ONE PLAN™

Health Insurance

Quick Index Guide on how to Claim in the Oneplan App

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

How to claim & manage your **Health 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.

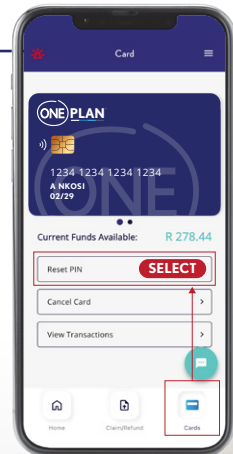# Getting Set Up and General App Features

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.**
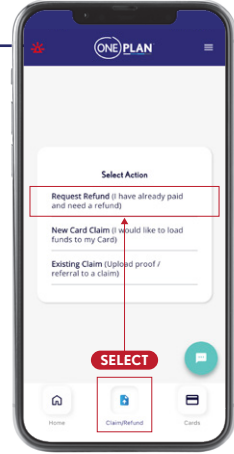
How to check your Oneplan Claim Card Balance in the app

- 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 Health Policy

How to pre-load a Day-to-Day claim (before you see the doctor) 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 (Health).
- Select which **Day-to-Day Benefit** you want to claim from.
- Enter the **date of your consultation** and the person seeing the doctor.
- 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!**
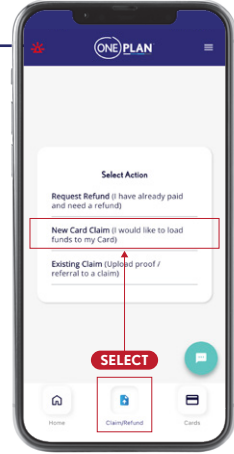
How to upload an invoice in-app after swiping your Oneplan Claim Card at the doctor

- 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 (Health).
- 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.