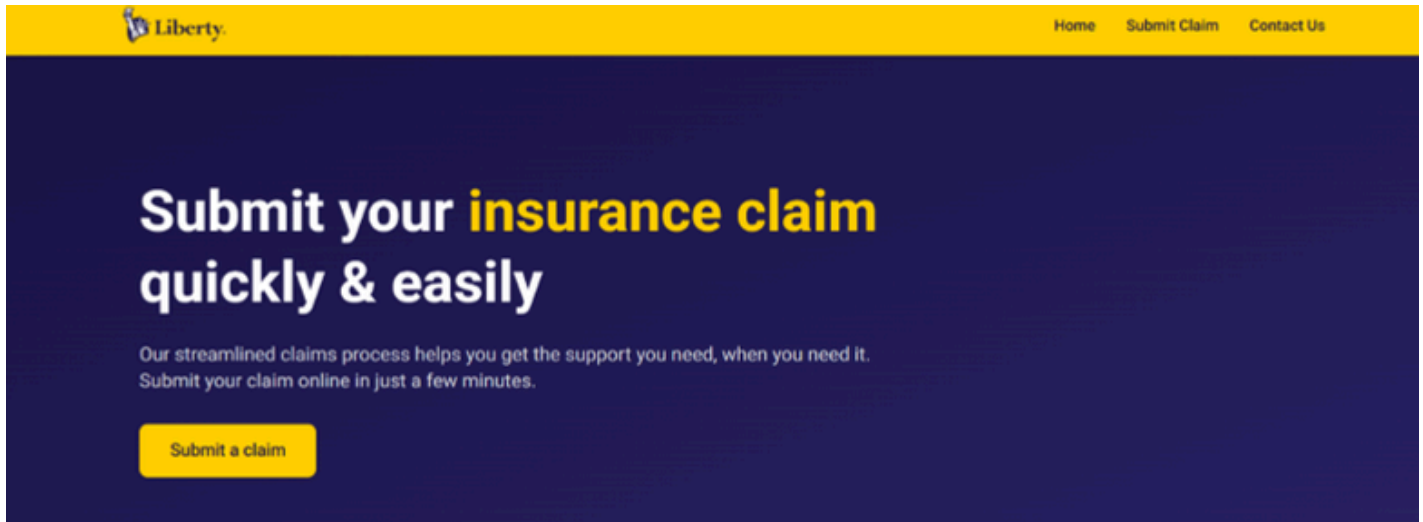


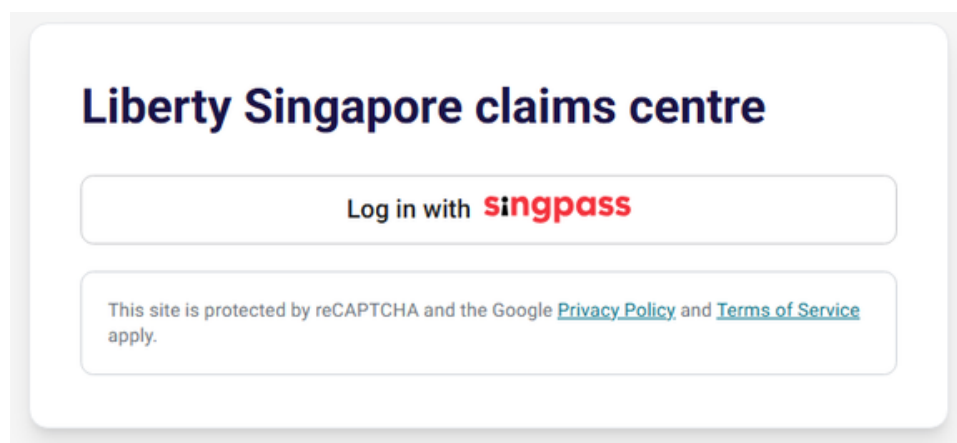


A step-by-step guide to submitting a travel claim on Liberty's Electronic First Notification of Loss (eFNOL) facility

Step 1: Click on the *Submit a claim* button



Step 2: Log in with your Singpass



Liberty Singapore claims centre

Verify with Singpass

Continue to Singpass to verify your NRIC/FIN identity before starting your claim.

You will be redirected to the official Singpass login page.

[Back](#)

[Log in with singpass](#)



Step 3: Enter your details and click 'Continue'

Liberty Singapore claims centre

Let us find your policy number

Please enter your details to continue your claims journey.

Full name *

Jane Toh

NRIC *

S1234567A

Singpass verification completed. Please continue with email or phone verification.

How would you like to search by?

☒ Email

☐ Phone number

Email address *

jane.toh@libertymutual.com

Continue

Step 4: Enter the 6-digit verification code sent to your email or phone number

Liberty Singapore claims centre

You are almost there

Enter the verification code sent to your email address.

Email address

jane.toh@libertymutual.com

Enter your verification code

Enter 6-digit code

[Resend available in 01:55](#)

Back

Continue



Step 5: Choose the policy you wish to submit a claim for and click *Next*

Liberty Singapore claims centre

Liberty Singapore Claims Centre

Please select a policy below.

	Product Name	Policy Number	Policy Start Date
☐	TOURCARE PLUS FAMILY	SGXXXXXX	17/09/2026
☐	TOURCARE PLUS INDIVIDUAL	SGYYYYYY	01/06/2026

Continue

Step 6: Select the inconvenience that best describes your situation

Policy Number: SGXXXXXX

What happened?

Let us know how you've been inconvenienced while travelling.



