS MOBILE APP TO LOG IN

Don't have SingPass Mobile? [Find out more](#)

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: Online status, Welcome to TiqConnect, Account Overview (highlighted), My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. 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), an 'I'm Protected By' section with two active travel policies, and a 'News Feed' with an 'Early Saver Promotion' banner.

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 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. Below it is a user profile section with a profile icon and the text 'Online'. A sidebar on the left contains navigation options: 'Account Overview', 'My Policy' (highlighted with a red box), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. 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), an 'I'm Protected By' section with two EPROTECT TRAVEL policies, and a 'News Feed' section with an 'Early Saver Promotion' banner.

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 any of the “Inforce” policy to view

The screenshot displays the eTiqa user dashboard. At the top left is the eTiqa logo. Below it is a user profile section with a name and 'Online' status. A navigation menu on the left includes 'Account Overview', 'My Policy' (highlighted with a red box), 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. The main content area features a note about system migration, three summary cards: 'TOTAL NO. OF POLICIES' (2), 'RECENT PURCHASED' (0), and 'POLICY FOR RENEWAL' (0). Below these are three sections: 'My Policy' (containing two 'EPROTECT TRAVEL' policies, one of which is highlighted with a red box), 'Recent Purchased', and 'Premium Due'.

eTiqa

Account Overview

My Policy

My Claim

My eWallet

My Request

Ask Etiqa

Buy Now

Refer and Earn

Notification Settings

User Guide & FAQ

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

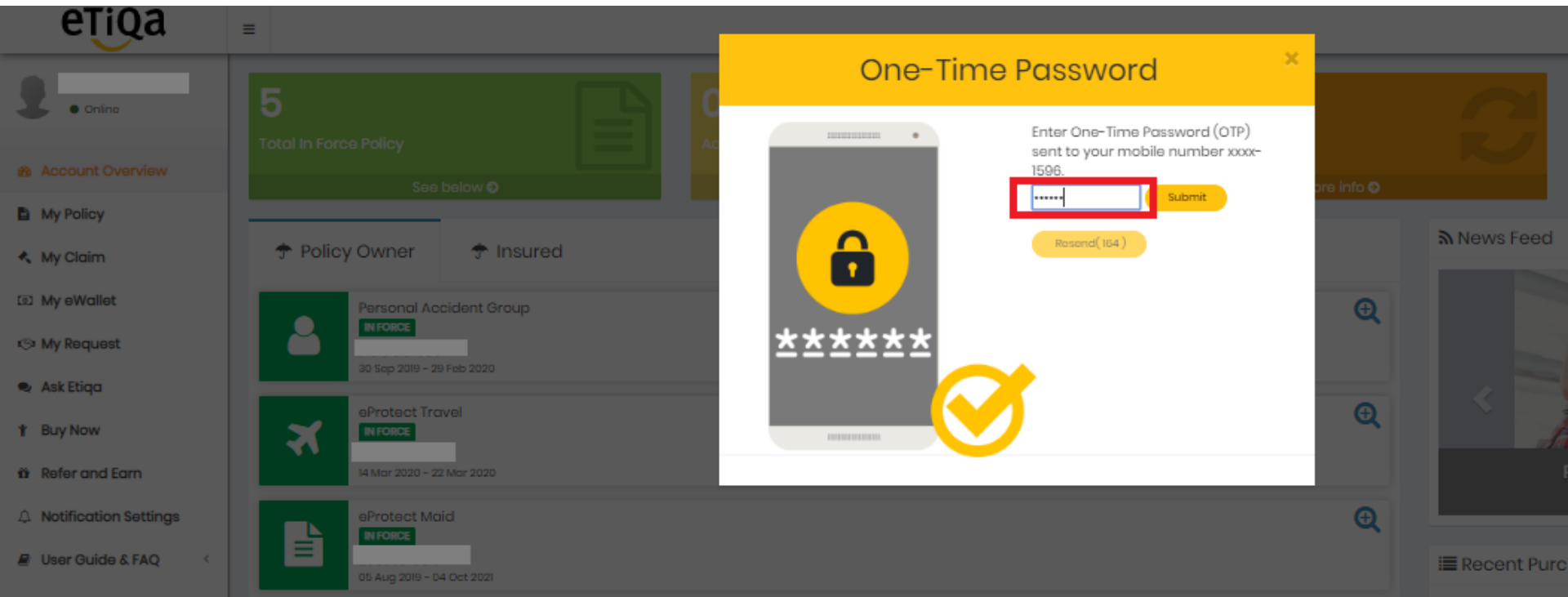
EPROTECT TRAVEL
IN FORCE
16/12/2018 - 19/12/2018

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. You can download the policy documents under “Documents”.

The screenshot displays the eTiqa user interface. On the left is a navigation menu with options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etika, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area is titled 'Policy Details' and includes a 'Back' button. It lists the following information:

- Policy Number:** [Redacted]
- Product:** Personal Accident Group
- Policy Status:** In Force
- Policy Owner Name:** [Redacted]
- Policy Period (From):** 30 Sep 2019
- Policy Period (To):** 29 Feb 2020
- Original Commencement Date:** 30 Sep 2019
- Owner/Trustee/Assignee:** NA/NA/NA
- Agent Name:** Etika Insurance Pte Ltd

At the top right of the main area are three buttons: 'Download Policy', 'Make Claim', and 'Amend this Policy'. Below the main details are three sections: 'Billing Information' (Current Premium Amount: [Redacted], Billing Frequency: Single Premium), 'Insured' (Name and NRIC fields), and 'Documents'. The 'Documents' section is highlighted with a red box and contains two entries: 'Policy Schedule 2020 - 2021' and 'Policy Schedule 2019 - 2020'. A note at the bottom states: 'Note: While every effort is taken to ensure accuracy, some information may not be updated in real time.'

Step 5: You may return to the “My Policy” page to view the other policies by clicking on the “Back” button.

The screenshot shows the eTiqa user interface. The top navigation bar includes the eTiqa logo, a menu icon, and a user profile icon. A red box highlights the 'Back' button in the top navigation bar. The main content area is divided into three sections: Policy Details, Billing Information, and Insured.

