Ministry-Life Balance

How to Start a New Claim

Use this guide when you are submitting a claim for a new and unrelated medical condition.

Talent Trust

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Before you start

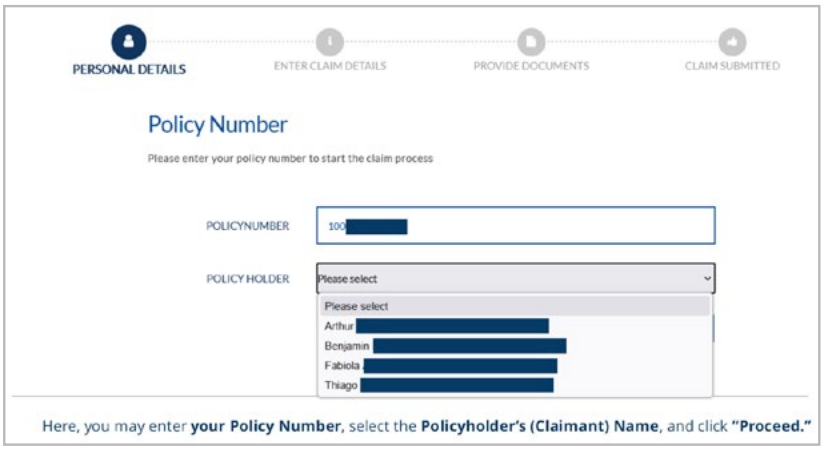
Please check My Claims first. If the treatment is for a condition already listed in the portal, do **not** start a new claim.

Open the existing claim and add the new invoice there instead. For help with this, please see the **How to Add an Existing Claim Guide**.

Step-by-Step Guide

1 Enter your policy details

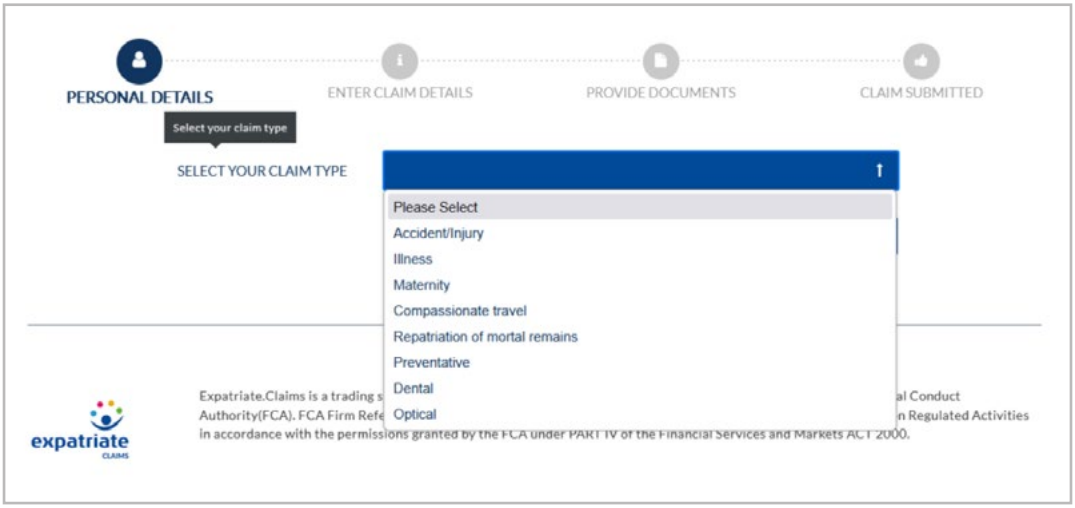
Log into **www.expatriate.claims**. Enter your Policy Number, select the correct Policyholder / Claimant Name, and click Proceed.



