Download Etiqa Smile App right now !
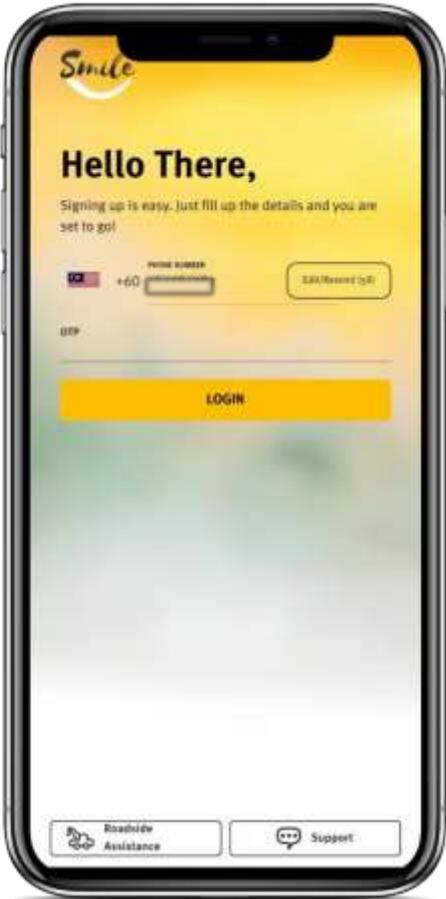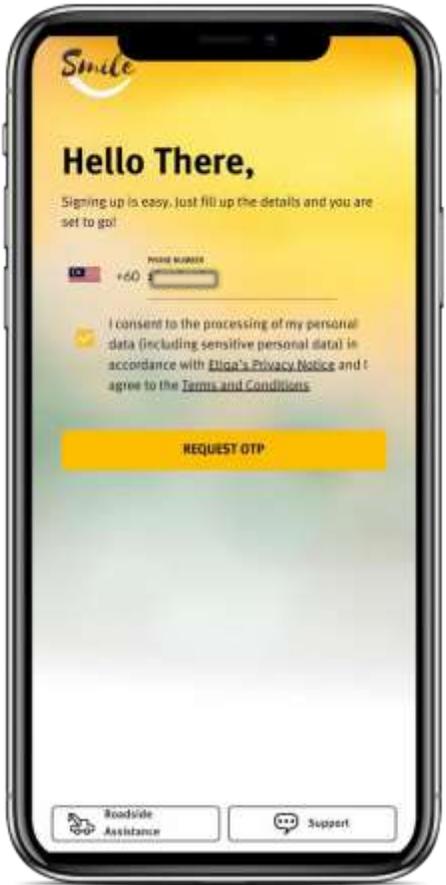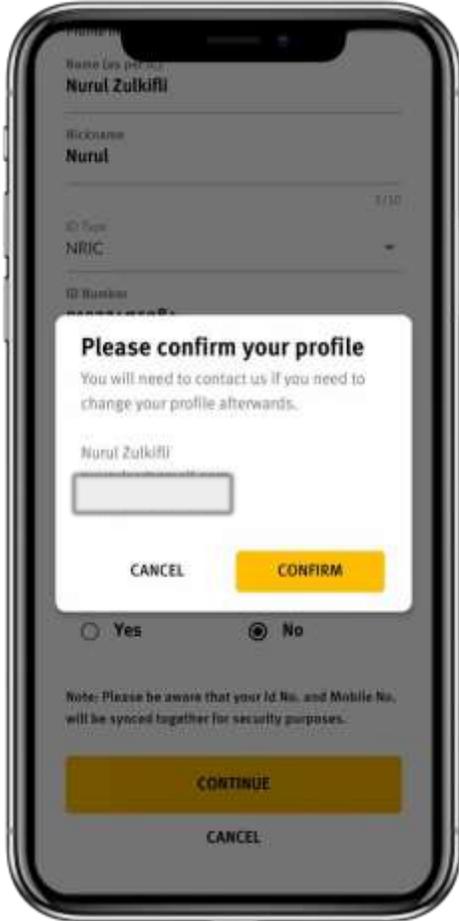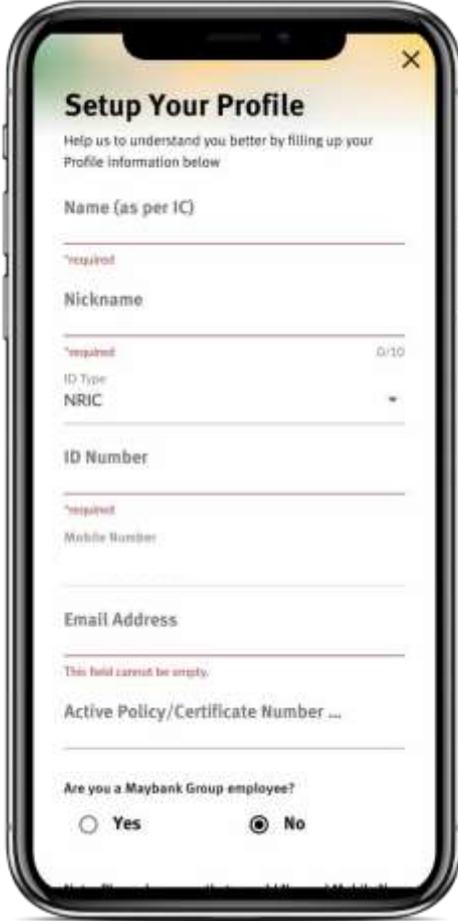
Step 1

