



HSBC Life (Singapore) Pte. Ltd. (Reg. No. 199903512M)
www.hsbclife.com.sg
Customer Care Hotline: (65) 6880 4888 Email: e-surance@hsbc.com.sg
Mailing Address: Robinson Road Post Office P.O. BOX 1538 Singapore 903038



Critical Illness Claim Form

In order for us to process your claim, we require the following:

1. Critical Illness Claim Form (duly completed and signed by Claimant)
2. 2 Clinical Abstract Application Forms
3. Medical Reports from attending doctor(s)
4. Relevant laboratory reports (i.e. histopathology report, biopsy report, CT-scan results, ECG results, etc.)
5. Copy of NRIC / Identification document of Claimant

For any queries, please contact your Financial Consultant or our Customer Service Officers at (65) 6880 4888.

Note:

- i. The claim will only be processed upon receipt of all relevant documents. Should additional documents be required, we will contact you.
- ii. Additional medical report fee incurred during the process of the claim is at the expense of the claimant.
- iii. The Company does not admit liability by the mere issue of the claim form.
- iv. We aim to settle most claims within 8 working days on receipt of all required documents. Please note that more time may be needed for claims which require further clarification. We will keep you closely updated on the status.

"The Company" refers to HSBC Life (Singapore) Pte. Ltd.

For Takaful policy, please read "certificate" for policy, "certificate holder" for policyowner, "wakil" for financial consultant, "participant" for life insured, "takaful benefit" for sum insured.



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Critical Illness Claim Form

(A) Personal particulars			
Policy number:		Name of Claimant:	
NRIC no.:	Date of birth:	Sex:	Telephone no.:
Residential Address:			
Name of Life Insured (if different from Claimant):		Relation to Claimant:	
(B) Details of occupation(s) of Life Insured			
Present occupation (if more than one, state all):			
Name of present employer:		Telephone no.:	
		Address:	
List the exact duties performed at work:			
(C) Nature of claims & related details			
Describe fully the extent and nature of the Life Insured's illness.			
On what date did the Life Insured first consult a medical practitioner in connect with the illness?			
Has the Life Insured previously suffered from, or received treatment for a similar or related illness? If "yes" give full details.			
(D) Record of medical consultations			
Please provide the details of any doctors or specialists who have been consulted in connection with the Life Insured's illness.			
<u>Name</u>		<u>Address</u>	<u>Date</u>
Please provide the name and address of your/the Life Insured's usual medical attendant if different from above.			



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(E) General

Have any of the Life Insured's blood relatives suffered from a similar or related illness? If "yes", please state the relationship of relative, nature of illness and the date when the illness was first diagnosed.

Is the Life insured presently insured for similar benefits with any other insurers? If "yes", state the name of the insurer, the amount of benefits insured and whether or not the Life Insured have submitted a claim in connection with such insured benefits.

Name of insurer Amount of benefits

(F) Payment Option (not applicable for policies bought under CPF Investment Scheme and Supplementary Retirement Scheme Accounts)

Please indicate the option you wish to receive your payment:

- ^ PayNow NRIC No.: _____ ^ Your Singapore NRIC number must be linked to a PayNow account.
- Cheque Self-collect at Customer Service Centre (38 South Beach Road, #03-11, South Beach Tower, Singapore 189767)
- * Direct credit into my bank Name of Bank : _____
Account Number : _____

* For payment via Direct Credit, bank charges, currency exchange and all other incidental costs related to the transfer will be borne by you. If the Direct Credit option is selected, please submit a scan/image of your bank statement, clearly showing your full name, bank account number and bank's logo/ emblem for account ownership verification.

We will send a cheque to you if:

- 1) "PayNow" option is selected but you have indicated a mobile number/ FIN number, or your Singapore NRIC number is not linked to a PayNow account.
- 2) "Direct Credit" option is selected and
 - you have indicated a bank account belonging to a third-party or
 - you have NOT submitted a clear image/copy of bank statement with all required information in a language we support
- 3) No payment option is selected

(G) Declaration & authorisation

I hereby declare that the statements and answers given above are true and complete to the best of my knowledge and belief that I have not made any false or fraudulent statement, any suppression and concealment of facts. I hereby authorise any hospital, doctor or other person who has attended to me/the Life Insured or examined me/the Life Insured for any reason, to disclose HSBC Life (Singapore) Pte. Ltd. any and all information with respect to any illness or injury and to provide HSBC Life (Singapore) Pte. Ltd. copies of all hospital or medical records, including prior medical history. A photocopy of this authorisation shall be considered as effective and valid as the original.

I understand and acknowledge that the personal data which I am submitting is being collected for the purposes stated in the Company's Data Privacy Policy (which may be found at <https://www.insurance.hsbc.com.sg/privacy-and-security/>) and consent to the collection, use and disclosure of my personal data accordingly.

Signature of Policyowner / Trustee / Assignee
Name :
Date :

Signature of Witness
Name :
ID No. :
Date :



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Clinical Abstract Application Form

Instructions

1. This form must be fully completed for the application of a medical report. It should be signed by the patient or the patient's parent (if patient is below 21 years of age) or the patient's next-of-kin (if patient is deceased), and be duly witnessed.
2. Please scan and upload completed form.

Note: Any medical report fee (if applicable) will be borne by the claimant. The release of the medical report is subject to official approval.

Medical Superintendent

_____ Hospital
 Singapore _____
 I, _____ NRIC No. _____
 (Name)
 of _____
 (Address)

hereby authorise you to furnish **HSBC Life (Singapore) Pte. Ltd.** of New Business/Claims team, 10 Marina Boulevard, Marina Bay Financial Centre Tower 2, #48-01, Singapore 018983, with a medical report on

_____ NRIC/Hospital Registration No. * _____
 (Name of patient)
 who was treated at the hospital as a patient in the department of _____ from _____
 to _____.

The medical report is required for the purpose(s) specified below:

Besides the medical report fee I undertake to pay any additional charges such as X-ray and Laboratory Investigation Charges which may be incurred in the preparation of the medical report.

I understand and acknowledge that the personal data which I am submitting is being collected for the purposes stated in the Company's Data Privacy Policy (which may be found at <https://www.insurance.hsbc.com.sg/privacy-and-security/>) and consent to the collection, use and disclosure of my personal data accordingly.

 Signature of patient / parent / next-of-kin
 Name (in block letters) : _____
 Relation to patient : _____

 Signature of witness
 Name (in block letters) : _____
 NRIC No. : _____
 Address : _____

For official use
 Application is approved / not approved

 Signature and date

 Name and designation of approving officer

* Delete as appropriate



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