



Digital Scam Protection Claim Form

Policy Number: 91784360

Please note that this form is issued without admission of liability. Please state all relevant information requested as complete and as accurate as possible.

Particulars of Claimant

Name of Insured Person (in NRIC / Fin / Passport)		NRIC / FIN / Passport Number	
Home Address		Email	
Contact Number		Date of Birth (dd/mm/yyyy)	
H	O	HP	

Bank Account(s) affected and loss amount

The settlement will be reimbursed to the MyWay account number stated in the claim form.

- **Bank Account number:**
- **Loss Amount: SGD \$**

*If multiple accounts are affected, please complete a separate claim form for each account.
One claim form per affected account.*

Type of Account: Single / Joint	Loss Amount:
Account Number:	

Please fill in the Joint Account Holder's information if the impacted account is a joint account.

Name of Joint Account Holder (in NRIC / Fin / Passport)	NRIC / FIN / Passport Number
Name of Joint Account Holder (in NRIC / Fin / Passport)	NRIC / FIN / Passport Number
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Details of Incident

1. Date of Incident (dd/mm/yyyy)	Time <input type="checkbox"/> ____ am <input type="checkbox"/> ____ pm
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2. Date of Discovery (dd/mm/yyyy)	Time <input type="checkbox"/> _____ am <input type="checkbox"/> _____ pm
3. Full description of Incident:	
4. Have you reported to Standard Chartered Bank (Singapore) and lodged a police report detailing the theft of funds within 7 days from your discovery? If "Yes", please provide copies of relevant reports with supporting documents. Yes <input type="checkbox"/> No <input type="checkbox"/>	
5. Is there any other insurance or third-party compensation (e.g., from a telecommunication provider) covering this incident? If "Yes", please provide name of insurer or third party, along with the relevant policy number or reference number. Yes <input type="checkbox"/> No <input type="checkbox"/>	
6. Any other information that may help you substantiate your claim further to MSIG?	
Supporting Documents	
1. Police Report A copy of the police report filed in relation to the incident.	
2. Notification to Standard Chartered Bank (Singapore) Limited Documentation showing that the incident was formally reported to the bank.	
3. Supporting Evidence of the Incident Relevant materials demonstrating the occurrence of the claim, such as: <ul style="list-style-type: none"> ➤ Screenshots of phishing links or fraudulent websites ➤ Email correspondence ➤ Internet browsing history, if applicable 	



4. **Confirmation of Unauthorised Transaction and Loss Amount**
The Closure Letter issued by Standard Chartered Bank (Singapore) Limited serving as formal confirmation of the unauthorised transfer of funds from your MyWay account and the corresponding reported loss amount
5. **Evidence of Non-Reimbursement by the Bank**
Evidence that Standard Chartered Bank (Singapore) Limited is not reimbursing you for the full amount of the loss amount, you having used best efforts to obtain such reimbursement.
6. **Additional Supporting Documents**
All other documents which can facilitate the consideration of claim.

Declaration

Please note that you are submitting this claim to MSIG Insurance (Singapore) Pte. Ltd. Please see our full Terms of Use and Privacy & Cookies Policy on our website www.msig.com.sg.

By submitting this claim to us, you (both primary and/or joint accountholder, if applicable) are deemed to have agreed to us collecting, using, disclosing and processing your personal data for the purpose of assessing your claim. We may also share your personal data with other Insurers, Standard Chartered Bank (Singapore) Limited and the General Insurance Association of Singapore (as well as their Third-Party service providers) as part of the industry's efforts for proper underwriting and proper administration of claims. This may include sharing the personal data for investigating fraud, exaggerated claims, and other criminal or improper acts. We may also share your personal data with Standard Chartered Bank (Singapore) Limited for reporting purposes.

By submitting this form you (both primary and/or joint accountholder, if applicable) are also deemed to have agreed to Standard Chartered Bank (Singapore) Limited disclosing your personal data, MyWay Savings Account details, and/or details of this claim with MSIG Insurance (Singapore) Pte. Ltd for the purpose of processing this claim.

For MyWay Account joint account holders only: I/we acknowledge that by submitting this form, MSIG may contact the main MyWay Account holder and disclose my personal data for the purpose of assessing this claim.

☐ I/We declare that the information given is true and correct to the best of our knowledge and belief. I/We understand that any false or fraudulent statements or any attempt to suppress or conceal any material facts shall render the policy void and the Insurer may refuse to pay the claim.

Signature of Insured	Date
<div></div>	<div></div>
Signature of Joint Account Holder	Date
<div></div>	<div></div>
Signature of Joint Account Holder	Date
<div></div>	<div></div>



Signature of Joint Account Holder	Date
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Please submit the completed Claims Forms and supporting documents to:
The Claims Manager MSIG Insurance (Singapore) Pte Ltd
4 Shenton Way, #21-01 SGX Centre 2
Singapore 068807

Or email to - PersonalCyberClaims@sg.msig-asia.com