- 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.
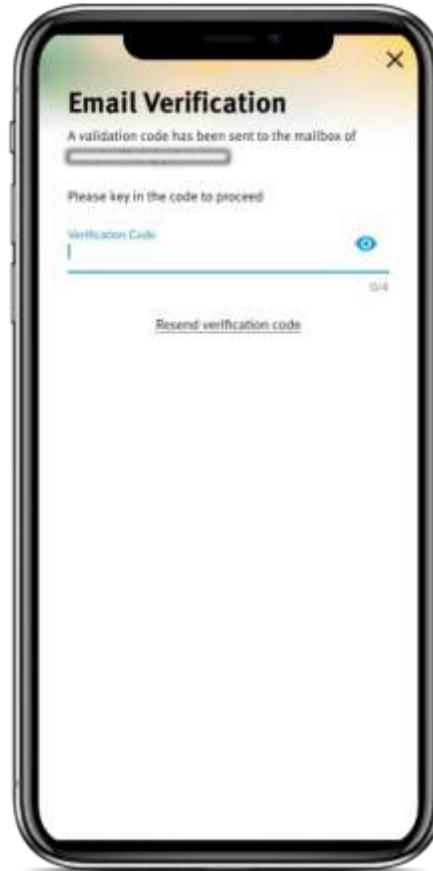
First time login to Smile App

Please note that activation code is valid for 5 minutes only.

Step 3

- Key in verification code – verification code will be sent to email address.

- Setup 6-digit passcode.

- Profile Completed !

First time login to Smile App

Step 4

- Access ME module to check individual Policy /Certificate No.

- Insert Individual Active Policy Number or you may email to smilesupport@etiqa.com.my 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.
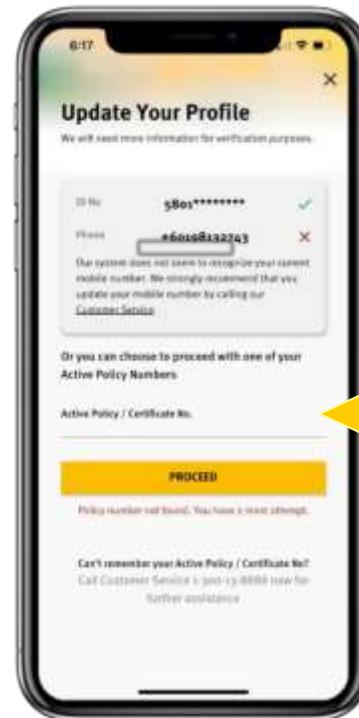
Or you can choose to proceed with one of your Active Policy Numbers

