Guide to Submit Pre- and Post-hospitalisation Bills

Insurance Advice, Better Experienced™

Eligibility

1. If your bills are incurred due to day surgery, dialysis, cancer therapy or an earlier hospitalisation, and
2. You have already paid in full for these bills

You may submit the bills to Income via https://me.income.com.sg/

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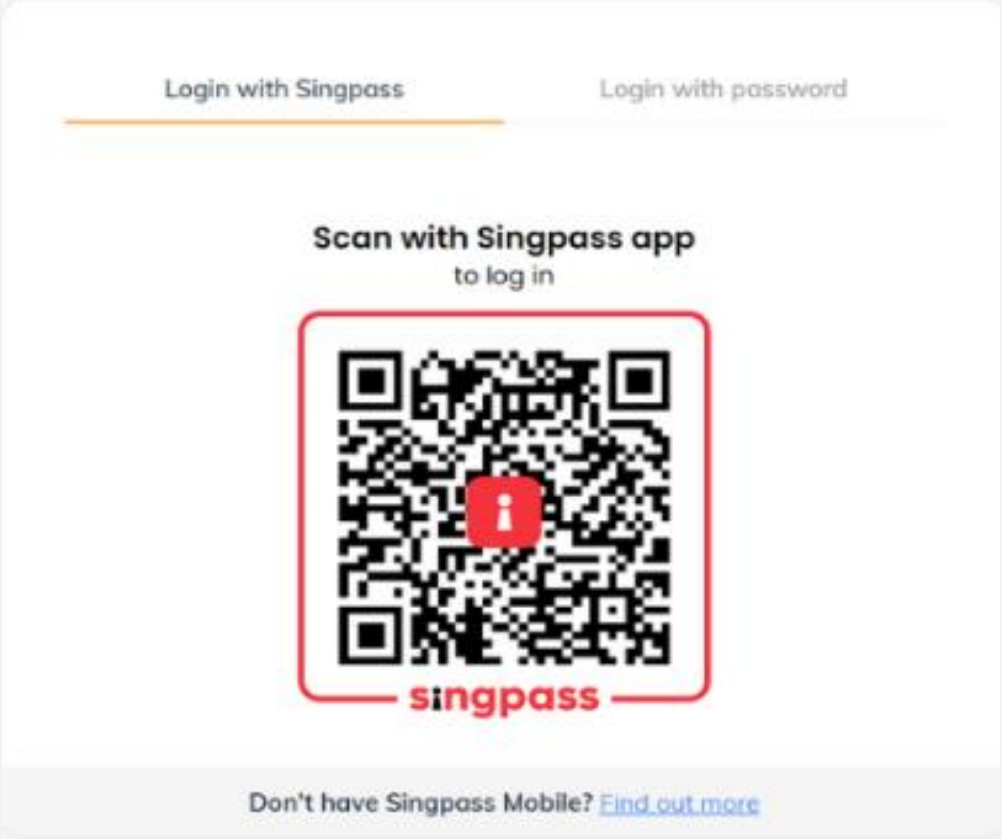
Step 1

