



CHUBB®

My Account User Manual

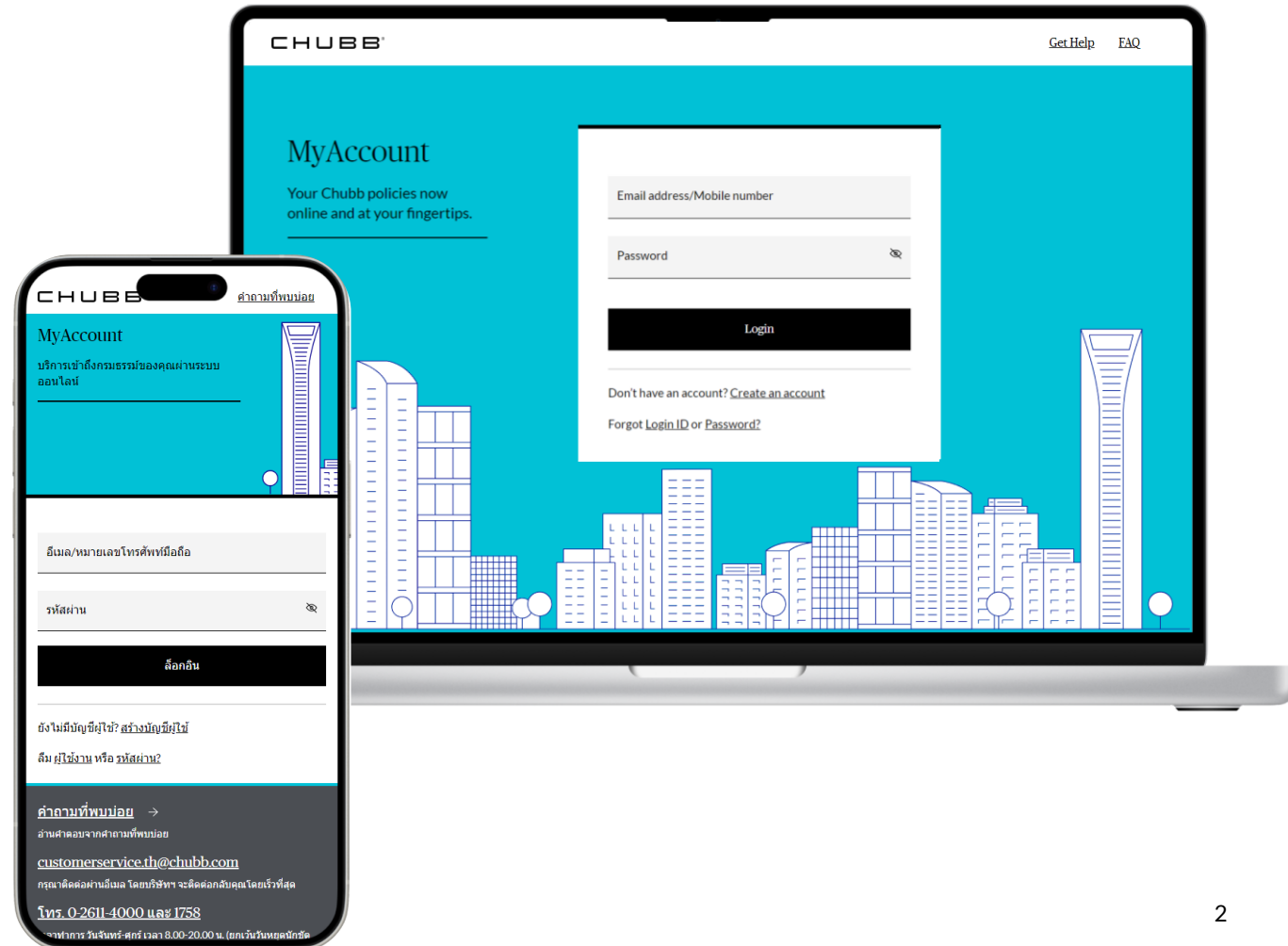
Chubb Samaggi Insurance



My Account Overview

My Account is an online service that allow Chubb Samaggi Insurance's policyholders to self-manage their policies.

- **Convenience:** Access your policy details, update contact information, and submit claims documents anytime, anywhere, from any device.
- **Easy to use:** The user-friendly interface makes managing your policy simple and effortless.
- **Security:** Your information is protected with Chubb's global standard security measures to ensure peace of mind.



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Register to Create an Account

Register to Create an Account

First-time users need to register to create an account with the following steps.