Active Policy / Certificate No.
Insert individual policy number

Steps to submit Death Claims
via Smile Apps

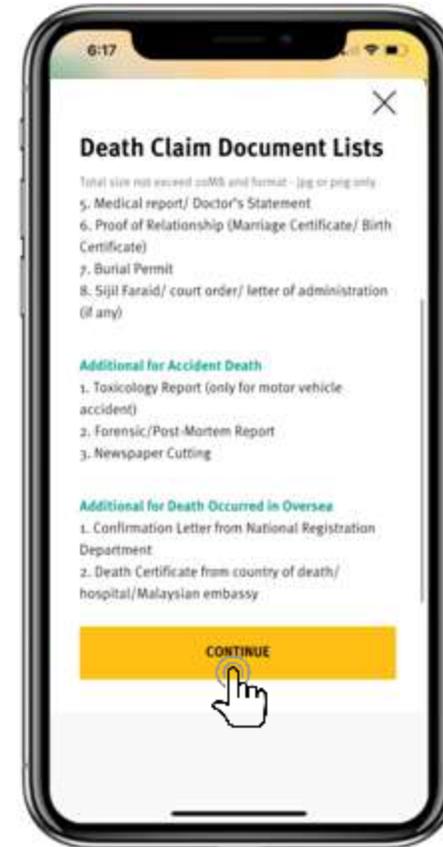# Submit Death Claim via Smile App

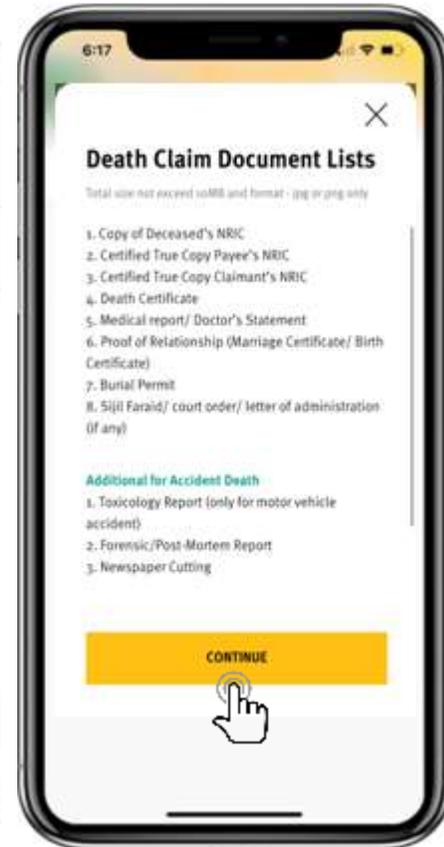1. Login to Smile Apps and tap on Submit Claims.
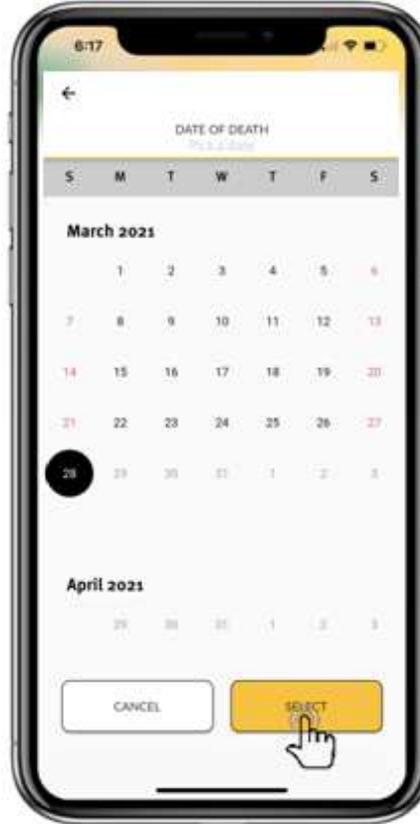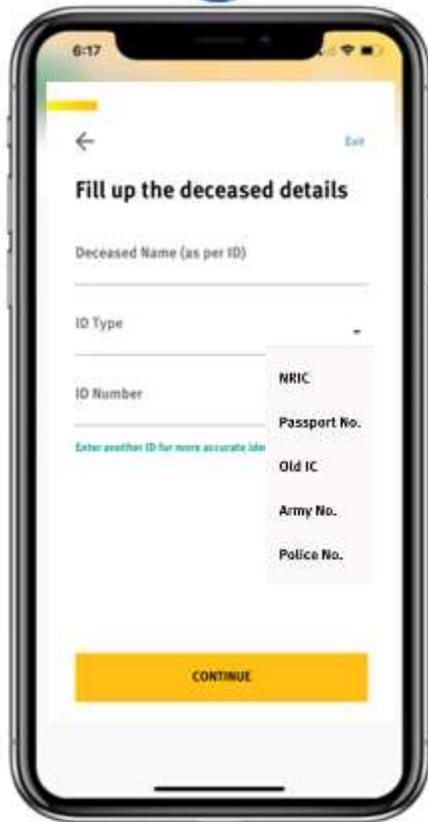
2. Key in 6 digit pass code.

