

# How to Generate a Domestic Helper Insurance Quote in eWay

# Quick guide on how to issue a DHI policy

1. Click on Personal Accident followed by Domestic Helper on the Home Page
2. Click on Next to continue

The screenshot displays the AIG Asia Pacific Insurance Pte. Ltd. home page interface. At the top, there are four main navigation icons: Auto, Personal Accident, Home, and Plus. The Personal Accident icon is highlighted with a red box. Below this, a horizontal menu contains six categories: Hospital Income, Student Assist, Critical Illness, Personal Accident, Corporate Edge, and Domestic Helper. The Domestic Helper icon is also highlighted with a red box. Below the menu, there are several utility buttons: Worklist, Query, Endorsement, Documents, Reports, Convert Cover Note to Policy, and Query Campaign Balance. A 'New Quotation' modal window is open, showing the product 'Domestic Helper Insurance' and a proposal date of '12/10/2023'. The 'Next' button in the modal is highlighted with a red box. At the bottom of the page, there is a footer with the copyright notice '© 2016 AIG Asia Pacific Insurance Pte. Ltd. All rights reserved.' and links for 'FAQ' and 'Terms of Use'.

### 3. Review the qualifying question before proceeding

**Guidance** [Home Page](#) > Guidance

**Interested Plan**

Domestic Helper Insurance

**Qualifying Question**

I confirm that my client:

- resides in Singapore (continuously for at least 90 days in a year);
- is at least 21 years old and above;
- has met the eligibility requirements set by Ministry of Manpower as an employer of foreign domestic worker;

I confirm that the insured person:

- resides in Singapore (continuously for at least 90 days in a year);
- is not younger than 23 years nor older than 60 years of age;
- does not have an existing Domestic Helper policy with AIG.

For policy effective on or after 01 July 2023:

I confirm that my client has been advised of the following:

1. This product provides coverage for the following features that comply with the Ministry of Manpower's (MOM) enhanced Medical Insurance requirements:

- Annual claim limit of at least \$60,000, inclusive of a first-dollar cover of \$15,000
- For portion of the bill above \$15,000, the employer must co-pay up to 25% (to the hospital) Employers can choose to buyback their entire co-payment amount under selected plans
- Age-differentiated premiums are in 2 age bands: (1) ≤50 years old and (2) >50 years old

2. This product does not provide coverage for the following features under Ministry of Manpower (MOM)'s enhanced Medical Insurance requirements:

- Exclusions are in line with MOM's list of allowable exclusions\*.
- Insurers will reimburse the insured portion of the hospital bill to hospitals directly upon admissibility of the medical claim

\*Please refer to MOM's website for the list of allowable exclusions.

I represent and warrant that:

I have the authority to provide the customer(s) personal information to AIG, and the customer agrees and consents, that AIG may collect, use and process his/her personal information(whether obtained in this quotation form/otherwise obtained) for the purpose of providing a quotation.

I undertake that I will not contact the customer for the purpose of providing marketing, advertising and promotional material about insurance, financial products and/or services that AIG may be selling or marketing, unless the customer has consented to receive marketing messages.

**Do you confirm that your client meets and agrees to all of the above requirements?**



4. Enter all the mandatory information (\*) under the Basic Details page

a. Default Effective date is system date + 3 days

For new hires, the effective date should not be more than 13 days from system date

Get a Quote: Domestic Helper Insurance ▶ [Home Page](#) > [Work List](#) > Get a Quote

Progress bar: 1 Basic Details (highlighted), 2 Cover Details, 3 Quote Details, 4 Quote Summary, 5 Payment

[Document List](#)

**Maid Insurance category**

Work Permit Type \*

**Policy Period**

Effective Date \*

**Insured Information**

**Domestic Helper Details**

Name(Same as Passport) *	<input type="text" value="Helper"/> <input type="text" value="Domestic"/>	Name On ID	<input type="text" value="Domestic Helper"/> <a href="#">Change Order</a>
Date Of Birth *	<input type="text" value="01/01/1980"/>	Nationality *	<input type="text" value="Philippines"/>
Passport Number *	<input type="text" value="A1234567"/>	Passport Expiry Date *	<input type="text" value="01/10/2025"/>
Work Permit Number *	<input type="text" value="B1234567"/>	SB Transmission Number *	<input type="text" value="1111111(1/-)"/>
Worker's Foreign Identification Number (FIN) *	<input type="text" value="D1234567"/>		

