

How to go about claims recovery?

Do you have any hospital and surgical insurance policies with your employer or other insurers that cover your medical expenses? If yes, you may begin the claims recovery process by following the steps listed below:

Step 1



Contact your employer or your personal insurers to submit the required documents.

The documents usually include (but are not limited to):

- a. A copy of completed claim form from your employer's group insurance provider
- b. A copy for final hospital bill and receipt
- c. A copy of discharge summary or doctor's memo
- d. A copy of HSBC Life Shield claims settlement notice

Note: our HSBC Life Shield claims team will send you a copy of the claims settlement notice along with a copy of the "HSBC Life Shield Claims Recovery Notice".

Step 2



Complete the "HSBC Life Shield Claims Recovery Notice".

Step 3



Email the following to us at cc.life@mail.life.hsbc.com.sg:

- a. Completed HSBC Life Shield Claims Recovery Notice; and
- b. Duplicated copy of all documents submitted in Step 1.

Step 4



Your part is done.

HSBC Life will contact the other insurance provider and do the necessary follow-up for claims recovery.