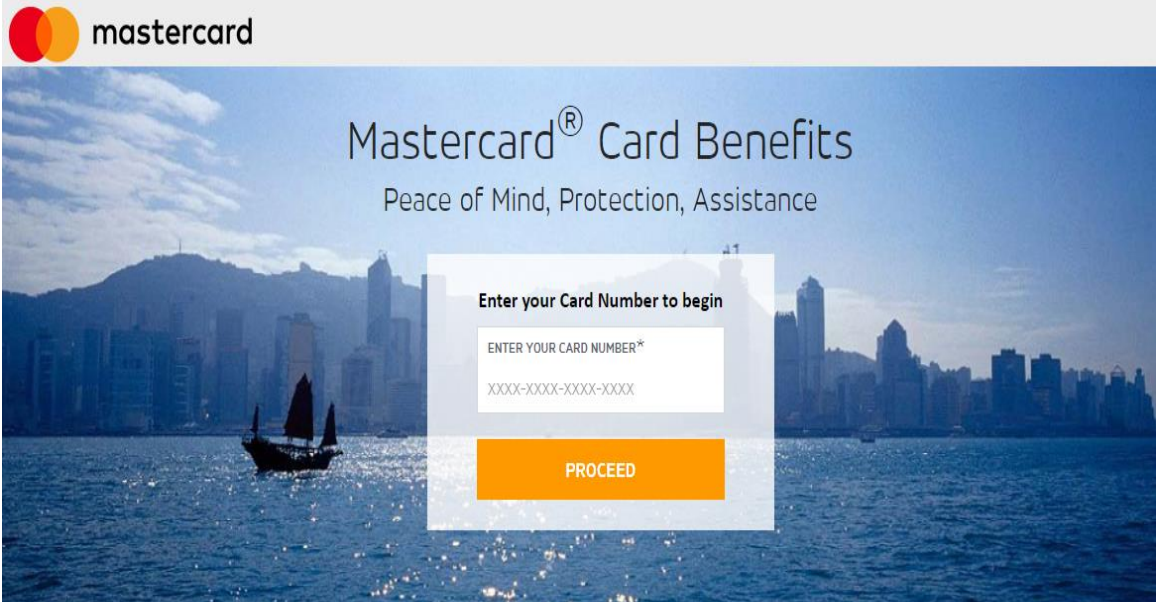
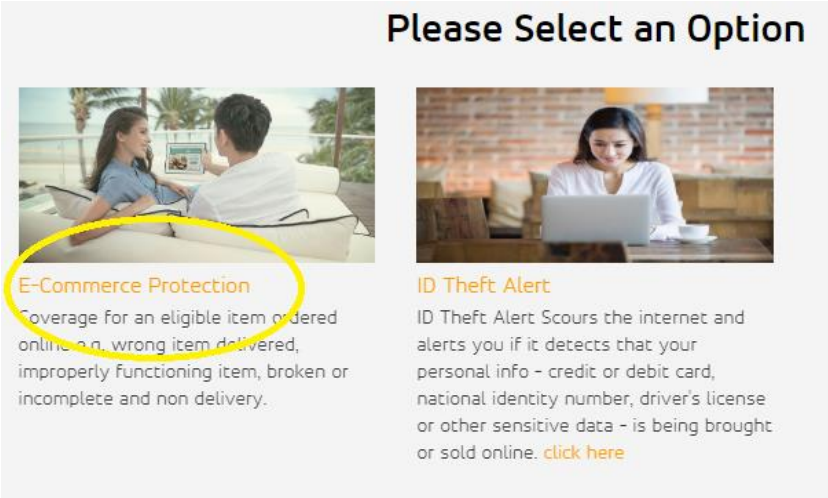


