ețiqa+ GUIDE



Enjoy cash rebates on motor plans, 24/7 roadside assistance, medical services, faster claims and more!





App Store

eTiQa+

Terokai aplikasi Etiqa+ yang terbaru

Nikmati rebat tunai untuk pelan motor, bantuan tepi jalan 24 jam, perkhidmatan perubatan, tuntutan pantas dan banyak lagi!





Before Login & Sign Up

What You Can Do Before Sign Up or Login to Etiqa+App

WithoutLogin/SignUp

Use Auto Assist Care Button

•You may request for immediate assistance for towing or other emergency assistance

•You may filled in required details such as your location and vehicle type

•You also able to locate our nearest panel for further assistance



What You Can Do Before Sign Up or Login to Etiqa+App

WithoutLogin/SignUp

Use Auto Assist Care Button

You may choose the service type based on their issues
You may need to fill in all required details as shown in image attached
You may verify all the details and tap on button "Yes, let's proceed'
Your request will be directly sent to respective team for their

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	Lumpur, Malaysia
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	ABCD123R
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	Email address
	Name
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	Yes, let's proceed
	I need to make changes

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Schedule a Service Appointment >You may request to schedule a Service Appointment for their policy

≻You required to fill in the contact details such as First Name, Last Name, Email and Phone Number

Fill in the policy/certificate details such as
 Type of Insurance and Purpose of the Visit
 You may filled in the details based on
 their needs





Schedule a Service Appointment

- You may filled in the Appointment Details that contains of location of the Appointment will held and Appointment Type
- You may filled in the Appointment Date and Appointment Time
- You will directed to Summary of the
 Service Appointment and may tap on "Confirm Appointment"
- Message "Your Booking is Confirmed" will popup to indicate that your booking is successful



List of Etiqa products to buy

- For customers who intend to buy our various insurance products online, they can tap on the "Buy" button.
- It will show a list of various insurance products that customers can choose from based on their preferences and needs.
- E.g., A customer may tap on Travel
 Product if they intend to buy Travel
 products, and it will take the customer to
 the Etiqa website for further steps.
- The customer may follow the steps to fill in all the details on the website to purchase travel products.



Overseas Admission

Tap on Overseas Admission
Assistance for Trip

Care 360 GL Request:

Send an email for a callback by

the Travel Assistance
team to call the

customer back.



Overseas Admission

•Tap on Overseas Admission

Assistance for Trip

Care 360 GL Request:

•Contact Travel Assistance team to

request for travel assistance.



Multiple Customer Touchpoints

•Tap on the Help button.

It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
For Emergency Support, you can tap on the button Auto Assist Care or Overseas Admission.

Use Auto Assist Care Button

- You may request for immediate assistance for towing or other emergency assistance
- You may filled in required details such as your location and vehicle type
- You also able to locate our nearest panel for further assistance



Use Auto Assist Care Button

You may choose the service type based on their issues
You may need to fill in all required details as shown in image attached
You may verify all the details and tap on button "Yes, let's proceed'
Your request will be directly sent to

respective team for their further action

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2 3)			41. Jalan Raja Mahmud, Kampu	ing Baru, 5030
Service Type Datails Confirms	Non		3	Kuala Lumpur, Wilayah Perseku	ituan Kuala
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Librue a flat ture		Location *			
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Multiple Customer Touchpoints

•Tap on the Help button.

It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
For Emergency Support, you can tap on the button Auto Assist Care or Overseas Admission.

Use Overseas Admission

•Tap on Overseas Admission Assistance for Trip Care 360 GL Request:

•Send an email for a callback by the Travel Assistance

team to call the customer back.



Overseas Admission

•Tap on Overseas Admission Assistance for

Trip Care 360 GL Request:

•Send an email for a callback by the Travel

Assistance team to call the customer back.



Overseas Admission

•Tap on Overseas Admission Assistance for Trip Care 360 GL Request:

•Send an email for a callback by the

Travel Assistance team to call the customer back.





Multiple Customer Touchpoints

- Tap on the Help button.
- For General support, you can choose to:
 - ➤ Call our Call Center at 1300-13-8888.
 - Email us at <u>etiqamysupport@etiqa.com.my</u> for further assistance based on your issues.
 - \succ Or chat with us at Etiqa Live Chat for real-time

assistance.

- For Other Services:
 - You can tap on "Check Appointment Status" to view your past and upcoming appointments.

 Aside from that, you can also tap on the "Etiqa
 Healthcare" button to call Etiqa Healthcare at 1800-88-9998 for guarantee letter-related issues.



What You Can Do Before Sign Up or Login to Etiqa+App

WithoutLogin/SignUp

Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:

(y

➤ Call our Call Center at 1300-13-8888.





What You Can Do Before Sign Up or Login to Etiqa+App

WithoutLogin/SignUp

Multiple Customer Touchpoints

•Tap on the Help button.

- •For General support, you can choose to:
 - Email us at <u>etiqamysupport@etiqa.com.my</u> for further

assistance based on your issues.



Cancel **Smile Support** (\uparrow) To: testing.smilesupport@etiqa.com.my Cc/Bcc, From: azwarahman@me.com Subject: Smile Support Please ask us anything. Bug reporting? Suggestions? Change Profile? Complaints? Note: The personal information that you provide to the Maybank Ageas Holdings Berhad (Etiga), whether now or in the future, may be used, recorded, stored, disclosed or otherwise processed by or on behalf of the Etiga for the purposes of facilitation of your feedbacks/queries/complaints and such ancillary services as may be relevant. By clicking Send, you acknowledge that you have read, understood and agree to be bound by Etiqa's Privacy Notice as may be amended from time to time. Where you are providing us with personal data of another individual, you arrant that you are authorised to consent to

Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:
 - > Or chat with us at Etiqa Live Chat for real-time assistance.



Multiple Customer Touchpoints

•Tap on the Help button.

•For Other Services:

- You can tap on "Check Appointment Status" to view your past and upcoming appointments.
- Aside from that, you can also tap on the "Etiqa Healthcare" button to call Etiqa Healthcare at 1800-
 - 88- 9998 for guarantee letter-related issues.



• For Other Services:

> You	can	tap	on	"C	heck
Арро	ointment		Status"	to	view
your	past and	1	upcoming	g	
арро	intments.				

Use Schedule A Service Appointment

- You may request to schedule a ServiceAppointment for their policy
- You required to fill in the contact details such as First Name, Last Name, Email and Phone Number
- > Fill in the policy/certificate details such as Type of Insurance and Purpose of the Visit
- You may filled in the details based on their needs



What You Can Do Before Sign Up or Login to Etiqa+App

WithoutLogin/SignUp

• For Other Services:

- Aside from that, you can also tap on the
 "Etiqa Healthcare" button to call
 - Etiqa Healthcare at 1800-
 - 88-9998 for guarantee
 - letter-related issues.







Sign Up

First time login to Etiqa+App

Step 1

- Download the Etiqa+ from the App Store,
 Play Store, or Huawei App Gallery.
- In order to Log in or Sign Up, you may tap the Log in now button.
- It will direct you to the Login page, and you may login if you have already registered for the Etiqa+ App.
- If you are a first-time user, you are required

to tap on **Create an account**.



First time login to Etiqa+App

Step 1

- If your are new user to Etiqa+
 App, you may create a new
 account and are
 required to fill in the required
 details, such as ID type, NRIC
 number, mobile number, and email
 address.
- Once done, you may tick the consent statement and tap the Register button.
- An OTP code will be sent to your mobile number. Key in the OTP to verify it.
- You will be directed to setup your new login credentials i.e. Username, Password and also Secret Word.
- Once you tap on the confirm button, you will be directed to the next page and message "Account created. Verify your email or log in now" will be



First time login to Etiqa+App

Step 2

- If you are existing Smile or CWP user, you will encountered the screen as shown upon you try to create a new account
- You may tap on the "Proceed"
 button and it will navigate you to validate the user by sending the OTP and you may tap on the Verify button
- You may need to setup your new login credentials i.e. Username, Password and the Secret Word.
- Once you tap on the Confirm button, prompt message indicate you have successfully created the account.
 You may proceed to login Etiqa+ App as existing user.



First time login to Etiqa+ App

Step 3

- A message appeared: "Account created. Verify your email or log in now" will be shown, and you may tap on Login to proceed to log in to the Etiqa+ App as existing user .
 You may proceed to login to the Etiqa+
- App to further explore and navigate around your policy or any feature there.





Activating Biometric

Activating Biometric



- You can activate your biometric for Etiqa+.
- Click Enable to activate biometric.
- Once Biometric activated, it will be enabled at Profile.
- Once Activated, the subsequent login just need to use biometric.



User's Profile

User's Profile

- You can view your details by tapping on the Profile at the bottom right of the app.
- You will see various general types, as shown in the image.
- On the Edit Your Profile page, you are only able to edit your username.
- Aside from that, if you need to edit the details, you may email the request to <u>etiqamysupport@etiqa.com.my.</u> The team will assist further with your request.





My Policy/Certificate

- > You may tap on **"My**
 - **Policy/Certificate**" at the above of the app page or "**My Policy**" at below of the page and it will direct you to view their Individual or Mutiara policy
- Once you directed to the My Policy, they will see a few of policy category at the top of the App page such as Vehicle, Life/Family/Medical, Personal Accident, Travel and Others
- E.g., For those customer who have
 Vehicle policy, they may tap on the
 Vehicle part and it will show list of your
 Active or Expired policy there
- If you have Drive Less Save More
 coverage, you also able to see the coverage
 below of your policy
- You may refer image shown for further reference.

