



Ministry-Life Balance

How to Add to an Existing Claim

Use this guide when the medical condition is already listed under the My Claims.

Important: Same condition = use the existing claim

If you are claiming for a condition you have claimed for before, click View Claim and add the new invoice there..

Only click Start Your Claim for a new and unrelated condition. For help with this, please see the **How to Start a New Claim Guide**.

Existing Claims vs New Claims

Situation	What to do
Follow-up visit, repeat medication, test, scan, physiotherapy, or other treatment for the same condition	Open the existing claim and click Add New Loss Item.
New and unrelated illness or injury	Click Start Your Claim on the homepage.
Two or more separate conditions treated in one visit	Separate the claim by condition where possible. Contact your Dedicated Agent if you need help.

Step-by-Step Guide

1 Find the existing claim under My Claims

After logging in, you will see **My Claims** on the homepage. This shows claims and medical conditions you have submitted before.

My Claims						
View the status of all your claims and switch between them.						
Date Started	Reference	Customer	Case Status	Claim Type	Claim Condition	
17/10/2025	256	MX	Closed	Preventative		View Claim
21/10/2025	256	MX	Closed	Preventative	Wellness	View Claim
23/10/2025	256	MX	Closed	Illness	Acute Nasopharyngitis. Excess met	View Claim
24/10/2025	256	MX	Closed	Illness	Acute Bronchitis & Allergic Rhinitis	View Claim
29/10/2025	256	MX	Closed	Illness	Acute Bronchitis	View Claim
17/11/2025	256	MX	Closed	Illness	Dyspnea & Breathing difficulty	View Claim
05/12/2025	256	MX	Closed	Preventative	Vaccination	View Claim
09/12/2025	256	MX	Closed	Preventative	Vaccination	View Claim

Looking to start a new claim?

[START YOUR CLAIM](#)

If you are submitting a claim for a condition you have previously claimed for, please **don't select 'Start Your Claim'**. **Instead, choose 'View Claim'** for the previous condition to submit a new claim (e.g., if you're claiming for PTSD, and "PTSD" has been claimed for before).

Note: For acute non-continuous conditions which you've claimed for before (e.g., fever), and plan to claim again now - you may just click **"Start Your Claim"**.

2 Find the existing claim under My Claims

To add a new invoice under the same condition, click **Add New Loss Item**.

Your claim details

Claim Reference	25
Claim Logged	29/10/2025
Claimants Name	MX
Claimant Email Address	100
Claimant Address	
Claimant Phone Number	
Claimant Date of Birth	
Policy Start Date	31/12/2022
Incident Date	20/10/2025
Policy Number	
Claim Starter Name	
Claim Starter Relation To Policy Holder	

To update any of your personal details, please [Message us here](#)

Illness

Please describe symptoms suffered Cough with phlegm. Acute Bronchitis. Excess not met.

Date first noticed symptoms 20/10/2025

Did you require an overnight stay in a hospital bed? No

Details of services provided with costs incurred [Add new loss item](#)

Date	Provider	Service	Currency	Claimed	Paid Status
25/10/2025	Bangkok Hospital Chiang Rai	Outpatient (Acute Bronchitis) - Excess	THB	3177.10	UnPaid Edit

Enter the details for one invoice, including the treatment date, provider, item, description, currency, cost, and claimed amount. Once completed, click **Save**.

Add Loss Item

DATE*	dd/mm/yyyy
PROVIDER*	
ITEM*	
DESCRIPTION	
TREATMENT COUNTRY	Please select
CURRENCY*	Please select
COST*	
CLAIMED AMOUNT*	

Important: Please enter **one invoice per loss item**. If you have more than one invoice, save the first invoice first. Then click **Add New Loss Item** again to enter the next invoice.

3 Upload Your Documents for the Current Claim

After clicking **Save**, scroll to the top of the page and click the **Documents tab**.

expatriate CLAIMS

Logged in as claim handler : [REDACTED] My Claims LogOut

CLAIM DETAILS MESSAGES DOCUMENTS PAYMENTS

Claim Details

A summary of your claim can be viewed below, please use the navigation to view messages, documents and payment status.

Your claim details

Claim Reference	250 [REDACTED]
Claim Logged	[REDACTED]
Claimants Name	MX [REDACTED]
Claimant Email Address	[REDACTED]
Claimant Address	*****
Claimant Phone Number	[REDACTED]
Claimant Date of Birth	31/12/2022
Policy Start Date	31/12/2022
Incident Date	20/10/2025
Policy Number	[REDACTED]
Claim Starter Name	
Claim Starter Relation To Policy Holder	

Please upload each document separately. Uploading multiple files at once may cause duplicate uploads and could delay the review of your claim.

Note: Clearly naming your files before uploading helps us reimburse your claim more quickly and accurately. (Highly appreciated!)

Suggested file names:

- 5 Mar 2026 - Receipt
- 5 Mar 2026 - Itemized Invoice
- 5 Mar 2026 - Prescription

Upload Documents

We require certain documentation to process your claim which you can upload now through this website or you can post to us.

If you can upload electronic copies of your documents it will speed up the processing of your claim.

Please click on the links below to upload the documents.

Medical report

Medical report from treating facility

+
 UPLOAD A FILE

Medical Certificate 25.10.2025.jpg

Invoice(s)

You can upload your Invoices here

+
 UPLOAD A FILE

Invoice & Receipt 25.10.2025 - 3177....

Medical certificate

Medical report to be completed by Doctor for illness claim

+
 UPLOAD A FILE

No files uploaded

Identification documents

Please upload a copy of your photographic identification and proof of your address

+
 UPLOAD A FILE

No files uploaded

Additional documents

Here you can upload additional documents which you feel are relevant to your claim

+
 UPLOAD A FILE

Claim Form 25.10.2025.pdf

Download Section G of our claim form

Medical report Download Section G - If you do not have a medical report, you may provide the attached form to your Doctor to complete

+
 DOWNLOAD SECTION G OF OUR CLAIM FORM

If you have uploaded documents for this condition before, they will appear here.

For each claim, click Upload a File in the right section and upload each supporting document individually.

Note: Uploading multiple documents at once can cause problems.

Need Help?

Please contact your Dedicated Agent directly or email info@talent-trust.com if you are unsure whether to start a new claim or add to an existing one.

The challenges of mission life can limit the impact of a missionary's ministry. Talent Trust provides missionaries with resources to stay physically, mentally, and financially healthy, so they can thrive as long as needed in their calling.