3. Tap at the Death Claim.

4. Display of document list. Tap 'Continue'.
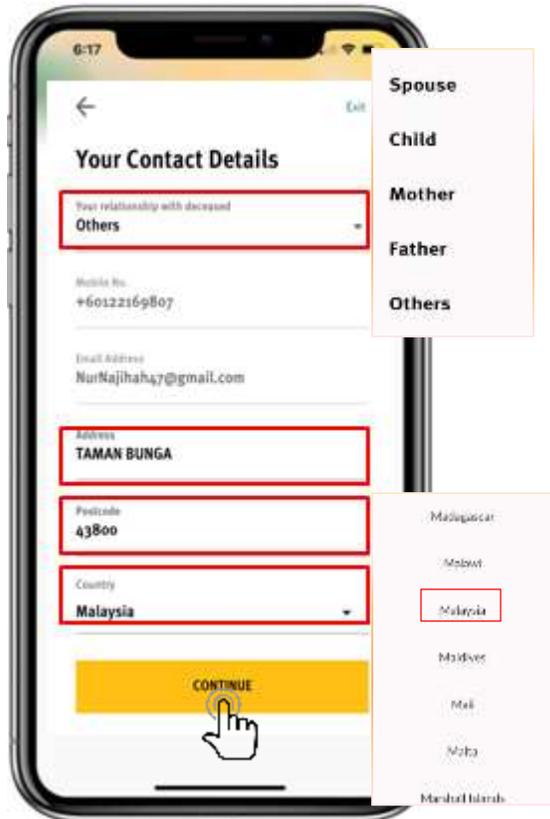
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Fill In Claim Details & Cause of Death

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

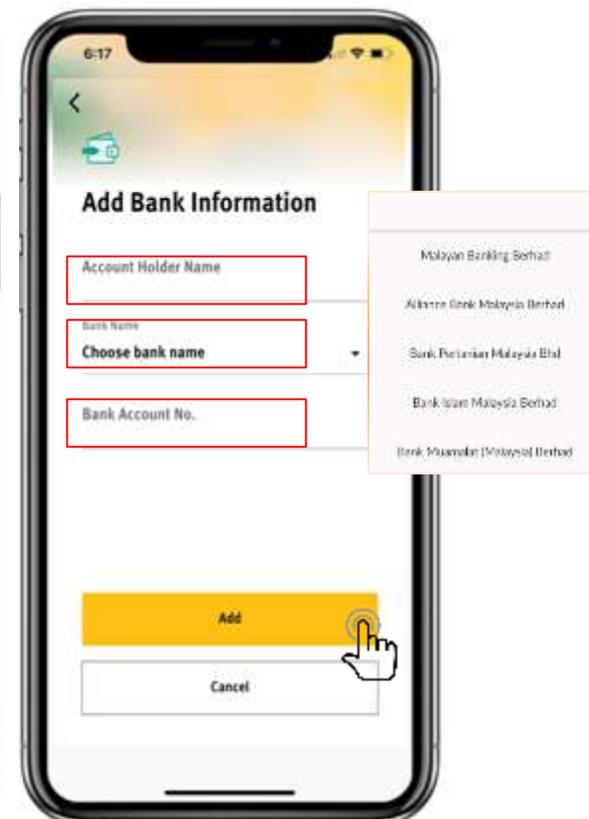6. Next is to select cause of death. For Natural, tab at Natural Causes & select Date of Death

