

Manual Guidance

Using EZClaim – Travel Insurance

Web Application

1. Login

To access the portal Claim Monitoring MSIG x EZClaim Travel Insurance web application, please click on the following link : <https://app.msig.co.id/ezclaim>. After accessing this link, make sure you have an email address that have been registered by the Admin at MSIG.

The image shows the login process for the MSIG EZClaim portal. It includes a browser screenshot of the login page, a secure login form, and an email inbox showing the OTP received.

Browser Screenshot: The address bar shows app-devuat.msig.co.id/ezclaim/. The top navigation bar includes "My Policies", "My Claims", and a "Login" button. The main content area features the "EZClaim Portal" header, the slogan "Insurance claims made clearer.", and buttons for "File a Claim", "View Policies", "Secure", "Track", and "Review". A "Primary tasks" section at the bottom says "Choose what you need to do."

Secure Login Form: The form is titled "Secure customer access" and "Secure Login". It prompts the user to "Enter your registered email to receive a one-time password." The steps are "1 Email" and "2 Verify". The "Email Address" field contains "bachtiar.mkp29@gmail.com". A blue button labeled "→ Send OTP Code" is at the bottom.

Email Verification: A text box states: "Enter your email address that was registered with MSIG Online when you purchased your Travel Insurance Policy, then click the **\"Send OTP Code\"** button to receive a One-Time Password".

Email Inbox: The email is from "UAT-PT Asuransi MSIG Indonesia" with the subject "One-Time Password (OTP)". The "To" field is "bachtiar.mkp29@gmail.com". The email body contains the OTP: "Your one-time password (OTP) for accessing EzClaim is **606942**".

If you haven't received your email inbox, please check your spam folder regularly. Don't worry about opening emails from PT Asuransi MSIG Indonesia, as we've ensured that they're safe for use as notifications for this web application's activities.

Secure customer access

Secure Login

Enter the OTP code sent to your email.

✓ Email — 2 Verify

Sending to bachtiar.mkp29@gmail.com [Change](#)

OTP Code

• • • • •

✓ **Verify & Login**

Resend code in 43s

By continuing, you agree to our [Terms & Conditions](#) and [Privacy Policy](#)

After you enter the 6-digit OTP code found in your email address, the **Verify & Login** button will automatically be activated, allowing you to access the EZClaim Travel Insurance dashboard.

However, if you haven't received the email notification for the OTP code, you can click **Resend** to resend the OTP code to your email address.

Secure customer access

Secure Login

Enter the OTP code sent to your email.

✓ Email — 2 Verify

Sending to bachtiar.mkp29@gmail.com [Change](#)

OTP Code

6 0 6 9 4 2

✓ **Verify & Login**

Didn't receive the code? **Resend**

By continuing, you agree to our [Terms & Conditions](#) and [Privacy Policy](#)

2. Main Page

After you have successfully logged in, you will be presented with the main page as shown below, which contains several pieces of information in the Dashboard, such as: policy holder information (Insured Name, ID Card number, phone number, email address), a field for searching for policies (based on package name, based on Total Sum Insured), a button for submitting a new claim, and so on.

MSIG

My Policies My Claims Hi, Risanty - CLIENT Logout

Policy workspace

My Policies

View and manage insurance policies with clearer coverage context.

[File New Claim](#)

1 Total Policies 0 Active

Policy Holder Information

NAME	ID NUMBER	PHONE	EMAIL
Risanty	3271034512900004	+623123212	bachtiar.mkp29@gmail...

Search policies...

Details	Package	Policy #	Period	Total Sum Insured	Status
View	Essential Family TRAVEL	834000630	April 15, 2026 - April 19, 2026	IDR 4,265,400,000	Expired

Showing 1-1 of 1 policies

[Need to submit a claim?](#)

Start from your policy context and keep required documents ready before submission.