1. Click **Create an account**.
2. Fill in your National ID Number or Passport together with your Date of Birth and click **Next**.

CHUBB®

FAQ

MyAccount

Your Chubb policies now online and at your fingertips.

Email address/Mobile number

Password

Login

Don't have an account? **Create an account**

Forgot [Login ID](#) or [Password](#)?

Frequently Asked Questions →

customerservice.th@chubb.com

Call 0-2611-4000 and 1758

Get immediate answers to frequently asked questions.

Email us and we'll respond as soon as possible

Call us between Monday to Friday, 8.00-20.00 hrs (excluding public holidays)

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FAQ

← Cancel and exit

Access your policies

Let's get started, tell us about yourself.

National ID Number/Passport

Date of birth (DD/MM/YYYY)

Next

By continuing to register you agree to the [My Account Terms of Use](#) and [Privacy Policy](#).

We use this information to search for the policies you have with us.

Frequently Asked Questions →

customerservice.th@chubb.com

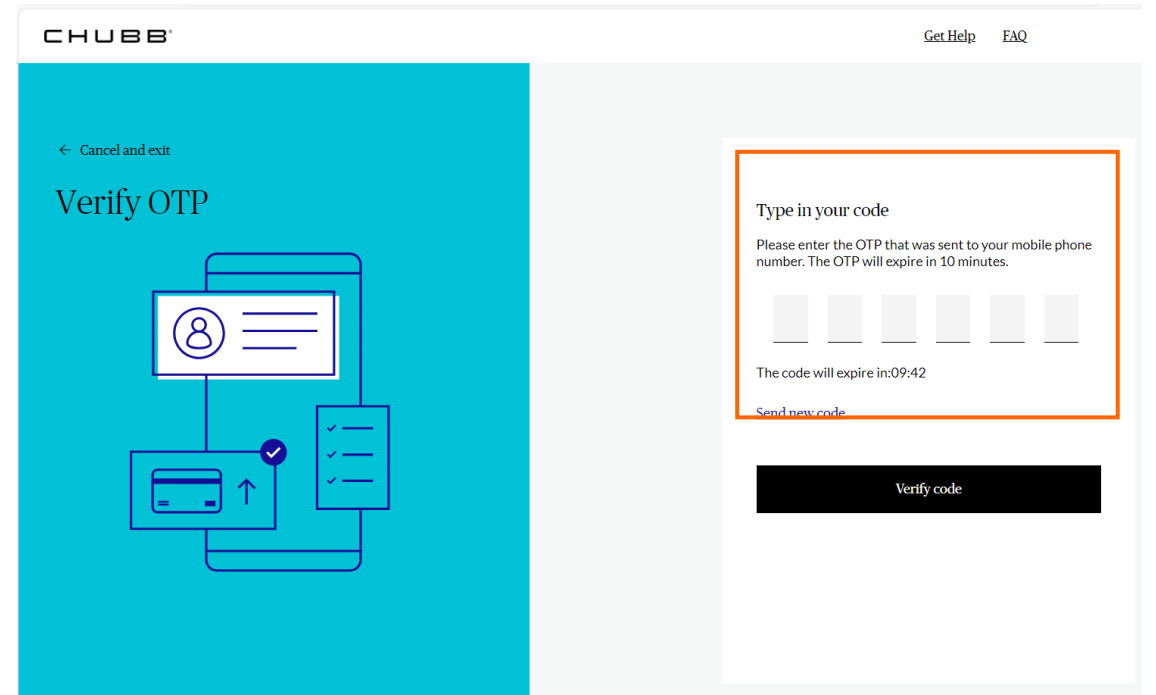
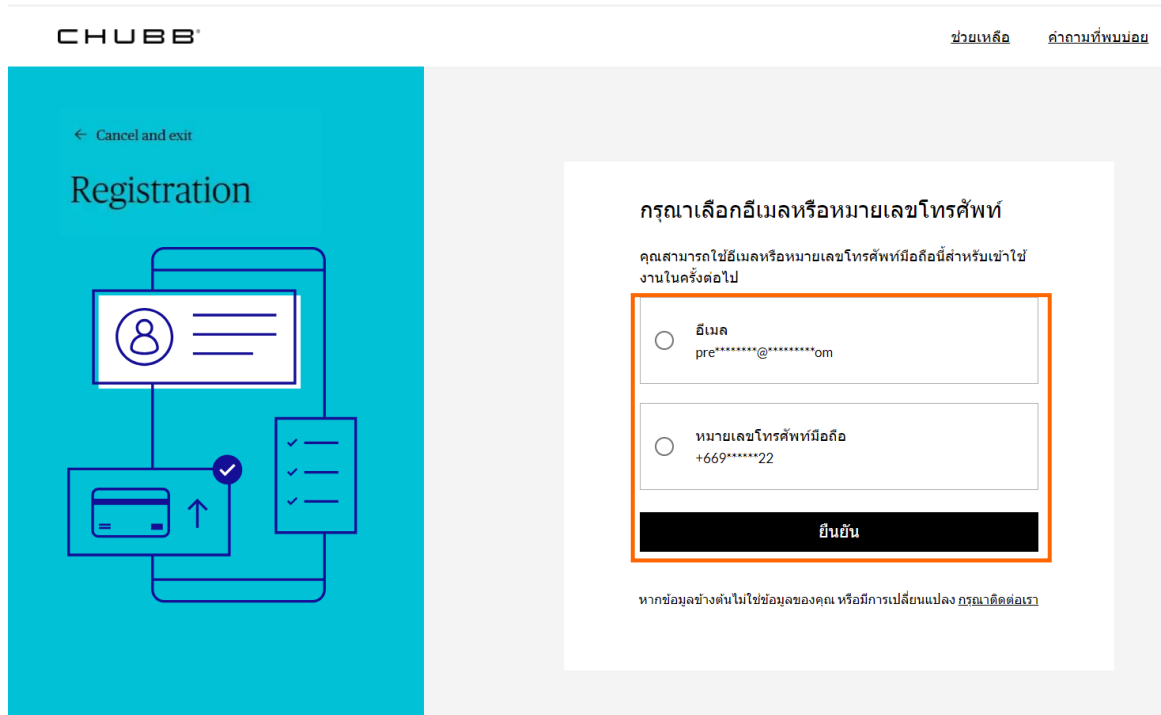
Call 0-2611-4000 and 1758

