



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**



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



How to claim & manage your
Car & Household Policy



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.

[Oneplan YouTube Channel](#)





Getting Set Up and General App Features

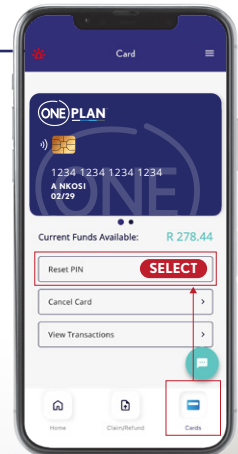
How to register on the app

- 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**.

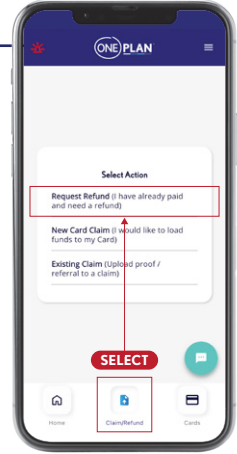




Getting Set Up and General App Features

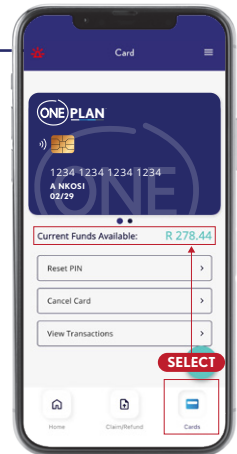
How to request a refund in the Oneplan App when you have paid the bill

- 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.**

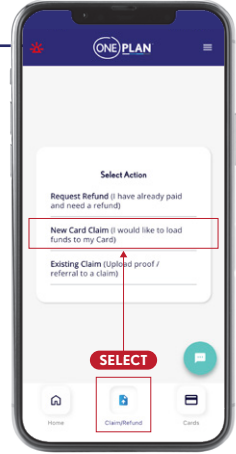




How to Claim & Manage Your Health Policy

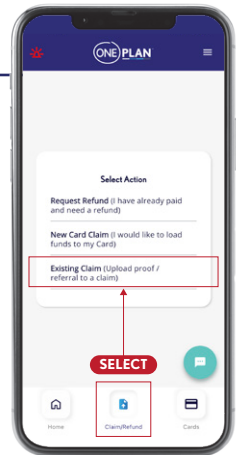
How to pre-load a Day-to-Day claim (before you see the doctor) in-app

- 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.

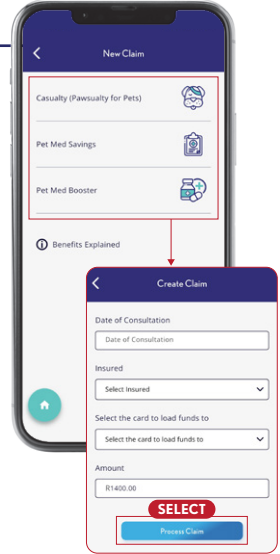




How to Claim & Manage Your Pet Policy

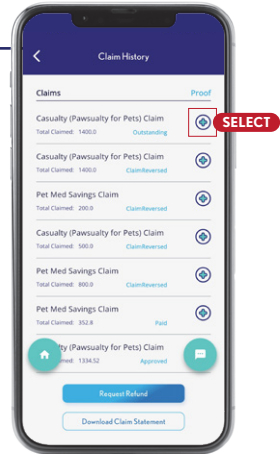
How to pre-load a Vet or Routine Care Visit (before you see the vet) in-app

- 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!



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.

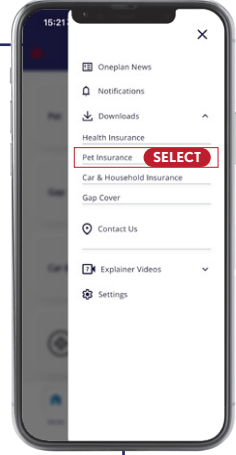




How to Claim & Manage Your Pet Policy

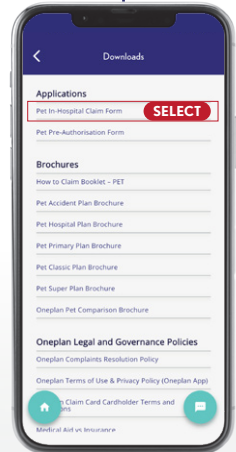
Where to find your Pet Hospital Claim Form in the app

- 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**.

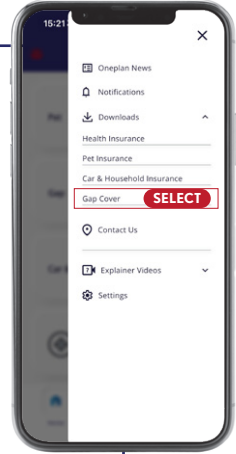




How to Claim & Manage Your Gap Policy

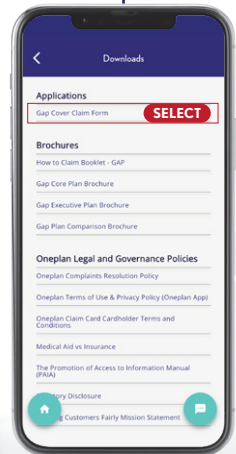
Where to find your Gap Claim Form in the app

- 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"**.