Active Plan	ificate				-			
Active Plan		\sim	a, ee,		A		Selected Policy Detai	ls
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xplore our se	vices for		Policy No. A0021544	Expiry 21 Ap	Date or 2024	>	Effective Date 05 Apr 2023	Expiry Date 04 Apr 2024
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> For those customer who have

Life/Family/Medical policy, they may tap on the Life/Family/Medical part and it will show list of your Active or Expired policy there.

- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page .
- If you intend to renew your expiry policy, you may tap on "Pay" and it will directed you to the website for further steps.
- The "Pay" button will reflect 2 days after the due date of your policy until day 55.
- Customer may select payment mode by using credit/debit card.





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 Customer may select payment mode by

using e-wallet.

Type of e-wallet that can be use are either Grab Pay, Touch n Go or Boost



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Product Description:	DMI0000118182	
Amount:	RM 140.27	
Payment Timeout:	6:47	
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GrabPay	Touch	
Receipt will send	to this E-mail add	dress
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- For those customer who have Personal Accident policy, they may tap on the Personal Accident part and it will show list of your Active or Expired policy there
- You will see the product name, start and expiry date and also your policy number
- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page.





- For those customer who have Travel policy, they may tap on the Travel part and it will show list of your Active or Expired policy there.
- You will see the product name, start and expiry date and also your policy/certificate number
- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page.
- For policy that manually integrate will only display the Certificate Details
- If customer intend to do submission for Travel, they can submit their claim thru Whatsapp as shown in the image.


My Policy/Certificate Module

- For those customer who have purchase Travel policy via EDP, you will able to view your policy details in real time.
- You will see the product name, period of insurance, plan type, protection for, destination and policy number.
- Customer can tap the arrow and it will navigate to your policy details.
- > In policy details, customer will be able to view:-
- Plan type
- Trip type
- Period of Insurance
- Travel Destination
- Request Overseas Guarantee Letter
- Submit Claim
- Travel & Medical Assistance
- Covered Members
- Contacts
- Flight
- Payment
- Documents

My Policy/Certificate	Certificate No : CU001370		Covered Members (1)		
Active	Plan Type Gold	Active	SHAHNAZ BIN AMRI (Certificate Owner) >		
TripCare 360 Takaful Active Period of Takaful Image: Comparison of Takaful 19 Mar 2024 to 22 Mar 2024 Protection For	Trip Type Protection For Single Trip Just myself Period of Takaful 19 Mar 2024 to 22 Mar 2024 Travel Destination Worldwide 1 (excluding Malaysia, USA, Canada & Nepal)		Contacts Address NO 134 NO 344 LORONG TAMAN BAHAGIA 1 BANGSAR 59000 KUALA LUMPUR		
Gold Just myself Destination Worldwide 1 (excluding Malaysia, USA, Canada & Nepal)	四 Request Overseas Guarantee Letter	호 Submit Claim	Mobile No 01111001012 Email FARAHLYANA.MO@ETIQA.COM.MY		
Certificate No CU001370	24/7 Travel & Medical Assistance +603 2785 6565 > Covered Members Covered Members Covered Members Covered Members		Flight Details To enjoy auto flight delay claim payout, ensure to provide the correct flight details. Wants to add connecting flight? <u>Contact Us></u>		
H 🔶 🗉 🙁	Covered Members (1)	NAMRI (Certificate Owner)	Departure Flight No.Departure Date≥ MH003団 19 Mar 2024Returning Flight No.Returning Date≤ MH002団 22 Mar 2024		

My Policy/Certifcate Module

- For Others policy, they may tap on the Others part and it will show list of your Active or Expired policy there.
- You will see the product name, start and expiry date and also your policy number.
- Customer also can tap the arrow and it will navigate to your policy details.
- Customer able to view your policy details at this page.

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Personal Accident	Travel	Othe
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ETIQAMSK		
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01 Jan 2022	31 Dec 2022	
Policy No. A0012611		>
Householder T	akaful	In Force
Person Covered Name ETIQAMSK		
Start Date	Expiry Date	
08 Dec 2021	07 Dec 2022	
Certificate No. RH030270		>
Houseowner		In Force
Person Covered Name	6	
ETIQAMSK		
Start Date 08 Dec 2021	Expiry Date 07 Dec 2022	
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My Policy	Help	at Pr

My Policy/Certifcate Module

- For Others policy, they may tap on the Others part and it will show list of your Active or Expired policy there.
- You will see the product name, start and expiry date and also your policy number.
- Customer also can tap the arrow and it will navigate to your policy details.
- Customer able to view your policy details at this page.







Drive Less Save More

Activation – Real Time Camera

Introduction

•Drive Less Save More add on is our new add-on benefit to Private Car user that provide support to people who are driving less

oIn order to receive the cash rebate, user is encourage to Activate this new benefit and subsequently submit odometer value for next month until nearest expiry of your policy

•Example provided is submission using snap real time

picture using camera. You also can submit your odometer value

using this method

subsequently

•Below is step on how to Activate your Drive Less Save

More benefit via Etiqa+ App using real time camera:

Step 1

Tap 'Active Plans/My Policy' to view your Motor policies with the Drive Less Save More add

–on

Step 2

Tap 'Activate' to proceed with the activation process







Activation – Real Time Camera





Step 5

Instructions on how to take the photo will be shown on the screen. Tap 'Continue' to proceed

Step 6

Align your camera and tap on the capture button

Activation – Real Time Camera





Step 7

Tap 'Continue' to proceed to take a photo of your car's front view and plate number

Step 8

Align your camera and tap on the capture button

Activation – Real Time Camera



Step 9

Validation of the images is in process and you may for a while

Activation – Real Time Camera



Step 10

 Review your submission, fill in your bank account details
 (policy holder) and tap on the agreement checkbox before tapping 'Submit '

Step 11

✤Application complete. Tap 'Done'

Activation – Real Time Camera 6 all .il 🔒 4 14 My Policy/Certificate 1. CO. Vehicle **Drive Less Save More** Hooray! Your cash rebate submission is approved and will be reimbursed to you soon. **Private Car** In Force Vehicle No. ROSS2 Policy No. Expiry Date > V0744453 28 May 2024 More info (i) **Drive Less Save More** Coverage is successfully activated. Next submission Is available 10 in days. In Force Private Car Vehicle No. ROSS4 Expiry Date > Policy No. V0744455 28 May 2024 More info (i) Drive Less Save More Activate Up to 30% cash rebates per C 0 My Policy Help Chat Profile plore 0

Step 12

✤You will see the status of your Activation submission and also the remaining day for upcoming

submission

Rebate – Manual Gallery Upload

- Example provided is submission using manual picture ٠ upload using gallery. You also can subsequently submit your odometer value using this method if you face any difficulties in uploading your photo using real time camera.
- Below is step on how to Submit your Drive Less Save More benefit via Etiqa+ App using manual picture upload thru gallery:

Step 1

Tap 'Active Plans/My Policy' to view your Motor policies with the Drive Less Save More add -on

Step 2

Navigate on the screen to search for 'Submit Now' button and tapn to proceed with the rebate submission process



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More info (i)

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Profile

More info (i)

Activate

Chat

More info (i)

Activate

Rebate – Manual Gallery Upload

Step 3

 Details about the Drive Less Save More add -on will be shown on the screen. Tap 'Submit
 Now' to proceed

Step 4

Fill in the required information and tap 'Having issues taking a photo now?'. Kindly ensure to keyed-in the correct odometer value before proceed to the next step



Rebate – Manual Gallery Upload

Step 5

Select the relevant issue and tap 'Proceed to upload photo '

Step 6

Tap 'Upload'



Rebate – Manual Gallery Upload

Step 7

Select the source

Step 8

Select the relevant photo(s) and tap 'Next'

to proceed



Rebate – Manual Gallery Upload

Step 7

Upload your odometer image using gallery and tap 'Proceed' to upload next image

Step 8

Upload your front car plate image using gallery and tap on 'Proceed'



Rebate – Manual Gallery Upload

Step 7

Validation of the images is in process and you may for a while

Step 8

Review	your	submission	and	
	tap	on	the	
	agreemer	greement checkbox before ta		
'Submit '				





Rebate – Manual Gallery Upload

Step 10

Review your submission and tap on the agreement checkbox before tapping 'Submit'

Step 11

✤Application complete. Tap 'Done'

Step 12

✤You will see the rebate status either your rebate is

successful or not





Public/Not Maybank Group Employee Journey

- Access the Healthcare Service Module or the Healthcare Benefit tab if you intend to view your Healthcare policy.
- If you do not have any Group Life/Group Family Takaful policy with Etiqa or are not Maybank or Etiqa staff, you will encounter the message:

"We could not find your policy."





Maybank Group Employee Journey

- If you have any Group Life/Group Family Takaful policy with Etiqa or Maybank or Etiqa staff, you can access your healthcare benefit through the Healthcare Benefit tab or the Healthcare Service Module at the bottom.
- After clicking either of those two, you will see your policy details in the healthcare module.
- E.g., The image shown is coverage for Maybank Group employees.





- To navigate further, you may tap on the policy e-card and it will show your coverage details and your dependent.
- In this module, you will learn about various services that you can use, such as Request Outpatient GL, View Guarantee Letter, View All Claims, Big Pharmacy, Medical Panel Search, Panel Scan & Register, Wellness, Doctor On Call, and the Hospital Admission Guide.