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	

Billing Information

Current Premium Amount	13.87
Billing Frequency	Single Premium

Insured

Name	NRIC
[Redacted]	[Redacted]

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. 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, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area shows the 'My eWallet' page with a balance of 9,411.73. A summary table indicates 9,411.73 in Encashable funds and 0.00 in Non-encashable funds. Below this is a section for 'My eWallet (personal digital wallet on TiqConnect)' with explanatory text and two buttons: 'Encash' and 'Manage Bank Account'. The 'EWallet Transaction History' section includes date filters (06/04/2018 to 06/07/2018) and a table of transactions.

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	

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 items: Account Overview, My Policy, My Claim, My eWallet (highlighted with a red box), My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area shows the 'My eWallet' section with a balance of 9,411.73. Below this is a table of transaction history. At the top right of the transaction history section, there are two buttons: '\$ Encash' and 'Manage Bank Account' (highlighted with a red box).

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	

Step 2: Click on “Create bank account”

eTiqa

Online

Account Overview

- My Policy
- My Claim
- My eWallet**
- My Request
- Ask Etiqa
- Buy Now
- Refer and Earn
- Notification Settings
- User Guide & FAQ

Manage bank Account

My eWallet > Manage bank Account

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

Bank Accounts

Delete	Account Name	Account No.	Bank	Name	Date Created
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Note: Etiqa will help you maintain up to 10 bank account.

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

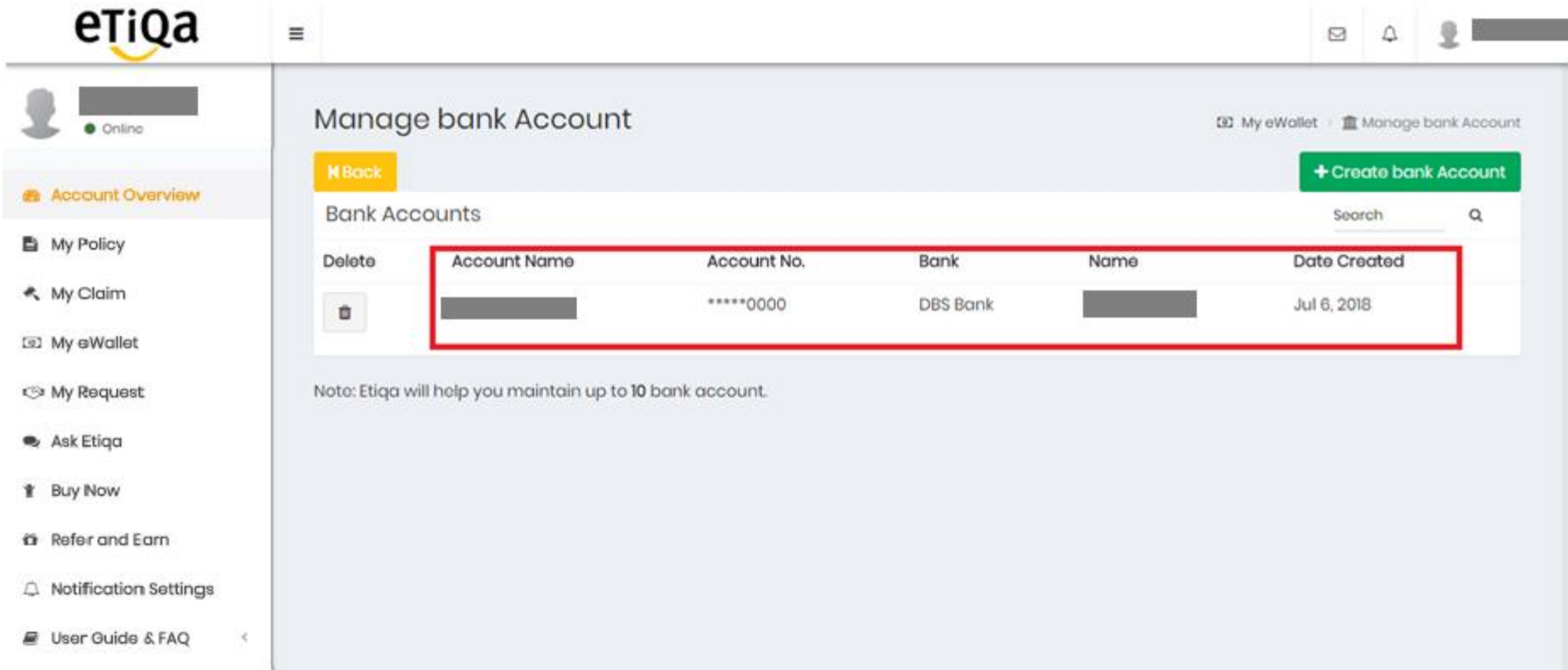
The screenshot shows the eTiqa mobile application interface. A modal window titled "Bank Account Details" is open, featuring a yellow header with a close button (X). The form contains the following elements:

- Name:** A text input field with a grey placeholder bar.
- Note:** "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" (highlighted in yellow) and "Cancel" (grey).

The background shows the app's navigation menu on the left and a "Manage bank Account" screen with a "Create bank Account" button and a table listing account details.

Date Created
04 Dec 2017

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

Account Overview

- My Policy
- My Claim
- My eWallet
- My Request
- Ask Etiqa
- Buy Now
- Refer and Earn
- Notification Settings
- User Guide & FAQ

Manage bank Account

My eWallet Manage bank Account

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

Bank Accounts

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

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

Step 5: Click on the “Encash” button

The screenshot displays the eTiqa user interface. On the left is a navigation menu with options like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. 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, there's a section for 'My eWallet' with explanatory text and a 'Learn more' link. At the bottom right of this section, the '\$ Encash' button is highlighted with a red box, next to a 'Manage Bank Account' button. Below that 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 one entry on 25/05/2018 for a 'Referral fee' of 10.00, marked as encashable.

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 mobile application interface. At the top left is the eTiqa logo. Below it, a user profile section shows a person icon and the status 'Online'. A navigation menu on the left lists various options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area shows the 'TOTAL EWALLET BALANCE' as 9,411.73. A table below this indicates the balance is split into 'Encashable' (9,411.73) and 'Non-encashable' (0.00). The 'Encashment Method' section features 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' section, which includes a dropdown menu for 'Using account' (currently set to 'New Account'), a text input field for 'Name (as per bank account)', and a dropdown menu for 'Bank'.

