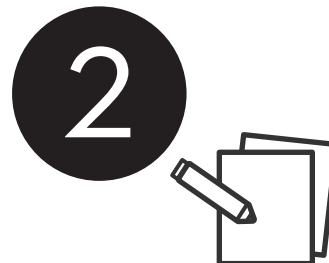




## Report

Report to Tan Insurance Brokers Pte Ltd via email: [claims@tib.com.sg](mailto:claims@tib.com.sg)



## Documentation

Prepare all the required documents (as below) to be submitted



## Claim Submission

Submit completed claim form and documents to:  
Tan Insurance Brokers Pte Ltd  
3A/5A Aliwal Street  
Chenn Leonn Building  
Singapore 199896



## Claims Enquiries

Ms Tan Yen Huan (Ext: 125)  
[yenhuan@tib.com.sg](mailto:yenhuan@tib.com.sg)  
Mr Vince Pang (Ext:130)  
[vincepang@tib.com.sg](mailto:vincepang@tib.com.sg)

Dear Sir/ Madam,

When a claim arises, we understand that you will be very much concerned on how to go about submitting a claim. We understand that this would be challenging period for you and we standby ready to assist you to ensure the process is less painful.

In order for the policy liability to respond, the following conditions have to be met:

- Hospitalisation
- Day surgery
- Not fall within policy exclusions
- A & E (to ensure that there is such benefit provided under the policy)

In addition, we require the following standard documents to be submitted:

- Original completed claim form
- Inpatient discharge summary / day surgery discharge form, or
- Medical report (private hospital)
- Original FINAL hospital bills (summary & detailed)
- Original medical bills related to the admission (pre & post 90 days)
- Additional info/documents may be required on case by case basis and subject to the respective claims handler

The typical processing time of a Foreign Worker Medical claim may take up six to eight weeks depending on the number of medical bills submitted and the follow up required. The assessment by insurer will only commence upon full recipient of claims documents.

Alternatively, if you require further clarifications or have other enquiries please do not hesitate to contact:

**Mr Vince Pang**  
**Senior Executive, Claims**  
+65-67426766 (Ext: 130)  
vincepang@tib.com.sg

**Ms Tan Yen Huan**  
**Executive, Claims**  
+65-67426766 (Ext: 125)  
yenhuan@tib.com.sg