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1. Request Outpatient GL

Below are steps on how to Request Outpatient GL through the Etiqa+ App:

Tap on Request Outpatient GL
Fill in all the required details, which are Diagnosis/Symptom, hospital, and Physician name, and click Next.
Upload required Referral letter, fill in any remarks, if any, and click Next.

ſ	1:32 BII 56 A	A Request Outpatient GL	11:26 × Request Outpatient GL
	Etiqa User	Name Mobile Number	Remarks Anything to share? Attachments Attach File
	How can we help you?	Diagnosis / Symptoms anemia Appointment Date 9 January 2023	What to upload? Referral Letter from Panel Clinic required for First Time Visit to Specialist. Appointment Card with diagnosis required for Follow Up Visit to Specialist.
	View All Big Medical Panel Search Panel Scan & Register	Hospital Anson Bay Medical Centre Physician Name KAW HAN CHUNG, INTERNAL MEDICINE	CLOSE
	Wellness DoctorOnCall Hospitalisation Guide	Next	← Next

1. Request Outpatient GL

Below is step on how to Request Outpatient GL thru Etiqa+ App

- Review and verify information provided is correctly keyed-in and click Submit
- You may tap on "<-" if you wish to amend your details
- Popup screen will appear indicate that "Your GL Request has been submitted"

×					
Request Outpatie	ent GL				
BASIC INFORMATION	1				
Name					
Mobile Number					
Appointment Date	09 Jan 2023				
Hospital	Anson Bay Medical Centre				
Physician Name KAW HAN CHUNG, INTERNAL MEDICINI					
Diagnosis / Symptoms	anemia				
OTHERS & ATTACHM	ENT				
Remarks	testing				
Attachments					
ananan 25					
Name of the State					
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2. View GL Status

- You can view the submitted GL either Outpatient/Inpatient by tap on View Guarantee Letter button and it will directed you to the Guarantee Letter page
- If you intend to view Outpatient Specialist, may tap on it and your current and previous GL will be shown there.
- If your GL is related to your dependent, you may tap any name at the above of the page
- If you intend to view Inpatient GL, may tap on it and your current and previous GL will be shown there.



3. View Claims

- You may view the submitted claims either under Reimbursement, GP or Pharmacy
- It will show the event date and also status of the claim



4. Big Pharmacy

- If you are Maybank/Etiqa staff or a group policy holder, you are able to use the "Big Pharmacy" module.
- You may tap on the icon, and it will direct
- you to the next page that shows the user's details.
- You may choose which coverage to claim by tapping on the box as shown in the image.
- It will bring you to the selected person you can claim for, and you may choose whom you want to claim for.



4. Big Pharmacy

- In the Big Pharmacy module, there are several types of services that you can use.
- E.g., You can have an e-Doctor Consultation, which is an online consultation with a doctor regarding your illness.
- You can also make an appointment to consult with the doctor.
- Aside from that, you can also refill your medication under this module.
- The pharmacists will review and approve your medication request first, and after that,
- you will be able to choose delivery or pickup for your medication refill.



4. Big Pharmacy

•The next service in this module is Prescription History, where you are able to see your previous prescription and latest prescription. •This prescription has been consulted by your online doctor upon your E-Doctor

Consultation.

•Aside from that, you are also able to view available Big Pharmacy stores by tapping on "Locate Store," which will

show you several stores that they have.



4. Big Pharmacy

•The next service in this module is Address Book, where you can add your new address or confirm your address for them to deliver your medication.

•Next, on the Appointment page, you can view any of your upcoming appointments.



4. Big Pharmacy

The next service is Exclusive Deals, where you can view any deals on the Big Pharmacy website.
You can choose the product you want and buy it through this website.

•The last one is for Big Pharmacy support.

If you have any inquiries or issues,
you may liaise with the
Support team directly.
You can also give your rating pertaining to their service
towards you.



5. Medical Panel Search

- You may search for any nearest panel providers by turning on your location.
- It will show the clinic and hospital details.



6. Panel Scan & Register

- This feature allows you to Scan and Register your details upon your visit to the Panel Clinic.
- Tap on the "Panel Scan & Register" icon, and you will be directed to Member Selection.
- Choose the selected member list you intend to scan, and it will direct you to scan the QR code.
- It will bring you to the next step for registration.



7.Wellness Module

The Wellness Module is currently available for Maybank and Etiqa staff only

- The wellness module will show participants Daily Steps and sleeps.
- Participants must sync their wearable to their Health App and connect to the Etiqa+ App.
- You can see how many steps and sleep hours you need to achieve, as shown in the image.



8. Doctor On Call

Doctor On Call Module is currently available for Maybank, Etiqa and certain Corporate Client staff

- The Doctor On Call module will connects to the Doctor On Call whatsapp
- Participants will be able to request for :
 - 1. Consultation with a Doctor
 - 2. Purchase Medicines or

Supplements

3. Speak with a Concierge Staff



9. Hospital Admission Guide

 On the below page of the module, you can follow the step by step admission guide and discharge guide

4:32		.ul 56 6:21		1 5G	6:26 🖪	0	.11 5G
<	Healthcare	<	Hospital Guide		<	Hospital C	Guide
MAYBA ETIQA00	ANK GROUP EMPLOYEE et i		nission Guide Dis	charge Guide	Admis Step 1 Hospitz	ssion Guide	Discharge Guide
NRIC 771106	5-01-5506 —	to y	p2		Once you prepare t	u are declared Fit for D he Final Bill.	ischarge, the hospital will
Howcony	we help you?	Follo	w these steps upon arriva	l at the	The fin	al bill will be subm	itted to Etiqa
	rest Outpatient ,	i. Inf	orm counter that you are covered esent your NRIC/Passport	d by Etiqa	The hosp the Final status by	ital will submit the fina Guarantee Letter (FGL clicking the button be	Il bill to Etiqa to obtain). You may track the low.
		Ste	p 3			Track Guarante	ee Letter
View All Claims	Big Medical Panel Search Pharmacy	Panel Scan & Register The h reque Etiqa4	t your Initial Guarantee Let le st: ospital will submit the Initial Guar st to Etiqa. You may track the stal	tter (IGL) rantee Letter (IGL) tus of your IGL via	Step 3 You're r Etiqa will	ready for discharg	e to proceed with
Wellness	DoctorOnCall Hospitalisation Guide		Track Guarantee Lette	er -	Note: You will stated in	 have to pay for the amou h the FGL after deducting	nt not covered by Etiqa as the deposit paid, if any
		Ste Follo hosp	• 4 w these steps upon arrival ital: If successful, Etiqa will issue the	l at the IGL for you to	Need fu	urther assistance? (Contact us


My Policy Module – Policy/Certificate View

Customers are able to view the purchased policy under My Policy/Certificate in Etiqa+ app.

- Once successfully purchased the policy, you are able to view the policy details under **Active tab.**
- The policy details are shown as below:
 - i. Period of Takaful/Insurance
 - ii. Plan Type
 - iii. Protection for
 - iv. Destination (for Travel policy)
 - v. Policy/Certificate No
- By clicking at the arrow in the active policy details, you will be prompted to the details of the Policy/Certificate.





In the **Policy Module**, customers can view the policy details and also able to download the policy document.

For instance, customers can view the following:-

- > Flight Details
- Contribution Details
- Download Documents

For security purposes when downloading documents, all documents are password protected.

To access the document, please key-in your date of birth and the last 4 digits of your NRIC or Passport.

Example: Your password is 030819885055 if your NRIC number is 880803-05-5055.





In-app Buy Travel Product

Customers are able to perform In-app purchase for Travel policy under Buy Module in Etiqa + app as per below steps.

- Click to "Buy" Module in the Etiqa+ homepage.
- Click on **Travel** for the type of protection.
- There are two types of trip available: i. Single Trip

ii. Annual Trip

- The first step is you need to fill in the travelling details such as Destination and travelling date.
- You also need to select your travelling partners:i. Myself (18-70 years old
 ii. Myself as Senior Citizen (71-80 years old)

iii. With my spouse (18-70 years old)

iv. With my family (Up to max. of 10 children, not including parents)

v. Group (18-70 years old)



· Secondly, you need to select the protection type:-

i. Insurance

ii. Takaful

- You may click at the **"Compare the benefit"** to view the Benefit Comparison in term of the key benefits for both entity.
- You will be provided with the recommended plan together with the plan highlights for following plans:-

i. Silver

ii. Gold

iii. Platinum

 You may click at the "View Full Plan Details" to check further on the plan details before click the "PROCEED" button.