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

The screenshot shows the eTiQA user interface. On the left is a navigation menu with items like 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. The main content area is titled 'Encashment Method' and has a 'Back' button. Below this are two tabs: 'PayNow' and 'Direct Credit'. The 'Encashment Details' section contains a 'Using account' dropdown menu. The dropdown is open, showing 'New Account' as the selected option, with a list of accounts below it, one of which is 'x y z'. A red box highlights the dropdown arrow and the list of accounts. Another red box highlights the 'x y z' account. Below the dropdown is a 'Bank' dropdown menu and an 'Encashment Amount' input field.

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

The screenshot displays the eTiqa user interface. On the left is a navigation menu with items: Account Overview, My Policy, My Claim, My e/Wallet, My Request, Ask eTiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area shows a form for account details. Fields include 'Name (as per bank account)', 'Bank' (set to DBS Bank), and 'Account Number'. A red box highlights the 'Encashment Amount' input field. Below this is a yellow header for 'Declaration and Authorisation'. A section titled 'By submitting this application:' contains three bullet points regarding tax residency, authorization of eTiqa, and payment via cheques. A red box highlights a checkbox labeled 'I have read, understood and agreed with the above Declaration and Authorisation.' Another red box highlights the text 'Check the box for declaration and authorization' next to the checkbox. A yellow 'Submit' button is at the bottom.

Account Overview

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 eTiqa with a suitably updated self-certification and documentation otherwise.
- [Authorisation] I authorise eTiqa Insurance Pte. Ltd. ("eTiqa") 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 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.

Check the box for declaration and authorization

Submit

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 (a one-time password will be triggered if you have not input in other screens.)

The screenshot displays the Etiqa Account Overview page. The left sidebar contains a navigation menu with the following items: Account Overview (highlighted), My Policy, My Claim, My eWallet, My Request, Ask Etiqa (highlighted with a red box), Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. 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' which lists two EPROTECT TRAVEL policies, both marked as 'IN FORCE'. The right sidebar contains a 'News Feed' section with a promotional banner for eWallet services, including 'Hassle-free Set-up', 'Claims credited within one day', and 'Faster cash out'. Below the news feed is a 'Recent Purchased' section.

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: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua (highlighted), Buy Now, and Refer and Earn. The top header features the eTiqa logo, a menu icon, and utility icons for documents, email, notifications, and a user profile. The main content area is titled 'Mailbox 1 new messages' and contains a 'New Enquiry' button highlighted with a red border. Below this is a 'Folders' list with 'All Enquiries' and 'Claim Enquiries' each having a '1' notification badge. The right side shows a table of 'All Enquiries' with columns for Enquiry Type, Subject, Date Sent, and Status. The 'Subject' column is redacted with a grey box.

Enquiry Type	Subject	Date Sent	Status
General Enquiry	[Redacted]	09 Jul 2019 15:18	Closed
General Enquiry	[Redacted]	09 Jul 2019 15:18	Closed
Claim Enquiry	[Redacted]	05 Mar 2019 14:24	Awaiting Client Response
Policy Enquiry	[Redacted]	26 Jul 2018 12:42	Closed
Claim Enquiry	[Redacted]	21 Feb 2018 11:23	Closed
General Enquiry	[Redacted]	09 Oct 2017 13:12	Closed
General Enquiry	[Redacted]	09 Oct 2017 13:11	Closed

Step 3: Select the inquiry type from the dropdown list and key in the policy number that you are enquiring.

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', 'Buy Now', and 'Refer and Earn'. The main area is titled 'Mailbox 1 new messages' and contains a 'New Enquiry' button and a 'Folders' list. The 'Compose New Message' form is active, featuring a dropdown menu for 'Select Enquiry Type' with options: 'Claim Enquiry', 'Policy Enquiry', 'Feedback', and 'General Enquiry'. A red box highlights the dropdown menu, and another red box highlights the 'Policy Number' input field.

Step 4: 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” and click on “Send”

The screenshot displays the 'Compose New Message' interface in the eTiqa system. On the left, a sidebar contains navigation links such as 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. The main area is titled 'Mailbox 1 new messages' and features a 'New Enquiry' button. Below this is a 'Folders' list including 'All Enquiries', 'Claim Enquiries', 'Policy Enquiries', 'Feedbacks', 'General Enquiries', and 'Draft'. The 'Compose New Message' form includes a dropdown menu for 'Policy Enquiry' and a text input for 'BA000513'. The 'Subject' field is highlighted with a red box. The 'Message' text area is also highlighted with a red box. Below the message area is a dashed yellow box for file uploads, with the text 'Drop files here to upload' highlighted by a red box. At the bottom right, there are 'Draft' and 'Send' buttons, with 'Send' highlighted in red.

Step 5: The inquiry created will be reflected under “All Inquiries” tab and the status of the case will also be shown next to it. Users are encouraged to login to check on the status.

The screenshot displays the eTiQA user interface. On the left is a sidebar with navigation options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main area is titled 'Mailbox' and features a 'New Inquiry' button. Below this is a 'Folders' list where 'All Inquiries' is highlighted with a red box. The main content shows a table of inquiries under the 'All Inquiries' tab. The table has columns for Inquiry Type, Subject, Date Sent, and Status. The first row is highlighted with a red box. The status column shows 'Awaiting Staff Response' for most inquiries and 'Closed' for one.

Inquiry Type	Subject	Date Sent	Status
Policy Inquiry	Testing	09/07/2018 13:45	Awaiting Staff Response
Claim Inquiry	ayotuis	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 6: 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 menu with options like 'Account Overview', 'My Policy', 'My Claim', 'My e/Wallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. The main area is titled 'MAILBOX' and contains a 'New Inquiry' button and a 'Folders' list. The active chat window is titled 'Other Inquiry - ewallet encashment' and shows a user asking 'How can I encash using PayNow?'. A staff member's response is highlighted with a red box: 'You need to first register with your bank the NRIC or mobile number for PayNow services. Then, log in to TiqConnect again to encash it by clicking on the PayNow tab to select payment by NRIC or mobile.' Below the response is a red bar indicating 'reply marked as closed'. At the bottom, there is a text input field with a red border and a 'Send and Reopen' button.

