

The Portal FAQ

No	Question	Answer
1	What is the Insurance Claim	The Insurance Claim Portal is a system that enables customers or
	Portal?	claimants to notify and submit claims while also providing the
		capability to check the status of their claims.
2	Are they any documents required	The mandatory documents are highlighted in red. It is advisable
	for the claims submission?	to prepare these documents before proceeding with the claim
		submission process.
3	What are the types of files that can	File types should be in PDF or JPEG/PNG formats and must not
	be uploaded?	exceed 6 MB per file.
4	Can I submit the claims without	Please be informed that completion of all mandatory fields is
	completing the claim details?	required before proceeding. These mandatory fields are clearly
		identified and marked in red.
5	Can I submit the claim or check	Yes, please navigate to the Insurance website and select the
	claim status via mobile?	appropriate option from the portal to initiate the process. The
		fields and required documents in the mobile version are
		identical to those in the desktop version.
6	How do I know if the claim	Upon successful completion, you will encounter a "Thank you"
	submission is successful?	message within the portal, and simultaneously, an
		acknowledgment email will be dispatched to the email address
		you provided during the process.
7	Why am I unable to view the	For optimal screen accessibility, it is recommended to use MS
	screen correctly?	Edge or Chrome browsers.
8	Can I save the details to be	Upon selecting "Save For Later," the portal will display a
	completed at a later date?	message confirming that the information has been saved. It is
		important to note that completion must occur within 7 days, as
		the saved data will be automatically deleted after this period.
		<< BACK SAVE FOR LATER NEXT >>
		A
		Your form data has been saved for later. You may continue with the claim notification or complete it within 7 days. However, your data will be deleted after 7 days.
		CONFIRM
9	I have successfully submitted the	Value can visit the nortal and navigate to the "CHECK CLAIM
9	claim, however, I have other	You can visit the portal and navigate to the "CHECK CLAIM STATUS" section, where you can retrieve your claim and proceed
	documents that I wish to be	to upload the file through the Additional Documents Upload
	submitted, how may I proceed?	section.
	submitted, now may i proceed:	
		√ Additional Documents Upload
		Additional December
		Additional Documents Attach any other additional support documents here (if any).
		UPLOAD FILES
10	I have made modeline delices	
10	I have made multiple claims	Feel free to enter the necessary information for the claims,
	before, can I check the claims via	allowing the portal to check and retrieve the claim status (if
	I The hortal?	available).
	the portal?	
	the portain	Linear wateriar since all the colorest alich on "One or" to consequent
	the portain	Upon retrieving all the claims, click on "Open" to access and view
	the portain	the detailed information for each claim.
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	the portain	the detailed information for each claim. Claim Enquiry Results
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11	What should I do if I encounter an	Feel free to contact the insurance provider for assistance.
12	error when accessing the portal? What forms can be downloaded from the portal?	You have the option to download the Claim Form and ePayment Form if required. In the event that your claim is approved, you can also download the offer letter and discharge voucher for signing, facilitating the payment process. Forms for Download Forms Available Claim_Form Claim_Form
13	Did the portal support multi- language?	You can toggle between languages—English or Bahasa—provided in the portal.
14	Why do I get the inactive message and what should I do?	This is a reminder for the portal timeout session, which will alert the customer when the session is idle or approaching expiration after 30 minutes. To continue and retain access on the portal screen, you can respond with "CONFIRM." If there is no response within the next 5 minutes, the portal will automatically log off and delete the data entered (unrecoverable unless saved). Are you still around? Due to Inactivity, your session will expire within 57 seconds. You can continue our claim process by pressing CONFIRM or can cancel the session by tapping CANCEL.
15	Will I get any message if the claim is not found?	Yes, the portal will display a message similar to the following if it cannot find the claim you are inquiring about. We couldn't find any matching claim. Kindly contact us at 03-8888 8888 or email to claims@beta.com if you need further clarifications.