The fourth step is to fill in the **Traveller Details**:-

- i. Adult (Policy Owner's Name)
- Fill in Full Name
- Select New NRIC/Passport
- Date of Birth
- Select Gender (Male/Female)
- Select Ethnicity
- Fill in Contact details (Email, Mobile No., Building Name/Unit No./Street Name)
- Area
- City Name (Optional)
- Postcode
- State

ii. Flight Details

iii. Bank Account Details

4 of 4 Trav	veller Details	×	< Adult	< Adult
			Personal Information Please provide your name as in the NRIC or Passport	Male Female
Adult (Policy Owner)		•	Full Name	Select Ethnicity
ight Details (Optio	nal) y claims	1	ID Type New NRIC Passport	Contact Details The policy owner is the main point of contact for this plan.
Flight No.	Depart Date		771106015506	Esal farahiyana.mdzaki@gmail.com
ival			Oute of Bith 06 Nov 1977	- Mobile No
ight No. 🛧	Arrival Date		Gender	
nk Account Details			Male Female	Building Name/Unit No/Street Name
ase add your bank accou ment/refunds/surrende	nt details for future r of policy.		Select Ethnicity ~	Area
ote: Please ensure the bank as olicy holder's for a smooth flig	count details are the sar ht delay claim payout.	ne as the		City Name (Optional)
Policy Holder name			Contact Details The policy owner is the main point of contact for this plan.	Postcode State
COM	FIRM		SAVE	SAVE

- Next, you will be redirected to Summary & Payment page to review before proceed with the payment.
- ➢ View Your Plan
- View Traveller Details
- View Cost Breakdown
- Under View Your Plan tab, you will be able to view the Plan Highlights. If the plan does not suit your want, you may click at the "Change plan" to update the plan.
- Under Traveller Details tab, you are able to view and edit the Traveller details, Flight details and Bank details.

Summary & Payment	×	<	Summar	y & Payme	nt	<	Summa	ry & Payment	
		Your	Plan Tra	veller Details	Cost Breakdown	Ybar	Plan Tra	veller Details Cost	t Breakdown
eview before you pay ease ensure all the details are correct		Gold			-25%	Trave	ler Details		Ed
		RM	130.75 _{RM}	41.00		1. Ha	ahahaha ()	Policy Owner)	~
fiew Your Plan	>	Plan H	lighlights	th or permanent					
/iew Traveller Details	>	diku v Rei exp	ability mbursement of med senses	ical related	RM300,000 RM300,000	Flight	Details		E
liew Cost Breakdown		✓ Rei bag	inbursement for loss gage	es or damages	RM3,000	Departure	Flight No.	Departure Date)24
otal Amount	>	✓ Bag	ggage Delay		RM800				
RM30.75		✓ Tra	vel Delay	RM250 for ev	ery 6 hrs thereafter (Up to RM2.000)	L MH	002	123 May 20	124
			Vie	v Details >		Bank	Details		Ed
						Policy Ho Haahah	der Name Jaha		
			Not the plan yo	u wanti Change	e plan >	Bank Nan Malawa	e n Banking Berh	Bank Acco	unt No.
						i Malaya	n banking berna	ia 155450	/01/11
	_ 11								

- Under Cost Breakdown tab, you able to review the gross premium, discount given, the stamp duty fee and the final premium you should pay.
- Once you click "PROCEED TO PAYMENT" button, you will redirected to Payment Method page to select your payment method (VISA/Master Cards/Online Banking/e-wallet).
- You need to **read and understand** the Declaration & Marketing Consent before tick in the box.
- The page will redirect you to proceed at the Payment page.
- You will prompt to page Payment Successful and you may view your purchased policy by click at the "VIEW POLICY" button.





In-app Buy Motorcar Policy

Customers are able to perform In-app purchase for Motorcar policy under Buy Module in Etiqa+ app as per below steps.

- Click to "Buy" Module in the Etiqa+ homepage.
- Click on **Vehicle** for the type of protection.
- Then, you may choose to buy Motor Takaful or Motor Insurance based on your preference.



- Then, you will be redirected to "Let's find your vehicle" page to fill in the following details:
 - i. Vehicle Registration Number
 - ii. Postcode (Vehicle Location)
 - iii. ID Type (NRIC, Passport No., Army No., Police No.)iv. ID/NRIC Number
- You may click "Proceed" once filled up the details and you can verify the vehicle details by click at the "Show all details" button.

		I 奈 60*
Motor Buy Let's find your vehicle New car without plate number or transfer ownership	Vehicle Details Vehicle Model Vehicle Model Vehicle Model Vehicle Acorolita 2.0V (A) 2019 Corolita 2.0V (A) Corolita 2.0V	Edit Vehicle No. GG4567
Please contact us at 1-300-139-139 for further assistance Vehicle Registration Number	Show all details Show Vehicle Reg No.	all details e Details X Make & Model
Postcode (Vehicle Location)	O Coverage Details GG4567 Your motor renewal coverage Engine No. 3ZRX671229 Chassis No. MR0530FH304506025	TOYOTA COROLLA 2.0V (A) Postcode (Vehicle Location) 51200 Model Type
NRIC *	Current vehicle's market value as of today is RM88,600.00 Year of Manufacture Sum Insured Type Market Value Agreed Value Cubic Capacity	Vehicle Type Private Car Use For
590423045052	RM79/800.00 - RM88/200.00 RM95/700.00 - RM101.800.00 1987 Sum Insured 5 5	Private Car - Private Use
Proceed	Pay	
	Back	

Under Coverage Details page, you need to choose the sum insured and additional benefits for your policy.

There are two types of Sum Insured:-

i. **Market Value** – We will reimburse the value of your car according to the current market value at the time of total loss or theft.

ii. **Agreed Value** – We will reimburse the total amount as stated in the event of total loss or theft.

Then, by clicking at the "**View all**" under Additional Benefits, you can choose to remove or add more benefits to your policy.

Show all details	Market Value Agreed Value RM79,800.00 - RM88.600.00 RM95,700.00 - RM101.800.00
	Sum Insured
O Coverage Details	· 101000 +
Your motor renewal coverage Current vehicle's market value as of today is RM88,600.00	Min. RM95,700.00 Max. RM101,800.00 Premium RM2,936.80
Sum Insured Type C Market Value RM79,000.00 - RM88,600.00 RM99,700.00 - RM101,000.00	Additional Benefits New added Drive Less Save More
Sum Insured	FREE Get up to 30% cash rebate for driving less
- 95700 +	Would you like to remove or add more?
Min. RM95.700.00 Max. RM101.800.00 Premium RM2,936.80	View all
Additional Benefits	8 Personal Details Edi
Pay	Pay
Back	Back

- You will be prompted to Motor Additional
 Benefits page for you to tick any additional
 benefits that you wish to opt-in to your policy.
- There will be a recommended motor additional benefit, for example Maintain Like-New Coverage.
- You may click to "Show More" under the benefit for you to key in the preferred Sum Insured if you intended to add on.
- *** Drive Less Save More is our free add-on benefit to Private Car user that provide support to people who are driving less.

0						
Motor Additional Benefits	×	Drive Less Save More	FREE	Always remember to p wherever you go with We prioritise your safe assistance to unlimited	personal accident ty 24/7, from FR towing.	protection. EE roadside
ecommended for you		Live Greener! Drive less & earn up to	30% in rebates.	Pleas	e choose a plan	
		Receive cash rebates if your mileage	e is as below:	Silver	Gold	latinum
Maintain Like-New Coverage Show More V		Up to 30% cash rebate per year for drivi a day	ng from 0 - 14km	Sum In	sured RM50,000	
		Up to 20% cash rebate per year for drivi	ng from 15 -		184- 4	
ther benefits		Up to 10% cash rebate per year for drivi 42km a day	ng from 29 -		Hide ^	
Drive Less Save More Fi		Note: All fractions will be rounded up to	the nearest km	Windscreen C	overage	_
		Your estimated 30% cash rebates amon	unt entitlement	Show More V		\sim
ОТОЗ60		on your annual motor insurance:				
Show More V	0	(30% of Basic Premium less NCD less Discou	unt)	Extreme Wea	her Coverage	
				Show More V		-
Show More V		Hide ^		Protection for	Third Party	
				Show More V	Third Party	
Extreme Weather Coverage						
Show More 🗸	U	ОТОЗ60		Cash Assistant	e	
-		Show More V	0	Show More V		J
Protection for Third Party Show More ~		- Westerner Course				
*		Show More V		Show More V	ament	
Cash Assistance						
otal contribution with add-on	Save	Total contribution with add-on	Save	Total contribution with add	-on	Save
M1,352.12		RM1,352.12		RM1,678.98		Care

Once the additional benefits have been updated, you may proceed to edit your Personal Details by click at the "Edit" button.

Personal Details to be filled in and select accordingly are as per below:-

- > Nationality
- > Name as per NRIC
- > Email
- ➤ Mobile No
- Birth Date
- > Gender
- > Ethnicity
- Marital Status
- Address Line 1
- Address Line 2
- ≻ City
- Postcode
- State



After the Personal Details have been updated, you may view the updated details by clicking the "Show all details" button.

Then, you may proceed to edit **Bank Details** by click at the **Edit** button.

Under Edit Bank Details, you need to key in the following details:-

- Policy Holder's Name
- Bank Name
- Account Number
- > You may **click "Save"** once keyed in the details.



Once the bank details updated, you may scroll down to the Renewal Details to check on the Total Payable amount based on below items :-

- Policy period
- Sum insured
- ➤ Basic Premium
- ➤ NCD
- Additional Coverage
- > Total Premium
- ➢ Gross Premium
- > Discount
- Service Tax
- Stamp Duty

Bank Details Policy Holder's Name Syarifah Azina Binti Shahzi	a	Edit	Discount (10%) Oto Assist Fee Service Tax (8%) Stamp Duty	RM RM RM	-18 13 14
•			+OTO360 (Personal Accide Gross Premium	RM RM	187
Sh	ow all details		Service Tax (8%) Stamp Duty TOTAL Motor Premium	RM RM RM	119 10
Mobile No. 01111001012	Email address farahlyana.mdzaki@gma	il.com	Discount (10%)	RM	-165
Name of insured Syarifah Azina Binti Shahzi Identity No. 590423045052	il Marital Status Single		Windscreen Coverage Extreme Weather Coverage	RM RM	120 181 1,653
Personal Deta	ils	Edit	Basic Premium NCD (55.0%)	RM RM	3,004 -1,652

To proceed with the payment, you may choose the payment method as below:-

- Visa/Mastercard
- > Online Banking Payment

•You need to **read and understand** the Declaration before tick the box.

