



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



Getting **Set Up** and  
**General App Features**



How to claim & manage  
your **Pet 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

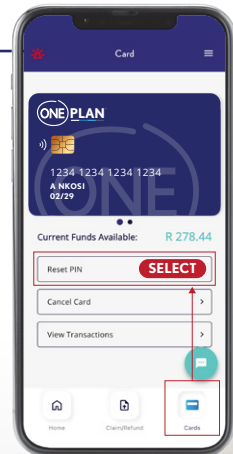
## How to register on the app

- 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**.

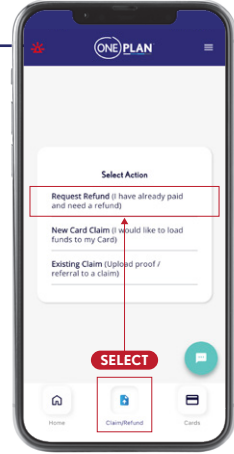




# Getting Set Up and General App Features

## 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 Pet Policy

## How to pre-load a Vet or Routine Care Visit (before you see the vet) in-app

- Log in to the app.
- Click **"Claim/Refund"** at the bottom of the screen.
- Click on **"New Card Claim (I would like to load funds to my Card)"**.
- Select the policy the claim is for (Pet).
- Select which Day-to-Day Benefit you want to claim from.
- Enter the date of your consultation and the pet seeing the vet.
- Select which card to load the funds to, and then enter the amount required (you can only claim up to your event limit as per your chosen plan).
- Click on **"Process Claim"**.
- Your funds will then be loaded to your Oneplan Claim Card in as little as a minute!

The image shows two overlapping screenshots from the Oneplan app. The top screenshot is the 'New Claim' screen, which has a back arrow at the top left and a title 'New Claim'. It lists three options: 'Casualty (Pawssuality for Pets)' with a dog icon, 'Pet Med Savings' with a clipboard icon, and 'Pet Med Booster' with a dog and heart icon. A red box highlights the 'Casualty' option. The bottom screenshot is the 'Create Claim' screen, which has a back arrow at the top left and a title 'Create Claim'. It contains several form fields: 'Date of Consultation' (with a date picker icon), 'Insured' (with a dropdown arrow), 'Select the card to load funds to' (with a dropdown arrow), and 'Amount' (with a text input field containing '£1400.00'). At the bottom, there is a red 'SELECT' button and a blue 'Process Claim' button. A red arrow points from the 'Casualty' option in the first screenshot to the 'Create Claim' screen.

## How to upload an invoice in-app after you've swiped your Oneplan Claim Card at the vet

- Log in to the app.
- Click **"Claim/Refund"** at the bottom of the screen.
- Click on **"Existing Claim (Upload proof / referral to a claim)"**.
- Select the policy the invoice is for (Pet).
- Click the plus icon to the right of the claim which you are uploading an invoice for and then **"Take a Photo"** or **"Choose from Library"**.
- You will be notified once the photo has been uploaded successfully.

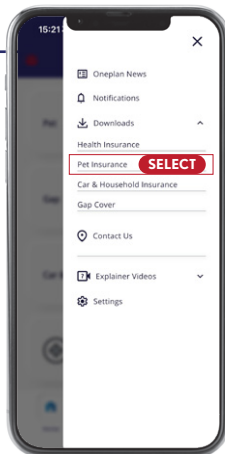
The image shows a screenshot of the 'Claim History' screen in the Oneplan app. It has a back arrow at the top left and a title 'Claim History'. Below the title, there is a table with two columns: 'Claims' and 'Proof'. The table lists several claims: 'Casualty (Pawssuality for Pets) Claim' (Total Claimed: 1400.0, Outstanding), 'Casualty (Pawssuality for Pets) Claim' (Total Claimed: 1400.0, Claim Reversed), 'Pet Med Savings Claim' (Total Claimed: 200.0, Claim Reversed), 'Casualty (Pawssuality for Pets) Claim' (Total Claimed: 500.0, Claim Reversed), 'Pet Med Savings Claim' (Total Claimed: 800.0, Claim Reversed), 'Pet Med Savings Claim' (Total Claimed: 352.8, Paid), and 'Casualty (Pawssuality for Pets) Claim' (Total Claimed: 1316.52, Approved). A red box highlights the plus icon next to the first 'Casualty' claim, with a red 'SELECT' label next to it. At the bottom, there are buttons for 'Request Refund' and 'Download Claim Statement'.



# How to Claim & Manage Your Pet Policy

## Where to find your Pet Hospital Claim Form in the app

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



## How to claim for a Pet Hospital Admission

- Make sure you have downloaded the **pet hospital claim form** in the app (see guide above) or via the online portal on our website.
- Complete the form and email it to **petclaims@oneplan.co.za**.
- Once all documentation related to your claim has been submitted, a claims representative will respond to your email and inform you of the outcome on your claim.
- If your claim is approved by our pet claims team, we will process the **refund back into your bank account**.
- **Please note: we do not make upfront payments for pet hospital admissions.**
- Once the refund has been processed, it will take up to **7 days to reflect in your account**.