# Select the Plan Type

**AIG eWay**

My Quote  
Quotation Number: 7230009797  
Quote Version: Version 1  
Total Payable Premium: SGD 759.67 (incl. of GST)  
New Quote Version | Logout

Welcome

Get a Quote: Domestic Helper Insurance

Home Page > Work List > Get a Quote

1 Basic Details | 2 **Cover Details** | 3 Quote Details | 4 Quote Summary | 5 Payment

Document List

Payment Plan

Payment Plan \* Lump Sum

<b>Classic</b> SGD703.40	Superior SGD759.79	Elite SGD749.95	Premier SGD812.78
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Plan POI \* Please Select

Side-by-Side Comparison

Calculate **Total Premium(excl. of GST): SGD 703.40**

Your Covers	Cover Limits	Deductible	Premium
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Security Bond Waiver Select



## Select the POI (Period of Insurance)

b. POI is defaulted to 26 months with selection of 14 month coverage and 26 month coverage

<b>Classic</b> SGD703.40	Superior SGD759.79	Elite SGD749.95	Premier SGD812.78
Plan POI*	<input type="text" value="26 Months"/>		
<a href="#">Side-by-Side Comparison</a>			
<b>Calculate</b>			<b>Total Premium(excl. of GST): SGD 703.40</b>
<b>Your Covers</b>	<b>Cover Limits</b>	<b>Deductible</b>	<b>Premium</b>

Optional cover: Security Bond Waiver Cover will waive off AIG's rights under the Counter Indemnity to recover the security bond paid to MOM

c. Security Bond Waiver come with complimentary Domestic Helper Liability Extension and Dread Disease Cover

<b>Your Covers</b>	<b>Cover Limits</b>	<b>Deductible</b>	<b>Premium</b>
<b>Security Bond Waiver</b> ⓘ	<input type="text" value="Select"/>		

Click on Calculate to adjust the premium based on the plan and coverages selected and Next to proceed to the next page

Replacement Hire Expenses	<input type="text" value="Covered"/>	200.00 Amount Per Policy POI
<hr/>		
Domestic Helper Liability	<input type="text" value="Covered"/>	100,000.00 Amount Per Policy POI
<hr/>		
Security Bond	<input type="text" value="Covered"/>	5,000.00 Amount Per Policy POI
<input type="button" value="Calculate"/>		<b>Total Premium(excl. of GST): SGD 784.61</b>
<a href="#">Apply Discounts and Campaigns</a>		
<input type="button" value="Back"/>	<input type="button" value="Save"/>	<input type="button" value="Exit"/>
		<input type="button" value="Next"/>

## 5. Complete the policy holder information, then click Bind and Accept

Policy Holder

Individual [Find](#) [Reset](#)

Salutation \*

Name \*   Name On ID  [Change Order](#)

Resident Status \*  ID type \*

ID Number \*

Date of Birth \*

Marital Status \*

Female  Male

[Retrieve Address](#)

[Add Additional Address](#)

**CONFIRM**

By proceeding with this transaction, you undertake and warrant to AIG Asia Pacific Insurance Pte. Ltd. (AIG) that

- (i) the insured has signed the application / renewal form for the insurance, which includes the consent clause for the collection, use, process, disclosure and transfer (including cross-border transfer) of the insured 's personal information;
- (ii) you have offered to provide a copy of AIG's Data Privacy Policy to the insured for review prior to insured signing the application / renewal form;
- (iii) you will send a copy of the completed and signed application / renewal form to AIG for its records;
- (iv) you will retain the original completed and signed application / renewal form on behalf of AIG and will produce it promptly to AIG and/or to any regulatory authority for investigation, verification, compliance and audit purposes; and
- (v) you will indemnify AIG in full for any loss, damage, costs and expenses suffered by AIG arising from any false or unfulfilled declarations made by you above

If Accept - Agree PDPA  
If Reject - Disagree PDPA

Contact Information

Email

Home Phone

Home Address Information

Address Type \*

Country \*

Block/House No \*

Building Name

Delivery Information

Name

Contact Phone Number

Delivery Address

Address Type

Country  Postcode

Block/House No  Street Name

Building Name  Unit Number

## 6. Click on Confirm and Pay

Delivery Information			
Name	<input type="text" value="Robert Louis"/>		
Contact Phone Number	<input type="text"/>		
Delivery Address			
Address Type	<input type="text" value="Singapore Address"/>		
Country	<input type="text" value="SINGAPORE"/>	Postcode	<input type="text" value="079120"/>
Block/House No	<input type="text" value="78"/>	Street Name	<input type="text" value="SHENTON WAY"/>
Building Name	<input type="text"/>	Unit Number	<input type="text" value="10-16"/>