Email us and we'll respond as soon as possible

Call us between Monday to Friday, 8.00-20.00 hrs (excluding public holidays)

Register to Create an Account

3. Select either email or mobile phone number to be applied as the username for logging in to the system next time and click **Confirm**.
4. OTP will be sent to the selected channel. Please fill in the provided OTP and click **Verify code**



Register to Create an Account

5. Enter a new password, confirm the password and, click Submit to create an account.

CHUBB® [Get Help](#) [FAQ](#)

← Cancel and exit

Registration

Your Login ID
sa*****j@chubb.com

First Name

Last Name

Enter new password

Password Strength: ■■■■■■

- Minimum of 8 characters
- Maximum 16 characters
- Must contain numbers (0-9)
- Must contain upper case and lower case characters
- Must contain special character (!@#%&0{}[]<>?)

Confirm new password

Submit

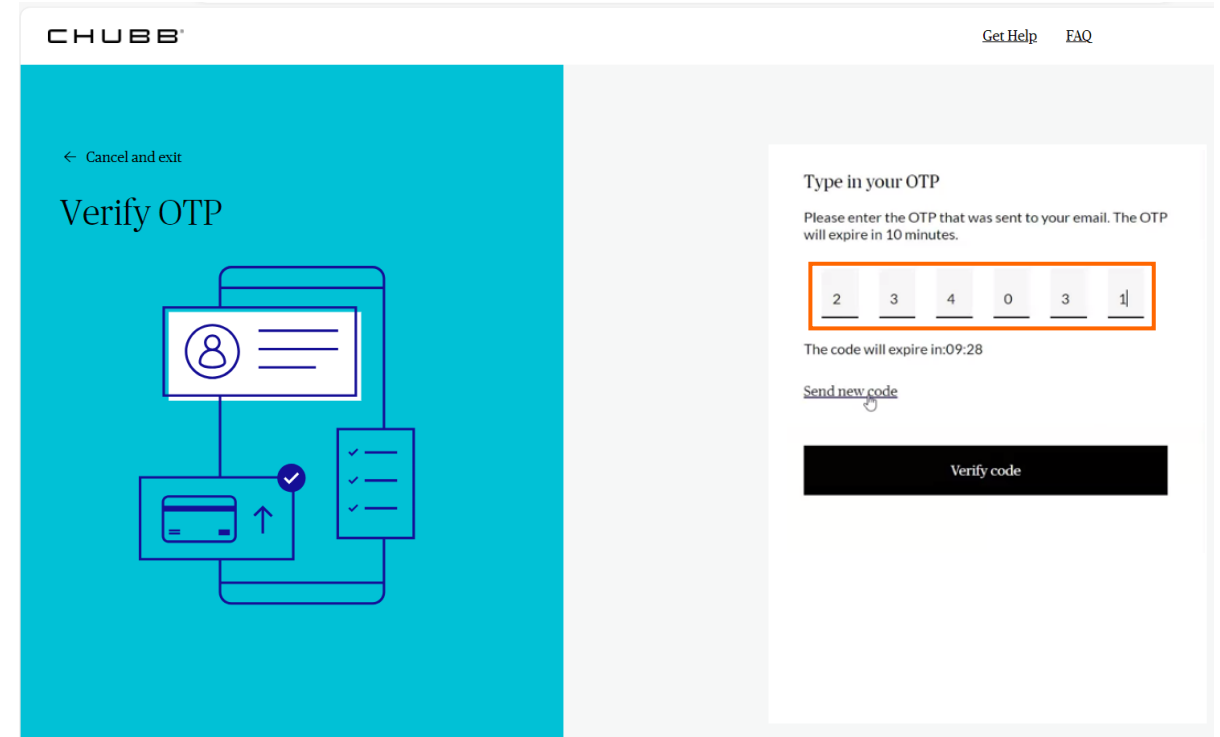
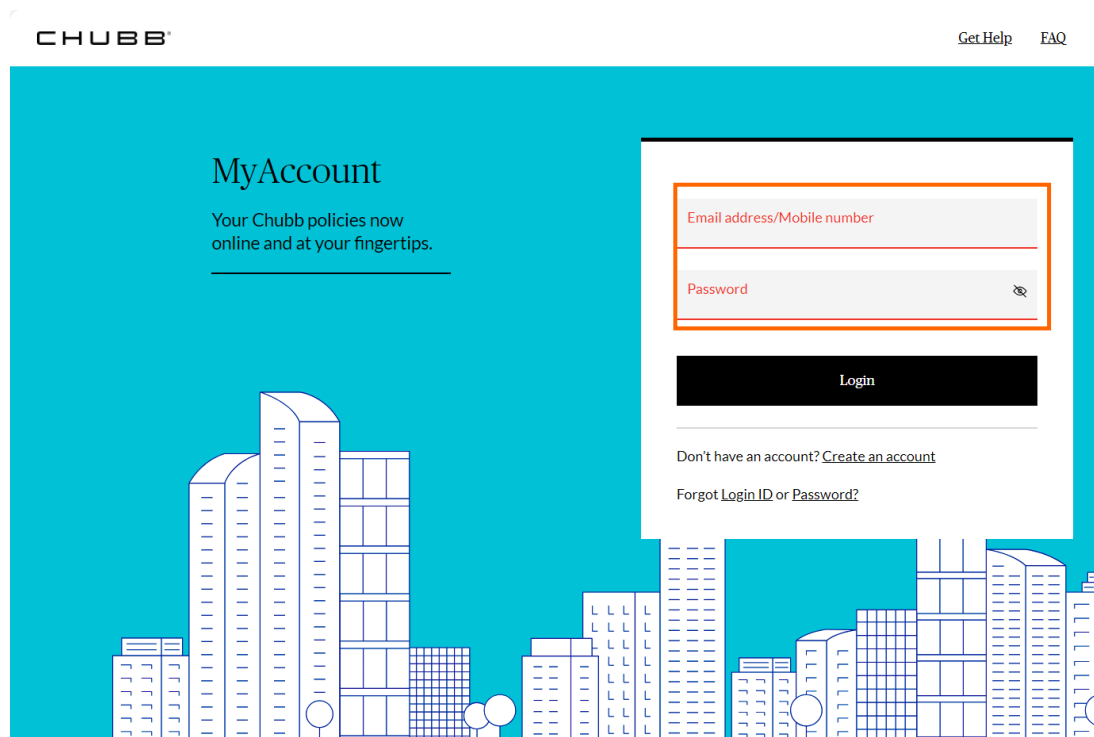
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Log in

Log in

You need to log in to the system to use My Account by following the steps.

1. Fill in your Email address or Mobile number and Password which you set during the step of registration to create an account and click **Login**.
2. OTP will be sent to the selected channel. Please enter your OTP and click **Verify code**.



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View and Check Policy Details

View and Check Policy Details

- You can check the details of Chubb Samaggi's policy after logging in.
- You can check the coverage details of the policy by clicking **View Policy**.

