



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

*Its simple, just click on the icons below to navigate to the Product How to Videos.*

We get that life is complicated, which is why we designed insurance that is easy to understand, easy to apply and easy to use. In sticking to this promise, we have recently updated our Oneplan App. It's smarter, simpler and helps to make today better.

Here is a look at all the awesome features available in the Oneplan App, with step by step You Tube Video instructions on how to action them.

These can all be found on The Oneplan YouTube Channel with the below link.

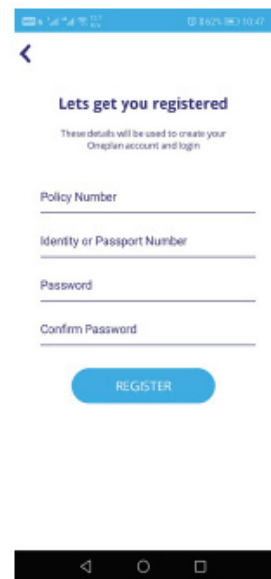
<http://bit.ly/2Peu0Jy>

# Getting Set Up and General App Features

## How to register for the app?

You have downloaded the app and now you need to set up your profile. Watch this easy to follow video to register successfully

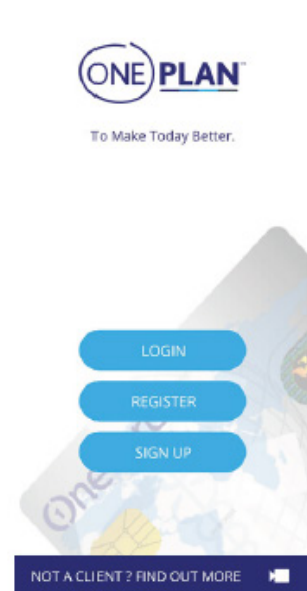
[YouTube Video Link -https://youtu.be/xmsURjC6iZI](https://youtu.be/xmsURjC6iZI)



## How to reset your password in the app?

Forgotten your password or want to use an easier one? Watch this video which will help you reset your password for the app.

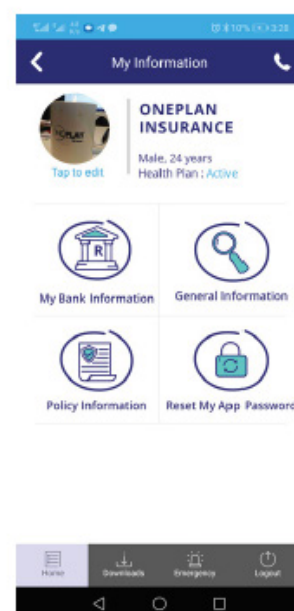
[YouTube Video Link - https://youtu.be/o7Z9Zs68Mjc](https://youtu.be/o7Z9Zs68Mjc)



## How to reset your Onecard Pin in the app?

Can't remember your pin and need to pay at the doctor? Watch this easy to follow video to reset your Onecard pin in the app.

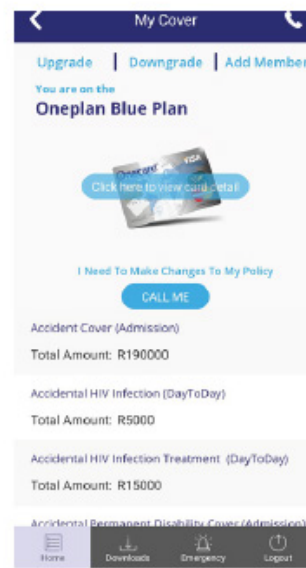
[YouTube Video Link - https://youtu.be/pj1lpNh-aOU](https://youtu.be/pj1lpNh-aOU)



## How to Downgrade and Upgrade your policy in the app?

Unexpected expenses and need to downgrade? Or feel like its time to increase your cover? Watch the video below to request an upgrade or downgrade on your policy in the app.