7. For Accidental, tab at Accident Causes then select the Date of Accident & Date of Death
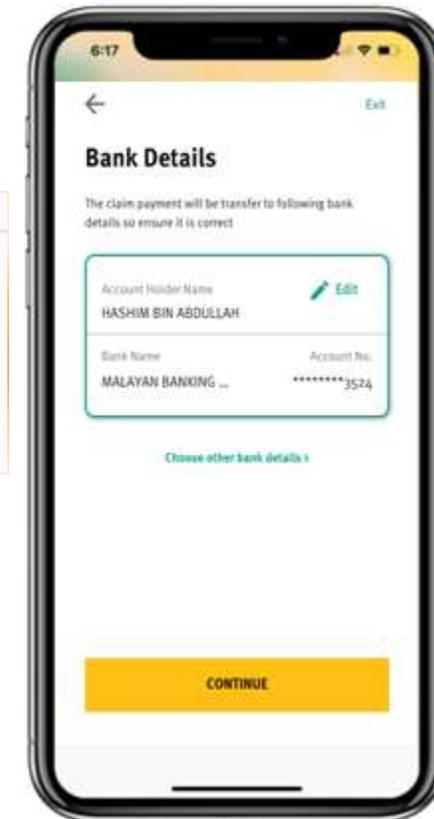
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Fill In Claimant Details & Bank Details

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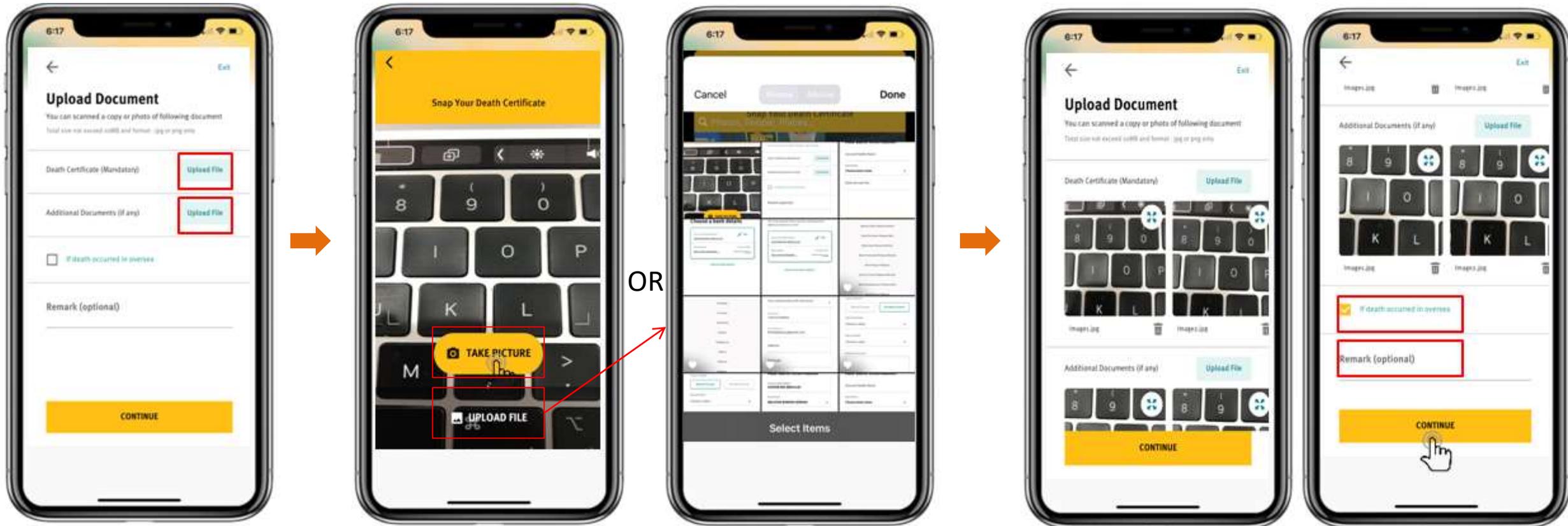ii) Address
iii) Postcode
iv) Country (drop down list)

