STUDENT CLAIMS GUIDE

How to Make a Claim

Singapore Polytechnic - Internship Injury Insurance

! If you are injured or become ill because of your approved internship / attachment, follow the steps below.

1 SEEK MEDICAL ATTENTION

Get the treatment you need promptly. For urgent cases, go to the nearest appropriate medical facility.

2 REPORT THE INCIDENT

Inform Singapore Polytechnic and RVC Insurance Brokers as soon as possible, and no later than 10 days after the accident.

3 KEEP YOUR BILLS & DOCUMENTS

Pay the medical expenses first where required, and keep the original bills, receipts, MCs and medical records.

4 SUBMIT YOUR CLAIM TO RVC

Complete the claim form and email the supporting documents to corporate@rvc.com.sg. RVC will review the submission and coordinate with the insurer.

5 RESPOND TO FOLLOW-UP REQUESTS

RVC will contact you if more information is needed and will keep you informed on the claim status and outcome.

What to Submit

- Completed claim form
- Medical Certificates (MCs)
- Medical bills and receipts
- Medical report / doctor memo / discharge summary, if any
- Official Placement Letter
- Incident report / photographs, if available
- Allowance / wage records, where applicable
- Police / traffic accident report, if applicable
- Bank account / payment details

Keep your originals

Retain original medical bills and supporting documents for at least 1 year in case they are needed for verification or audit.

Need help? Contact RVC

RVC Insurance Brokers Pte. Ltd.

Email: corporate@rvc.com.sg

Tel: 6734 4267

RVC will coordinate the claim with the insurer.

WHAT HAPPENS NEXT

Claim received → RVC review → Insurer assessment → Claim decision → Payment / closure

This guide is a summary only. Coverage and reimbursement are subject to the policy terms, conditions, exclusions, limits and insurer assessment.