
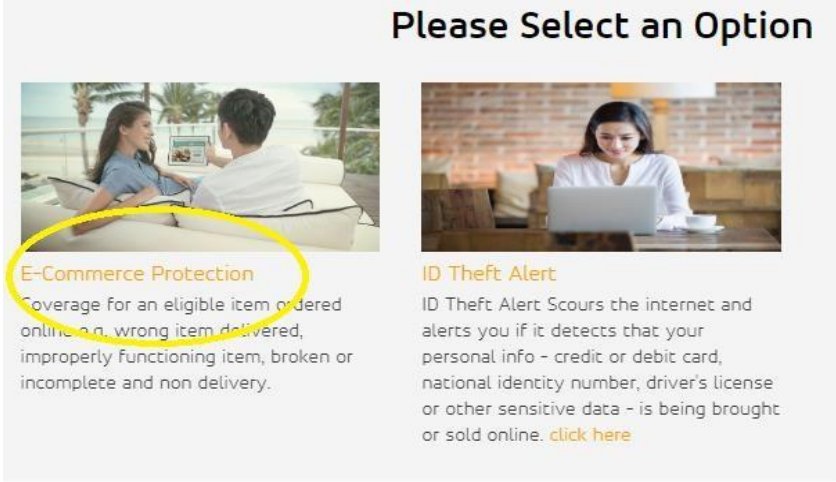
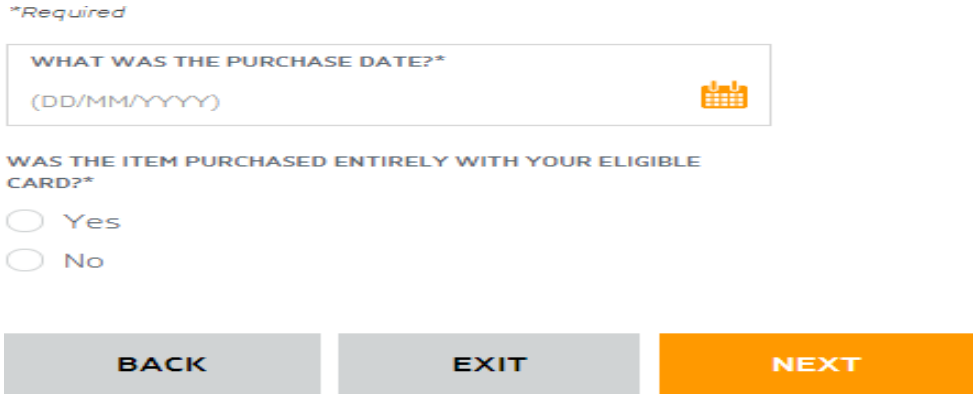
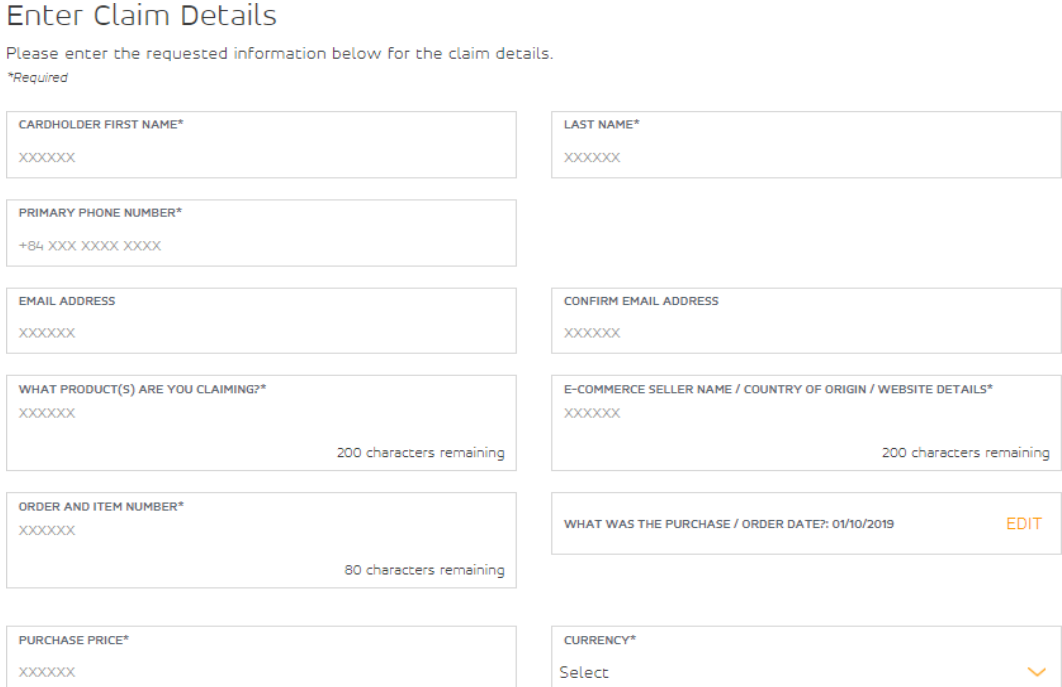