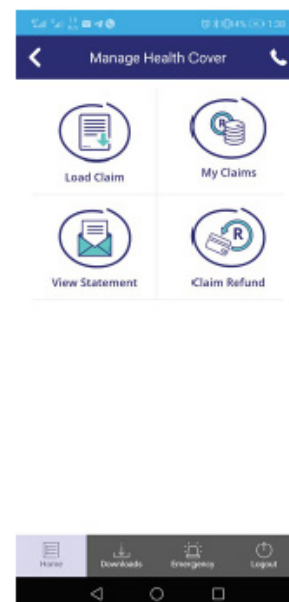
[YouTube Video Link - https://youtu.be/Z5PrUIdNu2U](https://youtu.be/Z5PrUIdNu2U)



## How to request a refund in the Oneplan app, when you have paid the bill.

So you have paid the bill from your own pocket and would like to get refunded. Click the link below and watch the correct process for submitting your refund request. (Health care visits only).

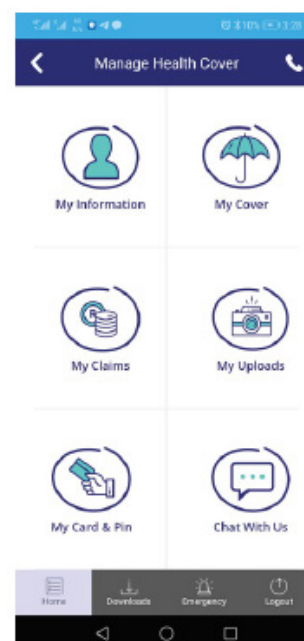
[YouTube Video Link - https://youtu.be/VIDNpFencRs](https://youtu.be/VIDNpFencRs)



## How to check your Onecard balance in the app.

You are unsure how much money you have loaded onto your Onecard and need to check your balance so that your card won't decline when swiping. Watch this quick video to see how to do this.

[YouTube Video Link - https://youtu.be/OH4tkDiWyDQ](https://youtu.be/OH4tkDiWyDQ)

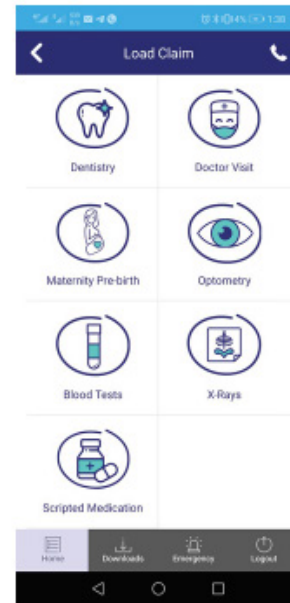


# Health Policy Features

## How to pre-load a day to day claim (before you see the doctor) in app.

No need to pay upfront and claim, pre-load your doctors visit to the Onecard in the app so you can swipe after your consult. It's really easy to watch a step by step guide to help you load funds in the app.

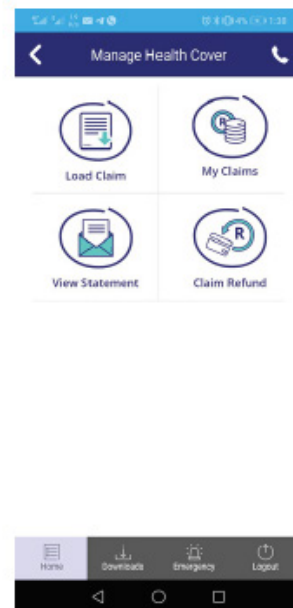
[YouTube Video Link - https://youtu.be/PjubvWQwJoo](https://youtu.be/PjubvWQwJoo)



## How to upload an invoice in app after you've swiped your Onecard at the Doctor.

We just need a photo of your invoice after you used your preloaded funds on your Onecard. Watch this quick video which will show you how easy it is to do this.

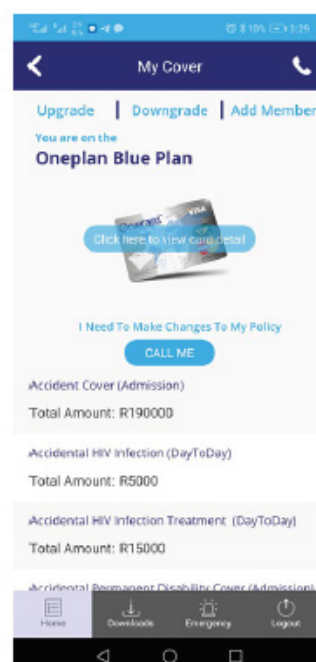
[YouTube Video Link - https://youtu.be/pirD4UUCA5Q](https://youtu.be/pirD4UUCA5Q)



## How to add a member to your health policy in the app.

Want to add another family member to your health policy. Watch this quick video which shows you how to request this in the app.