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'

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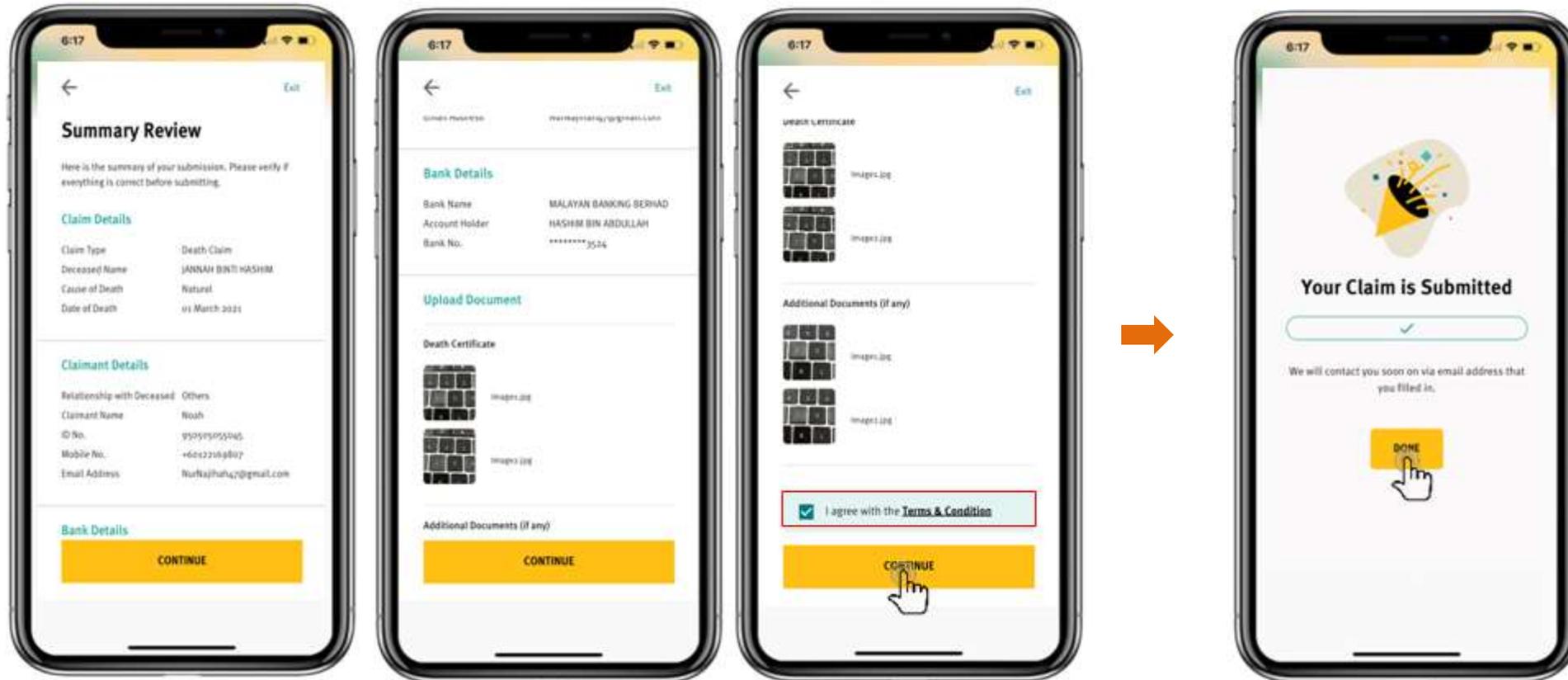# Fill In Claim Details – Submitting a claim for and Supporting Documents

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

OR

13. If death occurred in oversea, to tick at the box. User also able to update any remark (if any). Then tab 'Continue'

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Summary Review

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.