## HƯỚNG DẪN YÊU CẦU BỒI THƯỜNG

### BẢO HIỂM MUA SẴM TRỰC TUYẾN

Bước	Chi tiết
1	<p>- Chủ thẻ truy cập website: <a href="https://vn.mycardbenefits.com/">https://vn.mycardbenefits.com/</a></p> <p>- Nhập đầy đủ số thẻ thanh toán Mastercard, nhấn “Proceed”</p> 
2	<p>Chọn “E-commerce Protection”</p> 

<p>3</p>	<ul style="list-style-type: none"> <li>- Nhập thông tin về thời gian mua hàng.</li> <li>- Nếu thẻ giao dịch là thẻ hợp lệ, nhấn “Yes”</li> <li>- Nhấn “NEXT”</li> </ul>  <p>The screenshot shows a form with the following elements:</p> <ul style="list-style-type: none"> <li>A label <b>*Required</b> above a text input field: <b>WHAT WAS THE PURCHASE DATE?*</b> with a placeholder <b>(DD/MM/YYYY)</b> and a calendar icon.</li> <li>A question: <b>WAS THE ITEM PURCHASED ENTIRELY WITH YOUR ELIGIBLE CARD?*</b></li> <li>Two radio button options: <b>Yes</b> and <b>No</b>.</li> <li>Three buttons at the bottom: <b>BACK</b> (grey), <b>EXIT</b> (grey), and <b>NEXT</b> (orange).</li> </ul>
<p>4</p>	<ul style="list-style-type: none"> <li>- Nhập các thông tin cá nhân của chủ thẻ, thông tin hàng hóa dịch vụ đã mua sắm, lí do muốn bảo hiểm và số tài khoản ngân hàng để nhận bồi thường (trong trường hợp được duyệt bồi thường)</li> <li>- Nhấn “SAVE AND CONTINUE”</li> </ul>  <p>The screenshot shows the <b>Enter Claim Details</b> form with the following instructions and fields:</p> <ul style="list-style-type: none"> <li>Instruction: <b>Please enter the requested information below for the claim details.</b></li> <li>Label: <b>*Required</b></li> <li>Fields: <ul style="list-style-type: none"> <li><b>CARDHOLDER FIRST NAME*</b> (placeholder: XXXXXX)</li> <li><b>LAST NAME*</b> (placeholder: XXXXXX)</li> <li><b>PRIMARY PHONE NUMBER*</b> (placeholder: +84 XXX XXXX XXXX)</li> <li><b>EMAIL ADDRESS</b> (placeholder: XXXXXX)</li> <li><b>CONFIRM EMAIL ADDRESS</b> (placeholder: XXXXXX)</li> <li><b>WHAT PRODUCT(S) ARE YOU CLAIMING?*</b> (placeholder: XXXXXX, 200 characters remaining)</li> <li><b>E-COMMERCE SELLER NAME / COUNTRY OF ORIGIN / WEBSITE DETAILS*</b> (placeholder: XXXXXX, 200 characters remaining)</li> <li><b>ORDER AND ITEM NUMBER*</b> (placeholder: XXXXXX, 80 characters remaining)</li> <li><b>WHAT WAS THE PURCHASE / ORDER DATE?: 01/10/2019</b> (with an <b>EDIT</b> link)</li> <li><b>PURCHASE PRICE*</b> (placeholder: XXXXXX)</li> <li><b>CURRENCY*</b> (dropdown menu with <b>Select</b> and a chevron icon)</li> </ul> </li> </ul>

<p>NAME OF SHIPPING COMPANY(S)* XXXXXX 100 characters remaining</p>	<p>SCHEDULED DELIVERY DATE* (DD/MM/YYYY) </p>
<p>ACTUAL DELIVERY DATE* (DD/MM/YYYY) </p>	<p>SHIPPING TRACKING NUMBER* XXXXXX 40 characters remaining</p>
<p>In the event your claim is eligible for coverage, please provide the following details for payment remittance.</p>	
<p>BANK NAME XXXXXX</p>	<p>BANK ADDRESS (COUNTRY/REGION) Select </p>
<p>ACCOUNT HOLDER NAME XXXXXX</p>	<p>ACCOUNT NUMBER XXXXXX</p>
<p> <span>CANCEL CLAIM FILING</span> <span>SAVE &amp; FINISH LATER</span> <span>BACK</span> <span>SAVE AND CONTINUE</span> </p>	

**5** Kiểm tra lại các thông tin

### Review Your Claim

Please review the information below and make any necessary changes. To make changes, click on the Edit button next to the section name. Note: All blank fields are optional. We suggest you print a copy of this page for your records.