- Login to My Income Online Portal via https://me.income.com.sg/ using Singpass



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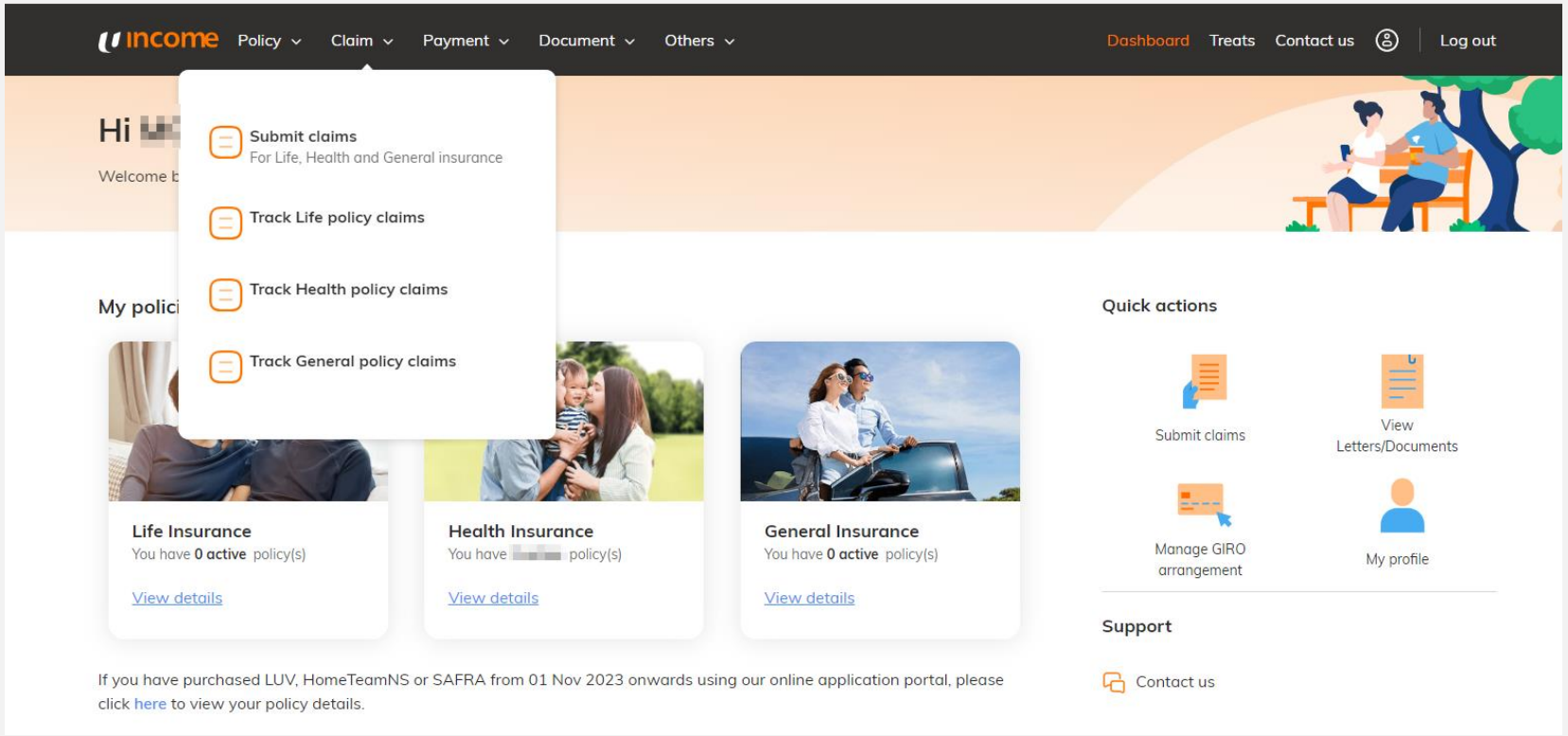
Step 2

- Click on “Claim” and select “Submit claims”



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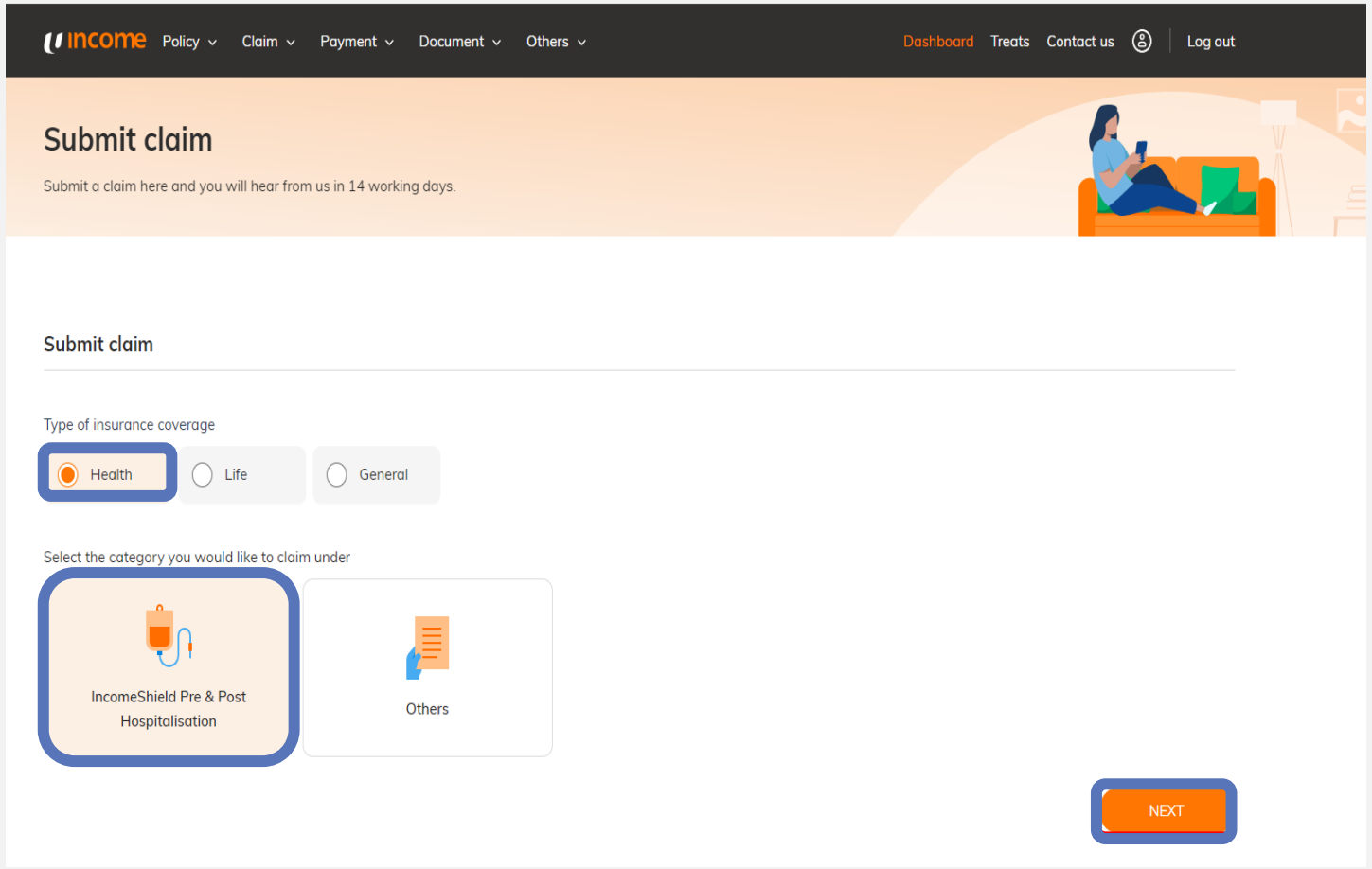
Step 3