The screenshot shows the Chubb user dashboard. At the top, there is a navigation bar with the Chubb logo, 'Policies', 'Profile & Settings', 'Get Help', 'FAQ', and a 'Logout' button. Below the navigation bar, a blue banner contains the text 'Welcome' and 'Your Policies'. A card for the 'CRC The1Card EH Super Plan' is displayed, showing it is 'ACTIVE' with a policy number of 'E0146'. An illustration of a person with a casted arm is shown. A 'View Policy' button is highlighted with an orange border. Below the card, there is a 'Please note' section with a list of policies not displayed on the dashboard and a link for assistance.

The screenshot shows the Chubb policy details page for the 'CRC The1Card EH Super Plan' with a premium of THB 1,560.00. The page includes a 'Back to Your Policies' link, a 'Quick actions' menu with options to 'Submit a claim' and 'Manage your contact information', and a 'Policy details' table. The 'Policy details' table lists the policy number (E0146), commencement date (08/07/2021), policy document (Download), payment frequency (Monthly), and latest premium paid up to (08/07/2024). To the right, there are sections for 'What it covers' and 'Who it covers'. The 'What it covers' section lists coverages such as 'Invasive Cancer - Lump Sum Benefit' (THB 200,000.00), 'Emergency Medical Service (AA)' (THB 1.00), and '24/7 Health Care Service Line' (THB 1.00). The 'Who it covers' section lists 'Main Insured (You)' for all coverages.

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Claim Submission

Claim Submission

Online claim submission can be done by My Account by the following steps.

1. Click **Submit a claim**
2. Please prepare the required documents for the insurance plan you want to make a claim and click **Got it! Start my claim now**.

The screenshot shows the Chubb My Account interface. At the top, there is a navigation bar with 'CHUBB' logo, 'Policies', 'Profile & Settings', 'Get Help', 'FAQ', and 'Logout'. Below this, there is a header for 'CRC The1Card EH Super Plan' with a value of 'THB 1,560.00'. A 'Quick actions' menu is visible, with 'Submit a claim' highlighted in a red box. Below the menu, there are sections for 'Policy details' (ACTIVE), 'What it covers', and 'Who it covers'. The 'What it covers' section lists coverages such as 'Invasive Cancer - Lump Sum Benefit' (THB 200,000.00), 'Emergency Medical Service (AA)' (THB 1.00), '24/7 Health Care Service Line' (THB 1.00), 'Invasive Cancer - Medical Expenses (OPD&IPD) (Max per policy life)' (THB 800,000.00), and 'Emergency Medical Service (AA)'.

Start a new claim

× Cancel Claim

Please prepare the following documents which will be required in your submission:

Medical claims

- a. Original Medical Receipt(s)
- b. Medical Certificate
- c. Copy of National ID or Copy of Passport
- d. Copy of Insured's Bank book

Residential claims

- a. Colored photos of damaged property
- b. Purchase receipt (s) of damaged/ loss property
- c. Quotes/invoice for repairs
- d. Copy of Insured's Bank book

Travel claims

- a. Travel Itinerary and Proof of Travel
- b. Irregularity Report and/or Police Report
- c. Photo of Damage or Detail of Personal Effects
- d. Copy of Passport

- e. Copy of Insured's Bank book

Note: Additional documents may be requested in addition to the documents above.

Got it! Start my claim now

Claim Submission

3. Select the incident you are reporting.

- Please select **Medical event** for a claim of medical expenses caused by an accident or illness.
- Please select **Other** for all other claim types.

The screenshot shows a web interface for Chubb. At the top left is the CHUBB logo, followed by navigation links for 'Policies' and 'Profile & Settings'. On the top right are links for 'Get Help', 'FAQ', and a 'Logout' button. A large teal sidebar on the left contains the text 'Start a new claim' and a link 'X Cancel Claim'. The main content area is light gray and contains the question 'What incident are you reporting?' with the instruction 'Select one that applies.' Below this are two radio button options: 'Medical event' with the subtext 'An accident or illness that laid you low', and 'Other' with the subtext 'For all other claim types'. A black 'Continue' button is located at the bottom right of the form area.

