

## Enhanced Welfare Insurance Scheme Death Claim Form

### Dear Claimant

We are sorry to learn of the death of our Life Insured.

**In order for us to assess your claim, please submit the completed claim form and the required documents through the member's respective union (for Ordinary Branch) or NTUC Membership Dept (for General Branch/U Club/UAssociate).**

### Important notes

- (a) All items must be duly completed to avoid delay to the claim process. Please indicate as "N.A." if not applicable.
- (b) Upon receipt of ALL the required documents, we will assess your claim and inform you of the outcome as soon as possible. Please allow approximately 4 - 6 weeks for claim assessment, subject to submission of all required documents.
- (c) The acceptance of this form is NOT an admission of liability on the part of Income Insurance. Any documentary proof or report required by Income Insurance shall be furnished at the expense of the Claimant. To avoid delay to the claim process, please submit the duly completed claim form together with the supporting documents **within 90 days from date of death**.
- (d) If your contact particulars (i.e. address, contact number and email) indicated in this form are different from your existing records with us, we will not update all your existing policies with the new contact particulars.

### Information on member

Full Name of member (as shown in NRIC, FIN or passport)	NRIC, passport or FIN number	Nationality	Country of residence
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### Information on insured person (deceased)

Insured person (deceased) is: <input type="checkbox"/> Member <input type="checkbox"/> Member's Spouse	Full Name of insured person (as shown in NRIC, FIN or passport)	NRIC, passport or FIN number
Date of birth (dd/mm/yyyy)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Nationality  Country of residence
Date (dd/mm/yyyy) and time of death	Place of death	Was any Coroner's Inquest held? <input type="checkbox"/> Yes <input type="checkbox"/> No

Cause of death

Death due to:

☐ Illness

Diagnosis \_\_\_\_\_ Date symptoms started \_\_\_\_\_ (dd/mm/yyyy)

☐ Accident

☐ Suicide

Date of incident \_\_\_\_\_ (dd/mm/yyyy) Time of incident \_\_\_\_\_

Place of incident \_\_\_\_\_

Did the incident occur during working hours of the insured person? ☐ Yes ☐ No

Employment status on date of death ☐ Employed ☐ Unemployed

Date last worked (dd/mm/yyyy)

If employed, did the insured person report for work on date of death or accident? ☐ Yes ☐ No

Family status				
a. Deceased's marital status at time of death <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed				
(i) Is there a surviving spouse? <input type="checkbox"/> Yes <input type="checkbox"/> No				
If "Yes", please provide details of surviving spouse below:				
Full name of spouse	NRIC/Passport/Long-Term Pass number	Date of birth (dd/mm/yyyy)	Address/Contact number	
If "No", please provide details of surviving family members (Children/Parents/Siblings) below:				
Full name of family members	NRIC/Passport/Long-Term Pass number	Date of birth (dd/mm/yyyy)	Address/Contact number	Relationship with Deceased

Information on claimant			
Full Name (as shown in NRIC, FIN or passport)		NRIC, passport or FIN number	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female
Relationship to deceased (please attach proof of relationship such as Marriage Certificate or Birth Certificate)		Nationality	Country of residence
Contact number (Mobile)	(Office)	(Home)	Email
Mailing address			