- Select “Health” under Type of insurance coverage
- Select “IncomeShield Pre & Post Hospitalisation” under category
- Click “Next”



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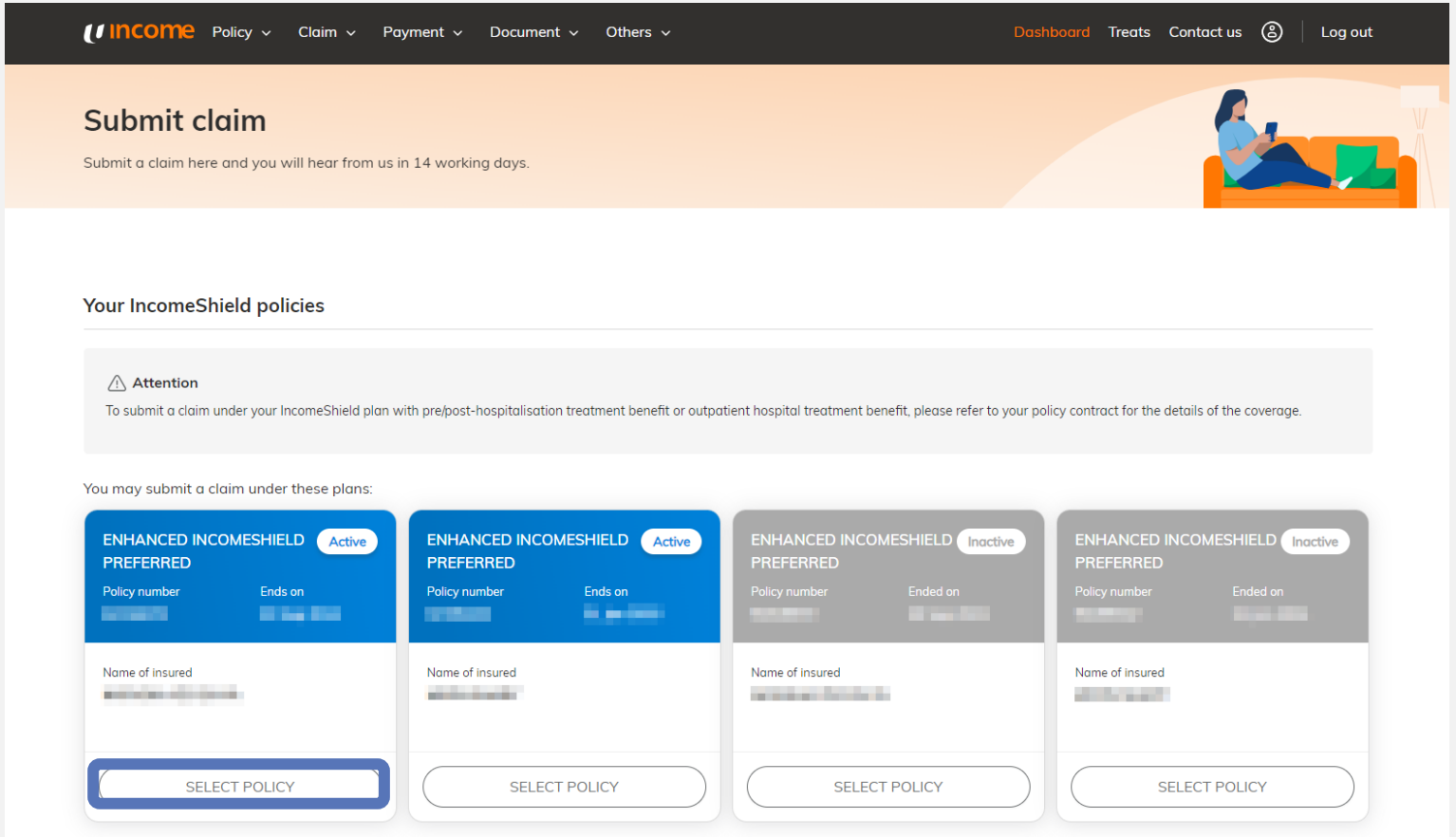
Step 4