2 Complete missing personal details

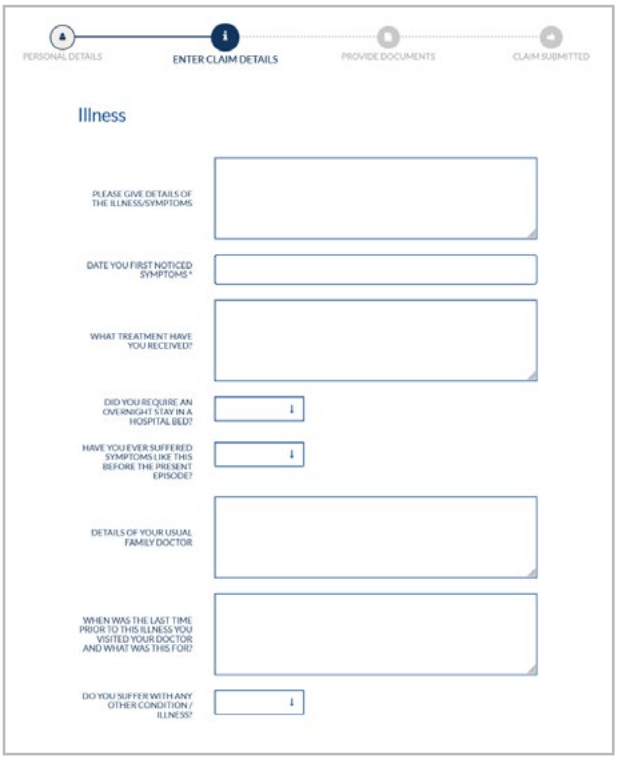
The portal may show your policy details. Complete any missing information, such as your phone number, before continuing.

3 Select the claim type



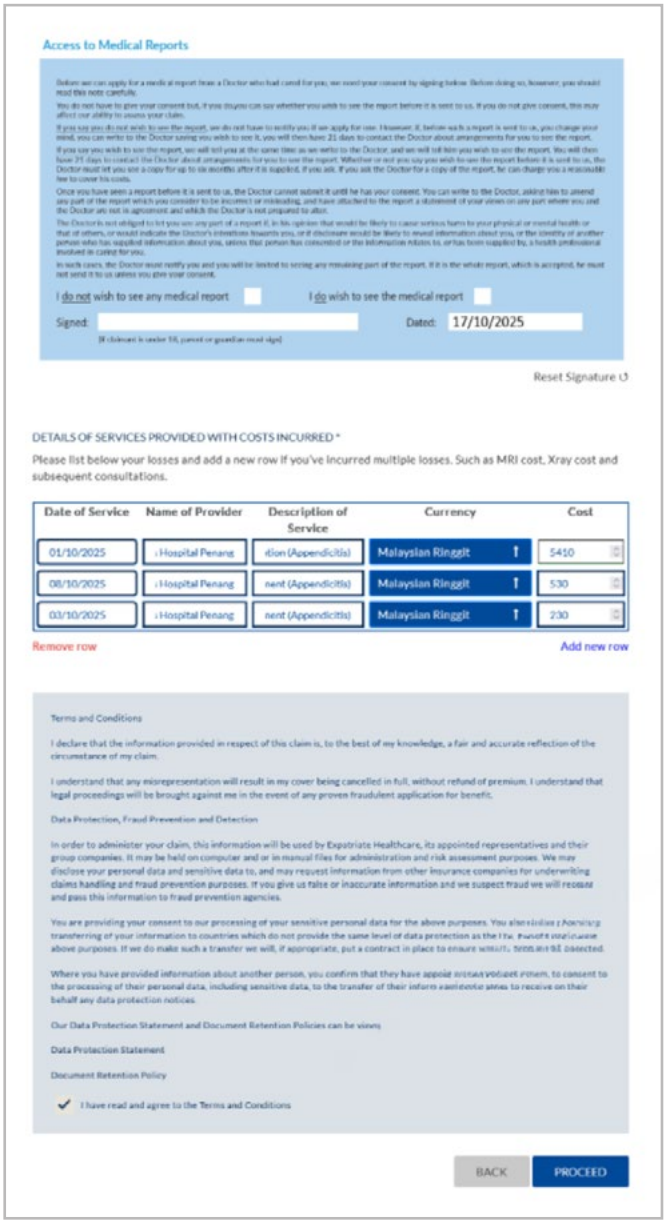
4 Complete the claim details

Answer the questions shown on the Claim Details page. The questions may be different depending on the claim type you selected.



5 Complete the Loss Table

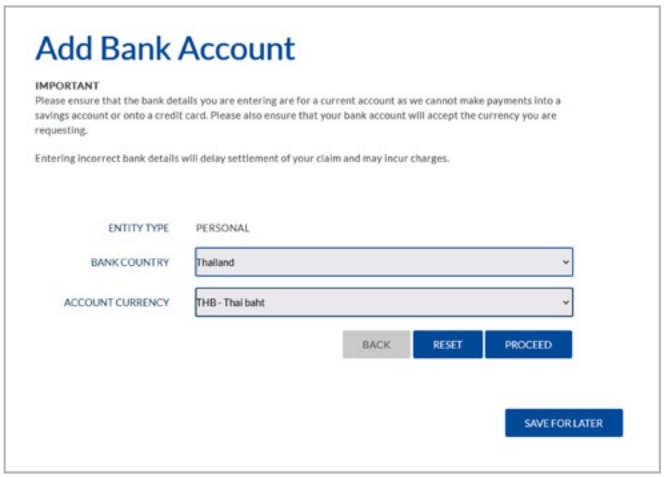
Scroll down to the Loss Table and enter the invoice details. Please enter one invoice per loss row. Then tick the Terms and Conditions box and click Proceed.



