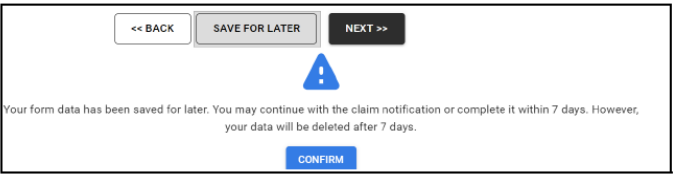
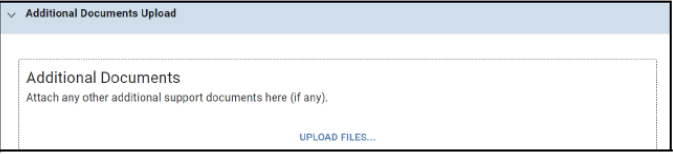
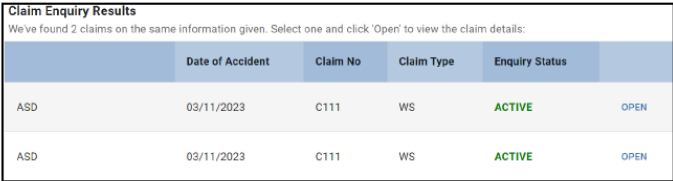


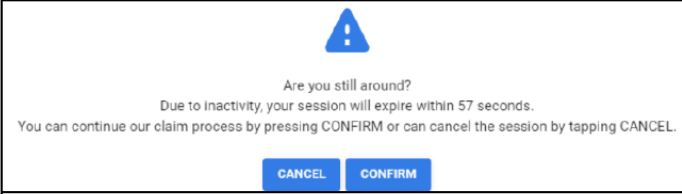


The Portal FAQ

No	Question	Answer																		
1	What is the Insurance Claim Portal?	The Insurance Claim Portal is a system that enables customers or claimants to notify and submit claims while also providing the capability to check the status of their claims.																		
2	Are there any documents required for the claims submission?	The mandatory documents are highlighted in red. It is advisable to prepare these documents before proceeding with the claim submission process.																		
3	What are the types of files that can be uploaded?	File types should be in PDF or JPEG/PNG formats and must not exceed 6 MB per file.																		
4	Can I submit the claims without completing the claim details?	Please be informed that completion of all mandatory fields is required before proceeding. These mandatory fields are clearly identified and marked in red.																		
5	Can I submit the claim or check claim status via mobile?	Yes, please navigate to the Insurance website and select the appropriate option from the portal to initiate the process. The fields and required documents in the mobile version are identical to those in the desktop version.																		
6	How do I know if the claim submission is successful?	Upon successful completion, you will encounter a "Thank you" message within the portal, and simultaneously, an acknowledgment email will be dispatched to the email address you provided during the process.																		
7	Why am I unable to view the screen correctly?	For optimal screen accessibility, it is recommended to use MS Edge or Chrome browsers.																		
8	Can I save the details to be completed at a later date?	<p>Upon selecting "Save For Later," the portal will display a message confirming that the information has been saved. It is important to note that completion must occur within 7 days, as the saved data will be automatically deleted after this period.</p> 																		
9	I have successfully submitted the claim, however, I have other documents that I wish to be submitted, how may I proceed?	<p>You can visit the portal and navigate to the "CHECK CLAIM STATUS" section, where you can retrieve your claim and proceed to upload the file through the Additional Documents Upload section.</p> 																		
10	I have made multiple claims before, can I check the claims via the portal?	<p>Feel free to enter the necessary information for the claims, allowing the portal to check and retrieve the claim status (if available).</p> <p>Upon retrieving all the claims, click on "Open" to access and view the detailed information for each claim.</p>  <table border="1"> <caption>Claim Enquiry Results</caption> <thead> <tr> <th></th> <th>Date of Accident</th> <th>Claim No</th> <th>Claim Type</th> <th>Enquiry Status</th> <th></th> </tr> </thead> <tbody> <tr> <td>ASD</td> <td>03/11/2023</td> <td>C111</td> <td>WS</td> <td>ACTIVE</td> <td>OPEN</td> </tr> <tr> <td>ASD</td> <td>03/11/2023</td> <td>C111</td> <td>WS</td> <td>ACTIVE</td> <td>OPEN</td> </tr> </tbody> </table>		Date of Accident	Claim No	Claim Type	Enquiry Status		ASD	03/11/2023	C111	WS	ACTIVE	OPEN	ASD	03/11/2023	C111	WS	ACTIVE	OPEN
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11	What should I do if I encounter an error when accessing the portal?	Feel free to contact the insurance provider for assistance.
12	What forms can be downloaded from the portal?	<p>You have the option to download the Claim Form and ePayment Form if required. In the event that your claim is approved, you can also download the offer letter and discharge voucher for signing, facilitating the payment process.</p> 
13	Did the portal support multi-language?	<p>You can toggle between languages—English or Bahasa—provided in the portal.</p> 
14	Why do I get the inactive message and what should I do?	<p>This is a reminder for the portal timeout session, which will alert the customer when the session is idle or approaching expiration after 30 minutes. To continue and retain access on the portal screen, you can respond with "CONFIRM." If there is no response within the next 5 minutes, the portal will automatically log off and delete the data entered (unrecoverable unless saved).</p> 
15	Will I get any message if the claim is not found?	<p>Yes, the portal will display a message similar to the following if it cannot find the claim you are inquiring about.</p> 