**Q:        How do I make a claim?**

A:    If you purchase the Death or Accident product, you must register your nominee, and we will notify the nominee to create a DearTime user account. When you passed away, your nominee can file a claim through our app. For more information on nomination, please see the [Nomination & Trust FAQ](https://deartime.freshdesk.com/a/solutions/articles/51000195759).

**Q:    What are the steps involved in making a Death claim?**

A:    DearTime has made insurance claim simple and fully digitalised for your ultimate convenience:

Step: -

1. In our app, select the product for which the claimant (the nominee) wishes to make a claim from the "Claim" menu.
2. Read and acknowledge the consent to allow us to obtain the necessary medical report from the attending physician/hospitals in order to validate the claim.
3. Use face scan to verify the claimant's identity (after 3 times failed, a pin code will send to claimant registered phone number for verification).
4. Select the hospital where the insured received treatment from our panel hospital list (for non-medical product only). A claim code will be generated.

Notes:

1. Please select "non-panel hospital" if the hospital is not on the list.
2. Please select “hospital not involved” if the insured has not been admitted/treated/involved in any hospital
3. If a panel hospital is chosen, the claimant only needs to show the claim code at the medical record department/counter and pay the medical report fee to the hospital. Claim will be registered and we will work with panel hospital to validate the claim.

If “non”-panel hospital” or “hospital not involved” is chosen, claim will be registered, and you will need to provide the required information and proofs of claim (if applicable) as instructed in our app.

**Q:    I’m the nominee, I have submitted my claim. How long do I have to wait to receive the coverage amount?**

A:    We will process your claim and deposit the approved coverage amount) into your bank account within 7 working days of receiving all required claim information from the panel hospital or from you.

    Please note that for trust policy, the claimed money will be deposited to trustee bank account. For more information on trust policy, you may refer to Nomination & Trust FAQ.

**Q:     Can my nominee appoint someone else to make a claim on behalf?**

A:    No. We only accept claims from your nominee who has a registered DearTime account to ensure the nominee's interests are protected and the claim is legitimate.

**Q:    Is there any exclusion that I need to be aware of?**

A:    Death:

This plan does not cover death caused by suicide within the first year from the coverage start date.

Accident (causing death):

This plan does not cover accidental death caused by self-inflicted injuries, intoxications, war/warlike actions, illegal acts, mounted or wheeled racings, non-commercial flights, professional sports, use of prototype engines, infections, diseases, pregnancy, childbirth, miscarriage, pre-existing illness/injury, or nuclear radiations

Please see the Contract for a complete list of exclusions.

**Q:     Who should I contact if I have questions about my claim, and where can I find more information?**

A:     **Live chat:** in DearTime app or web

**Customer Service Helpline:** +603 8605 3511

**Email:** help@deartime.com