

File a Fraud Protect360 Plus Insurance Claim

Claims Procedure and Documentation



Claim Event

Within
14 Days

Submit

1. Claim form
2. Supporting documents
3. Copy of police report

Supporting documents needed when making a claim for:

1 Online Shopping Fraud

Proof of purchase of the product



- ▶ e.g. invoice or receipt issued by the online merchant

Copy(ies) of the order confirmation and/or subsequent communication received showing the:



- ▶ The date the order was placed



- ▶ The estimated date of delivery



- ▶ A tracking number to track the shipment of the product

Proof of communication with the online merchant



- ▶ Enquiring about undelivered product (if any)

Proof of communication with your bank or digital wallet service provider



- ▶ Requesting for a reversal or cancellation of the charge to your credit/debit card or digital wallet

Proof of communication with the online marketplace provider (e.g. customer help desk)



- ▶ Requesting for a refund of the product purchased (if applicable)

2 Fund Transfer Fraud

Copy of the bank statement/ account summary/ statement of accounts evidencing the



- ▶ Transfer of funds or property from your bank account/ digital wallet



- ▶ Unauthorized charge to your credit/debit card or digital wallet

Copy of the communication received from a third party



- ▶ Requesting for your confidential banking information and/or transfer of funds or property, and all subsequent correspondence (if any)

Proof of communication with your bank or digital wallet service provider (if applicable)



- ▶ Requesting for a reversal or cancellation of the transfer of funds or property, or charge to your credit/debit card or digital wallet

We will contact you for any additional documents that may be required.

Claim Submission

For submission and enquiry: claims@hlas.com.sg

We will update you on your claim(s) via email or you may call 6922 6003