



Quick Index Guide on how to **Claim in the** **Oneplan App**



Getting **Set Up** and
General App Features



How to claim & manage
your **Gap Policy**

We get that life is complicated, which is why we designed insurance that is easy-to-understand, easy-to-apply, and easy-to-use...

**To make today better
for our clients.**



Getting Set Up and General App Features

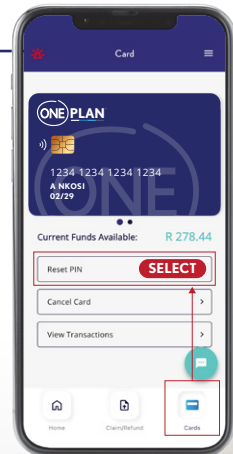
How to register on the app

- After signing up, you will receive an **SMS** with your policy number.
- Download the Oneplan App on **Google Play, AppGallery or Apple App Store**.
- Click **"Register"** on the home page.
- Fill out your **policy number, ID/passport number**, and choose a **password**, then click **"Register"**.
- You can now access all your policy information and claim on the **Oneplan App!**
- Your policy number will be saved for when you log in next time - you just need to **remember your password** or set up **biometric access** with your fingerprint/face ID.



How to reset your Oneplan Claim Card pin in the app

- Log in to the app.
- Select **"Cards"** at the bottom of your screen.
- Click on **"Reset PIN"**.
- The app will ask if you are sure you want to reset your pin - select **"Yes"**.
- Your new card pin will be sent to you via **SMS**.

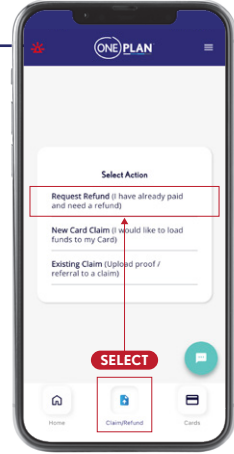




Getting Set Up and General App Features

How to request a refund in the Oneplan App when you have paid the bill

- Log in to the app.
- Click **"Claim/Refund"** at the bottom of the screen.
- Click on **"Request Refund (I have already paid and need a refund)"**.
- Select the policy the refund is for (Pet, Health, Gap or Short Term).
- Select the policy member the claim was for.
- Choose whether you would like us to refund you to your **Oneplan Claim Card** or your **Bank Account**.
- Upload **a clear image of the invoice** which includes the amount paid and then **"Request Refund"**.
- We will refund you up to your benefit limit of your chosen plan. **Refunds to your Oneplan Claim Card take up to 48hrs and refunds to your Bank Account take up to 7 days.**



How to check your Oneplan Claim Card Balance in the app

- Log in to the app.
- Click **"Cards"** at the bottom of the screen.
- You will see your card details, including your available balance.
- **Please note: There are no bank charges when swiping at a point of sale (POS) device. However, there ARE bank charges when using your card at an ATM, which will be deducted from your available funds.**

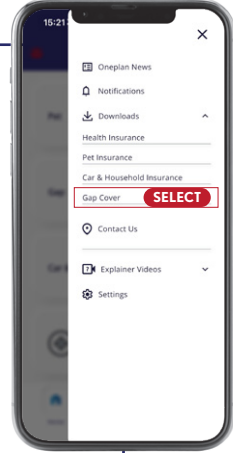




How to Claim & Manage Your Gap Policy

Where to find your Gap Claim Form in the app

- Log in to the app.
- In the menu at the top right of the screen, click on **"Downloads"**.
- Select Gap Cover.
- Click **"Gap Cover Claim Form"**.
- You will be redirected to save or print the document.



How to claim on your GAP Policy

- Make sure you have downloaded the **Gap Cover Claim Form** in the app (see guide above) or via the online portal on our website.
- Log in to the app.
- Select Gap.
- Select the profile of the insured person the claim is for.
- Select **"My Claims"**.
- Select **"New Claim"**.
- Select the person the claim is for and the account to refund.
- Upload the relevant supporting documents (Medical Aid Statement, Doctor/ Hospital Invoices, Completed Oneplan Gap Claim Form).
- Click on **"Process Claim"**.

