How to Add to an Existing Claim

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

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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**.

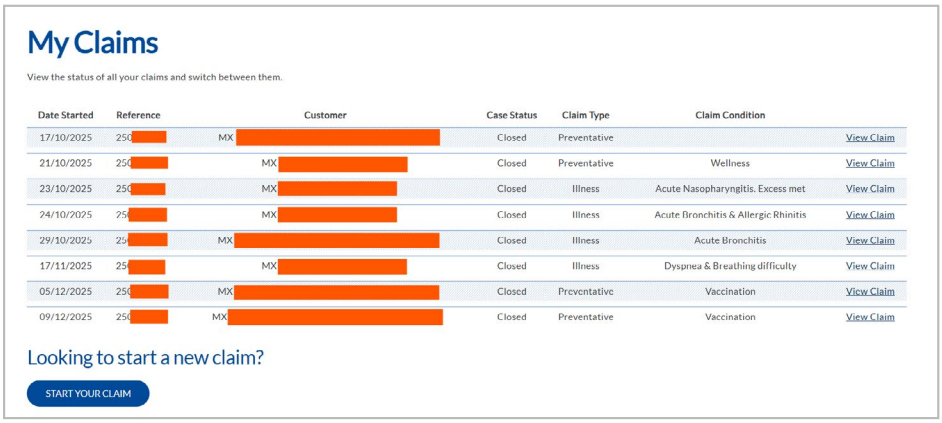
Existing Claims vs New Claims

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.

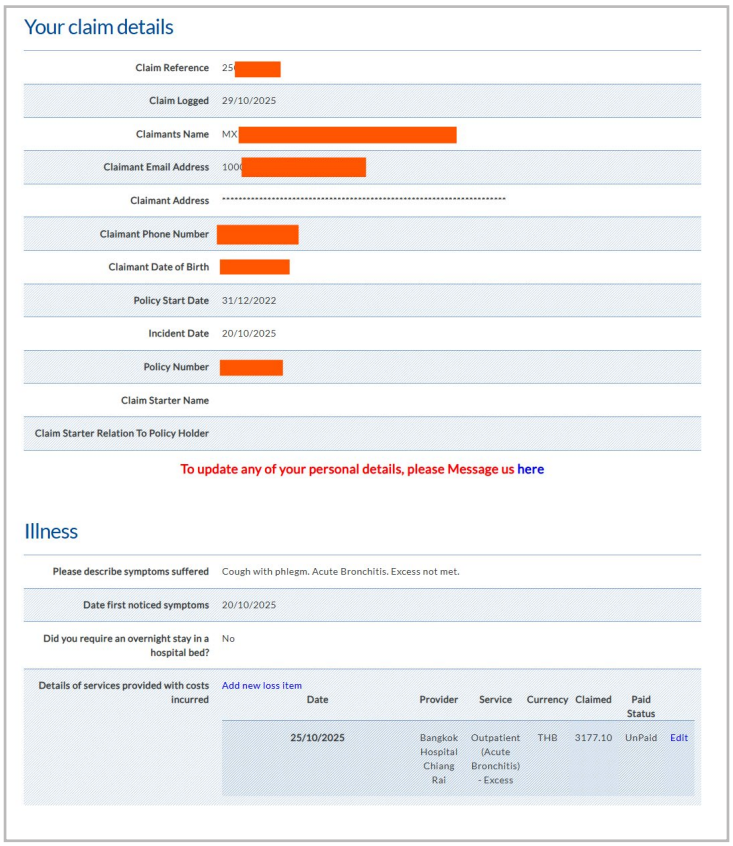


If you are submitting a claim for a condition you have previously claimed for, please **don't select 'Start Your Claim'**. **Instead, choose 'View Claim'** for the previous condition to submit a new claim (e.g., if you're claiming for PTSD, and "PTSD" has been claimed for before).

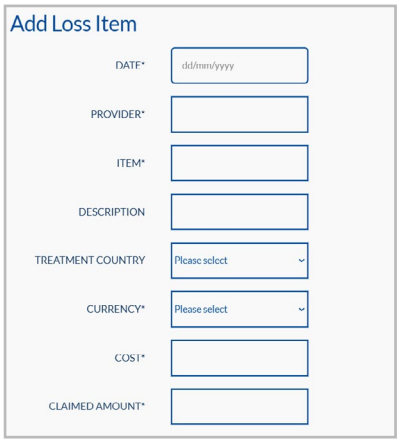
Note: For acute non-continuous conditions which you've claimed for before (e.g., fever), and plan to claim again now - you may just click "**Start Your Claim**".