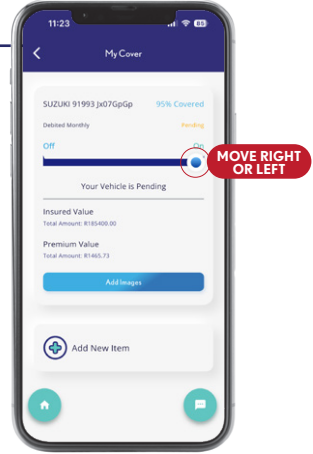




How to Claim & Manage Your Car & Household Policy

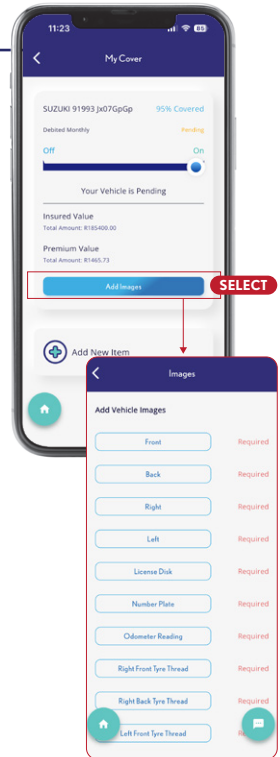
How to adjust your car premium or % cover in the app

- Log in to the app.
- Select Car & Household, click your policy and then click **"My Cover"**.
- For the item you would like to adjust your premium for, move the slider **right or left** to change your premium or percentage cover.
- Once you are happy with your changes, click **"Save"**.
- **Please note: any changes made will affect the premium you pay each month.**



How to validate your vehicle in the app (upload images)

- Log in to the app.
- Select **Car & Household**.
- Click on the item you want to validate and then select **"My Cover"**.
- For the vehicle you wish to validate, click **"Add Images"**.
- Follow the required list that appears on your screen. Only move on to the next item when instructed to.
- Click **"Proceed"**.
- Once validated by our team, you will receive an SMS confirming that your cover is activated.
- You will also be notified if you need to re-take any images - meaning you will need to re-take all the images **(so try to make sure they are clear the first time around)**.

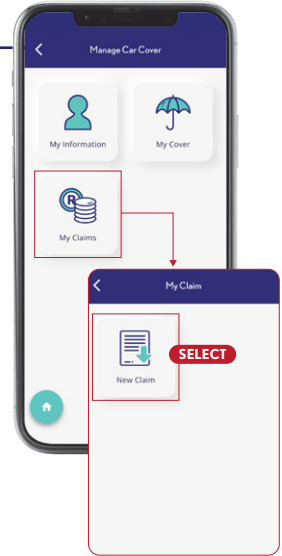




How to Claim & Manage Your Car & Household Policy

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

- Log in to the app.
- Select **Car & Household**.
- Select the profile the claim is for.
- Select **"My Claims"**
- Click on **"New Claim"**.
- Select whether the claim is for an accident or theft.
- Submit the requested information and details.
- If applicable, upload images to support your claim.
- **Remember: if you take photos at the scene of the accident, which meet the criteria stipulated in your policy schedule, we will waive your R2 500 standard excess fee.**
- Click on **"Process Claim"**.



Don't understand how our flexible insurance cover works?

- You get to choose how much you want us to insure your vehicle for **up to 95%** on the Oneplan App.
- You pay the **remaining 5%** difference (or the percentage difference based on your selected cover percentage) as your excess amount, plus a **standard excess fee of R2 500** (which can be waived if you take photos at the scene of the accident).
- This means that, if you have chosen **95% cover** with Oneplan, your **excess will never be more than 5% of your claim**.
- Plus, you can **increase & decrease** your chosen cover % amount anytime, anywhere with the Oneplan App, which means you **save more money for a rainy day**.
- **Bonus: we give you third party liability cover up to R2.5 million no matter what cover % you select.**

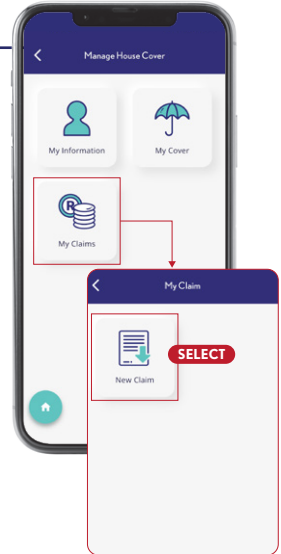




How to Claim & Manage Your Car & Household Policy

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

- Log in to the app.
- Select **Car & Household**.
- Select the profile the claim is for.
- Select **"My Claims"**.
- Click on **"New Claim"**.
- Select **"Household Content"**.
- Select which item you are claiming for.
- Click on **"Submit"**.
- Submit the requested information and details.
- If applicable, **upload images** to support your claim.
- Click on **"Process Claim"**.





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