[File New Claim](#)

3. File New Claim

On the File New Claim page, you can submit a claim against your travel insurance policy. However, you should prepare several things before submitting it. The first thing is information such as policy data and bank account information, the second thing is claim details and the last thing is supporting documents as a complement to the claim submission process.

The screenshot displays the 'File New Claim' interface. At the top, a dark blue header contains the title 'File New Claim' and a subtitle 'Submit policy, beneficiary, claim details, and supporting documents in one structured workflow.' To the right of the header are three steps: 'Step 1 Policy & bank', 'Step 2 Claim details', and 'Step 3 Documents'. Below the header, a light blue bar indicates 'Draft auto-save is active on this device.' with a timestamp 'Last saved: 23 Jun 2026, 10:39'. To the right of this bar are two buttons: 'Restore Draft' and 'Clear Draft'. The main content area is divided into sections. The first section is 'Policy & insured information', which includes a dropdown for 'Policy *' (selected: 'Essential Family (834000630)') and a dropdown for 'Insured Traveler *' (selected: 'Flower (349821095411719)'). The second section is 'Bank information', which includes fields for 'Bank Name' (Bank Abadi Sejahtera), 'Bank Branch *' (KCP Tanjung Mulya), 'Bank Account Number *' (1122330856), and 'Beneficiary' (Flower).

This claim submission page will automatically save what you have input, the automatic input status will be updated periodically and you can also see information about the last save as above. Then there are 2 buttons, including: **Restore Draft** which functions to restore data that you have previously input, but this restore may not be able to be restored completely, depending on the log of the automatic saving of your input at what date and time. and the second button is **Clear Draft** which functions to completely delete the data that you have input on this page.

The next data that you must complete is data regarding your bank account. The data you input must be correct and valid. So, please double-check the information regarding the bank that you input on this page. Make sure there are no errors in inputting this bank information.

Claim type
Travel claims can include multiple claim types in a single submission.

Claim Type *
Add one or more travel claim types for this claim.

+ Add Claim Type

Loss of Life / Meninggal

▼ Remove

- Loss of Life / Meninggal
- Physical Impediment / Cacat Akibat Kecelakaan
- Medical Expense by Injury / Biaya Pengobatan Karena Kecelakaan
- Medical Expense by Sickness / Biaya Pengobatan Karena Penyakit
- Medical Expense by Sickness Including Covid-19
- Emergency Medical Evacuation and Repatriation
- Repatriation of Mortal Remain
- Compassionate Visit / Kunjungan Duka
- Child Guard / Perlindungan Anak
- Loss of Baggage / Kehilangan Bagasi
- Loss of Document and Passport
- Loss of Money and Personal Possession
- Loss of Money, Credit Card and Personal Possession
- Baggage Delay / Keterlambatan Bagasi
- Travel Cancellation / Pembatalan Perjalanan
- Travel Curtailment / Pengurangan Perjalanan
- Flight Delay / Penundaan Penerbangan
- Flight Delay Including Travel Misconnection
- Extra Re-routing / Replacement Ticket due to Flight Delay

After you fill in the information regarding your bank account, you will be asked to fill in or select the claim type in question regarding the claim being submitted. In this field, you simply select the claim type in question.

Claim type
Travel claims can include multiple claim types in a single submission.

Claim Type *
Add one or more travel claim types for this claim.

+ Add Claim Type

Physical Impediment / Cacat Akibat Kecelakaan ▼ Remove

Travel Cancellation / Pembatalan Perjalanan ▼ Remove

Medical Expense by Injury / Biaya Pengobatan Karena Kecelakaan ▼ Remove

Loss of Life / Meninggal ▼ Remove

You can also add a claim type if the intended claim type is more than 1 type by pressing the **Add Claim Type** button, you can also easily delete the Claim Type that you have entered by pressing the **Remove** button.

Travel Claim Details

Date, amount, chronology, and conditional travel fields are filled per selected claim type.