2 Find the existing claim under My Claims

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



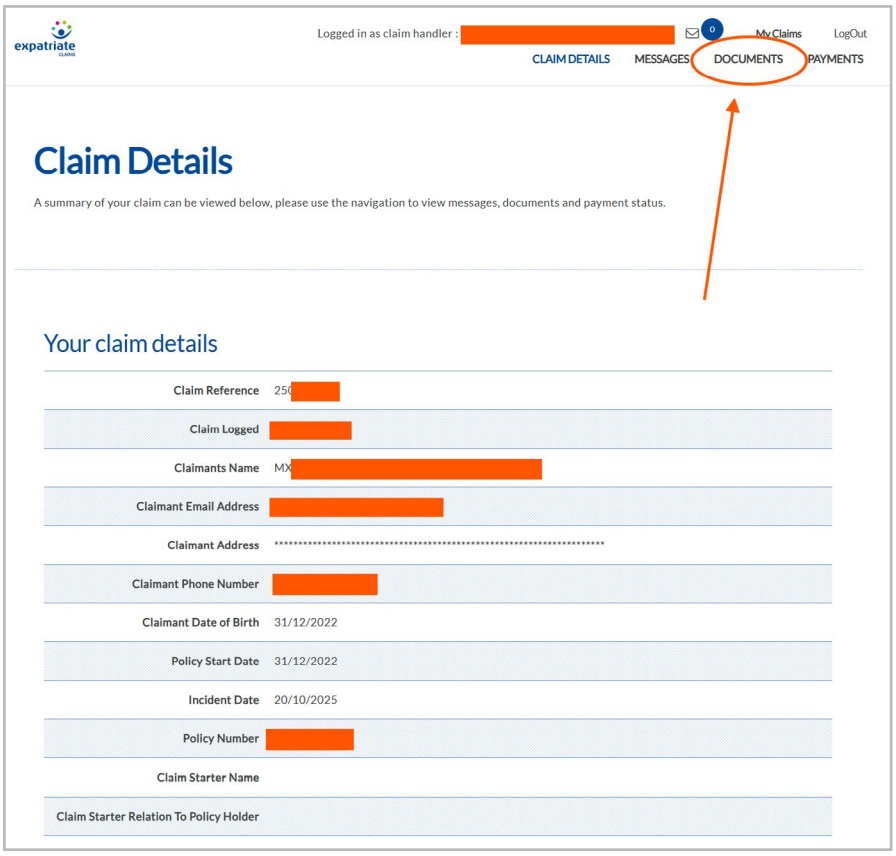
Enter the details for one invoice, including the treatment date, provider, item, description, currency, cost, and claimed amount. Once completed, click **Save**.



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.

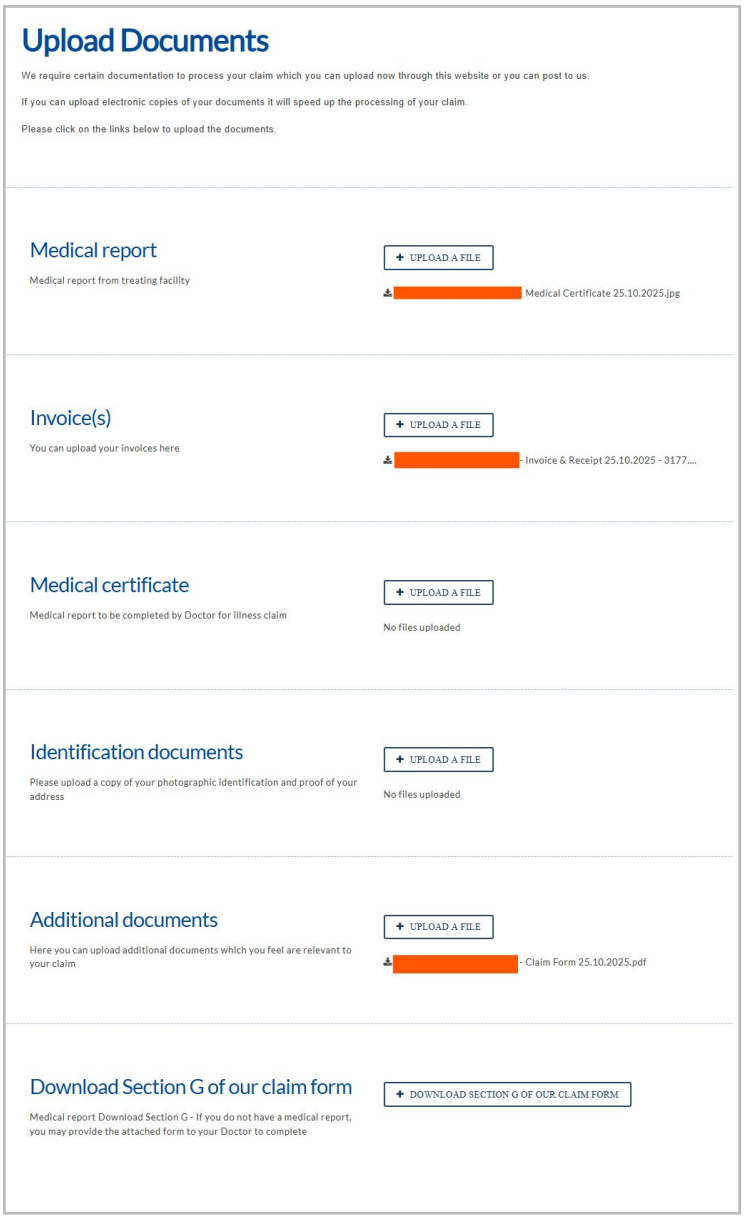
3 Upload Your Documents for the Current Claim

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



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



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.

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