

Online Claims Portal for Ministry of Education (MOE) GT Insurance

MOE GT Online Claims Portal

https://onlinetravelclaim.income.com.sg/travel-claim-web/travel



GROUP TRAVEL INSURANCE CLAIM PORTAL FOR SCHOOL TRIPS

School name

NANYANG JUNIOR COLLEGE

Policy number

5134525415

Proceed

If you encounter issues with submitting claims online,
please contact moetravel@income.com.sg.

Select the school from the drop-down list

Enter the policy number

Click **Proceed** to continue

MOE GT Online Claims Portal

The screenshot displays the 'income' logo in the top left corner and a 'Logout' link in the top right. A navigation bar below the logo contains the following items: 'Claimant Details' (underlined), 'Claim Types', 'Claim Details', 'Upload Documents', 'Payee Details', and 'Confirmation'. The main content area features a form titled 'Specify who you are making the claim for'. The form includes the following fields: 'Insured Name' (text input), 'Date of birth' (text input), 'ID type' (dropdown menu with 'NRIC/Birth Cert No.' selected), 'ID number' (text input), 'Please note that all correspondences will be sent via this email address' (text), 'Email' (text input), and 'Mobile number' (text input). A red 'Proceed' button is located at the bottom of the form. An orange bracket on the right side of the form groups the 'Insured Name', 'Date of birth', 'ID type', and 'ID number' fields. An orange arrow points from the 'Proceed' button to a callout box on the right.

Enter all the required details of the insured person

Click **Proceed** to continue

MOE GT Online Claims Portal

income Logout

Claimant Details **Claim Types** Claim Details Upload Documents Payee Details Confirmation

Select incidents to claim for

[View table of coverage](#)

Travel Inconvenience

▼

Cancelled or Postponed Trip

▼

Medical Expenses

▼

To view the required documents to complete the claims submission, click [here](#).
If your claim type does not fall into the above sections, please fill in this [form](#) and send the completed form with supporting documents to govclaim@income.com.sg.

[< Back](#) Proceed

Select Claim incidents

If the claim does not fall under any of the three categories, click and download the MOE Claim form.

MOE GT Online Claims Portal

income Logout

Claimant Details **Claim Types** Claim Details Upload Documents Payee Details Confirmation

Select incidents to claim for

[View table of coverage](#)

Travel Inconvenience

Cancelled or Postponed Trip

Medical Expenses ¹

Medical expenses

To view the required documents to complete the claims submission, click [here](#).
If your claim type does not fall into the above sections, please fill in this [form](#)
and send the completed form with supporting documents to govclaim@income.com.sg.

[< Back](#) **Proceed** Click **Proceed** to continue

MOE GT Online Claims Portal

Please fill in the details for your selected claim

[View table of coverage](#)

Medical Expenses

Select the incidents you wish to claim for:

Medical expenses overseas

Medical expenses upon return

Select the relevant section

Select

Click **Select** to continue

[< Back](#)

Proceed

Please fill in the details for your selected claim

[View table of coverage](#)

Medical Expenses

Medical expenses overseas

Reason for medical expenses overseas

Illness

Date of event

18/03/2023

Type of symptom

Fever/Flu/Sore throat/Cough

Describe the symptom

Developed bad cough upon return to Singapore

(up to 1,000 characters only)

If you are suffering from more than 1 symptom, you may indicate in the text box above

Have you ever suffered from or been recommended to receive treatment for this injury or a similar condition before?

No

Medical expenses for GP/Specialists/Hospitals

\$ 67.05 SGD + Add

Was there any hospitalization in overseas

No

[< Select medical expenses](#)

[< Back](#)

Proceed

MOE GT Online Claims Portal

Enter the required information pertaining to the claim

Click **Proceed** to continue

Please upload the required documents

Please note:

Each file size should not exceed 1 MB.
Acceptable file types include: .jpg, .gif, .png, .jpeg, .pdf.
All required documents are indicated with an asterisk (*).

Flight itinerary/Boarding pass *

Flight itinerary or Boarding pass.pdf [397 Kb] [X](#)

[+ Add more files](#)

Medical bills and receipts *

Medical bill.pdf [397 Kb] [X](#)

[+ Add more files](#)

Medical report/Inpatient discharge summary/Doctor memo *

Medical report.pdf [397 Kb] [X](#)

[+ Add more files](#)

Any other supporting documents

[+ Add files](#)

Invoice for the economy-class transport and accommodation expenses incurred by one family member or travelling companion

[+ Add files](#)

Referral letter by general practitioner for specialist treatment

[+ Add files](#)

[< Back](#)

[Proceed](#)

MOE GT Online Claims Portal

Attach required supporting documents for verification
Documents marked with an asterisk (*) are compulsory

Click **Proceed** to continue

MOE GT Online Claims Portal

income Logout

Claimant Details Claim Types Claim Details Upload Documents **Payee Details** Confirmation

Provide details of your bank account

Payee

Mode of Payment Direct Credit Cheque

Bank

Account number
(Enter account number without "-" or spaces.)

Name of Account Holder
(You may enter either account holder's name if is a joint account)

ID Number

Date of Birth

[< Back](#)

Select Payee from the drop-down list
Claimant
Parent / Legal Guardian
School
~~Travel Agency~~ (this is no longer applicable)

~~Cheque~~ (this is no longer applicable)

Click **Proceed** to continue

MOE GT Online Claims Portal

income Logout

Claimant Details Claim Types Claim Details Upload Documents Payee Details **Confirmation**

Confirm your claim information

- ✓ Policy Details
- ✓ Claimant Details
- ✓ Claim Details (Medical expenses overseas)
- ✓ Uploaded Documents
- ✓ Payee Details

Are there any other insurance policies covering you for this incident?

I acknowledge that I have read and agree to the terms in the [Personal Data Use Statement](#) and the [Declaration and Authorization](#).

[Back](#) **Submit**

Overview of details / documents submitted

Click **Submit** for submission