Claim Submission

4. Click  button to review or revise the Claimant details.

The screenshot displays the CHUBB claim submission interface. On the left, a blue sidebar contains navigation options: 'Start a new claim', 'You're claiming for Medical Event', 'Claim overview', 'Claim Details', 'Payment Information', 'Review & Submit', and 'Cancel Claim'. The main content area is titled 'Claimant details' and includes a toggle switch, a 'Tell us what happened' section with 'I fell sick' and 'I was injured' options, a dropdown for 'Please select the diagnosis for your injury *' (currently 'Cut or Abrasion'), and a date field for 'When did the accident occur? *' (DD/MM/YYYY). Below this is a 'Consequences as a result of the incident' section with checkboxes for medical expenses and hospital admission. A 'Continue' button is at the bottom right. An orange box highlights the edit icon in the 'Claimant details' header, with an arrow pointing to a modal window titled 'Add new claimant'. This modal contains fields for 'Claimant first name *', 'Claimant last name *', 'Gender *', 'Date of birth', '+66 (TH) Mobile number 090 969', 'Email @HOTMAIL.COM', 'Address Line 1', 'Address Line 2', 'Province', 'Postal Code', 'Country / Location Thailand', and a checked checkbox for 'Are you the policy holder?'. A 'Save details' button is at the bottom right of the modal.

Claim Submission

5. Please select what happened.

- Click **I fell sick** in case you want to claim medical expenses caused by an illness.
- Click **I was injured** in case you want to claim medical expenses caused by an accident.

6. Please select the diagnosis for your illness or injury and specify the date the incident occurred.

7. Please select the Consequences as a result of the incident.

8. Upload your documents for a claim. The system accepts .pdf, .doc, .docx, .txt, .jpg, .jpeg, .msg and .png formats (file size limit 25 MB).

The screenshot shows the 'Start a new claim' interface. On the left is a blue sidebar with a menu: 'Start a new claim', 'You're claiming for Medical Event', 'Claim overview', 'Claim Details', 'Payment Information', 'Review & Submit', and 'X Cancel Claim'. The main content area is titled 'Claimant details' and includes a toggle switch, an edit icon, and a dropdown menu. Below this is the 'Tell us what happened' section with two buttons: 'I fell sick' and 'I was injured'. A dropdown menu for 'Please select the diagnosis for your injury*' shows 'Fracture / Broken Bones', and a date field shows '02/07/2024'. The 'Consequences as a result of the incident' section has three checkboxes: 'I incurred medical expenses (outpatient & inpatient expenses)', 'I was admitted to the hospital (for hospital income benefit)', and 'My medical event caused non-medical related expenses'. The 'Upload your documents' section lists five categories with '+ Upload' buttons: 'Medical Receipts/Hospital Bill *', 'Medical Documents *', 'Photograph of national ID or passport of all insured persons *', 'Bank Book of all insured persons *', and 'Other Supporting Documents (optional)'. A 'Continue' button is at the bottom right. Orange arrows point from the instructions to the 'I was injured' button, the diagnosis dropdown, the date field, the consequences checkboxes, and the document upload buttons.

Claim Submission

9. Choose where the incident occurs.

10. Click Add expense and fill in the details

11. Specify more information about what happened

12. Choose if you have any other insurance coverage related to this incident, and have you received or are expecting compensation from other sources? Click **Continue**.

The screenshot shows a claim submission interface with a blue sidebar on the left and a main form area on the right. The sidebar contains the following items: 'Start a new claim', 'You're claiming for Medical Event', 'Claim overview', 'Claim Details', 'Payment Information', 'Review & Submit', and 'Cancel Claim'. The main form area is titled 'Please provide details of your medical expenses' and includes the following sections: 'Claim Information' with a dropdown for 'Location where incident occurred?' (set to 'Thailand'); 'Medical Expenses' with a dropdown for 'Western Medicine' and an 'Add Expense' button; a 'Total receipt amount (in THB)' field (set to 'THB 2,000.00'); a checkbox for 'If you do not agree with the calculated amount, please click here to enter the total receipt amount (In THB)'; a text input field for 'We need more information. Please provide more information about what happened.' (containing 'I cut my fingers'); and 'Other insurance coverage' with radio buttons for 'Yes' and 'No' (with 'No' selected). At the bottom are 'Back' and 'Continue' buttons. Orange arrows connect the instructions on the left to these specific elements: '9. Choose where the incident occurs.' points to the 'Location where incident occurred?' dropdown; '10. Click Add expense and fill in the details' points to the 'Add Expense' button; '11. Specify more information about what happened' points to the text input field; and '12. Choose if you have any other insurance coverage...' points to the 'Yes/No' radio buttons.

Claim Submission

- 13. Choose the Bank Name that you would like to be paid.
- 14. Specify the Bank Account Number.
- 15. Specify the Main contact details by selecting the Insured name and click **Continue**.

Start a new claim

You're claiming for Medical Event

Claim overview

Claim Details

Payment Information

Review & Submit

X Cancel Claim

How would you like to be paid?

We'll process your claim as quickly as possible. Please provide your payment details.

Payment via Bank Transfer

Payee name *

Payment Information

Bank Name *
KasikornBank PCL.