Travel Delay / Flight Misconnection / Travel Diversion

Travel Delay / Flight Misconnection / Travel Diversion



Baggage Delay

Baggage Delay



Trip Cancellation / Curtailment / Closure of Travel Agent

Trip Cancellation / Curtailment / Closure of Travel Agent



Loss / Damage to Baggage & Personal Effects, Loss of Money, Loss of Travel Documents

Loss / Damage to Baggage & Personal Effects, Loss of Money, Loss of Travel Documents



Medical Expenses

Medical Expenses



Other Claim Types

Other Claim Types

Back

Next



Step 7: Provide your claim details and click *Next*

Policy Number: SGXXXXXX

Claim Details

Provide your claim event details and travel information.

Name of Claimant *

JANE TOH

Please select the specific travel issue you wish to claim *

TRAVEL DELAY

Travel Period - From *

17/09/2026

Travel Period - To *

20/09/2026

Original Flight No. *

SQ111

Original Departure Date *

17/09/2026

Time of Departure *

10:00

Actual Flight No.

SQ222

Actual Departure Date

18/09/2026

Actual Time of Departure

10:00

Cause of Delay *

Haze

Length of Delay *

12 hours 0 minutes

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Step 8: Provide your payment details for reimbursement and click *Next*

Policy Number: SGXXXXXX

Payment Details

Please provide payment details for reimbursement.

Please select the claim payment mode *

PayNow

PayNow NRIC *

S1234567A

Please provide NRIC for our verification.

Name of Payee *

Jane Toh

Relationship to Insured *

Self

Claim Amount *

200

Nationality *

Singaporean

☒ Entering payment details does not mean your claim has been approved or that any amount is payable. Payment is made only if and to the extent the claim is admitted under the policy, and after any deductible, excess or other policy adjustment.

You are responsible for the accuracy of the account name, number and bank details you provide. We are not liable for delay, loss or misdirected payment resulting from incorrect or incomplete details you supply. Payment will ordinarily be made to the policyholder or the insured person entitled under the policy; we may require additional verification before releasing funds, including where the account holder differs from the claimant.

Where any amount recovered or received from another party (for example an airline, tour operator, another insurer or a third party) relates to the same loss, you must tell us, and our rights of contribution, recovery and subrogation apply.



Step 9: Upload the necessary documents to support your claim

Policy Number: SGXXXXXX

Supporting Documents

Upload the documents required for your claim. Items marked with * are mandatory. *Please retain all original receipts and supporting documents for at least 6 months from the date of claim submission.*

DOCUMENT 1

* **Copy of NRIC**

Mandatory document

Upload Copy of NRIC

Click to upload or drag and drop

Max 5 files, up to 10MB each

Copy of NRIC.png (0.04 MB)

DOCUMENT 2

* **e-Ticket / Boarding Pass / Schedule Itinerary**

Mandatory document

Upload e-Ticket / Boarding Pass / Schedule Itinerary

Click to upload or drag and drop

Max 5 files, up to 10MB each

eTicket.png (0.08 MB)

DOCUMENT 3

e-Ticket / Boarding Pass / Actual Itinerary

Optional document

Upload e-Ticket / Boarding Pass / Actual Itinerary

Click to upload or drag and drop

Max 5 files, up to 10MB each

DOCUMENT 4

* **Letter from Transport Provider confirming the reason and number of hours of delay**

Mandatory document

Upload Letter from Transport Provider confirming the reason and number of hours of delay

Click to upload or drag and drop

Max 5 files, up to 10MB each

Letter of Transport provider.png (0.04 MB)

DOCUMENT 5

Other Documents

Optional document

Upload Other Documents

Click to upload or drag and drop

Max 10 files, up to 10MB each

Note: Mandatory documents must be uploaded before you continue. Optional supporting documents can help speed up your claim processing.

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Step 10: Review your claim details before submission

Policy Number: SGXXXXXX

Review Your Claim

Please review your claim details before submitting.

1. Claim Type

Travel Delay / Flight Misconnection / Travel Diversion

2. Claim Details

Name of Claimant: JANE TOH

Please select the specific travel issue you wish to claim: TRAVEL DELAY

Travel Period: 17/09/2026 - 20/09/2026

Original Flight No.: SQ111

Original Departure Date & Time: 17/09/2026 (10:00)

Actual Flight No.: SQ222

Actual Departure Date & Time: 18/09/2026 (10:00)

Cause of Delay:

Haze

Length of Delay: 12h 0m

3. Payment Details

Payment Mode: Payflow

Name of Payer: Jane Toh

Relationship to Insured: Self

Claim Amount: 200

Nationality: Singaporean

Payflow NRIC: S1234567A

4. Supporting Documents

* **Copy of NRIC**

[Copy of NRIC.png](#)

* **e-Ticket / Boarding Pass / Schedule Itinerary**

[eTicket.png](#)

e-Ticket / Boarding Pass / Actual Itinerary

No document uploaded

* **Letter from Transport Provider confirming the reason and number of hours of delay**

[Letter of Transport provider.png](#)

Other Documents

No document uploaded

Back

Add another claim type

Next



Step 11: Declare accuracy of the submission

Declaration ×

I declare that the information I have given in this claim is true, complete and accurate to the best of my knowledge and belief, and that I have not withheld any material information.

I understand that:

- providing false, misleading, incomplete or exaggerated information, or submitting false or altered documents, may result in my claim being declined, my policy being cancelled or voided, recovery of amounts already paid, and referral to the police, regulators or industry anti-fraud databases;
- the insurer may verify any information provided with third parties, including medical providers,

Submit

Step 12: Upon successful submission of your claim, a confirmation will be sent to your email



Claim Submitted Successfully!

Your Claim Reference Number

IASXX/XXXX

Please save this number for future reference

You will receive a confirmation email at leong.jason@libertymutual.com

Return to Home

Need help? Contact us at +65 6221 8611 or sgservicecenter@libertymutual.com

Should you require further assistance, please contact us at **+65 6221 8611** or **sgservicecenter@libertymutual.com**.