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View Claim Statuses and Push Notification

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.

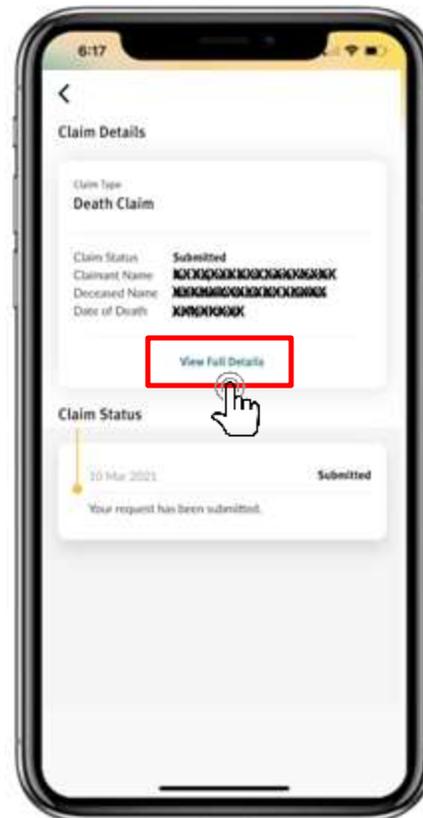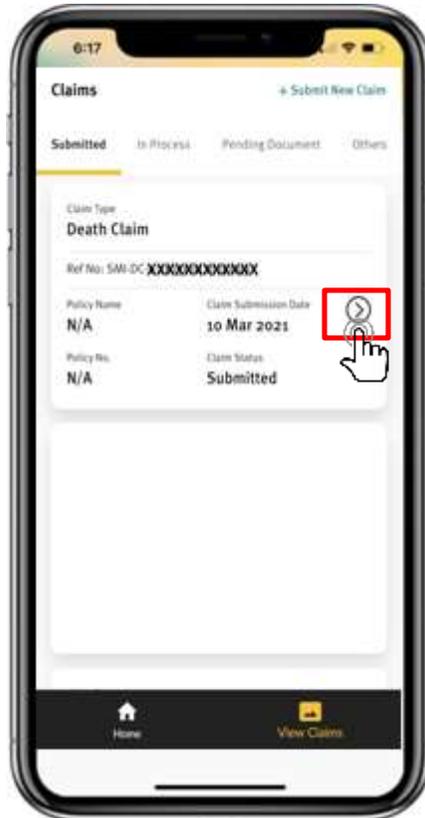With Insurable Interest , able to view:
- ✓ Submitted
- ✓ In process
- ✓ Pending Document
- ✓ Approved
- ✓ Rejected

With no Insurable Interest, only able to view:
- ✓ Submitted
- ✓ Pending Document (if any)
- ✓ Others

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

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

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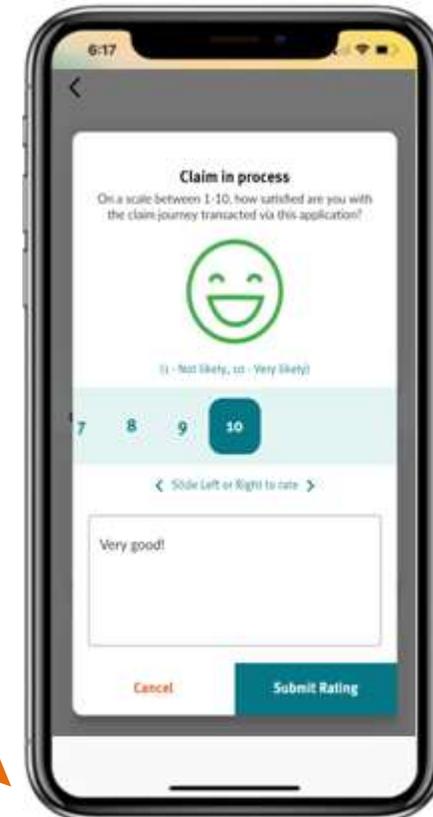Tap 'View Full Details' to see the details

