View *Application Status* and *Records* in Real Time

In the Palm of Your Hand!

View **Application Status** and **Past Records**

Application Status

1. After logging into the Individual Customer Portal, select "Application Status" from the main manual.

2. On the "Application Status" page, you may check (i) the Application for New Policy and Application for Change of Policy which have been submitted by filling out paper forms, and (ii) the status of the Application for Claim submitted online or by filling out paper forms. You may also sort or filter records by policy no., received date of application or application type.

3. Check the application and approval progress for the submitted Pre-Application/Application for Policy Maturity Benefit, Policy Value Withdrawal and Change of Policy Ownership Transfer in real-time.

4. Click "Follow-up Letter" (if any) to check the required follow-up details.

Note

- Only Received Date of Applications on or after 1 May 2018 are shown.

- You may also select "My Policy" from the main manual, and click policy no. with status of "Application Underway" in the policy list to enter the "Application Status" page and know the status of insurance application.

Past Records
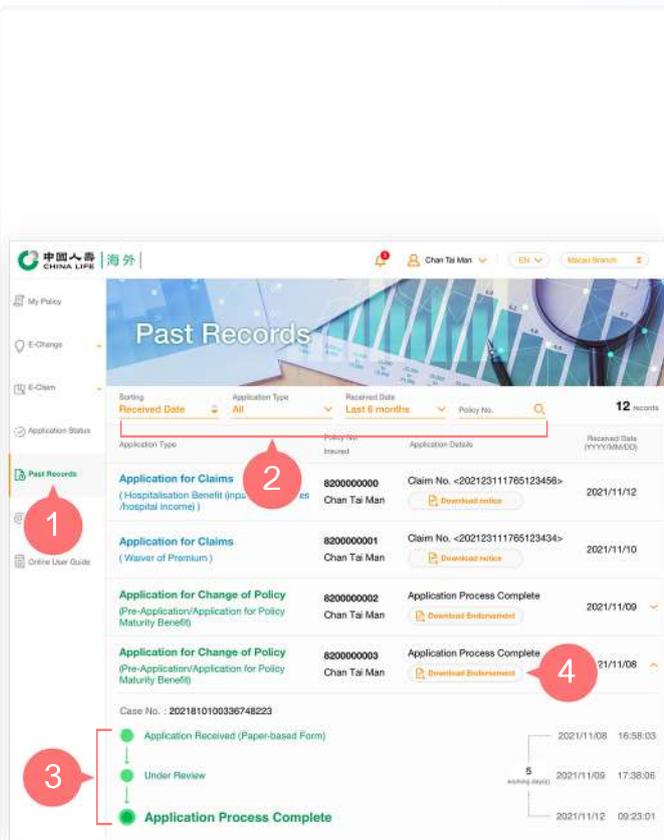
1. After logging into the Individual Customer Portal, select "Past Records" from the main manual.

2. On "Past Records" page, you may check records of all processed Applications for Change of Policy and Application for Claims submitted online or by filling out paper forms. You may also sort or filter records by policy no., received date of application or application type.

3. The process points and approval progress for the completed Pre-Application/Application for Policy Maturity Benefit, Policy Value Withdrawal or Change of Policy Ownership Transfer can be checked in real-time.

4. Click the download button (if any) in "Application Details" section to know status of the Application for Change of Policy and the Application for Claim.

Note:

Only Received Date of Applications on or after 1 May 2018 are shown.

Review all policy information at one go   Check application status anytime   View various types of E-Notice

Submit E-Claim instantly   Change policy information instantly   Receive instant important messages