•You may click **"Pay"** button to proceed with the payment.

•The page will redirect you to proceed at the payment transaction page for you to key in the required information.



At the 1st payment page, there is an alert for you to complete the transaction.

- You will receive the One-Time MSOS Code that sent to your registered mobile number for you to key in as per in the 2nd page of the payment transaction.
- It will further processing your request. Please note that you are not allowed to click Back, Refresh or Stop button. Else, it will interrupt the process.

15:53	Payment	ul 🗢 🛃	15:53 C		1 ? 5	Bac	* 4:26	1 of 1 lyment	nii 4 670 00
M	aybank	VISA	Maybank		VISA	۲	Maybank		VISA
En regist	Complete this transa ter the One-Time MSOS Code s tered mobile +6012xxx5858 in 0	action sent to your J5min.00secs.	Complete t Enter the One-Time registered mobile +60	: his transactic e MSOS Code sent to 12xxx5858 in <mark>04min.</mark>	on your 59secs.				
			Merchant Name Amount Date	: ETIQA BANCA-E : MYR 1,824.47 : 26 Jul 2024	ec.		Please wait while secure online tra	e we process y nsaction.	your
• ••	Processing your reque	est. Stop button. Iser.	Maybank Card Number MSOS Code	: XXXXX XXXXX XXXX : submit	XX 4866				
Please cor 603-7844	Cancel Itact our Customer Care Hotline at 1 3696 (overseas) for assistance.	1-300-88-6688 or	Please contact our Customer 603-7844 3696 (overseas) for	Cancel Care Hotline at 1-300-8 r assistance.	8-6688 or				
						7:54 \$	(6)	► (⁵)	1:2
				2				2	

Ζ

Once the transaction has been success, you will be prompted to page that shows **"Your purchase is** completed"

You may click at the **"VIEW POLICY"** button in order to view and verify your purchased policy details.





In-app Motorcar One-Click-Renewal

Customers are able to renew motorcar insurance under One Click Renewal button in Etiqa+ app.

 You need to click to My Active Policy/Certificate module in order to view the "Renew" button at your expired policy.



In the "Renew" page, you will be redirected to Vehicle Details for the Motor Renewal process.

- You may edit your Vehicle Details by click at the Edit function and view your updated details by click at the Show all details.
- You also may view your current coverage details by click at the View function to confirm on your current Sum Covered and Contribution.

11:38 AM C	基 回 奈 画初 or Renewal	11:38 AM C	王 宗 @ 11:39 AA 〇 Coverage	また。 ge Details
C Vehicle Detail Vehicle Model PERODUA ALZA ZHP ADVANCED (A) 2014	S Edit Vehicle No. TBM8116	Vehicle Registration Number TBM8116 Postcode (Vehicle Location)	Your current Sum Covered RM66,50 Contribution RM1,342.67	coverage details View A
Vehicl	le Details X	Vehicle Make	Your moto	or renewal coverage
Vehicle Reg No. TBM8116	Make & Model PERODUA ALZA ZHP ADVANCED (A)	PERODUA	Current	vehicle's market value as of today is RM25,900.00
Engine No.	Postcode (Vehicle Location)	Vehicle Model		Sum Covered Type
Chassis No.	59000	ALZA	Market	Value Agreed Value
PM2M502G002174581	Model Type	Vehicle Year	RM23,400.00 - 1	RM25,900.00 RM28,000.00 - RM29,700.00
Year of Manufacture 2014	Vehicle Type	2014	~	Sum Covered
Cubic Capacity 1495	Private Car Use For Private Car - Private Use	Vehicle Variant	Θ	23400
Seating Capacity 7		PERODUA ALZA ZHP ADVANCED (A	· ·]	
		Engine Number	Min. RM23,400.	00 Max. RM25,900.00
		G59A26V		Contribution RM837.27
		Save		Pay & Renew
		Back		Back

Under Coverage Details page, you may choose the sum insured and additional benefits for your renewal policy.

There are two types of Sum Insured:-

i. Market Value – We will reimburse the value
of your car according to the current market value
at the time of total loss or theft.

ii. **Agreed Value** – We will reimburse the total amount as stated in the event of total loss or theft.

Then, by clicking at the "**View all**" under Additional Benefits, you can choose to remove or add more benefits to your policy.

11:39 AM - 오 또 옷 또 옷 대한 Sum Covered Type 2	11:39 AM - C Additional Benefits X 11:40 AM C Recommended for you
Market Value RM23,400.00 - RM25,900.00 RM28,000.00 - RM29,700.00	Recommended for you
Sum Covered	Maintain Like-New Coverage Other benefits
•	Other benefits
Min. RM23,400.00 Max. RM25,900.00 Contribution RM837.27	Drive Less Save More FREE Show More V
Additional Benefits	OTO360 Show More V
Prive Less Save More Pres	Windscreen Coverage Image: Coverage Show More Show More Image: Coverage Show More
Would you like to remove or add more?	Extreme Weather Coverage Show More V Show More I Show
Viewall	Protection for Third Party Show More V Hide ^
Pay & Renew Back	Total contribution with add-on RM376.77 Save
	PM376.77

Once the additional benefits have been updated, you may proceed to edit your **Personal Details** by click at the **"Edit"** button.

Then, you may scroll down to the **Renewal Details** to check on the **Total Payable amount.**

- To proceed with the payment, you may choose the payment method as below:-
- > Visa/Mastercard
- > Online Banking Payment
- You need to **read and understand** the Declaration before tick the box.
- You may click "Pay" button to proceed with the payment.

tionality				
lect Nationality	~] [图 Renewal Details	5	
e (as per NRIC)		Covered from 12/08/2024		Covered till 11/08/2025
RIMAH BINTI MOHAMMAD ZI	N	Sum Covered	RM	23,400.00
		Basic Contribution	RM	837.27
vail8197@gmail.com		NCD (55.0%)	RM	-460.50
wallo177@gmail.com		Additional Coverage		
e No		Drive Less Save More	RM	Free
48086293		Gross Contribution	RM	376.77
Date		Discount (10%)	RM	-37.68
/07/1980		Service Tax (8%)	RM	27.13
		Stamp Duty	RM	10.00
male	~	TOTAL Motor Contribution	RM	376.22
nicity		Total Payable	RM	376.22
Aalay	~			
Save		Pay &	Renew	
			ele.	

Total Pay	vable	RM	376	5.22
Payme	nt			
	VISA CONSTRUCTION	card		
	Online Banki	ing Payment		
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Declara fou are r ollowing Pro Imp Dec he benefit > limits. Ple ieneral Tak	ation required to g declaratio preby confirm duct Disclos portant Notic claration payable under asse refer to Pl aful Berhad or	carefully read a on to complete n that I have read sure Sheet, Policy ce, Privacy Notice r eligible product are IDM's TIPS Brochur PIDM (Visit www.p	and tick the your renew , and agree t contract, e and e protect by Pil e or contact Ei idm.gov.my).	e val: he DM up tiqa

One Click Renewal – In app Motorcar Renewal

The page will redirect you to proceed at the payment transaction page for you to key in the required information.

<form></form>		Chiga
<form></form>	Your Paymen	t Details
<form></form>	Note : Etiqa Family Tak	aful Berhad will be listed in your credit card/bank statement for this transaction.
<form></form>	All fields are comput	aors
<form></form>	©Payment Window Timeout	: 06:45
<pre> ************************************</pre>	* Pay to	: Etiqa Family Takaful Berhad
<pre> • read the second second</pre>	Proposal/Certificate No.	: A24003PK
 e.e.main e.e	* Amount	1 Motor Takanut Hersewat 2 RM 376.22
 electronice terminy information (Information (In	* Recurring	NO Same as participant defail
* eventions there is a developed to the the there are a trained and and and and and and and and and an	* Cardholder Name	SARIMAH BINTI MOHAMMAD ZIN
Image: Control	* Cardholder Email * Cardholder Phone	aliawail6197@gmail.com
* every functional in the second s	No	• 60-148086293
<form></form>	* Card Type	
		O Mas
• OCL SWON BAR I (and CHOIC DIAR DIARON) • Out I swon Diar I (and Diaron) • Out I swon Diaron I (and Diaron) • Billion Address I (and CHOIC DIA DIARON) • Billion Address I (and CHOIC DIARON) • Billion	* Expiry Date (MM,	[= V] = V
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* General and the second se	* Card Issuing Bank	- Please select your Bank - ~
Bion Advances for Confect Galaxiansi Advances	Country	: V
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Pender of the second se	Address	· · · · · · · · · · · · · · · · · · ·
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Bate	Province	
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Non	Whether your payment	a submission for your credit card defails, you will receive a receipt and email continnation has been successful or failed. If your payment transaction has been declined, in which will write and insulin back in the second for decline.
powered by MPBU	case, you read to very	Next
powerd by Maria		
		powered by MP(II)

Buy module – In app Motorcar Renewal

At the 1st payment page, there is an alert for you to complete the transaction.

