See Disclaimer



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Step 1

- Download Etiqa
 Smile from App
 Store / Play Store/
 App Gallery
- Key in mobile number to request OTP.











First time login to Smile App

Step 2

- Click Claim Module to setup profile.
- Fill in your details.
- Confirm your profile.

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10 Number	
change your profile afte	twards.
CANCEL	CONFIRM
O Yes	No
Note, Please be aware that yo will be syncod tagether for se	our la No. and Mobile No. corthy gurposes.



First time login to Smile App



- Key in verification code verification code will be sent to email address.
- Setup 6-digit passcode.
- Profile Completed !





Step 4

- Access ME module to check individual Policy /Certificate No.
- Insert Individual Active Policy Number or you may email to <u>smilesupport@etiqa.com.my</u> to update mobile number, and Proceed.
- If you do not have any individual policy with Etiqa, you will encounter "Sorry, no active policy found based on your policy" screen.









Steps to submit Death Claims via Smile Apps

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Submit Death Claim via Smile App



1. Login to Smile Apps and tap on Submit Claims.



2. Key in 6 digit pass code.



3. Tap at the Death Claim.

Death Claim Document Lists	Death Claim Document Lists
Individue not exceed coMS and format - lag or prigramly . Medical report/ Doctor's Statement	Total use not exceed soMB and formal - ppg or prg anty
Proof of Relationship (Marriage Certificate/ Birth	s. Copy of Deceased's NRIC
rtificate)	2. Certified True Copy Payee's NRIC
Burial Permit	3. Certified True Copy Claimant's NRIC
Sijil Faraid/ court order/ letter of administration	4. Death Certificate
any	. 5. Medical report/ Doctor's Statement
	6. Proof of Relationship (Marriage Certificate/ Bi
ditional for Accident Death	Certificate)
Tasicology Report (only for motor vehicle	7. Burial Permit
(dent)	R. Selit Faraid/ court order/ letter of administratio
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4. Display of document list. Tap 'Continue'.





Fill In Claim Details & Cause of Death



- 5. Fill up deceased details such as
- i) Deceased Name
- ii) ID Type (drop down list)
- iii) ID Number



6. Next is to select cause of death. For Natural, tab at Natural Causes & select Date of Death



7. For Accidental, tab at Accident Causes then select the Date of Accident & Date of Death



Exit.

Fill In Claimant Details & Bank Details



- 8. Fill up contact details such as:
- i) Relationship with deceased (drop down list)
- ii) Address
- iii) Postcode
- iv) Country (drop down list)



9. Add bank details by tab on the add my bank details & fill up bank information such as:

- i) Account Holder Name
- ii) Bank Name (drop down)
- iii) Bank Account No.

10. After add bank details, tab 'Continue'



Fill In Claim Details – Submitting a claim for and Supporting Documents



11. Upload the claim documents by tab at 'Upload File' 12. Its either to snap picture using camera or upload images from phone's gallery

eTiQa

13. If death occurred in oversea, to tick at the box. User

also able to update any remark (if any). Then tab 'Continue'



Summary Review





Exit



15. Your claim has been successfully submitted.Tab 'Done' to return to main page.

14. Then it will display the Summary page. Scroll down to view all information. Please review the information and if it is in order, to tick the box agree with the Terms & Condition. *Terms & Condition can be view by tab on the hyperlink Tab 'Continue' to proceed.





View Claim Statuses and Push Notification

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View Claims: Death



Tab at View Claims



Key in 6 digit pass code



There are six (6) statuses available shown on top basket. The basket can be scroll left and right:

- ✓ Submitted
- In Process
- Pending Document
- ✓ Other
- ✓ Approved
- ✓ Rejected

The display of status will be depend by the relationship between deceased & claimant.