- Select the policy you are claiming for



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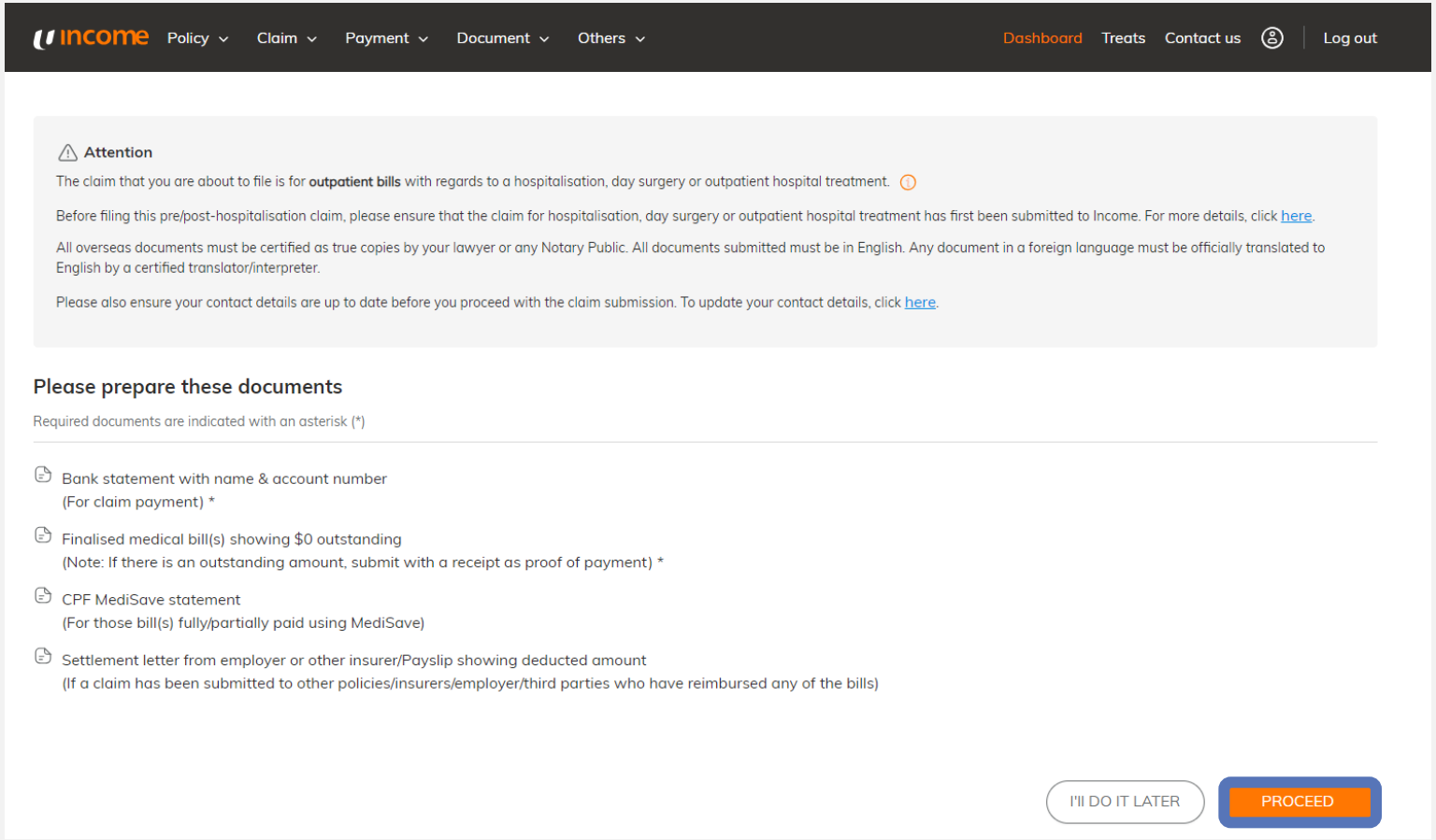
Step 5