- You will receive the One-Time MSOS Code that sent to your registered mobile number for you to key in at the 2nd page of the payment transaction.
- It will further processing your request. Please note that you are not allowed to click Back, Refresh or Stop button. Else, it will interrupt the process.

15:53 6	ul 🗢 🕄	15:53	.ıll ≑ 53¥	15-4:20 , Back	3 C	iil 46° 💷
Maybank	VISA	Maybank	VISA	() ()	aybank	VISA
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Cancel Please contact our Customer Care Hotline 603-7844 3696 (overseas) for assistance.	at 1-300-88-6688 or	Cane Please contact our Customer Care 603-7844 3696 (overseas) for assi	cel Hotline at 1-300-88-6688 or stance.	-	1	
				7:54	65	1: (15)

Z

Buy module – In app Motorcar Renewal

Once the transaction has been success, you will be prompted to page that shows **"Your purchase is** completed"

You may click at the **"VIEW POLICY"** button in order to view and verify your purchased policy details.





Motorcar Claim Process

Below are steps on how to Submit Motor Claim through the Etiqa+ App:

Step 1

- Click to **"Claims"** icon in the Etiqa+ homepage.
- You will be redirected to the Claim page module which have the options to Submit a Claim or to View the Claim Status.

Step 2

For Motor claim submission, you may click to
 "Vehicle Claim" to proceed further.



Vehicle Damages

Step 3

• In the **"Vehicle Claim"** page, you are required to choose the Date of Incident.

Step 4

• You may select the policy coverage that you want to submit a claim.

Step 5

- After you select the coverage, you are required to choose the type of incident as per below:
 - i. Vehicle Damages
 - ii. Vehicle Got Stolen

Vehicle Claim When did it happen?		Choose which coverage to claim from			Vehicle Claim Sorry to hear that. Please tell us what happened?			
Date of Incident		You can select either Insured Person Name LIM HUI SAN Coverage Name Private Car Vehicle No. FL19	Coverage Type Motor	>		Vehicle Damages	Solution Stole	
		Insured Person Name LIM HUI SAN Coverage Name Private Car Vehicle No. FL20	Coverage Type Motor	>				
		Insured Person Name LIM HUI SAN Coverage Name Private Car Vehicle No. FLYO1	Coverage Type Motor	>				
CONTINUE		Insured Person Name LIM HUI SAN						

Step 6

 Under "Vehicle Damages" type of claim, you need to provide a brief description of the incident.

Step 7

- Then you need to uploads all the required documents such as below details:
 - i. Policy report
 - ii. NRIC/Passport/Army/Police ID
 - iii. Registration Card/Vehicle Ownership
 - iv. Driving License
 - v. Vehicle damages photos

*** Total size not exceed 10MB and format jpg.png only



Step 8

 Once all the documents have been uploaded, you will be redirected to Summary Review to cross check all the claim details, policy details and also the uploaded documents before click the "CONTINUE" button.



Step 9

 You need to read the declaration and tick for the consent agreement.

Step 10

- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission not successful, an error message will appear.
- You also can **submit rating** for the service and may review your claim submission under View Claim tab.



Vehicle Got Stolen

- Under "Vehicle Got Stolen" type of claim, you need to provide a brief description of the incident.
- Then you need to uploads all the required documents as below before click the "CONTINUE" button:
 - i. Police report
 - ii. NRIC/Passport/Army/Police ID

Vehicle Claim Sorry to hear that. Please tell us	 Vehicle Claim Tell us more about the incident 	 Vehicle Claim Tell us more about the incident 		
Vehicle Damages	Please provide a brief description of what happened	vehicle got stolen while shopping		
	0/2000	33/2000		
	Upload Document Upload a copy or image of the following documents Total size not exceed 30MB and format - jpg, prg only	Upload Document Upload a copy or image of the following documents Total size not exceed 20MB and format - jpg. png only		
	Police report* View sample > Upload File	Police report* Upload File Upload File		
	NRIC/Passport/Army/Police ID* Upload File View sample > CONTINUE	Poke1 Remove		
		NRIC/Passport/Army/Police ID* Upload File		
Claims module – Motor Claim

- You will be redirected to Summary Review to cross check all the claim and policy details.
- You need to read the declaration and tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.
- You also can **submit rating** for the service and may review your claim submission under View Claim tab.





View Motorcar Claim Status

- You are able to view the successful submission claim status in the View Claim Status tab.
- Motor claim type that available are for **Damage** and **Stolen** claim.

÷ 0	laim		÷
Submit a Claim	View Claim Status		Submi
All Submitted In F	Process Pending Docu	-int	All Subr
Claim Type Damage			Claim Type Stolen
Policy Name Motor	Policy No. K1129784		Policy Name Motor
Claim Submission Date 21 May 2024	Claim Status Submitted		21 May 20
Claim Type Travel Claim			Claim Type Damage
Policy Name World Traveller Care Takaful	Policy No. C0038680	ш	Policy Name Motor Claim Submis
Claim Submission Date 09 May 2024	Claim Status Submitted		21 May 20
Claim Type			Claim Type Travel Cla
Policy Name World Traveller Care Takaful	Policy No. C003B680	Ш	Policy Name World Tra Takaful Claim Submis
Claim Submission Date 22 Feb 2024	Claim Status Submitted		09 May 20
Claim Type			Claim Type Travel Cla
travel Claim			Palicy Name



Claim Status

- **Submitted** You will be able to view the claim status under "Submitted" once the claim has been successfully submitted.
- In Process The claim status will be changed to "In Process" once the claim assessment is in process. This can take up to 5 working days.
- Pending Document When you submitted an incomplete document or additional documents are required for your claim process, you need to upload the required pending document in this tab.
- **Approved** This status refers to claim that has been approved and the claim payment will be credited to customer's bank account within 4 working days.
- Rejected This status refers to claim that has been declined. You will receive a Decline letter for acknowledgement.
- **Other** This status refers to claim that has been cancelled/completed.
- **Closed** This status refers to the completed claim.





You will be able to view the claim status in details by click at the selected claim. User able to view the tracking status for the claim and repair status.



Claim Status

You will be able to view the claim status in details by click at the selected claim. User able to view the tracking status for the claim and repair status.

Cla	im Details	<	Claim Details	
		Claim Deta	ils	
		Claim Status	In Process	
Claim Details		Event Type	N/A	
Claim Status	In Process	Submission De	ite 11 Dec 2023	
Event Type	N/A	Policy Name	K1129769	
Submission Date	11 Dec 2023	Policy No.	K1129769	
Policy Name	K1129769			
Policy No.	K1129769	Person Cov	rered	
		Insured Name	LIM HUI SAN	
Person Covered				
nsured Name	LIM HUI SAN	Bank Detai	ls	
		Bank Name	N/A	
Bank Details		Account Holde	er Name N/A	
lank Name	N/A	Bank Account	No. N/A	
Account Holder Name	N/A			
Bank Account No.	N/A			
		Claim St	atus F	tepair Status
Claim Status	Repair Status	12 Dec 20	23	Disassembly
12 Dec 2023	In Proces	Dear value	d customer, please be i	informed your
Dear valued custor received your claim	mer, kindly note that we have n submission. Thank you.	Periode b o	unentry being disesser	india.
	(5/10) Reviewer			
		12 Dec 20	23	Pending Start Wor



Travel Claim Process

Below are the steps to submit Travel Claim through Etiqa+ App:

- Click to "Claims" icon in the Etiqa+ homepage.
- You will be redirected to the Claim page module which have the options to Submit a Claim or to View the Claim Status.
- For Travel claim submission, you may click to
 "Travel Claim" to proceed further.





- In the "Travel Claim" page, you are required to select YES or NO whether you have made a claim from any other party and to choose the Date of Incident.
- You may select the policy coverage that you want to submit a claim.

<	Travel Claim	n	<	Travel Claim	
Tell u	is more about the s	ituation	Selec	t a coverage to claim fro	m
Have yo situation	ou made a claim from any oth n?	er party for this	RAFIZ	Person Name ATULAZWA BINTI RAHMAN	
	Yes	,	Policy N Tripca Policy N P0022	iarre re 360 Insurance 18809	1
Whe	n did it happen?		Plan Typ Gold - Coverag Travel	e Area 3 In Type	
			Insured RAFIZ Policy N Tripca Policy N PO022 Plan Typ Gold - Coverag Travel	Person Name (ATULAZWA BINTI RAHMAN lame re 360 Insurance a 2797 % Area 3 p Type	;
	CONTINUE		Inwred RAFIZ Policy N Tripca	Person Name ATULAZWA BINTI RAHMAN Isme re 360 Insurance	

My Trip was Postponed

There are few selection for customer to submit the travel claim:-

- i. My Trip was Postponed
- ii. My Item was Lost or Damaged
- iii. My Baggage was Delayed
- iv. Medical-related Travel Expense
- v. My Trip was Cancelled
- vi. My Trip was Disrupted due to Covid-19 vii. Others
- For "My Trip was Postponed" type of claim, you need to provide the details of the event:
 - i. Original Flight Details (Flight No. & Departure Date)ii. New Flight Details (Departure Date)
- If there is existing bank details available, you may choose the existing bank details. If there is no bank details yet, you may add by click at the **ADD BANK**.