CLAIM TYPE

Physical Impediment / Cacat Akibat Kecelakaan

Date of Incident *

06/21/2026

Compensation Amount

IDR

1000000

Chronology of Incident *

ketika saat itu tiba-tiba saja saya merasakan hal yang tak terduga.
kemudian hal itu terjadi begitu saja, sehingga pada akhirnya saya harus dilarikan ke IGD.
setelah masuk IGD, harus ada biaya yang dikeluarkan untuk mengurus administrasi di awal sebesar IDR 1,000,000

Medical / Treatment Details

Name of Hospital/Clinic *

RS yang Menyembuhkan

Diagnosis *

B I U Cidera tulang hidung akibat benturan

Date when the symptom/condition first appeared *

06/21/2026

Date of first visit for this symptom/condition *

06/21/2026

For each claim type you choose, you will be asked to explain in detail the type of claim submitted, from the date of the incident, the chronology of the incident, if there was any medical treatment for the incident, you will also be asked to fill in information about the hospital or clinic and also the doctor's diagnosis.

If you have more than one claim type, you will need to fill in as many claim types as you initially entered.


Supporting documents
 Upload clear files in PDF, image, or Office formats. Requirements update based on selected claim type.

Passport
 Passport copy of the insured traveler.

Choose Files Media (25).jpg

+ Add another file

Certificate of Accident (Public Agency / Third Party)
 Accident statement from public agency or trusted third party.

Choose Files IMG-20260524-WA0036.jpg

+ Add another file

Doctor Diagnosis Document
 Medical statement that explains injury or sickness condition.

Choose Files IMG-20260526-WA0021.jpg

+ Add another file

Certified Seal Impression of Insured

Choose Files IMG-20260526-WA0020.jpg

+ Add another file

Power of Attorney and Certified Seal Impression

Choose Files maps.jpg

+ Add another file

Ticket
 Travel ticket used for the affected trip.

Choose Files Virtual Background Sosialisasi Data Polis_LPS (31 Maret 2026).png

+ Add another file

After filling in the detailed information regarding the claim type, you will be asked to fill in the supporting documents for the claim. From each document field, you can attach more than 1 file by pressing the **Add Another File** button.

Note (Optional)



mohon untuk diproses mengenai pengajuan klaim ini

After you have uploaded all the supporting documents, you will be presented with a notes field. In this field, you can write anything related to the claim you are submitting. This notes field can be filled with more than 100 characters, so you can write any additional notes related to the claim.

☒
DECLARATION/AUTHORIZATION/ DATA PRIVACY
 PERNYATAAN/SURAT KUASA/ DATA PRIBADI

Declaration/Pernyataan

I hereby declare that all information and facts provided are true, all documents submitted are in accordance with the originals, and that I do not withhold or conceal any information that I know to PT Asuransi MSIG Indonesia (hereinafter "MSIG Indonesia"). I further agree that if I have made or in any further declaration in respect of the said claim shall make any false or fraudulent statement or suppress, conceal or falsely state any material fact whatsoever, all rights to recover hereunder in respect of past, current or future claim shall be forfeited.

Dengan ini saya menyatakan bahwa semua informasi dan fakta yang diberikan adalah benar, semua dokumen yang disampaikan sesuai dengan aslinya, dan bahwa saya tidak menahan atau menyembunyikan informasi apa pun yang saya ketahui kepada PT Asuransi MSIG Indonesia (selanjutnya disebut "MSIG Indonesia"). Selanjutnya saya setuju bahwa jika ternyata saya membuat atau dalam pernyataan selanjutnya sehubungan dengan klaim tersebut terdapat unsur pemalsuan, atau penipuan atau mendiamkan, menyembunyikan atau memberikan pernyataan yang salah mengenai material fakta dengan cara apa pun, semua hak untuk mendapatkan ganti rugi berdasarkan polis untuk klaim yang lalu sekarang maupun yang akan datang akan hilang.