- Read through the disclaimers and instructions and click “Proceed”



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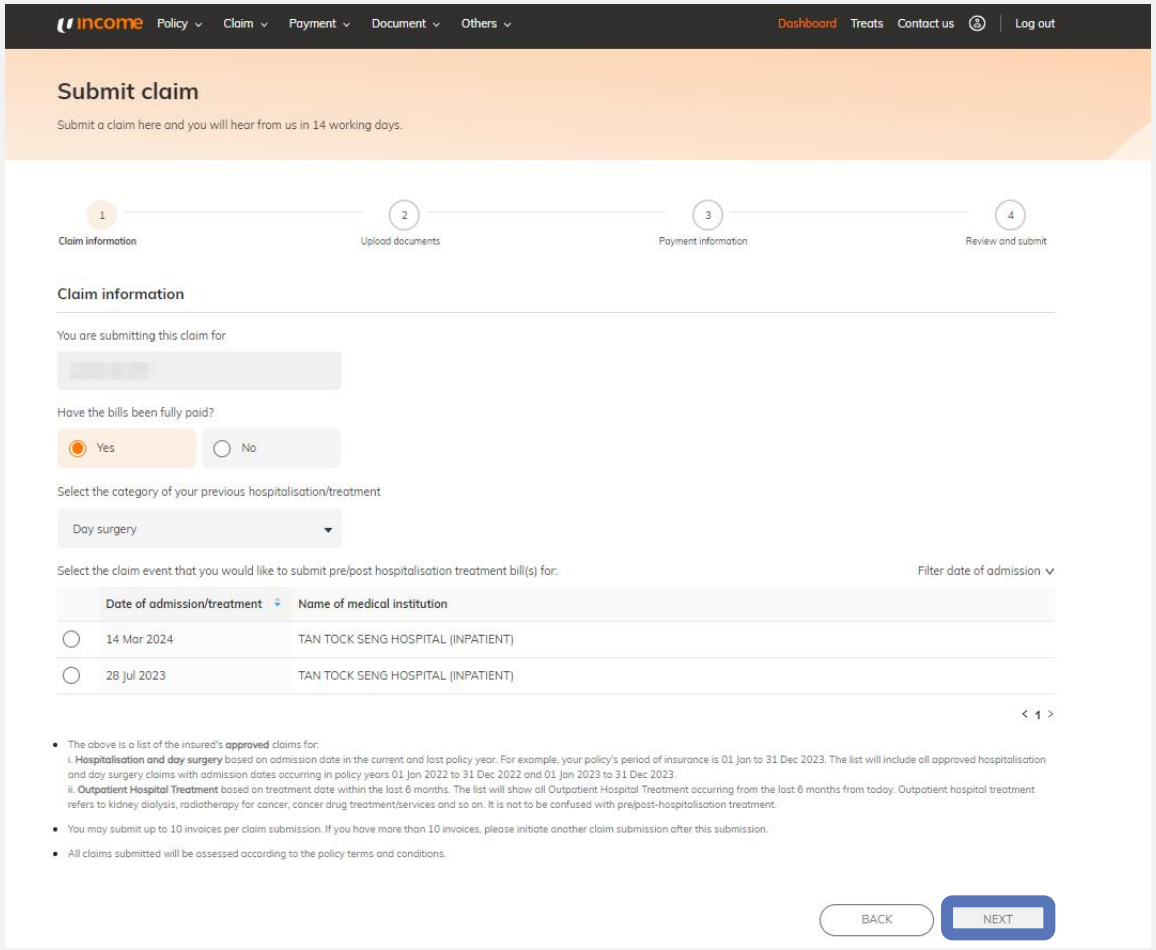
Step 6

- Declare that bills have been fully paid
- Select the appropriate hospitalisation/treatment category
- Select the claim event you are claiming the pre/post hospitalisation bills for
- Click “Next”