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 options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area features three summary cards: '0 ACTIVE' (green), '0 REOPEN' (yellow), and '0 CLOSED' (orange). Below these cards is a table titled 'All Claims' with columns for Claim Number, Claim Status, Claimant Name, Policy Number, and Claim Submission Date. A 'Make Claim' button is located in the top right of the table area. A note below the table states: 'NOTE: New claims submitted online will be reflected the next day.'

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. Below it, a user profile section shows a person icon, the status 'Online', and a welcome message 'Welcome to TiqConnect'. A navigation menu on the left contains several 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 notification banner about system migration. Below this are four summary cards: 'Total In Force Policy' (2), 'Active Claims' (0), 'Policy For Renewal' (0), and 'News' (3). A section titled 'I'm Protected By' lists two active 'EPROTECT TRAVEL' policies. On the right, a 'News Feed' displays 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, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. 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 first policy in 'My Policy' is 'EPROTECT TRAVEL' with an 'IN FORCE' status and a red border around it, indicating it is the target for the next step. Below it is another 'EPROTECT TRAVEL' policy. 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

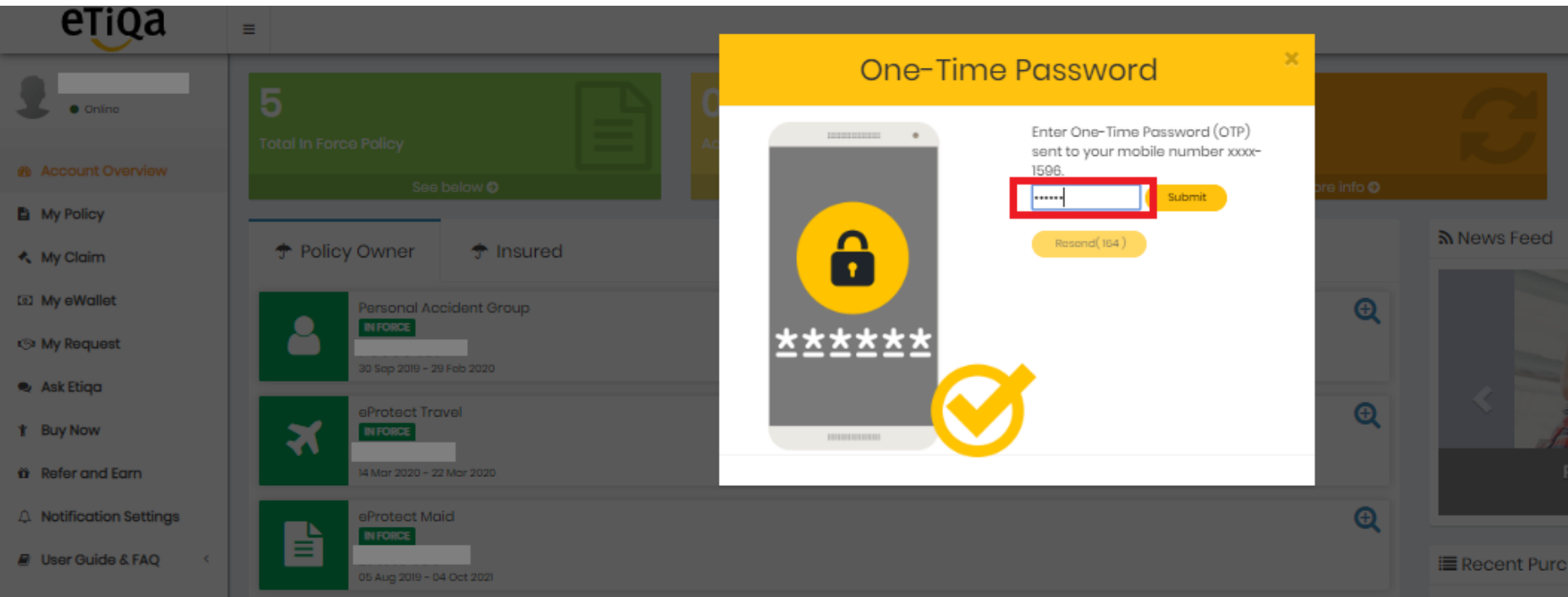
EPROTECT TRAVEL
IN FORCE
18/12/2018 - 19/12/2018

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 navigation menu with items: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiga, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area is titled 'Policy Details' and contains the following information:

- Policy Number: [Redacted]
- Product: [Redacted]
- 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]
- Policy Status: In Force

At the top right of the main content area, there are four buttons: 'Download Policy', 'Make Claim', 'Amend this Policy', and 'Cancel this Policy'. The 'Make Claim' button is highlighted with a red rectangular box.

On the right side of the interface, there are two panels:

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

Name	NRIC
NA	

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

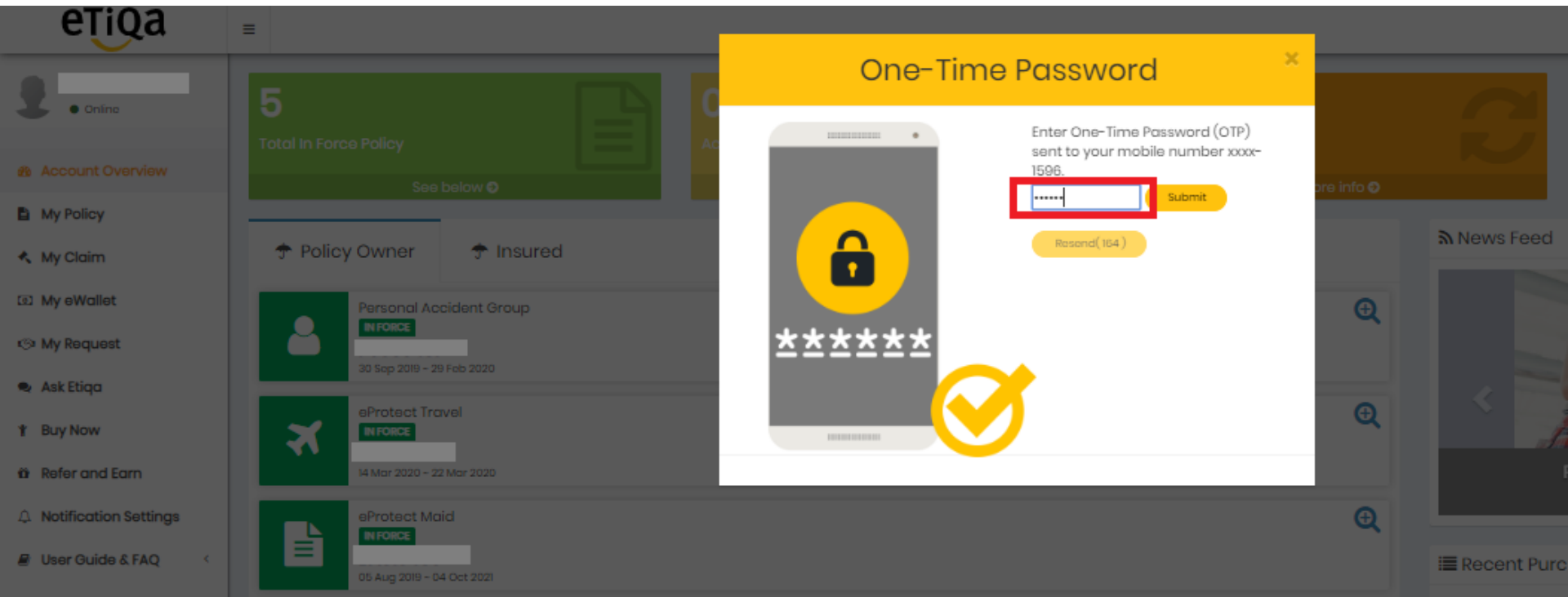
Please review and ensure all details are accurate before you proceed