\*Required

#### Claim Overview

<p><b>Card Information</b> <span style="float: right;">EDIT</span></p> <p>CARD NUMBER XXXXXXXXXXXX6375</p> <p>WHAT WAS THE PURCHASE DATE? 01/03/2019</p> <p>WAS THE ITEM PURCHASED ENTIRELY WITH YOUR ELIGIBLE CARD? Yes</p>	<p><b>Claim Details</b> <span style="float: right;">EDIT</span></p> <p>CARDHOLDER FIRST NAME Test</p> <p>LAST NAME Test</p> <p>PRIMARY PHONE NUMBER 0590509999</p> <p>EMAIL ADDRESS test@test.com</p> <p>WHAT PRODUCT(S) ARE YOU CLAIMING? Test</p> <p>E-COMMERCE SELLER NAME / COUNTRY OF ORIGIN / WEBSITE DETAILS Test</p> <p>ORDER AND ITEM NUMBER Test</p> <p>WHAT WAS THE PURCHASE / ORDER DATE? 01/03/2019</p> <p>PURCHASE AMOUNT 200.0000</p> <p>CURRENCY Singapore dollar</p> <p>CAUSE OF NON-DELIVERY / INCOMPLETE DELIVERY Non-delivery</p> <p>NAME OF SHIPPING COMPANY(S) Test</p> <p>SCHEDULED DELIVERY DATE 02/03/2019</p> <p>ACTUAL DELIVERY DATE 24/03/2019</p> <p>SHIPPING TRACKING NUMBER 000000</p>
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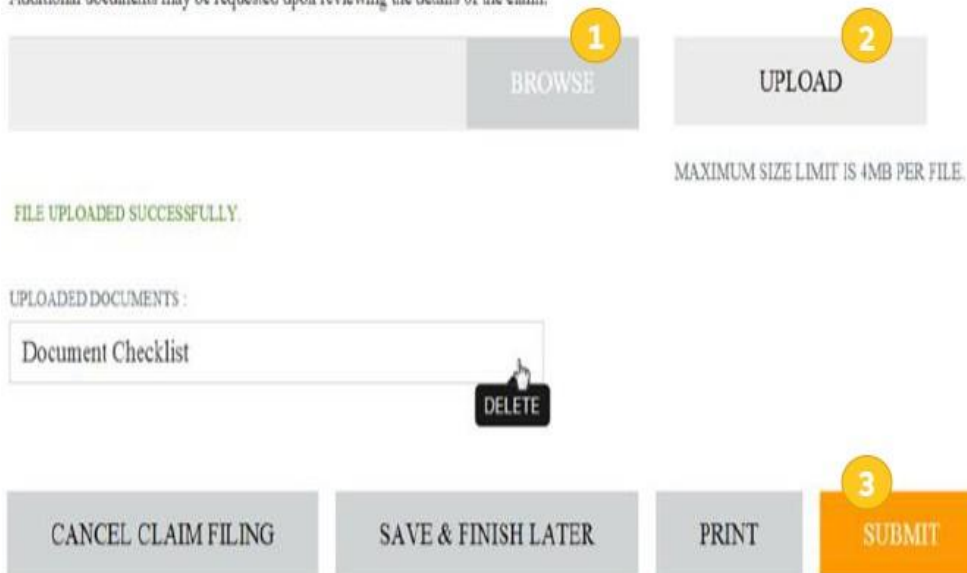
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- Tải lên hóa đơn mua sắm hoặc các tài liệu liên quan, nhấn “BROWSE”, “UPLOAD”.

- Cuối cùng, nhấn “SUBMIT” để hoàn tất và gửi yêu cầu bồi thường.

Please submit claim related documents by email to [APAC.Mastercard@aig.com](mailto:APAC.Mastercard@aig.com) or utilize the upload document functionality below to submit the required claim documents.

Additional documents may be requested upon reviewing the details of the claim.



1 BROWSE 2 UPLOAD

MAXIMUM SIZE LIMIT IS 4MB PER FILE.

FILE UPLOADED SUCCESSFULLY.

UPLOADED DOCUMENTS :

Document Checklist DELETE

3 SUBMIT

CANCEL CLAIM FILING SAVE & FINISH LATER PRINT