Select the payment mode and card type. Click on Issue Policy to enter the card details

**Payment**

Need to Pay **SGD 847.38**      Outstanding Amount **SGD 0.00**

Payment #1

Payment Mode *	Credit Card-Gateway	Payment Amount *	847.38
Payment Location *	INTERNET		
Payment Date	14/10/2023	Card Type *	Gateway - VISA
Bank	DBS	Card Charge date	14/10/2023
Batch Number	12102023		
Cardholder Name	Robert Louis	Merchant ID *	TEST97454671
Relationship of Cardholder to PH	Self		

[Add New Payment](#)

**Amend**   **Save**   **Exit**      **Reject**   **Issue Policy**



# Key in the credit card details, Click Next then Pay Now

The screenshot shows a payment form for AIG Singapore with a total amount of 847.38 SGD. A modal window is open for entering credit card details. The card number is 4508-7500-1574-10, the expiry date is 09/30, and the cardholder name is Robert Louis. The security code is 123. The 'Next' button is highlighted with a red box.

**AIG Singapore : 847.38 SGD**

Card number \*  
4508-7500-1574-10

VISA

Expiry month \* Expiry year \*  
09 30

Cardholder name \*  
Robert Louis

Security code  
123 3 digits on back of your card

Cancel **Next**

Powered By

The screenshot shows the same payment form, but the modal window now displays an order review. It shows the total amount of 847.38 SGD and the card details. The 'Pay now' button is highlighted with a red box.

**AIG Singapore : 847.38 SGD**

Order review  
Payment details  
VISA ending in 10  
AIG Insurance Policy

**TOTAL SGD: \$847.38**

Previous [Cancel](#) **Pay now**

Powered By



The policy is issued once the payment is successful.

## 7. Click on Fulfillment to send the documents

Payment

Need to Pay SGD 847.38 Outstanding Amount SGD 0.00

Payment #1

Payment Mode \*

Payment Location \*

Payment Date

Bank Gateway - VISA

Batch Number

Cardholder Name

Relationship of Cardholder to PH

Merchant ID \*

[Add New Payment](#)

Policy Issued

The policy is issued successfully.

The Policy No. is **7230009797**.

Thank you for insuring with AIG.

OK Fulfillment

Reject Issue Policy ▶

◀ Amend Save Exit

Option 1 : Use Preview to view the quote in PDF. The password is your 6 digit producer

**Fulfillment**

This transaction is automatically fulfilled for Producer Set.  
This transaction is pending Fulfillment for Common Set.  
This transaction is automatically fulfilled for Policy Holder Set.

<input type="checkbox"/>	Quote/Policy Number	Endorsement Number	Product Code	Customer Name	Sales Channel Code	Document Type	Document Set	Print Type	DefaultEmailID	Additional Email IDs
<input checked="" type="checkbox"/>	7230009797		MI	Robert Louis	0500257000	Policy Schedule for New Business	Common	<input type="checkbox"/> email <input type="checkbox"/> offline		

(1 / 1) << first < prev 1 next > last >> 10 ▾

[Preview](#) [Submit ▶](#) [Home Page ▶](#)

Option 2 : You can select email (softcopy) and/or offline(hardcopy) and click on Submit to send the policy document to your insured

Password to open the email version will be insured's postal code

**Fulfillment**

This transaction is automatically fulfilled for Producer Set.  
This transaction is pending Fulfillment for Common Set.  
This transaction is automatically fulfilled for Policy Holder Set.

<input type="checkbox"/>	Quote/Policy Number	Endorsement Number	Product Code	Customer Name	Sales Channel Code	Document Type	Document Set	Print Type	DefaultEmailID	Additional Email IDs
<input checked="" type="checkbox"/>	7230009797		MI	Robert Louis	0500257000	Policy Schedule for New Business	Common	<input checked="" type="checkbox"/> email <input checked="" type="checkbox"/> offline		

(1 / 1) << first < prev 1 next > last >> 10 ▾

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