[YouTube Video Link - https://youtu.be/LtG4h\\_jjU4](https://youtu.be/LtG4h_jjU4)



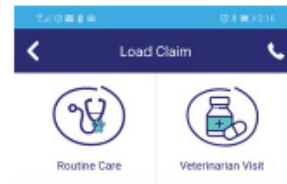


# Pet Policy Features

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

No need to pay upfront and claim, preload your vet visit claim to the Onecard in the app, so you can swipe straight after your consult. It's really easy to watch a step by step guide to help you load funds in the app

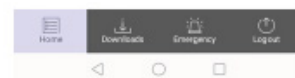
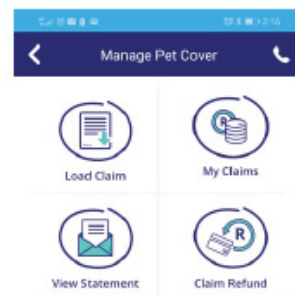
[YouTube Video Link - https://youtu.be/c-pAjU3atkl](https://youtu.be/c-pAjU3atkl)



## How to upload an invoice in app after you've swiped your Onecard at the Vet.

We just need a photo of your invoice after you used your preloaded funds on your Onecard. Watch this quick video which will show you how easy it is to do this.

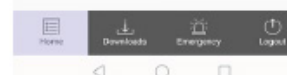
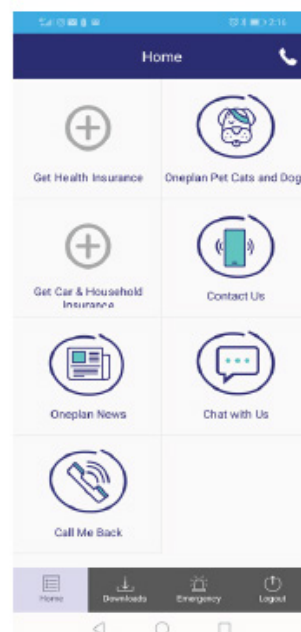
[YouTube Video Link - https://youtu.be/vz5WnAe287g](https://youtu.be/vz5WnAe287g)



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

Your pet is being admitted at the vet, then you need to please download, complete and e-mail the pet hospital claim form found in your app to our authorisations team. Watch this video so that you know where to find it easily in the app.

[YouTube Video Link - https://youtu.be/CYoOleBqwbY](https://youtu.be/CYoOleBqwbY)

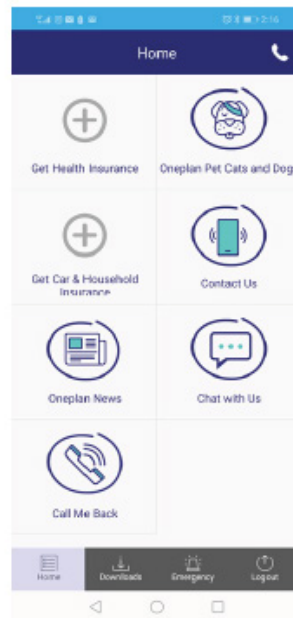




# How to claim for a Pet Hospital Admission.

Your furry best friend was admitted to the vet hospital and now you need to let us know so that we can confirm the cover and process your claim. Watch this video which will tell you which steps to take to process your admission and claim.

[YouTube Video Link - https://youtu.be/au2dcEV128Q](https://youtu.be/au2dcEV128Q)

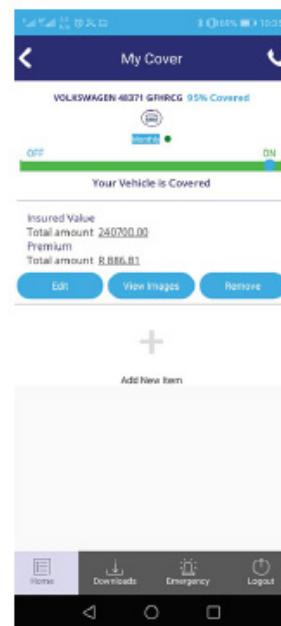


# Car Policy Features

## How to adjust your car premium or % cover in the app

Want to increase or decrease your insurance cover? Watch this easy to follow tutorial video in the app.

