



Please submit your claim via [the Mobility Protect Dashboard](#) under ‘Coverage & Claims Details’ section by clicking on ‘Submit New Claim’. To ensure a smooth and efficient claims process, please upload the following supporting documents when submitting your claim:

Mandatory Documents	
Copy of Touch N Go statement indicating account name, details, parking entry and exit*	All Claims
Driver’s license & NRIC. (required for Parking and Toll Road accidents)	Parking and Toll Road claims
Incident report from the train/bus operator confirming the loss	Public Transport incidents
Police report and findings on the alleged accident (where applicable)	All Claims

* In the event you are unable to provide the Touch N Go statement due to LPR system, Free Parking, Parking with Grace Period or Season Parking where the Touch ‘n Go card is used as an access tag, in a Car Park as defined under the Policy, you must provide evidence of parking from the relevant parking management.

Benefits	Supporting Documents
Accidental Medical Reimbursement	✓ Medical report from treating doctor
	✓ Original medical or payment receipts
- Accidental Death And Permanent Disablement - Accidental Death And Permanent Disablement - during Public Holidays	Accidental Death
	✓ Copy of Death Certificate
	✓ Detailed postmortem report/ autopsy report
	✓ Medical report from treating doctor
	✓ Toxicology test result (where applicable)
	✓ Copy of claimant’s identity card and proof of relationship
	Permanent Disablement:
	✓ Medical report from treating doctor
	✓ Medical specialist report confirming the Permanent Disablement and percentage of disability
	✓ Medical report from treating doctor
Daily Hospital Income – Accident Only	✓ Hospital discharge summary
	✓ Hospital billing statement
	✓ Original invoices or receipts of personal valuables items.
Snatch Theft	✓ Bank statement and/or bank withdrawal slip if loss of cash.
	✓ Original receipts of Car key replacement cost
Car Key Replacement - due to Accidental Damage and/or Theft	✓ Damaged key photo.
	✓ Police report and findings on the alleged incident if due to theft.



Vehicle Break-in	✓ Photo of damaged area or depicting the signs of forcible or violent entry in the vehicle.
	✓ Original invoices or receipts of personal valuables items.
	✓ Bank statement and/or bank withdrawal slip if loss of cash.
Transportation Allowance - due to Accident resulting in Car being towed	✓ Transportation receipts.
Transportation Allowance- due to Accident in bus	✓ Transportation receipts
Hotel Accommodation Allowance - due to Accident resulting in Car being towed	✓ Original accommodation receipts
	✓ Proof of premises resided by the Insured Person.
Damage to Tyres	✓ Original receipts of tire repairing or replacing cost
	✓ Photo of damaged tire with the size and brand.

Note: Further documents may be requested where necessary.

Having these details prepared will expedite the processing of your claim and help us provide you with the best possible assistance.

Thank you and we appreciate your cooperation in making the claims process efficient for you.