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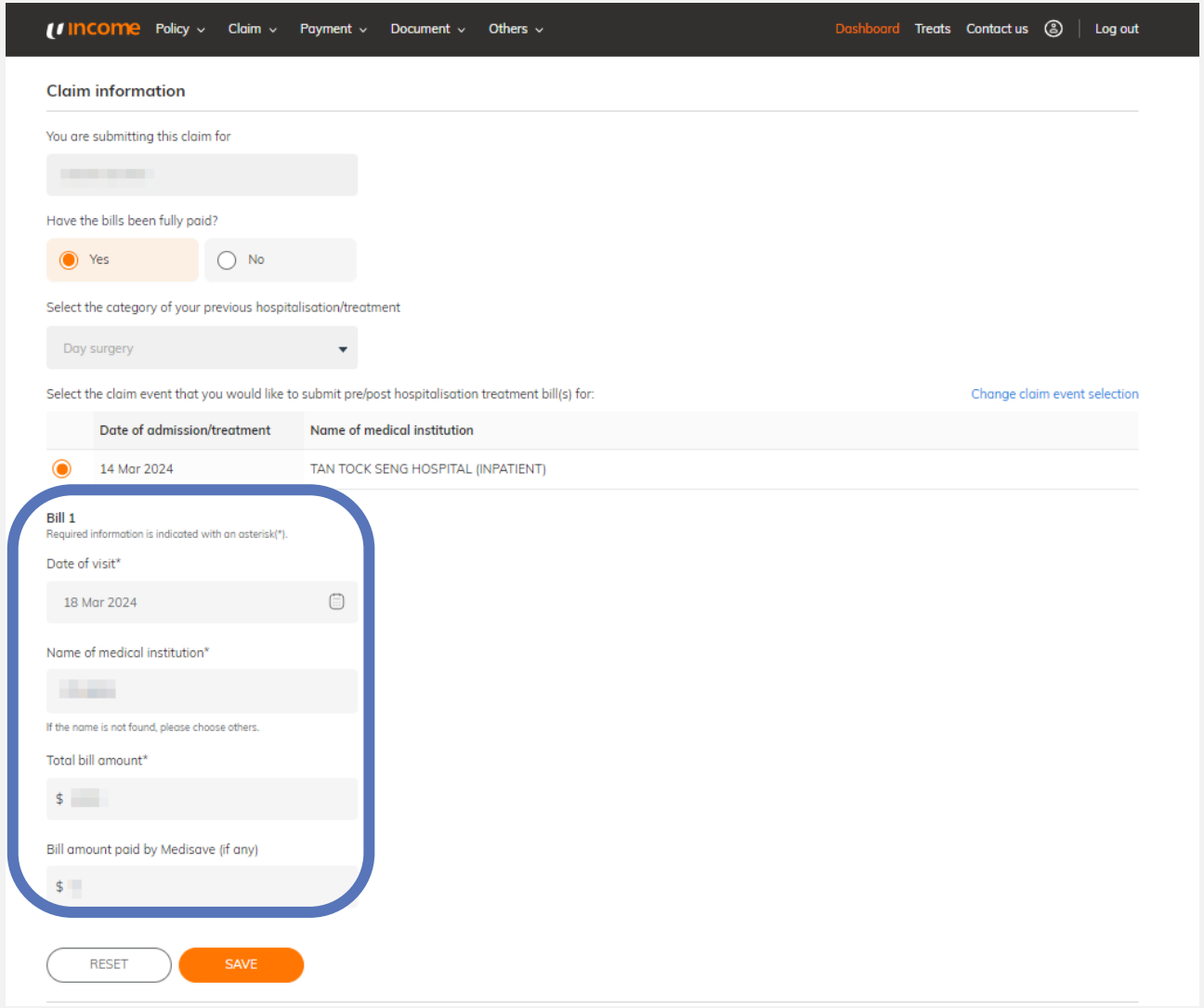
Step 7

- Fill in the details of each bill you are claiming for
- Click “Save”