C Trave Sorry for the inconve experienced. What h	el Claim nience you appened?	 Travel Claim: My Trip was Postponed Fill in the details below Original Flight Details
My Trip was Postponed	My Item was Lost or Damaged	Flight No (Ex: AD1234) Departure Date 4:19 PM
My Baggage was Delayed	Medical-related Travel Expense	New Flight Details Departure Date 4:19 PM
My Trip was Cancelled	My Trip was Disrupted due to COVID-19	Bank Details + ADD BAN The claim payment will be transferred to the followin bank account. Kindly ensure that the details are correct.
OD		ALLIANCE BANK M'SIA BHO RAFIZATULAZWA BINTI RAHMAN

- Next, you need to upload the required documents:
 - i. Full Flight Itinerary
 - ii. Information Related to the Delayed Flight
- You will be redirected to **Summary Review** to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



My Item was Lost or Damaged

- For "My Items was Lost or Damaged" type of claim, you will be redirected to page where you may select more than one of the damaged or lost item(s) list:
 Personal Belonging
 Baggage
 Personal Money (Cash)
 Travel Documents
- Under "Personal Belonging Details" page, you need to fill in the Flight destination details and the Total Claim Amount as well as to upload the related documents:
 - i. Full Flight Itinerary
 - ii. Police report (For Theft)
 - iii. Other claim document related to claimed items

	G		Œ	e œ
< Travel	Claim	Travel Claim: My Item was Los Damaged	stor	Personal Belonging Details
Sorry for the inconven experienced. What ha	ience you ppened?	What are the damaged or lost item(s)? You may select more than one		Flight Details Destination (Ex: Penang, Malaysia)
1 N	34	Personal Belonging		MYR Total Claim Amount
My Trip was	My Item was Lost or	Baggage		
Postponed	Damageu	Personal Money (Cash)		
My Baggage was Delayed	Medical-related Travel Expense	Travel Documents		Upload documents Upload an image of the following documents Total size not exceeding 10MB and format - jpg, prg only Full Flight litinerary * Upload File
My Trip was Cancelled	My Trip was Disrupted due to COVID-19			Police report (For Theft) * Upload File Other claim document related to claimed Items (e.g.: Photos, bill Invoice, list of items etc) * Upload File *
OD Others		CONTINUE	╜	Save

- Under "Personal Money (Cash) Details" page, you also need to fill in the Flight destination details and the Total Claim Amount as well as to upload the related documents:
 - i. Full Flight Itinerary
 - ii. A copy of police report
 - iii. Money changer slip
- Under "Baggage Damage Details" page, you need to fill in the Flight No., Arrival Date, No. of Damaged Baggage and Total Claim Amount. Then to proceed upload the related documents:
 - i. Full Flight Itinerary
 - ii. Photographs of Damaged Baggage
- Under "Travel Documents Damage Details" page, you need to fill in the Flight Destination Details and upload the related documents:i. Full Flight Itinerary
 - ii. A copy of police report

Personal Money (Case)	h) Details	< Baggage Dan Claim Details	mage Details	Travel Documents Data	amage Details
Flight Details		Flight No (Ex: AD1234)		Flight Details	
Destination (Ex: Penang, Malaysia)		-		Destination (Ex: Penang, Malay	sia)
MYR Total Claim Amount		Date of Arrival No of Damaged Baggage(s)	Ē		
		Θα) (+)	Upload documents	s
Upload documents	ente	MYR Total Claim Amount		Upload an image of the following doc Total size not exceeding 10MB and format	uments jag. prg.only
Total size not exceeding 10MB and fermat - jpg	, prg only			Full Flight Itinerary * New sample >	Upload File
Full Flight Itinerary * <u>View sample ></u>	Upload File	Upload docume	nts g documents	A Copy of police report * View sample >	Upload File
A Copy of police report * <u>View sample *</u>	Upload File	Total size not exceeding 10MB and to	imut - jog, pog only		
Money changer slip * <u>View sample ></u>	Upload File	Full Flight Itinerary * View sample >	Upload File	Save	
		Photographs of Damaged Bagg	gage * Upload File		
Save					

- You will be redirected to Summary Review to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



My Baggage was Delayed

- For "My Baggage was Delayed" type of claim, you need to fill in the Baggage Delay details, Arrival Time and Baggage Arrival Time.
- If there is existing bank details available, you may choose the existing bank details.
 If there is no bank details yet, you may add by click at the ADD BANK.
- You may click **"CONTINUE"** once filled up all the details.

Trav orry for the inconv xperienced. What i	el Claim enience you happened?	 Travel Claim: My Baggage was D Fill in the details below 	elayed Flight No. (Ex; AD1234)	CE was Delayed
		Baggage Delay details	Date of Arrival	Ť
ÊÖ	2	Flight Destination (Ex: Penang, Malaysia)	Same as arr	val date
My Trip was	My Item was Lost or	PLANNE IN ADVICE	Baggage Arrival Date	Ē
Postponed	Damaged	Flight No. (EX: AD1234)	Arrival Time	
		Date of Arrival	4:23 PM	
-		Same as arrival dat	Baggage Arrival Time	
ŕ		Baggage Arrival Date	1:23 PM	
My Baggage was Delayed	Medical-related Travel Expense	Arrival Time		
		4:23 PM		
		Baggage Arrival Time	Bank Details	+ ADD BAN
22	ALS	4:23 PM	The claim payment will be transferred bank account. Kindly ensure that the d	the following tails are
My Trip was	My Trip was		correct.	
Cancelled	Disrupted due to COVID-19		ALLIANCE BANK M'SIA BHD RAFIZATULAZWA BINTI RAHMAN	
		Bank Details +AC	5365 D BANK	
00		The claim payment will be transferred to the f bank account. Kindly ensure that the details a correct.	llowing CONTINUE	
ōŏ		ALLIANCE BANK M'SIA BHD		

- You will be redirected to Summary Review to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



Medical Related Travel Expense

- Under "Medical Related Travel Expense" type of claim, you need to fill in the Medical Expense details such as Destination and Total Claim Amount.
- If there is existing bank details available, you may choose the existing bank details.
 If there is no bank details yet, you may add by click at the **ADD BANK**.
- You may click **"CONTINUE"** once filled up all the details.

C Trave Sorry for the inconve experienced. What has	I Claim nience you appened?	Travel Claim: Medical-Related Travel Expense Fill in the details below Medical Expenses Details
My Trip was Postponed	My Item was Lost or Damaged	Destination (Ex: Penang, Malaysia) MYR Total Claim Amount
My Baggage was Delayed	Medical-related Travel Expense	Bank Details + ADD BANK The claim payment will be transferred to the following bank account. Kindly ensure that the details are correct.
My Trip was Cancelled	My Trip was Disrupted due to COVID-19	CONTINUE
OC OC Others		

- You will be redirected to Summary Review to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



My Trip was Cancelled

- Under "My Trip was Cancelled" type of claim, you need to fill in the Flight Destination and Departure Date.
- If there is existing bank details available, you may choose the existing bank details.
 If there is no bank details yet, you may add by click at the ADD BANK.
- You may click **"CONTINUE"** once filled up all the details.

C Trave Sorry for the inconve experienced. What he	I Claim nience you appened?	 Travel Claim: My Trip was Cancelled Fill in the details below Flight Details
My Trip was Postponed	My Item was Lost or Damaged	Destination (Ex: Penang, Malaysia) Departure Date
My Baggage was Delayed	Medical-related Travel Expense	Bank Details + ADD BANK The claim payment will be transferred to the following bank account. Kindly ensure that the details are correct. ALLIANCE BANK M SIA BHD RAFEZATULAZWA BINTI RAHMAN
My Trip was Cancelled	My Trip was Disrupted due to COVID-19	CONTINUE
OD OD Others		

- You will be redirected to Summary Review to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



My Trip was Disrupted due to Covid-19

- Under "My Trip was Disrupted due to Covid-19" type of claim, you need to select one of the following:
 - i. Trio Disruption (Covid-19)
 - ii. Trio Cancellation (Covid-19)
- Next, you need to fill in the Flight details such as Destination and to choose Departure Date.
- If there is existing bank details available, you may choose the existing bank details. If there is no bank details yet, you may add by click at the ADD BANK.

Correction of the inconverse experienced. What has a second se	I Claim nience you appened?	 Travel Claim: My Trip was due to COVID-19 Please select one to continue 	© Disrupted	 Trip Cancellation (C) Fill in the details below Flight Details 	COVID-19)
My Trip was Postponed	My Item was Lost or Damaged	Trip Disruption (COVID-19) Trip Cancellation (COVID-19)		Destination Departure Date	٢
My Baggage was Delayed	Medical-related Travel Expense			Bank Details The claim payment will be transferm bank account. Kindly ensure that the correct. ALUANCE BANK M'SIA BHO RAFIZATULAZWA BINTI RAHMAN 	+ ADD BANK ed to the following e details are
My Trip was Cancelled	My Trip was Disrupted due to COVID-19			CONTINUE	
Others		CONTINUE			

- You will be redirected to Summary
 Review to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed.
- If the submission is not successful, an error message will appear.



Others

 Under "Others" type of claim, you need to select one of the following:-

i. Death

ii. Missed Travel Connection

iii. My Trip was Cut Short

- You need to fill in the Flight Destination details
- If there is existing bank details available, you may choose the existing bank details. If there is no bank details yet, you may add by click at the ADD BANK.