Submit Claims via My Claim

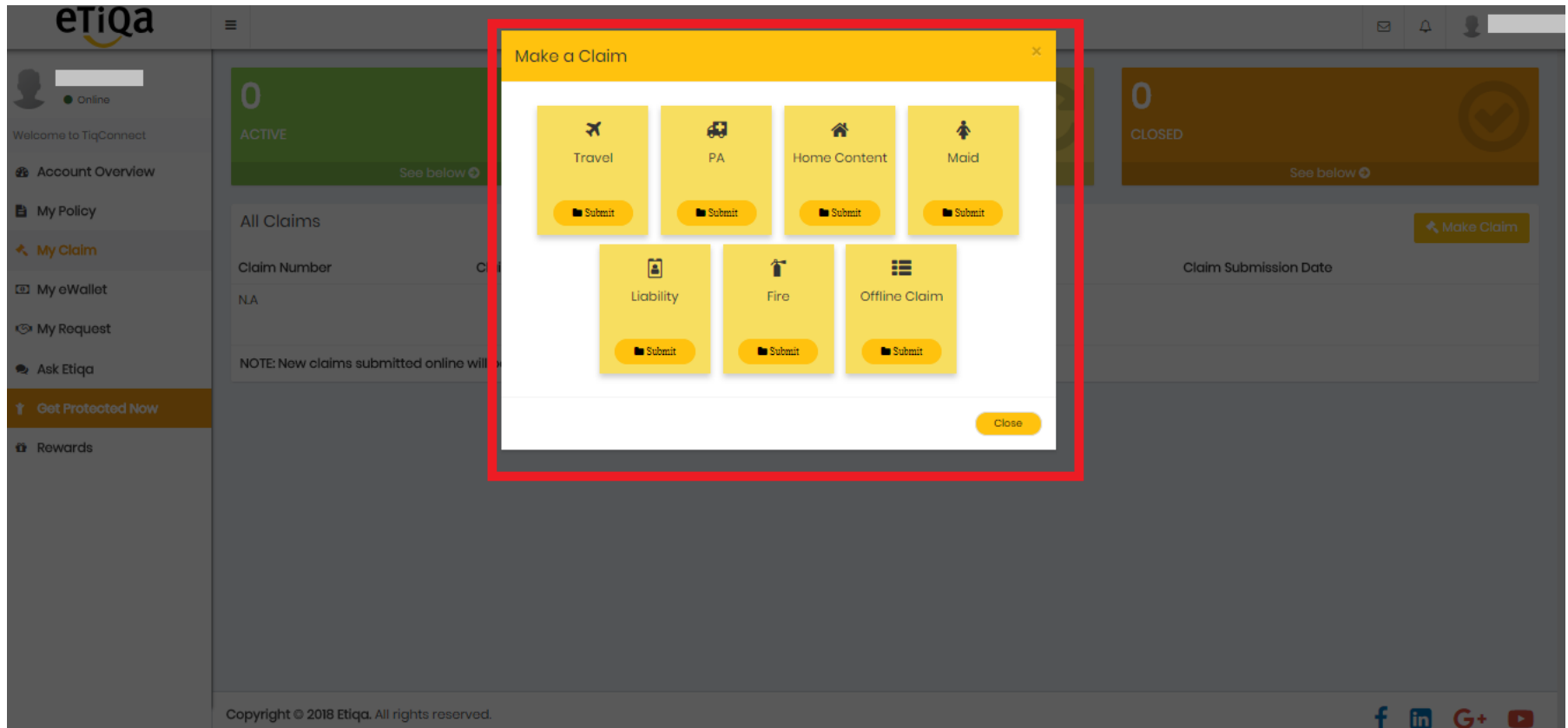
Step 1: Click on the “My Claim” button and then click on “Make Claim”

The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. Below it is a user profile section with a profile picture and the text 'Online'. A navigation menu on the left includes 'Account Overview', 'My Policy', 'My Claim' (highlighted with a red box and a '1'), 'My eWallet', 'My Request', 'Ask Etiqa', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. The main content area features three summary cards: '0 ACTIVE' (green), '0 REOPEN' (yellow), and '0 CLOSED' (orange). Below these cards is a table titled 'All Claims' with a '2' next to it and a 'Make Claim' button highlighted with a red box. The table has columns for 'Claim Number', 'Claim Status', 'Claimant Name', 'Policy Number', and 'Claim Submission Date'. The table content is currently empty, showing 'NA' in the first row. A note at the bottom of the table states: 'NOTE: New claims submitted online will be reflected the next day.'

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



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

The screenshot displays the eTiqa user interface. On the left is a sidebar with navigation options: Account Overview, My Policy, My Claim (highlighted with a red box), My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, and Notification Settings. The top navigation bar features the eTiqa logo, a menu icon, and notification icons for documents, email, and a user profile. The main content area shows three summary cards: 0 ACTIVE (green), 0 REOPEN (yellow), and 5 CLOSED (orange). Below these is a table titled 'All Claims' with two buttons: 'Make Claim' and 'Contact Claim Specialist'. The table has columns for Claim Number, Claim Status, Claimant Name, Policy Number, Claim Submission Date, and Claims Specialist. The first row shows a claim with a red box around the 'TTO' number and another red box around the 'CLOSED' status. Below the table is a note: 'NOTE: New claims submitted online will be reflected the next day.'