Bank Code
0040000

Bank Account Number *
5768740

Main contact details

Insured name *

Primary email address *
@HOTMAIL.COM

+66 (TH) Mobile number *
090 969

Back Continue

Claim Submission

16. You can review and revise all claim details before submitting the claim. In case you don't revise any details, please click accept the terms and conditions and click **Submit**.

The screenshot displays the CHUBB user interface for reviewing and submitting a claim. The top navigation bar includes the CHUBB logo, links for Policies, Profile & Settings, Get Help, FAQ, and a Logout button. A blue sidebar on the left contains the following menu items: Start a new claim, You're claiming for Medical Event, Claim overview, Claim Details, Payment Information, Review & Submit (highlighted), and X Cancel Claim. The main content area is divided into three sections: Policy Details, Claimant details, and Declaration/Authorization/Consent. The Policy Details section shows a Policy number of E0146. The Claimant details section includes fields for Claimant Name, Are you a Claimant (Yes), Date of birth, Mobile number (+669096), Email (@HOTMAIL.COM), Address (11111, 10500), Country / Location (Thailand), and Are you the policy holder? (Yes). The Declaration section contains the text: "I/We confirm that I'm/We're the claimant and/or the Policyholder and I/We declare that all the particulars given above are to the best of my/our knowledge true and correct." The Authorization section contains the text: "I/We hereby consent to and authorize the medical practitioner involved in the claimant's care to discuss and disclose treatment details and discharge arrangements with and to Chubb. I/We agree that a copy of this consent shall have the validity of the original." The Customer's Data Privacy Consent section contains the text: "In connection with my/our and/or the claimant's claims, I/We give consent for Chubb and their respective representatives or agents to collect, use, store, transfer and/or disclose the information (including that provided by sources other than myself) concerning me/us and/or the claimant, to or with all such persons (including any member of the Chubb Group or any third party service provider, and whether within or outside of Thailand and the Policyholder when claiming under a Group Policy) for the purpose of enabling Chubb and their respective representatives or agents to provide me/us and/or the claimant (where applicable) with services required of an insurance provider, including the evaluating, processing, administering and/or managing my/our and/or the claimant's claims or the Policyholder Group Policy(ies) with Chubb." Below this text is a checked checkbox and the text: "I confirm that I have read and agree to the Declaration, Authorization, and Customer's Data Privacy Consent statements." A Submit button is located at the bottom right of the form.

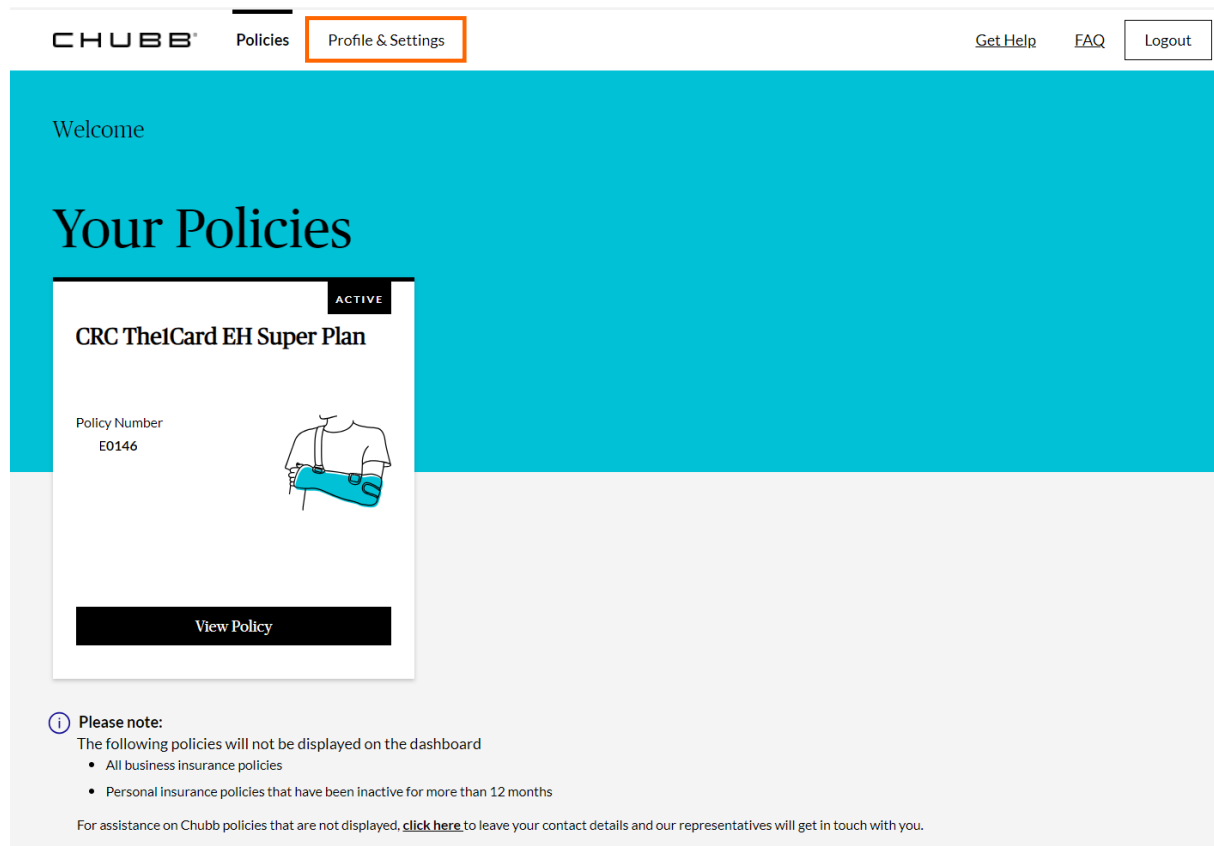
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Review and Edit Personal Information

