



Claims Procedure for Government Hospital / Restructured Hospital

1. On admission to a local hospital, student has to pay all charges when discharged.
2. Get the Claims Form from Student Services, or download it at: <http://www.insurance.hsbc.com.sg/1/2/sghi/customer-service/make-a-claim/group-hospital-surgical-claim>.
3. Complete and sign Part 1 of the Claim Form.
4. Provide the following documents:
 - a. Duly completed and signed claim form (Part 1)
 - b. All original final hospital bills, doctor's bills and receipts
 - c. Inpatient Discharge Summary
 - d. Inpatient Admission Report (if available)
 - e. Day Surgery Admission Form (if available)
5. HSBC will reimburse up to S\$75 for the medical report should there be a need for a medical report.
6. Create a copy of all the forms.
7. Submit the Claim Form together with the relevant documents to Student Services within 15 days from:
 - a. The date of death, or
 - b. The date of discharge from hospitalisation, or
 - c. The date on which the expenses were incurred for which the claim is made, whichever is applicable

Note: Submission of the Claim Form does not guarantee liability from HSBC Insurance (Singapore) Pte. Limited.



Claims Procedure for Private Hospitals / Clinics / Hospitals outside Singapore

1. On admission to a private / overseas hospital, student has to pay all charges when discharged.
2. Download the Claims Form available at: <http://www.insurance.hsbc.com.sg/1/2/sghi/customer-service/make-a-claim/group-hospital-surgical-claim>.
3. Complete and sign Part 1 of the Claim Form.
4. Get the attending physician / surgeon to complete Part 2 of the Claim Form.
5. Provide the following documents:
 - a. All original final summary hospital bills
 - b. All original final itemised hospital bills
 - c. Doctor's bills and receipts
6. Medical reports if required, have to be paid in full by the student.
7. Create a copy of all the forms
8. Submit the Claim Form together with the relevant documents to Student Services within 15 days from:
 - a. The date of death, or
 - b. The date of discharge from hospitalisation, or
 - c. The date on which the expenses were incurred for which the claim is made, whichever is applicable

Note: Submission of the Claim Form does not guarantee liability from HSBC Insurance (Singapore) Pte. Limited.