

ECLAIM SYSTEM USER GUIDE

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I. Accessing the Claims Submission System

Please access the claims system via one of the following links:

- <https://pacificcross.com.vn/>
- <https://e-claim.pacificcrossinsurance.com.vn/login>



Click

Make a Claim

to proceed to the login page.

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II. Account Registration (For customers without an existing account)



STEP 1: On the login screen, select **“Don't have a account yet? – Sign up.”**



STEP 2: At the **“Policy Number”** field, enter your full policy number.

Example: 00022-000-00003

! Important:

Please enter all characters accurately and in full.

Special characters such as: **“-”, “/”** must be included.



Click

Check



STEP 3: At the **“Email”** field, enter the email address registered with Pacific Cross Vietnam.



Click

Register

The system will send a **6-digit OTP** (One-Time Password) to your email.



STEP 4: Enter **the OTP** in the **“Confirmation code”** field.



STEP 5: Create your password by entering it in the **“Password”** and **“Confirm Password”** fields.



Password requirements:

- Uppercase letters
- Numbers
- Lowercase letters
- Special characters



Click **“Complete Registration”** to finish setting up your account.

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III. Login (For customers with an existing account)

Enter your **Email** and **Password**



Click **Login**

If you already have an account on the Mobile App, you may use the same email address and password to log in directly.

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IV. Forgot Password (If you do not remember your password)



STEP 1: On the login screen, select **“Forgot Your Password.”**



STEP 2: Enter your registered email address → Click **“Forgot Your Password”**

The system will send an **OTP code** to your email.



STEP 3: Enter **the OTP**



STEP 4: Create a **new password.**

(Password requirements are the same as previously stated)

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V. How to Create a Claim Submission

- **STEP 1:** Select **“Your Claims”**
- **STEP 2:** Select **“Ad New Claims (Health)”**
- **STEP 3:** Complete all required information following the on-screen instructions:

1. General Information

- **Policy Number*:** Select the correct policy.
- **Insured Name*:** Select the correct insured member.
- **If as a result of an*:** Choose **Illness** or **Accident.**

3. Have a police report? (for accident)

- **Is there a Police Report?**
- Select **Yes** or **No.**
- If Yes, please upload a soft copy.

2. Accident / Illness Details

- **Which part(s) of the body was illness/injured?**
 - Provide details, or
 - Describe the accident circumstances (if applicable).
- **What is the first symptom? and when did it appear? ***
- **Name of disease/doctor’s diagnosis? ***
- **When did you first consult a doctor on this condition?**
- **Where was the first visit/treatment (name of the hospital/clinic)?**

4. Supporting Documents Upload

- Upload **all relevant documents** (invoices, medical reports, prescriptions, test results, etc.).

5. Payment Information

- **Claims Amount ***
- **Bank Name ***
- **Bank Account Name ***
- **Bank Account No ***

6. Confirmation

- **Electronic Signature**
- **Declaration & Authorization** (Please read carefully and confirm) *: Please read carefully and select **“Yes”**.



Review all information and click **“SAVE.”**

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V. How to track your claims status:



STEP 1: Check Your Submitted Claim

After successfully submitting your claim, please go to

“Your request”

to view the **claim number** and track the processing status.



STEP 2: If Documents Are Complete

- Within **03 days** after receiving all required documents, the Company will send **the claim assessment result** to your registered email.
- Please **click the link in the email** to review the benefit details.
- If you agree with the claim decision, the payment will be processed within **24 hours** in accordance with the notification.



STEP 3: If Documents Are Incomplete

- The Company will send **a request for additional documents** via email.
- Please **click the link in the email** to view the required documents.
- Once the complete documents are received, the claim will continue to be processed under the standard procedure.