

FOREIGN DOMESTIC WORKER INSURANCE CLAIM

Dear Valued Customer

Thank you for contacting us on a claim for your Foreign Domestic Worker (**FDW**). Please note that the following claim procedure applies to FDW Insurance purchased through AVA Insurance Agency Pte Ltd only.

Our Insurance Partner will process the claim according to the Terms and Conditions of the Insurance Policy and in order to process your claim expeditiously, you may wish to provide the following documents as soon as possible:

REQUIRED DOCUMENTS

1. **Original** Claim Form duly completed and signed by both Employer and FDW.
The Insured is the Employer and the Insured Person is the FDW.
(Please include the monthly Government Levy paid and your email address for future correspondence).
2. A **copy** of the Certificate of Insurance.
3. A **copy** of the Employment Contract between Employer and FDW which states the FDW's monthly salary.
4. A **copy** of the Work Permit (Front & Back).
5. A **copy** of the Cancellation of Work Permit (If FDW has returned to her home country).

SUPPORTING DOCUMENTS TO BE ATTACHED

1. Medical Expenses due to an accident/bodily injury (outpatient treatment only)
 - a. Original Outpatient Medical Treatment Tax Invoice(s)
(This includes licensed TCM treatment up to a sub-limit of \$100.00 per treatment)
 - b. Doctor's Memo stating the Nature of Accident and Extent of Injury/Emergency Discharge Summary.
2. Hospital & Surgical Expenses (Hospitalised/Day Surgery due to Accident/Illness)
 - a. **Medical Report**
 - i. Hospitalised in a Hospital/Clinic, please complete the Attending Physician Statement.
 - ii. Submit a **copy** of the Inpatient Discharge Summary/Discharge Summary.
 - b. **Original** Final Hospital Tax Invoice(s).
Please note that only the Final Tax Invoice is accepted and not the "interim bill" or statement of charges.
 - c. **Original** Pre-Hospitalisation Treatment Tax Invoice(s) for the same diagnosis, if any.
Please note that invoice(s) for treatment(s) within 90 days prior to Hospitalisation is/are accepted.
 - d. **Original** Post-Hospitalisation Treatment Tax Invoice(s) for the same diagnosis, if any.
Please note that invoice(s) for follow-up treatment(s) within 90 days from the Discharge Date is/are accepted.

Please send the claims documents to us via Registered Post or Courier, our address is:-

FDW Claims Department
91 Bencoolen Street
#09-06 Sunshine Plaza
Singapore 189652

We can be contacted at 6535 6838 between 9.00am to 6.00pm on weekdays if you need further clarification or you can send us an email at claims_agency@ava-ins.com.

FDW Claims Department
AVA INSURANCE AGENCY PTE LTD