With Insurable Interest, able to view:

- ✓ Submitted
- In process
- Pending Document
- ✓ Approved
- ✓ Rejected

With no Insurable Interest, only able to view:

- ✓ Submitted
- ✓ Pending Document (if any)
- ✓ Others





View Claims: Death Claims with Insurable Interest & No Insurable Interest

4



<		
Claim Details		_
Claim Type Death Claim	n :	
Claim Status Claimant Name Deceased Nam Date of Death	Submitted NXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	CARAGEK CRAMEN
Claim Status	View full Details	
10 Mar 200 Your request	n It has been submitted.	Submitted

Claim submission which has been successfully submitted will be display under 'Submitted' menu

Tap on '>' to check on the status and the display message. Tap 'View Full Details' to see the details



View Claims: Death Claims with Insurable Interest for status In Process





After claim has been registered in Core System, user/claimant able to view status under 'In Process'.

Tap on '>' to check on the status and the display message. Tap 'View Full Details' to see the details

At this stage onwards, user can give rating based on their claim experience/ journey so far by Tab on 'Rate Us'





View Claims: Death Claims with Insurable Interest for status Approved



For every status changes, user will received Push Notification. ** Kindly ensure that the settings for notification is on/allow for Smile Apps, setting varies according to phone model.

For Approved Status:

Tap on '>' to check on the status and the display message. Tap 'View Full Details' to see the details







View Claims: Death Claims with Insurable Interest for status Rejected



For Rejected status, user will receive Push Notification.

Tap on '>' to check on the status and the display message. Tap 'View Full Details' to see the details.

User /claimant will able to view rejection letter upload by claim assessors.

Claims	+ Subm	it New Claim	<	
Pendog Document	Others Approved	Rejected	Claim Details	
Cain Tube Death Claim			Death Claim	
Ref No: SW-DC-DODDD	and an		Claim Statun Claimant Name Deceased Name	lejected OCRODORCKORCKINOORINGCX ORONDCCCKINOORINCX
Pathy Itane Boward Extrans	Claim Submission Bala 25 Jan 2021	Q	Date of Death Policy No.	odkninkrik Nyhrier
Entroneedidtx	Claim Status Rejected	<u>_</u>		Vew Init Details
ÉŘEGGODZÁSZS KX		_ 11	Claim Status	<u>j</u> m
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				, Rate sec. 1
			54.3se 2021	in Process
*	-			



View Claims: Death Claims with No Insurable Interest for status Others



For user/claimant with no insurable interest, they will still received the Push Notification. But the details such as policy name & policy number will not be display & user able to see the status under 'Others'.

Tap on '>' to check on the status and the display message. Tap 'View Full Details' to see the details









Additional Document(s) Required

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Pending Additional Document(s) Required



For cases which required additional documents, user/claimant will receive Push Notification



- 1) Under Pending Document Menu, Tab at '>' to see the details of additional documents required
- 2) Tab at 'View Letter' to view the requirement letter
- 3) Tab at 'Upload File' to submit the additional documents. User/claimant not able to submit if not upload all of the additional documents required





In Process

Rate us >

In Process

Rate un b

Submitted

Pending Additional Document(s) Required

Cla	lims		+ Solemit Ne	e Claine
ted	In Process	Pending Document	(then	Appene
	No ch	im can be found for t	Nis status	

When user/claimant submit all additional documents required, the status card will no longer under 'Pending Document'

Claims	+ Submit New Cla		<
Submitted In Process	Pending Document: Oth	-	Claim Details
Cain Type Death Claim			Cam Syse Death Claim
Ref No: SMI-DC KXXXXXXX Policy Name	Claim fadmission Date		Cain Statun In Process Claimant Name XXXXXXXXXX Deceased Name XXXXXXXXXXXX Date of Death
Wheekoldie Flax	27 Jan 2021)	Policy No. MINERMAN
* Bate us now ()			Claim Status
			34. Jay 2021
			Your claim suberiension 500657 currently under process.
			34 Ser 2021
			C PELITIE C



It will move under In Process.

Tap on '>' to check on the status and the display message. Tap 'View Full Details' & scroll down to see the details





Thank you!

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