Other information											
<p><b>Has the deceased or claimant been bankrupt or insolvent or has executed any deed or transfer for the benefit of creditors since becoming interested in the policy?</b>  <b>If "Yes", please provide details.</b></p> <p>Insured (Deceased)    <input type="checkbox"/> Yes    <input type="checkbox"/> No    Details: _____</p> <p>Claimant    <input type="checkbox"/> Yes    <input type="checkbox"/> No    Details: _____</p> <p>Donee/ Court Appointed Deputy    <input type="checkbox"/> Yes    <input type="checkbox"/> No    Details: _____</p>											
<p>The following documents are attached to this application: [Please tick (v) if applicable]</p> <p><input type="checkbox"/> Death claim form (to be completed by next-of-kin and <u>verified/endorsed by the respective union</u>)</p> <p><input type="checkbox"/> Death Certificate*  * For death in Singapore that occurs on or after 29 May 2022, digital death certificate can be downloaded by the next of kin from <a href="http://www.go.gov.sg/mylegacy-edc">www.go.gov.sg/mylegacy-edc</a> and to submit the pdf copy to us.</p> <p><input type="checkbox"/> Letter/Email from Immigration and Checkpoint Authority (ICA) - this document is issued by ICA for Singaporeans or Permanent Residents (PR) who died overseas. It confirms receipt of the Singapore IC, Passport and overseas Death Certificate.</p> <p><input type="checkbox"/> Repatriation Report (if body was repatriated to Singapore for cremation or burial)</p> <p><input type="checkbox"/> Cremation/burial permit (if cremation or burial occurred overseas)</p> <p><input type="checkbox"/> Copy of NRIC, birth certificate or passport of claimant(s)</p> <p><input type="checkbox"/> Proof of claimant's relationship with deceased</p> <table border="0"> <thead> <tr> <th><u>Claimant</u></th> <th><u>Documents required</u></th> </tr> </thead> <tbody> <tr> <td>Spouse</td> <td>Marriage Certificate and the screenshot from SingPass -&gt;My Profile-&gt; Family showing the claimant's marital information.</td> </tr> <tr> <td>Parent</td> <td>Birth Certificate of deceased</td> </tr> <tr> <td>Child</td> <td>Birth Certificate of claimant</td> </tr> <tr> <td>Sibling</td> <td>Birth Certificate of deceased and claimant</td> </tr> </tbody> </table> <p><input type="checkbox"/> Newspaper cutting and Outcome of police investigation report (if death was due to accident)</p> <p><input type="checkbox"/> Last Will of deceased (if deceased had left a Last Will)</p> <p><input type="checkbox"/> Employer's letter to certify the working hours of member on the date of accident</p> <p>All documents submitted must be in English. Any documents in foreign languages must be officially translated to English by a certified translator/interpreter.</p>		<u>Claimant</u>	<u>Documents required</u>	Spouse	Marriage Certificate and the screenshot from SingPass ->My Profile-> Family showing the claimant's marital information.	Parent	Birth Certificate of deceased	Child	Birth Certificate of claimant	Sibling	Birth Certificate of deceased and claimant
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Payee's details				
Name of payee (as shown in the bank account)	NRIC, FIN, Passport or UEN number (as shown in the bank account)	Relationship to the insured	Nationality	Country of residence
<p>Payments will be credited in SGD directly to Payee's PayNow account linked to NRIC/FIN/UEN. You may register or add your Singapore NRIC/FIN to the PayNow account via the "Manage PayNow" in your internet banking or mobile banking application if you have not done so.</p> <p>Alternatively, please submit a copy of your bank book/statement showing the name of bank, account holder name and account number if you prefer payment via direct credit.</p>				

Beneficial Ownership Declaration - <i>This is NOT a nomination of beneficiaries of this policy</i>		
<p>A Beneficial Owner is defined in the MAS Notice on Prevention of Money Laundering and Countering the Financing of Terrorism as an individual who ultimately owns or controls the customer or the individual on whose behalf business relations are established.</p> <p>If there is a Beneficial Ownership Arrangement, please</p> <p>1. Please submit a copy of their NRIC or passport and a completed copy of the FATCA and CRS self-certification form for Individual Account Holder, Entity Account Holder or Controlling Person available here:  <a href="http://www.income.com.sg/Policy-downloads-and-forms">www.income.com.sg/Policy-downloads-and-forms</a>; and</p> <p>2. Provide details below:</p>		
Name of Beneficial Owner	NRIC/Passport number/FIN	Date of birth (dd/mm/yyyy)
Nationality	Gender	Relationship to Proposer
<input type="checkbox"/> Singaporean <input type="checkbox"/> Singapore PR (Nationality) _____ <input type="checkbox"/> Others _____	<input type="checkbox"/> Male  <input type="checkbox"/> Female	

### Personal data collection statement (A photocopy of this authorisation is valid as an original copy)

By providing the information and submitting this application or transaction, I/we consent and agree to Income Insurance Limited ("Income Insurance"), its representatives, agents, relevant third parties, Income Insurance's appointed insurance intermediaries and their respective third party service providers and representatives (collectively "Income Insurance Parties") (referred to in Income Insurance's Privacy Policy at <http://www.income.com.sg/privacy-policy>) to collect, use, and disclose any personal data in this form or obtained from other sources, including existing personal data provided and any future updates, (collectively "personal data") for the purposes of processing and administering my/our insurance application or transaction, providing me/us with financial advice and/or recommendation on products and services, managing my/our relationship and policies with Income Insurance including sending me/us corporate communications and notices on updates and servicing, research and data analytics, and in the manner and for the purposes described in Income Insurance's Privacy Policy.