Control of the inconverse experienced. What has a second secon	Claim tience you ppened?	Travel Claim: Others	Œ	C Death Just a few more quick questions to speed
My Trip was Postponed	My Item was Lost or Damaged	Death Missed Travel Connection My trip was Cut Short		Up the claims process! Flight Details Destination (Ex: Penang, Malaysia)
My Baggage was Delayed	Medical-related Travel Expense			Bank Details + ADD BANK The claim payment will be transferred to the following bank account. Kindly ensure that the details are correct.
My Trip was Cancelled	My Trip was Disrupted due to COVID-19			CONTINUE
OD OO Others		CONTINUE	J	

- You need to fill in the **Original Flight Details** and **New Flight Details** to proceed further.
- If there is an existing bank details available, you may choose the existing bank details. If there is no bank details yet, you may add by click at the ADD BANK.
- You will be redirected to **Summary Review** to cross check all the claim and policy details.
- You need to read the Terms and Conditions and Declaration before tick for the consent agreement.
- You may click **"SUBMIT"** and the successful message will be displayed. If the submission is not successful, an error message will appear.

Missed Travel Connection	rnord	< Sumn	nary Review	
o the claims process!	speeu	Policy Details		
	I (Policy Name	Tripcare 360 Insurance	
riginal Flight Details		Policy No.	P0022809 RAFIZATULAZWA BINTI	
light No (Ey: AD1234)		Insured Name	RAHMAN	
ullour care and care yearst		Coverage No.	P0022809 Travel	11.0.1
Departure Date	(fi)	Parenelle tilte		
alburate musi		Bank Details		
		Bank Name	ALUANCE BANK M'SIA BHD	
:24 PM		Account Holder Name	RAFIZATULAZWA BINTI RAHMAN	
		Bank No.	******5365	Your Travel Claim is
w Flight Details				Successfully Submitted
light No (Ex: AD1234)		Uploaded Document	t	You may view its status under the "View Claim Status" tab.
Departure Date		Flight Hinerary		
-24 DM		Eliste Datas Info		
651 F 171		E		
nak Dataila	ADD BANK	I agree with the Terr	ms and Conditions and Declaration	
nik Detalis	- Colonian			
ie claim payment will be transferred to the nk account. Kindly ensure that the details	e tonowing s are		CURNIT	



View Travel Claim Status

You are able to view the successful submission claim status in the View Claim Status tab.







Hospital & Clinic Bill Claim Process

Claims module – Clinic Bill Claim

Below are steps on how to Submit Clinic Bill Claim through the Etiqa+ App:

Step 1

• Tap to "Claims" icon in the Etiqa+ homepage.

Step 2

Select the "Submit a Claim" tab screen and choose
 "Hospital & Clinic Claim" to proceed further.



Claims module – Clinic Bill Claim

Step 3

• Fill in all the claim details.

Step 4

• Select who you are submitting a claim for hospital allowance claim.

Step 5

• Submit all your supporting documents.

Ex	^{iit} <	Exit	<	E
Choose which coverage to	Fill up the details below		Who is the claim for?	
You can select either one coverage	Claim Details			
Maybank Group Employee Benefit	Claim for		E Etiqa User	
Employee Name	Dental/Spectacle	~		
Etiqa User			E Etiqa User	
00075563	Date of event/admission			
		· · ·	E Fineller	
	Provider	_	Etiqa Üser	
	AMAN PUTRI DISPENSARY	~		
			E Etiqa User	
	Bill Details		E Etiqa User	
	Receipt/Invoice Number			
	ABX123456	+ Add More		
	Total Receipt/Invoice Amount (RM)	_		
	500			
CONTINUE	CONTINUE		CONTINUE	

Claims module – Clinic Bill Claim

Step 6

• Next, upload all your mandatory documents.

Step 7

 Cross check all the claim details, policy details and also the uploaded documents on the "Summary Review" page before click the "CONTINUE" button.

Step 8

• You may click **"SUBMIT"** and verify the claim has been successfully submitted.





View Hospital & Clinic Bill Claim Status

Claims module – View Clinic Bill Claim Status

You are able to view the Submitted Claim Status for your Hospital & Clinic Bill Claim at View Claim Status tab

< Claim			Claim Details
Submit a Claim All Submitted In Process	View Claim Status	Claim Details Claiming for Claim ID	Etiqa User 5818
Claiming for Etiqa User Claim ID 18730720 Event Date	,	Claim Type Claim Status Event Date Provider	Reimbursement Claim Submitted 28 Jul 2024 Aman Putri Dispensary
31 Jul 2024 Claim Status Rcvd reimbursement claim		Claim Status Submitted	
Etiqa Üser Claim ID 18730708 Event Date 31 Jul 2024 Claim Status	>		
Rcvd reimbursement claim			
Claim ID 18730710 Event Date 31 Jul 2024 Claim Status Rcvd reimbursement claim	>		



Hospital Allowance Claim Process

Claims module – Hospital Allowance Claim

Below are steps on how to Submit Hospital Allowance Claim through the Etiqa+ App:

Step 1

• Tap to "Claims" icon in the Etiqa+ homepage.

Step 2

Select the "Submit a Claim" tab screen and choose
 "Hospital Allowance Claim" to proceed further.



Claims module – Hospital Allowance Claim

Step 3

• Fill in all the claim details.

Step 4

• Select who you are submitting a claim for hospital allowance claim.

Step 5

• Submit all your supporting documents.



Step 6

• Next, verify your bank details.

Step 7

 Cross check all the claim details, policy details and also the uploaded documents on the "Summary Review" page before click the "CONTINUE" button.

Step 8

• You may click **"SUBMIT"** and verify the claim has been successfully submitted.




View Hospital Allowance Claim Status

Claims module – View Hospital Allowance Claim Status

You are able to view the Submitted Claim Status for your Hospital Allowance Claim at View Claim Status tab

Submit a Claim View Claim Status Submitted In Process Pending Docum	Claim Details Claim Status Submission Date Claimant Name Deceased Details Name	Submitted 29 Jul 2024 Mohammad Redzuan Bin Mohamad Salleh Dzul
Submitted In Process Pending Docum	Claim Status Submission Date Claimant Name Deceased Details Name	Submitted 29 Jul 2024 Mohammad Redzuan Bin Mohamad Salleh Dzul
Type jital Income Benefit Name Policy No. ful Mutiara Wakalah TTMW000534 Submission Date Claim Status 1/2024 Submitted	Deceased Details	Mohamad Salleh Dzul
Name Policy No. ful Mutiara Wakalah TTMW000534 Submission Date Claim Status 1/2024 Submitted	Name	
Jubinited	ID Type ID Number Date of Death	MUHAMMAD ARIF BIN FAKHRUL NRIC 960125013667 28 July 2024
Type nage	Policy No.	N/A N/A
y Name Policy No. tor K1129879 I Submission Date Claim Status Jul 2024 Submitted	Bank Details Bank Name Account Holder Name Bank Account No.	N/A N/A N/A
с	laim Status	
	29 Jul 2024	Submittee



Death Claim Process

Claims module – Death Claim

Below are steps on how to Submit **Death Claim through the Etiqa + App:**

Step 1

- Tab to "Claims" icon in the Etiga+ homepage.
- You will be redirected to the Claim page module which have the options to Submit a Claim or to View the Claim Status.

Step 2

• For Motor claim submission, choose "Death Claim" to proceed further.



>

>

>

Claims module – Death Claim

Step 3

 In the "Death Claim" page, you are required to fill all the details about the deceased.

Step 4

 You may select the cause of death, date of the accident, date of death and details of the accident.

Step 5

 After you fill in the deceased and your claim details, you are required to fill in your contact information.



Claims module – Death Claim

Step 6

 Next, upload all the necessary and mandatory document as such the death certificate and any additional supportive document if you have any. Tick the box if the death occurred in oversea.

Step 7

 Once all the documents have been uploaded, you will be redirected to Summary Review to cross check all the claim details, policy details and also the uploaded documents before click the "CONTINUE" button.

Step 8

• You may click **"SUBMIT"** and verify the claim has been successfully submitted





View Death Claim Status

Claims module – View Death Claim Status

You are able to view the Submitted Claim Status for your Death claim type at View Claim Status tab

Claim		< Cla	< Claim Details	
	Claim			
Submit a Claim	View Claim Status	Claim Details		
		Claim Status	Submitted	
N		Submission Date	29 Jul 2024	
Submitted In	Process Pending Docum	Claimant Name	Mohammad Redzuan Bin Mohamad Salleh Dzul	
im Type eath Claim		Deceased Details		
		Deceased Details		
olicy Name	Policy No.	Name	MUHAMMAD ARIF BIN	
IA	N/A	ID Type	NRIC	
aim Submission Date	Claim Status Submitted	ID Number	960125013667	
7 Jul 2024	Submitted	Date of Death	28 July 2024	
		Policy Name	N/A	
laim Type Damage		Policy No.	N/A	
Policy Name Motor	Policy No. K1129879			
laim Submission Date	Claim Status	Bank Details		
0 Jul 2024	Submitted	Bank Name	N/A	
		Account Holder Name	N/A	
laiming for IOHAMMAD REDZU DZULKAFLI	IAN BIN MOHAMAD SALLEH	Bank Account No.	N/A	
laim ID 8725987		Claim Status		
vent Date 1 May 2024	>			
aim Status	Let us	29 Jul 2024	Submit	
va reimbursement c	laim	Your request bac b	een submitted	



Thank You