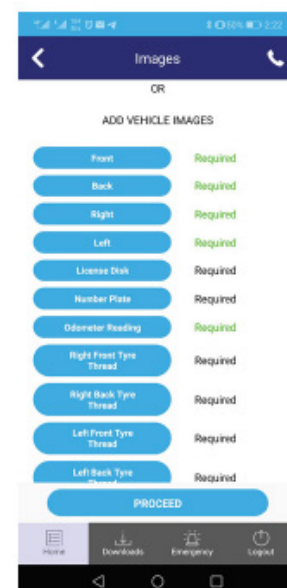
[YouTube Video Link - https://youtu.be/RAAjW43kslc](https://youtu.be/RAAjW43kslc)



## How to validate your vehicle in the app (Upload Images)

You have signed up but now need to upload your vehicle images in the app for validation. Watch this video we have created to help show you the step by step process to get this done.

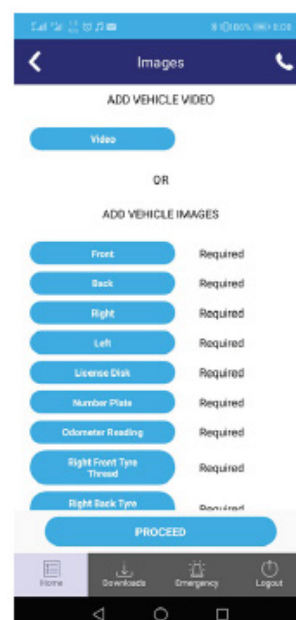
[YouTube Video Link - https://youtu.be/CYoOleBqwBY](https://youtu.be/CYoOleBqwBY)



## How to validate your vehicle in the app (Upload Video)

You have signed up but now need to upload a video of your vehicle condition in the app for validation. Watch this tutorial video which will help you understand how to get this done.

[YouTube Video Link - https://youtu.be/rPz3nkr-d3E](https://youtu.be/rPz3nkr-d3E)

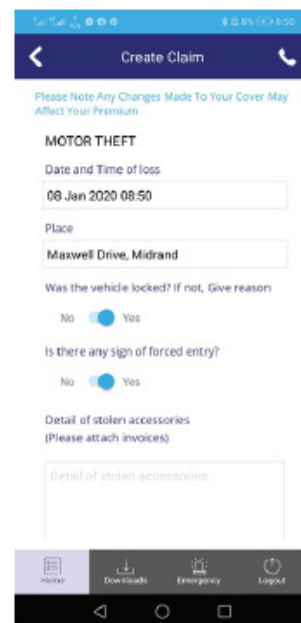




## How to claim for a car accident or incident or theft in the app

Something has happened to your car and you need to submit a claim. Don't worry, watch this video which will tell you exactly how to process the claim and what we need, all in the app.

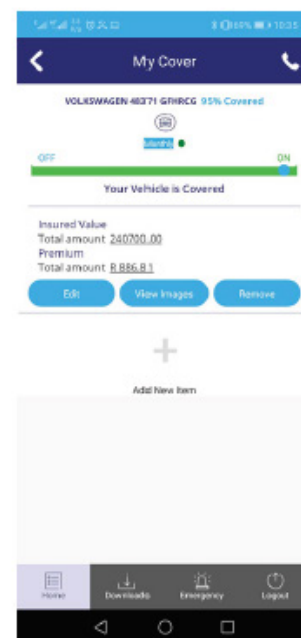
[YouTube Video Link - https://youtu.be/jgxuTAvvKsY](https://youtu.be/jgxuTAvvKsY)



## Don't understand how our flexible insurance cover works?

Not exactly sure how your 95% cover for your vehicle is calculated. It's really simple we promise. Watch this video to learn more about what we cover and what you are liable for.

[YouTube Video Link - https://youtu.be/UcZY2clmkeo](https://youtu.be/UcZY2clmkeo)



# Household Policy Features

## How to load a claim for a household incident in the app.

You have had an incident at home and need to submit a claim for your household content/s. Don't worry, watch this video which will tell you exactly how to process the claim and what we need, all in the app.

[YouTube Video Link - https://youtu.be/3okS6ehQFaY](https://youtu.be/3okS6ehQFaY)