Check and Edit Personal Information

You can review and edit personal information, including your mobile number and email, using the following steps.

1. Click **Profile & Setting**.



Check and Edit Personal Information

2. Click the **Contact Information** menu to check personal information. If you want to edit the information, please click **Edit contact information**.

The screenshot displays the Chubb user interface for managing personal information. At the top, the Chubb logo is on the left, and navigation links for 'Policies', 'Profile & Settings', 'Get Help', 'FAQ', and 'Logout' are on the right. The main content area is titled 'Your Profile' and features a blue sidebar with a 'Back' link and an illustration of a smartphone and documents. The main content is divided into two sections: 'View Login ID' and 'Your profile'. The 'Your profile' section is expanded to show 'Contact information', which is highlighted with an orange box. Below this, the user's details are listed: 'CRC The1Card EH Super Plan E0146', 'Cell phone number 090969', and 'Email @HOTMAIL.COM'. An 'Edit contact information' button, also highlighted with an orange box, is located at the bottom of the profile section. The footer contains contact information: 'Frequently Asked Questions' with a right arrow, 'customerservice.th@chubb.com', and 'Call 0-2611-4000 and 1758'. It also includes social media icons for LINE and Facebook, a language dropdown set to 'English', and copyright information for 2024 Chubb.

CHUBB®

Online Customers Support

Online Customers Support

You can request more information about our services through the My Account platform by clicking **Get Help** or view more details in the **FAQ** menu.

CHUBB® Policies Profile & Settings **Get Help** FAQ Logout

← Back

Ask us a question

Ask us your question below and we will respond as soon as we can.

Hi រក្សា, How can we help you?

Category *

Select policy to change *

Tell us how we can help you *

0/500

① How we handle your personal data

Submit

CHUBB® Policies Profile & Settings **Get Help** **FAQ** Logout

← Back

FAQs

Get answer to your questions quickly

Select a Category:


- Top Questions
- Claims

Top Questions

These are our commonly asked questions.



- What is a OTP (OneTime Password)?
An OTP (OneTime Password) is a secured password to be used once only. You may request for the OTP to be sent by SMS to your mobile or through the E-mail that you had registered with the MyAccount System. The OTP you receive will be valid for 10 minutes only. After time-out, you will not be able to register into the system and will have to request for a new OTP from MyAccount System.
- What should I do if I cannot fill in data to register on MyAccount?
- What can I do if my registration data does not match with the system data?
- What should I do if I have forgot my password for MyAccount?
- What should I do if I have forgot my User ID for MyAccount?
- I have already updated my mobile phone number/email address in MyAccount, but why

Online Customers Support

- You can chat with our customer service to ask for information via the Line application. Click the button  to add Line friend.
- You can find the details of Chubb Samaggi's hospital network at the menu **Hospital Network Search**.

Frequently Asked Questions → customerservice.th@chubb.com [Call 0-2611-4000 and 1758](tel:0-2611-4000)

Get immediate answers to frequently asked questions. Email us and we'll respond as soon as possible. Call us between Monday to Friday, 8.00-20.00 hrs (excluding public holidays)

  Language: English ▾

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Chubb Samaggi Customer Service

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