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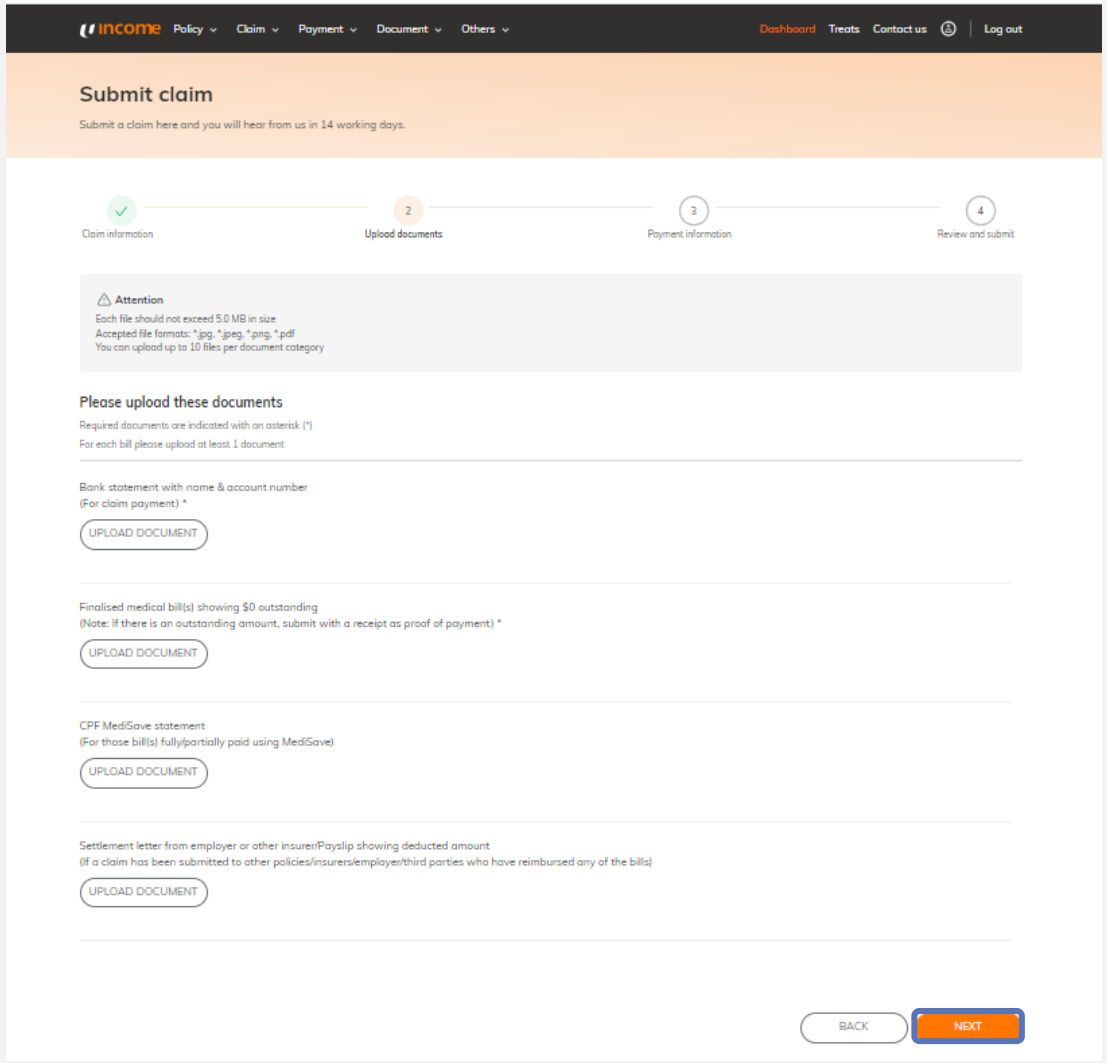
Step 8

- Upload the required documents
- Click “Next”



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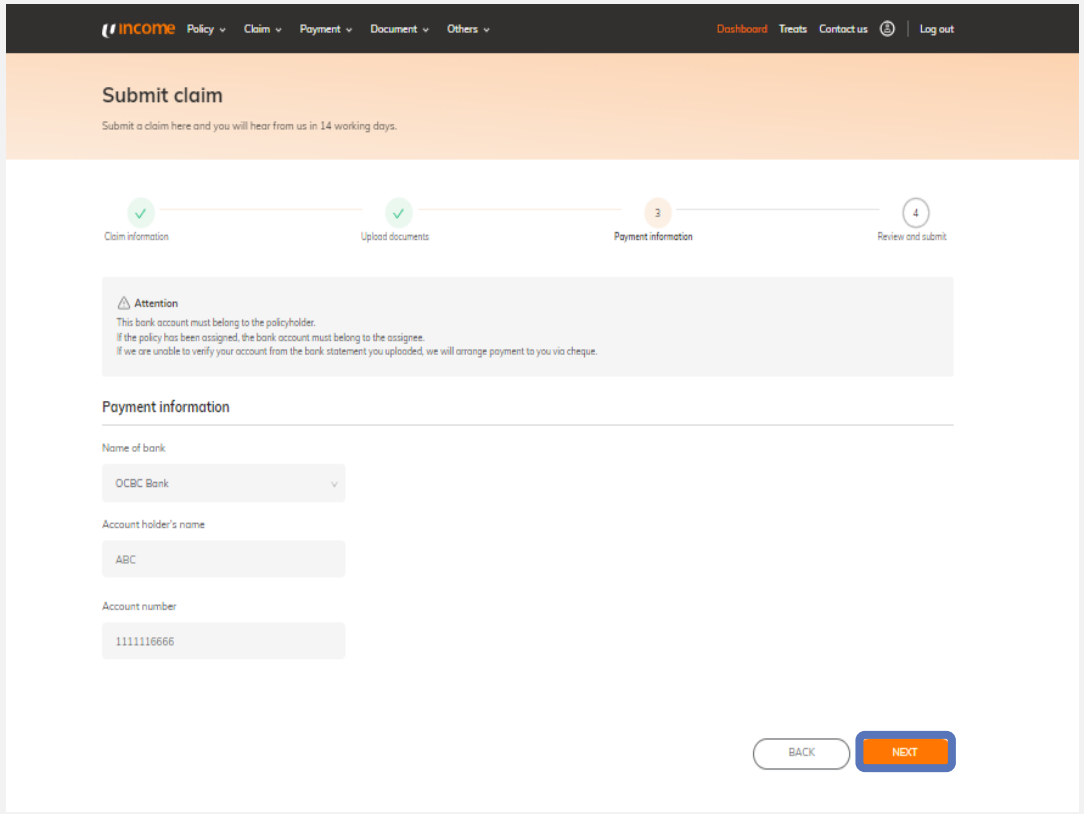
Step 9