Claim Number	Claim Status	Claimant Name	Policy Number	Claim Submission Date	Claims Specialist
TTO	CLOSED		TA0		
TTO	CLOSED		TA0		
TTO	CLOSED		TA0		
TTO	CLOSED		TA0		
TTO	CLOSED		TA0		

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 navigation bar includes icons for documents, email, notifications, and a user profile icon with a red '1' notification badge. Below the navigation bar are three summary cards: 'Total In Force Policy' (5), 'Active Claims' (0), and 'Policy For Renewal' (0). A central section shows 'Policy Owner' and 'Insured' tabs, with a list of active policies including 'Personal Accident Group' and 'oProtect Travel'. On the right, a 'News' section features a 'Profile' button with a red '2' notification badge and a 'Sign out' button. A promotional banner for 'Refer a Friend and get rewarded!' is also visible.

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', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. 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 highlighted with a red border. This section contains five address fields (Address 1-5), a Country dropdown menu, and an 'Update' button. To the right is the 'Contact Details' section with fields for Mobile Number, Home Number, Email Address, and Office Number, also with an 'Update' button. A 'Change Password' button is located at the bottom left of the main content area.

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	Postal
Address 5	000000
Country	
Singapore	

[Singapore] [Update]

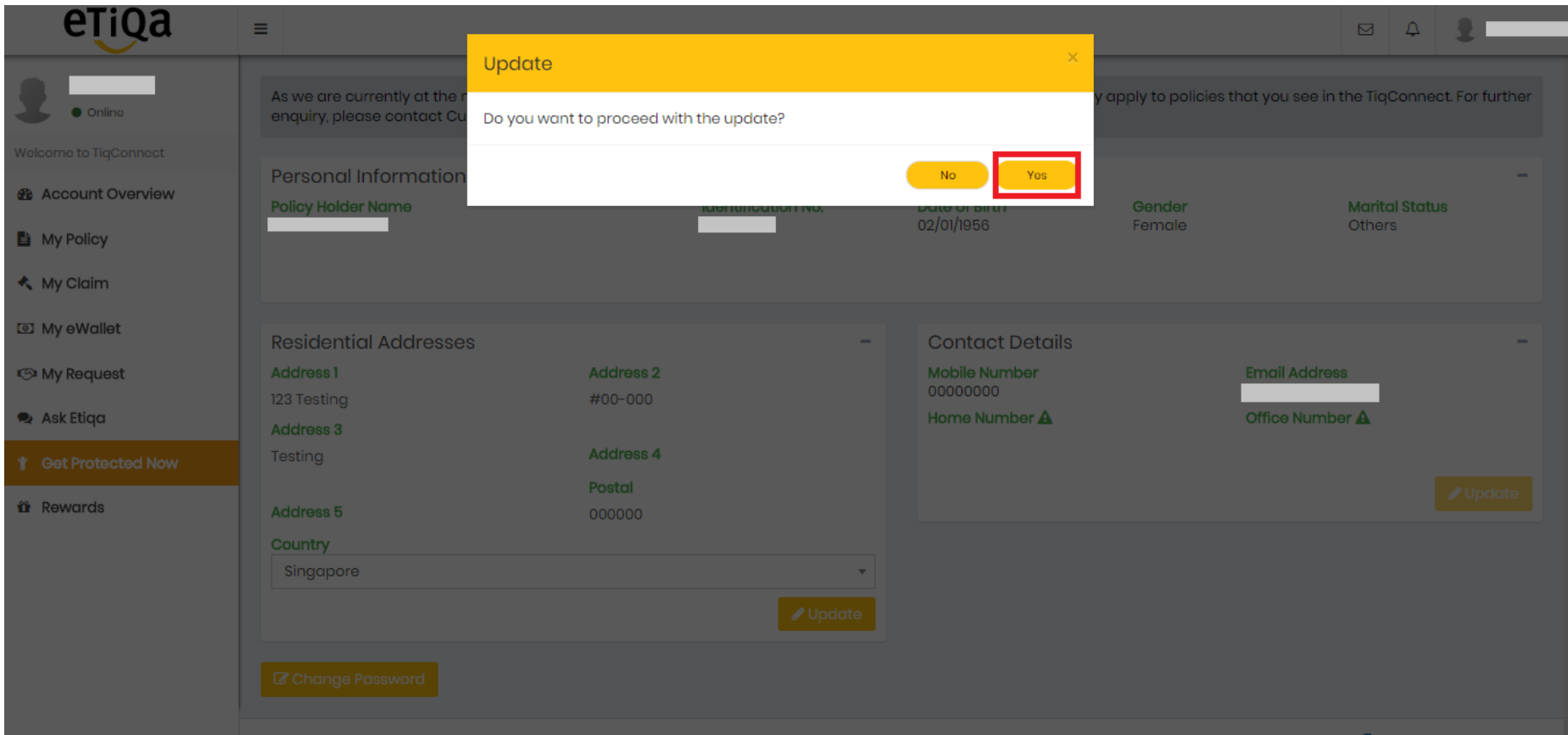
[Change Password]

Contact Details

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

[Update]