Where the personal data of another person(s) (for example, personal data of my family, employee, payee/payer or beneficiary) is provided by me/us or from other sources to Income Insurance Parties, I/we represent and warrant that:

- I/we have obtained their consent for the collection, disclosure and use of their personal data; and
- I am/we are authorised to give any authorisation, approval and consent on their behalf to collect, use or disclose, their personal data,

for the purposes as set out in this Personal Data Use Statement.

For the purpose of this application and any claim in connection with my/our policy(ies) with Income Insurance, I/we also authorise, agree and consent to (whether this application or transaction is accepted or refused) the following:

- a) The medical source, insurance office, reinsurer, or organisation to release to Income Insurance any medical or relevant information to do with me or the insured;
- b) Income Insurance to collect from and/or disclose to any medical source, insurance office, reinsurer, or organisation any medical or relevant information to do with me or the insured; and
- c) Income Insurance or any of its approved medical examiners or laboratories to perform the necessary medical assessment and tests for Income Insurance to underwrite and evaluate me or the insured health status or condition in relation to this application and any claim in connection with my/our policy(ies) with Income Insurance.

When submitting a claim for an insurance policy, I/we consent and agree that the personal data will also include any subsequent information collected on health or any information that is necessary for Income Insurance to decide whether to pay the claim, such as test results, medical examination results, and health records from medical sources such as medical examiners or laboratories.

I/We authorise, consent and agree to the following:

- Income Insurance Parties to collect from and/or disclose to the group policyholder, the personal data for all the relevant purposes listed above and in Income Insurance's Privacy Policy including to respond to enquiries from the group policyholder for the purposes of this application and policy servicing matters, including confirmation of eligibility for the cover; and
- The group policyholder to disclose the personal data to Income Insurance Parties for all the relevant purposes listed above and in Income Insurance's Privacy Policy.

Please refer to Income Insurance's Privacy Policy for more information, including access and correction of my personal data and consent withdrawal.

### Declaration and authorisation

I certify that the information in this form is true and complete and I have not withheld any material information.

I confirm that I understand and agree to the collection, use and disclosure of my personal data as stated in the 'Personal data use statement' (PDUS) above.

For the purposes of policy administration including processing and investigating this claim, and deciding whether Income Insurance is to insure or continue to insure me for my insurance applications or policies,

- a. I authorise any person or organisation who has relevant information pertaining to this claim, including any medical practitioner, health care provider or institution, insurance company, and investigative agencies, to release and exchange such information (including personal health information) requested by Income Insurance and/or its claims service providers.
- b. I authorise Income Insurance and its claims service providers to collect, use, disclose and to exchange with the persons or organisations listed above any information (including personal health information).
- c. I am authorised to disclose information (including personal health information) about the insured person if this claim is made on behalf of them.

I confirm that all documents submitted to Income Insurance including bills and invoices are copy of the original documents and I am aware that I am required to retain all original documents for a period of 6 months from claim submission date for verification by Income Insurance when required. I am aware that Income Insurance may reject my claim should it discover that the document(s) that I have submitted is not a copy of the original document(s).

I confirm that I have paid in full all the bill(s)/invoice(s) that I have submitted to Income Insurance for reimbursement and I have not made any claim and will not make any claim from any other source for the same bill(s)/invoice(s). If I have made a claim from other source, I agree that I will provide a copy of the settlement agreement between me and such other source. I am aware that Income Insurance will not reimburse me if I have received a full reimbursement from any other source. If I do not receive full reimbursement from other source, I am aware and understand that Income Insurance will only reimburse me the balance of the bill/invoice that has not been paid to me by other source. In the event Income Insurance has made a reimbursement to me and I have claimed from other sources and be reimbursed for more than what I incurred in total, I agree that Income Insurance has the right to recover any payment made by Income Insurance to me.

I agree that a photocopy or electronic version of this authorisation shall be as valid as the original.

Signature of claimant	Date (dd/mm/yyyy)
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To be completed by employer/union		
Name of employer/union		Policy number
Effective date of patient's insurance/member's date joined union (dd/mm/yyyy)		Plan type
<div></div>		
<div></div> Name of authorised personnel	<div></div> Signature and company's/union's stamp	<div></div> Date (dd/mm/yyyy)

**Instruction to Unions/Associations:**  
Please check that all required documents are attached to the claim form and email to [groupclaim@income.com.sg](mailto:groupclaim@income.com.sg).