

Arranged and Exclusively Marketed By:  
**AVA Insurance Brokers Pte Ltd**

Underwritten By:  
**Tokio Marine Insurance Singapore Ltd.**

## Summary of Claims Procedure

(Claims must be submitted within 30 days from date of accident)

### 1. How to report a claim?

In the event of any claim, the Claimant (Insured Student / Parent / Guardian or School Representative) can contact directly or submit to **AVA INSURANCE BROKERS PTE LTD**

For reporting or to download claim form for claim notifications

1. <https://www.ava-ins.com/claims.html> (for claim form)
2. Email to: [claims@ava-ins.com](mailto:claims@ava-ins.com) (for claims reporting only)
3. Fax to: +65 6535 6878
4. Call: + 65 6535 1828

Please provide the following details when reporting a claim:

1. Name of School
2. Name of Student, Class & NRIC No.
3. Contact Numbers and Email
4. Brief Description of the Accident and Nature of Injury

### 2. Where to submit claim documents?

Please submit all the required documents by hand/registered mail to:

**AVA INSURANCE BROKERS PTE LTD**  
Attention: Claims Department

**Please indicate** the School and Student's Name on the envelope.

### 3. What claim documents to submit?

After reporting the claim to us, the following documents must be submitted to us within 30 days from date of accident to ensure timely processing and settlement of claims.

1. **Completed Personal Accident Claim Form must include:**
2. **For Accidental Medical Expenses Claim**
  - (a) Original Medical Bills/Receipts
  - (b) Medical Reports from the attending doctor  
*(ONLY for claims exceeding \$1,000)*
  - (c) Name of Payee (NRIC) clearly written for cheque payment
3. **For Accidental Death Claim**
  - (a) Copy of Police Report  
*(also applicable for Motor Related Accidents)*
  - (b) Copy of Death Certificate
  - (c) Copy of Birth Certificate
  - (d) Copy of Parents' NRIC/Passport
  - (e) Supporting Documents such as autopsy report, newspaper cutting and other related documents, if any
  - (f) Original Medical Bills/Receipts, if any

### 4. Claim Enquiries

For claims enquiries, please contact:

**AVA INSURANCE BROKERS PTE LTD**  
Ms Ice Wong - [icewong@ava-ins.com](mailto:icewong@ava-ins.com)  
Ms Irene Ng - [ireneng@ava-ins.com](mailto:ireneng@ava-ins.com)  
Mr Hong Heng Kum - [hengkum@ava-ins.com](mailto:hengkum@ava-ins.com)

Arranged and exclusively marketed by:

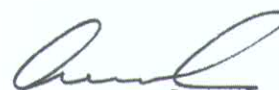
Underwritten By **Tokio Marine Insurance Singapore Ltd.**

For claims enquiries, please call **AVA INSURANCE BROKERS PTE LTD** at +65 6535 1828 or email us at [claims@ava-ins.com](mailto:claims@ava-ins.com).

Operating Hours:  
9am to 6pm (Mondays to Fridays excluding Public Holidays)

**Important Note:**  
Please report any accident within 30 days from the date of accident.

**TM Student Protection Plan**  
**Certificate of Insurance for 2016**  
**Basic Cover**



Authorized Signatory