Surat Kuasa/Authorization

I, the undersigned, hereby irrevocably authorize MSIG Indonesia to obtain any and all factual information related to an insurance claim(s) filed or to be filed against MSIG Indonesia, including but not limited to medical, physical, clinical, mental or psychological condition (hereinafter "Medical Information") of the Insured from any relevant organization or individuals, including but not limited to any hospital(s), clinic(s), physician(s), medical doctor(s), therapist(s), and any other organization(s) or person(s) who will or have attended, examined, inspected or provided medical services of any kind (hereinafter "Medical Service Providers") or any other organizations that has any records or relevant knowledge or information pertaining to my health condition.

Saya, yang bertanda di bawah ini, dengan ini memberi kuasa kepada MSIG Indonesia untuk mendapatkan setiap dan semua informasi faktual terkait dengan klaim asuransi yang diajukan atau akan diajukan terhadap MSIG Indonesia, termasuk namun tidak terbatas pada kondisi medis, fisik, klinis, mental atau psikologis (selanjutnya disebut "informasi medis") dari Tertanggung dari organisasi atau individu yang relevan termasuk namun tidak terbatas pada rumah sakit, klinik, dokter, terapis, dan organisasi lainnya atau seseorang yang akan atau telah melakukan pemeriksaan atau memberikan pelayanan medis apa pun (selanjutnya disebut "Penyedia Layanan Medis") atau organisasi lain yang memiliki catatan atau pengetahuan yang relevan atau informasi yang berkaitan dengan kondisi medis saya.

Data Privacy/Data Pribadi

By signing this claim form, hereby I grant authority, consent and permission to MSIG Indonesia in the event of intending to use my personal data and information, including providing this personal information to other parties cooperating with MSIG Indonesia and/or their authorized representative, as necessary, to facilitate my claim process.

Dengan menandatangani Formulir klaim ini, dengan ini saya memberikan kuasa, persetujuan, dan izin kepada MSIG Indonesia dalam hal menggunakan data dan informasi pribadi saya kepada pihak lain yang bekerja sama dengan MSIG Indonesia dan/atau perwakilan resmi jika diperlukan, untuk memfasilitasi proses klaim saya.

The copy of this authorization shall be considered as effective and legitimate as the original.

Salinan dari surat kuasa ini dianggap memiliki keabsahan dan kekuatan hukum yang sama seperti aslinya.

Submit Claim

Cancel

Since the note field is optional, you can fill it in or leave it blank, as it's not mandatory. However, don't forget to check the box after thoroughly reading the data privacy, power of attorney, and declaration details explained in this section. After clicking the **checkbox**, you can press the **Submit Claim** button to continue the process.

Claim workspace

My Claims

Manage and track insurance claims with fewer distractions.

File New Claim

1 My Policies

2 My Claims

0 Approved

0 Rejected

Search claims...