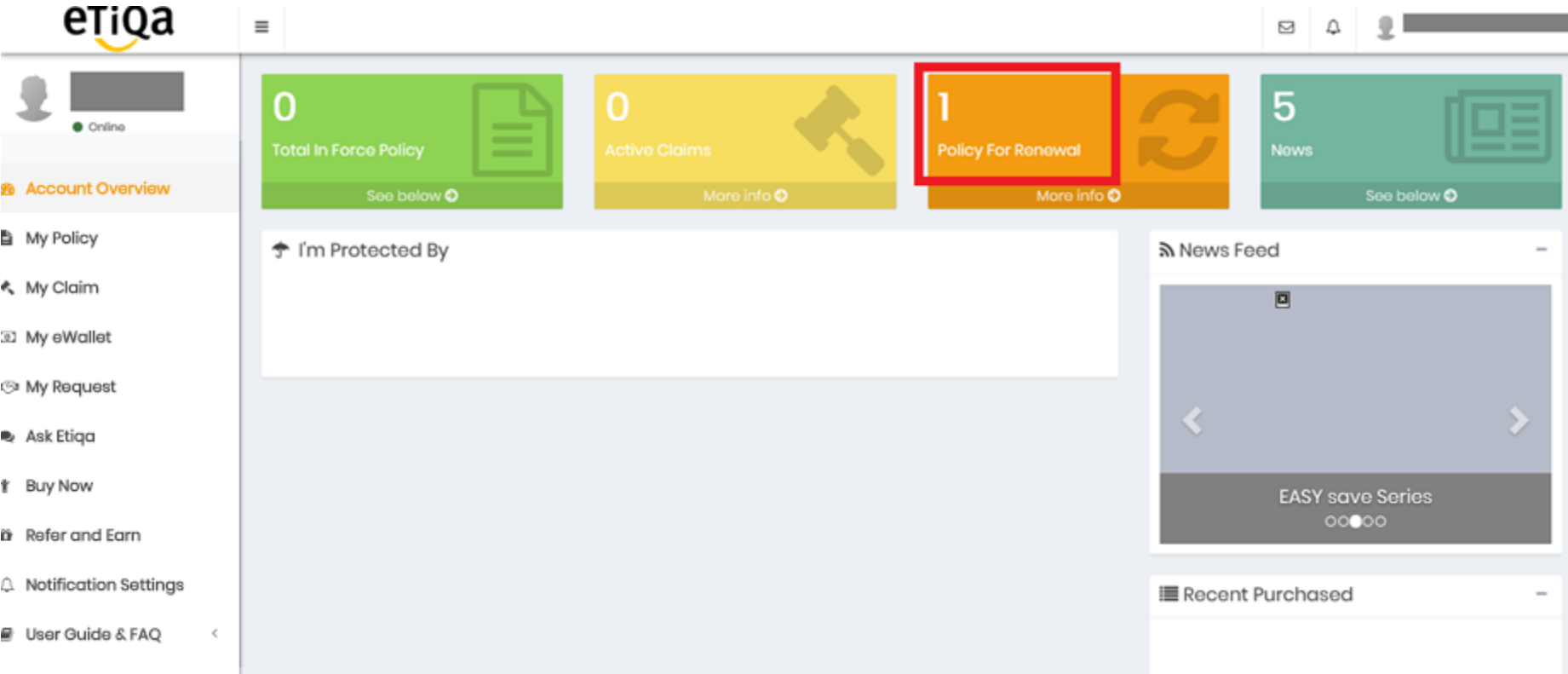
Step 3: Click “Yes” to proceed with the address update.



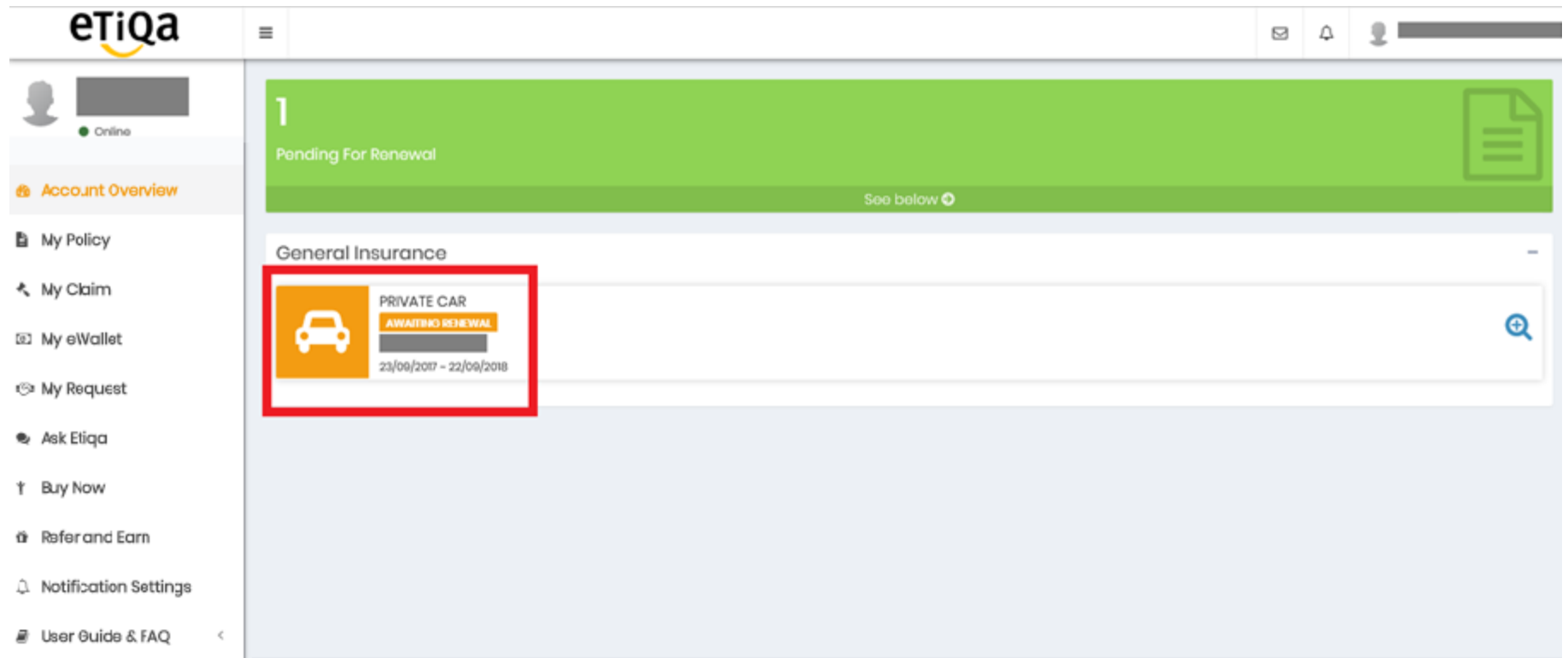
NOTE: The particulars will be updated within 2-3 business days and the status can be tracked under 'My Request'.