Note: If you have more than one invoice, add each invoice as a separate loss row.

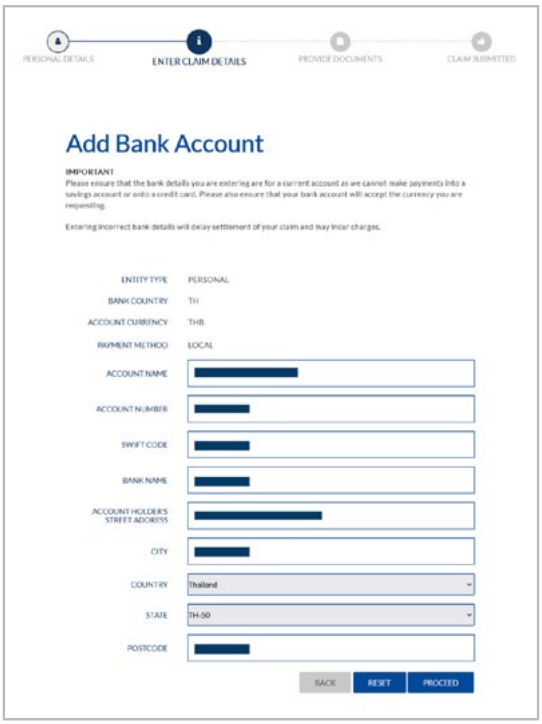
6 Add your bank account

Select the bank country and account currency, then click Proceed. Please make sure your bank account can receive the currency selected.



7 Complete the bank details

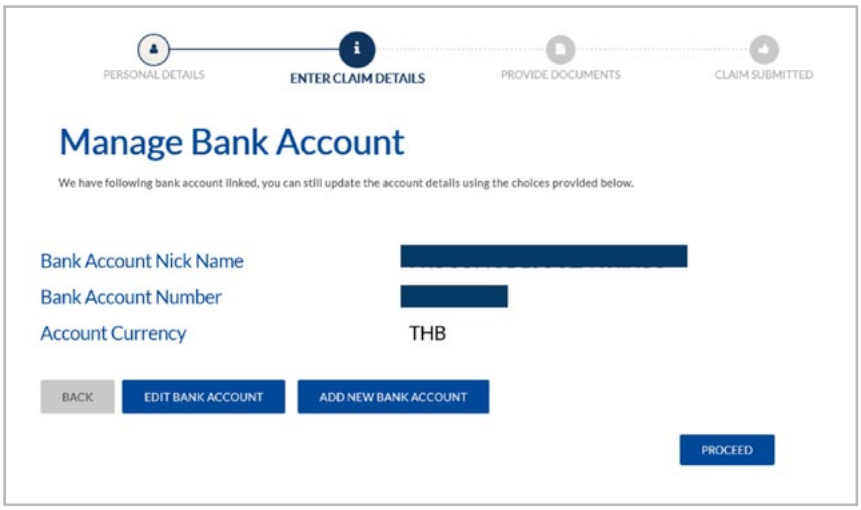
Enter the required bank account details and click Proceed. The information requested may vary depending on the bank's country.



> **Note**: Incorrect bank details may delay payment or result in bank charges.

8 Confirm the bank account

After entering your bank details, you will see the Manage Bank Account page. Review the bank account shown and click Proceed to continue.



9 Upload your documents

After your bank details are confirmed, the portal will ask you to upload your claim documents.

Document upload reminder: Upload clear documents one at a time. Please include the itemized invoice and proof of payment. If you are claiming medication, please also upload the prescription. If your claim requires a referral or medical report, please upload them as well.

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

That's it, your part is done!

When & How to Follow Up

To follow up, you can check on the portal for status updates. If it shows as paid, usually an email has also been sent to you about it. You should hear back from us within 31 days.

Need Help?

Please contact your dedicated agent directly or email **info@talent-trust.com**.

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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