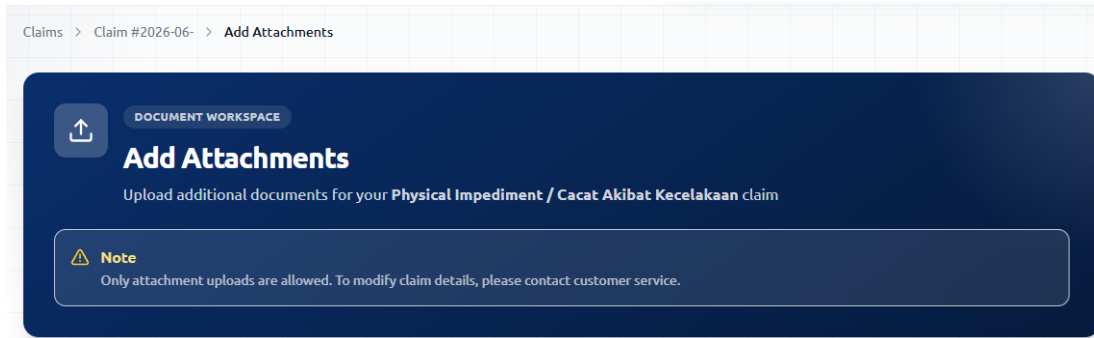
All Status

All Types

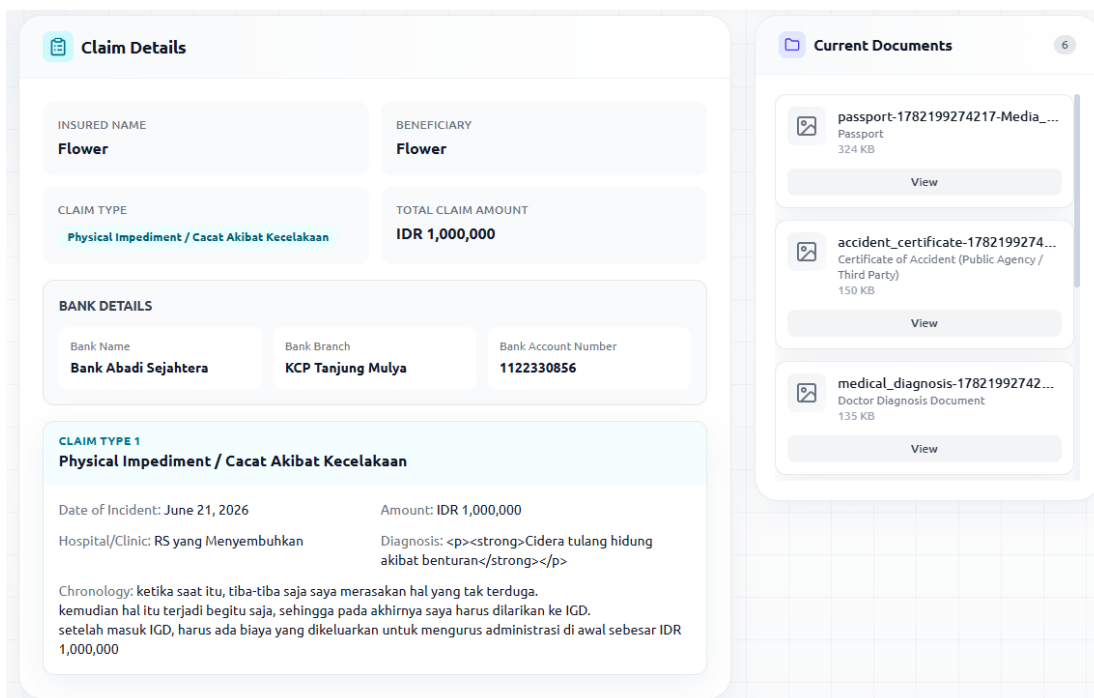
Rows: 10

Actions	Submitted	Incident	Type	Insured	Claim #	Status	Amount
View Edit	June 23, 2026	June 21, 2026	Physical Impediment / Cacat Akibat Kecelakaan	Flower	-	Submitted	IDR 1,000,000
View Edit	April 16, 2026	April 16, 2026	Flight Delay / Penundaan Penerbangan	Funny Indri Widyastuti	-	Document Review	IDR 100,000

After your claim is successfully submitted, your claim list will appear, along with information such as the date of submission, status, and type of claim. The Action column contains two buttons: click **View** to see the details of the information you've submitted, and you can also click **Edit** to change or update any data or information.



It should be underlined that after you click the edit button, you are only allowed to update the supporting documents for the claim you have submitted, so these supporting documents can be "submitted" when you want to submit a claim.



The screen above displays detailed information about your submitted claim, along with the supporting documents you previously uploaded. Simply wait for an update from MSIG's admin regarding your submitted claim.

4. Email Notification

For every activity you do when updating your claim submission process, you will receive an email notification. Make sure you check your email regularly to find out the status updates for the claim you submitted.