- Provide your bank account details that match the bank statement you uploaded in Step 8.
- Click “Next”



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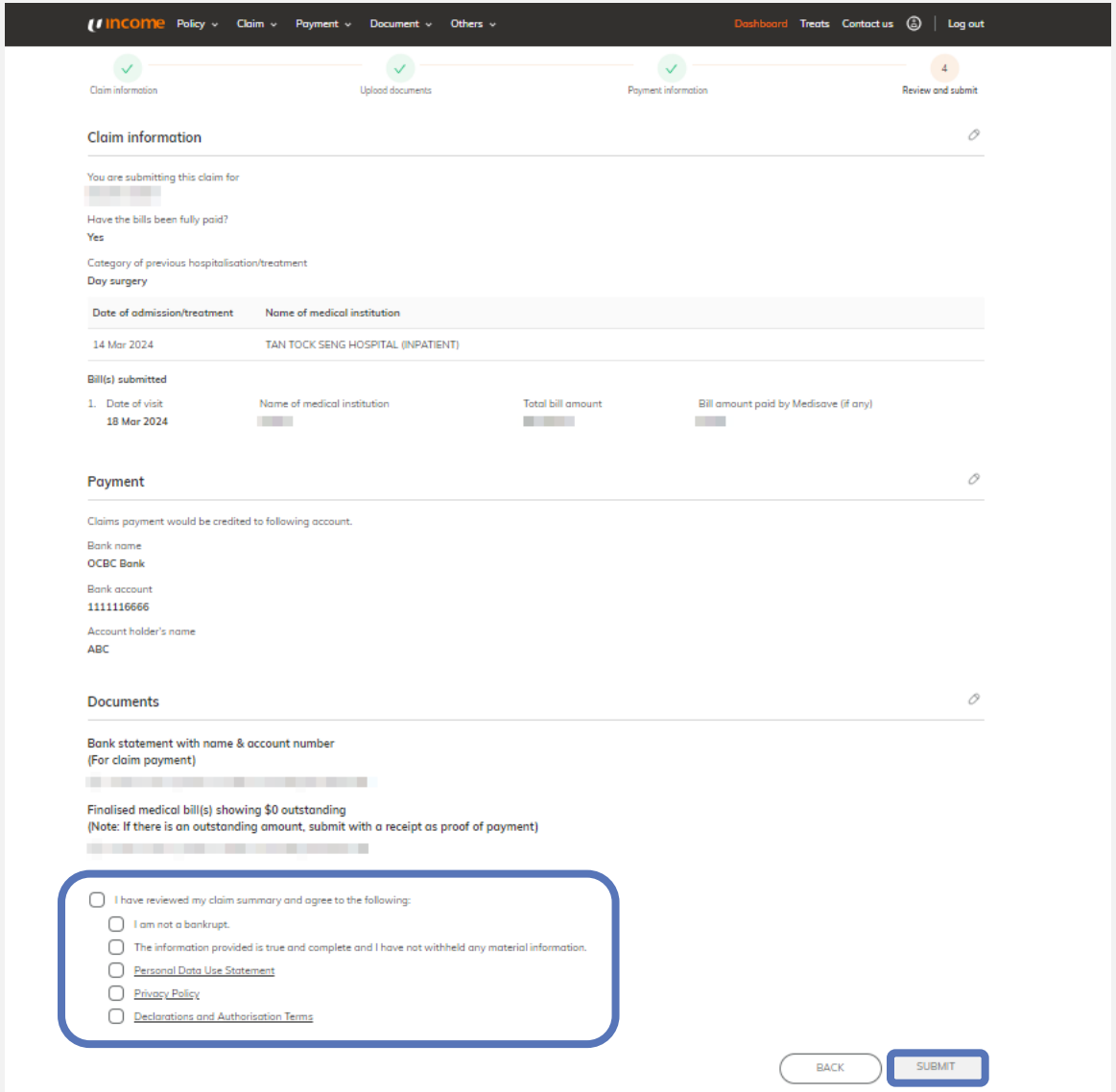
Step 10

- Check that all information have been filled up correctly
- Check and agree to the declarations and T&Cs
- Click “Submit”



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Thank You

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