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



The screenshot displays the eTiqa user interface. At the top left is the eTiqa logo. The top right contains navigation icons for messages, notifications, and a user profile. On the left side, there is a vertical menu with options: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area features a green banner with the text "1 Pending For Renewal" and a "See below" link. Below this, a section titled "General Insurance" contains a card for a "PRIVATE CAR" policy. This card is highlighted with a red border and includes a car icon, the text "AWAITING RENEWAL", and the dates "23/09/2017 - 22/09/2018".

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', 'Buy Now', 'Refer and Earn', 'Notification Settings', and 'User Guide & FAQ'. 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, the "Policy Details" section shows:

- 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**: NA/NA/NA
- Agent Name**: ACCORD INSURANCE AGENCY
- Mailing Address**: [Redacted]

The "Billing Information" section shows:

- Current Premium Amount**: 1423.45
- Billing Frequency**: Single Premium

The "Insured" section contains a table:

Name	NRIC
NA	

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 modal. The modal is titled "Renewal Summary" and contains the following information:

- 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
 - Use your eWallet balance \$ **1) Use eWallet balance to pay**
 - Credit Card:** **2) Use credit card to pay**
- Buttons:** **Pay** (highlighted) and Cancel

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 is a navigation menu with options: Account Overview (highlighted), My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. 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 IN FORCE' (13/02/2018 - 12/02/2019) and 'EPROTECT HOME IN FORCE' (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 silhouette icon and the text 'Online'. A navigation menu on the left lists: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua, Buy Now, Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area features a 'Back' button and a row of action buttons: 'Download Policy', 'Make Claim', 'Amend this Policy', and 'Cancel this Policy'. The 'Cancel this Policy' button is highlighted with a red border. Below these buttons are three panels: 'Policy Details' (containing fields for Policy Number, Product, Policy Owner Name, Policy Period, Original Commencement Date, Owner/Trustee/Assignee, and Mailing Address), 'Billing Information' (containing Current Premium Amount and Billing Frequency), and 'Insured' (containing a table with Name and NRIC columns).

Policy Details

Policy Number	[REDACTED]
Product	ePROTECT home
Policy Status	In Force
Policy Owner Name	[REDACTED]
Policy Period (From)	04/02/2018
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	

Billing Information

Current Premium Amount	60.50
Billing Frequency	Single Premium

Insured

Name	NRIC
NA	

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 modal window titled "Cancellation Form" is centered on the screen. The form has a yellow header with a close button (X). Below the header, there are two input fields: "Effective Date" and "Reason for cancellation". Both fields are highlighted with red boxes. At the bottom right of the form, there are two buttons: "Update" (highlighted with a red box) and "Cancel". The background shows a "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, and Owner/Trustee/Assignee NA/NA/NA. There are also sections for Billing Information and Insured details.

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 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, NRIC: [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 “Buy Now” to view a list of Policies available for purchase

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, My eWallet, My Request, Ask Etiqa, Buy Now (highlighted with a red box), Refer and Earn, Notification Settings, and User Guide & FAQ. 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 (FJ000483), EPROTECT PERSONAL MOBILITY (PA000419), and EPROTECT SAFETY (PA000446). On the right, there is a 'News Feed' section with a promotional message about the 'TEIF' discount and a 'Recent Purchased' section.

Step 2: Select the Policy you wish to purchase and click “Buy Now” and you will be required to input the necessary details.

The screenshot displays the eTiqa mobile application interface. On the left is a navigation menu with the following items: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqa, Buy Now (highlighted in orange), Refer and Earn, Notification Settings, and User Guide & FAQ. The main content area features a large banner for 'Tig Travel Insurance' with a background image of a couple swimming in clear blue water. The banner includes three key features: 'Automatic flight delay claims & reimbursement via PayNow', 'Pre-existing medical conditions coverage', and 'Get insured and claim easily through our digital platform'. A prominent red 'Get A Quote' button is located at the bottom right of the banner. Below the banner, the text 'WE PROUDLY PRESENT TO YOU' is centered. Underneath, four policy options are presented as cards: 'ePROTECT travel' (with an image of a couple on a beach), 'ePROTECT safety' (with an image of hands being held), 'ePROTECT personal mobility' (with an image of a family on bicycles), and 'Private Car Insurance' (with an image of a car on a road).

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

Note: If you have non-encashable Etiqa\$, it will automatically be deducted first as this has expiry date.

How to Refer and Earn

Step 1: Click on “Refer and Earn”.

The screenshot shows the eTiqa user interface. On the left is a navigation sidebar with the eTiqa logo at the top. Below the logo is a user profile icon and the text 'Online'. The sidebar menu includes: Account Overview, My Policy, My Claim, My eWallet, My Request, Ask Etiqua, Buy Now, and Refer and Earn (highlighted with a red box). The main content area has a header 'Share your invitation code to get Rewards' with a code 'R1' below it. The text reads: 'Share the above the code with your family and friends and they will enjoy an additional discount on their first online purchase with Etiqua! What's more? You will also receive a referral fee from us for each new referred customer! [Terms and conditions apply.](#)' Below this is an email input field with a placeholder 'Your friend's email address' and a yellow 'Send' button. A note below the field says 'You may enter multiple email addresses separated by semicolon (;)'. The top navigation bar contains icons for a menu, documents, email, notifications, and a user profile icon.

Please [click here](#) for more details on “Refer and Earn”.

How to Refer and Earn

Step 2: Two options to refer:

a) Provide the referral code “Rxxx” (e.g. R1 below) to your friend to input into the “Referral Code” field at the Payment Summary page to enjoy the discount.

b) Type in your friend’s email address and click “send”. He/She will receive an email notification and can click on the link to proceed with the to purchase. The referral code will be automatically populated for his/her purchase.

The screenshot displays the eTiqa user interface for the 'Refer and Earn' feature. On the left, a sidebar menu includes 'Account Overview', 'My Policy', 'My Claim', 'My eWallet', 'My Request', 'Ask Etiqa', and 'Buy Now'. The 'Refer and Earn' option is highlighted with a red box. The main content area is titled 'Share your invitation code to get Rewards'. It features a referral code 'R1' (labeled 'Option a') and a form for 'Option b' where users can enter their friend's email address and click a 'Send' button. Below the form, a note states: 'You may enter multiple email addresses separated by semicolon (;)'. The eTiqa logo is visible in the top left and bottom right corners.

Thank you!



Disclaimer:

Instructions and screen shots in this guide are captured as at 12 Feb 2020.

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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