## PHỤ LỤC 2: HƯỚNG DẪN YÊU CẦU BỒI THƯỜNG BẢO HIỂM MUA SẮM TRỰC TUYẾN

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><i>*Required</i></p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>WHAT WAS THE PURCHASE DATE?*</p> <p>(DD/MM/YYYY) </p> </div> <p>WAS THE ITEM PURCHASED ENTIRELY WITH YOUR ELIGIBLE CARD?*</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #ccc; padding: 10px 20px; border: 1px solid #ccc;">BACK</div> <div style="background-color: #ccc; padding: 10px 20px; border: 1px solid #ccc;">EXIT</div> <div style="background-color: #f96; padding: 10px 20px; border: 1px solid #ccc;">NEXT</div> </div>												
<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>Enter Claim Details</p> <p>Please enter the requested information below for the claim details.</p> <p><i>*Required</i></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border: 1px solid #ccc; padding: 5px;"> <p>CARDHOLDER FIRST NAME*</p> <p>XXXXXX</p> </td> <td style="width: 50%; border: 1px solid #ccc; padding: 5px;"> <p>LAST NAME*</p> <p>XXXXXX</p> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;"> <p>PRIMARY PHONE NUMBER*</p> <p>+84 XXX XXXX XXXX</p> </td> <td></td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;"> <p>EMAIL ADDRESS</p> <p>XXXXXX</p> </td> <td style="border: 1px solid #ccc; padding: 5px;"> <p>CONFIRM EMAIL ADDRESS</p> <p>XXXXXX</p> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;"> <p>WHAT PRODUCT(S) ARE YOU CLAIMING?*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">200 characters remaining</p> </td> <td style="border: 1px solid #ccc; padding: 5px;"> <p>E-COMMERCE SELLER NAME / COUNTRY OF ORIGIN / WEBSITE DETAILS*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">200 characters remaining</p> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;"> <p>ORDER AND ITEM NUMBER*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">80 characters remaining</p> </td> <td style="border: 1px solid #ccc; padding: 5px;"> <p>WHAT WAS THE PURCHASE / ORDER DATE?: 01/10/2019 <span style="float: right; color: #f96; font-size: small;">EDIT</span></p> </td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 5px;"> <p>PURCHASE PRICE*</p> <p>XXXXXX</p> </td> <td style="border: 1px solid #ccc; padding: 5px;"> <p>CURRENCY*</p> <p>Select <span style="float: right; color: #f96; font-size: small;">▼</span></p> </td> </tr> </table>	<p>CARDHOLDER FIRST NAME*</p> <p>XXXXXX</p>	<p>LAST NAME*</p> <p>XXXXXX</p>	<p>PRIMARY PHONE NUMBER*</p> <p>+84 XXX XXXX XXXX</p>		<p>EMAIL ADDRESS</p> <p>XXXXXX</p>	<p>CONFIRM EMAIL ADDRESS</p> <p>XXXXXX</p>	<p>WHAT PRODUCT(S) ARE YOU CLAIMING?*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">200 characters remaining</p>	<p>E-COMMERCE SELLER NAME / COUNTRY OF ORIGIN / WEBSITE DETAILS*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">200 characters remaining</p>	<p>ORDER AND ITEM NUMBER*</p> <p>XXXXXX</p> <p style="text-align: right; font-size: small;">80 characters remaining</p>	<p>WHAT WAS THE PURCHASE / ORDER DATE?: 01/10/2019 <span style="float: right; color: #f96; font-size: small;">EDIT</span></p>	<p>PURCHASE PRICE*</p> <p>XXXXXX</p>	<p>CURRENCY*</p> <p>Select <span style="float: right; color: #f96; font-size: small;">▼</span></p>
<p>CARDHOLDER FIRST NAME*</p> <p>XXXXXX</p>	<p>LAST NAME*</p> <p>XXXXXX</p>												
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<p>EMAIL ADDRESS</p> <p>XXXXXX</p>	<p>CONFIRM EMAIL ADDRESS</p> <p>XXXXXX</p>												
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<p>PURCHASE PRICE*</p> <p>XXXXXX</p>	<p>CURRENCY*</p> <p>Select <span style="float: right; color: #f96; font-size: small;">▼</span></p>												

NAME OF SHIPPING COMPANY(S)* XXXXXX 100 characters remaining	SCHEDULED DELIVERY DATE* (DD/MM/YYYY)
ACTUAL DELIVERY DATE* (DD/MM/YYYY)	SHIPPING TRACKING NUMBER* XXXXXX 40 characters remaining
In the event your claim is eligible for coverage, please provide the following details for payment remittance.	
BANK NAME XXXXXX	BANK ADDRESS (COUNTRY/REGION) Select
ACCOUNT HOLDER NAME XXXXXX	ACCOUNT NUMBER XXXXXX
<div style="display: flex; justify-content: space-around; margin-top: 20px;"> <span>CANCEL CLAIM FILING</span> <span>SAVE &amp; FINISH LATER</span> <span>BACK</span> <span>SAVE AND CONTINUE</span> </div>	

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

<b>Card Information</b> <span style="float: right;">EDIT</span> CARD NUMBER XXXXXXXXXXXXX6375 WHAT WAS THE PURCHASE DATE? 01/03/2019 WAS THE ITEM PURCHASED ENTIRELY WITH YOUR ELIGIBLE CARD? Yes	<b>Claim Details</b> <span style="float: right;">EDIT</span> CARDHOLDER FIRST NAME test LAST NAME test PRIMARY PHONE NUMBER 0598889999 EMAIL ADDRESS  WHAT PRODUCT(S) ARE YOU CLAIMING? test E-COMMERCE SELLER NAME / COUNTRY OF ORIGIN / WEBSITE DETAILS test ORDER AND ITEM NUMBER test WHAT WAS THE PURCHASE / ORDER DATE? 01/03/2019 PURCHASE AMOUNT 200.0000 CURRENCY Singapore dollar CAUSE OF NON-DELIVERY / INCOMPLETE DELIVERY Non-delivery NAME OF SHIPPING COMPANY(S) test SCHEDULED DELIVERY DATE 02/03/2019 ACTUAL DELIVERY DATE 24/03/2019 SHIPPING TRACKING NUMBER xxxxxx
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- 6 - 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.

The screenshot shows a document upload interface. At the top, there are two buttons: "BROWSE" (marked with a yellow circle containing the number 1) and "UPLOAD" (marked with a yellow circle containing the number 2). Below these buttons, the text "MAXIMUM SIZE LIMIT IS 4MB PER FILE." is displayed. A green message "FILE UPLOADED SUCCESSFULLY." is shown. Underneath, the section "UPLOADED DOCUMENTS:" contains a list with one item, "Document Checklist", which has a "DELETE" button next to it. At the bottom of the interface, there are four buttons: "CANCEL CLAIM FILING", "SAVE & FINISH LATER", "PRINT", and "SUBMIT" (marked with a yellow circle containing the number 3).