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View Claims: Death Claims with Insurable Interest for status In Process
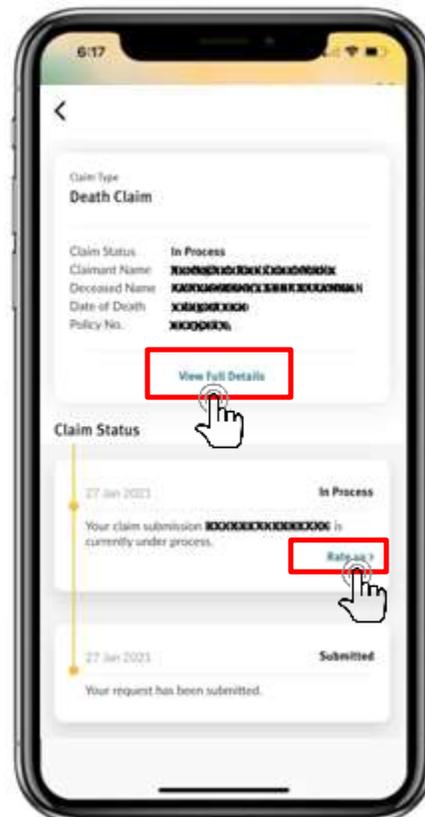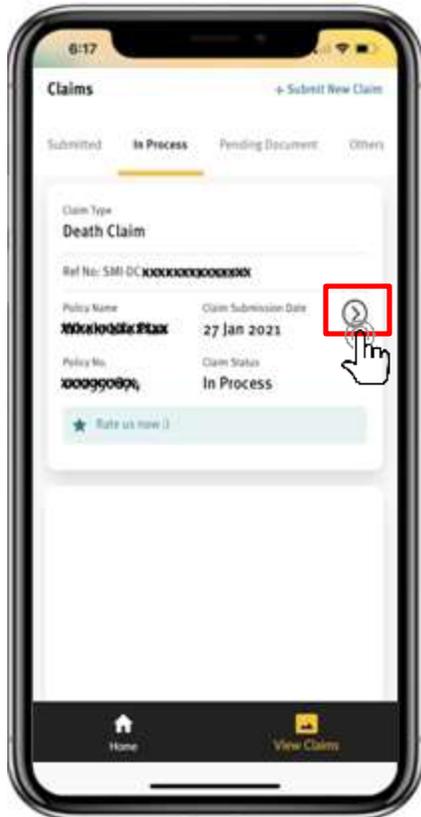
After claim has been registered in Core System, user/claimant able to view status under 'In Process'.

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'

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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.
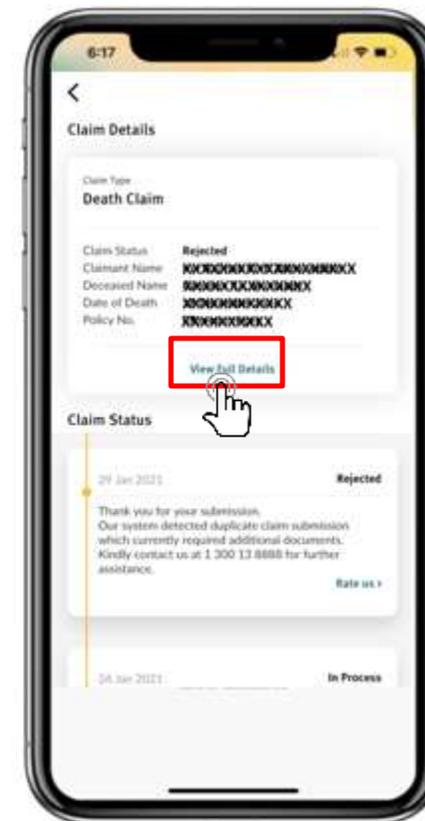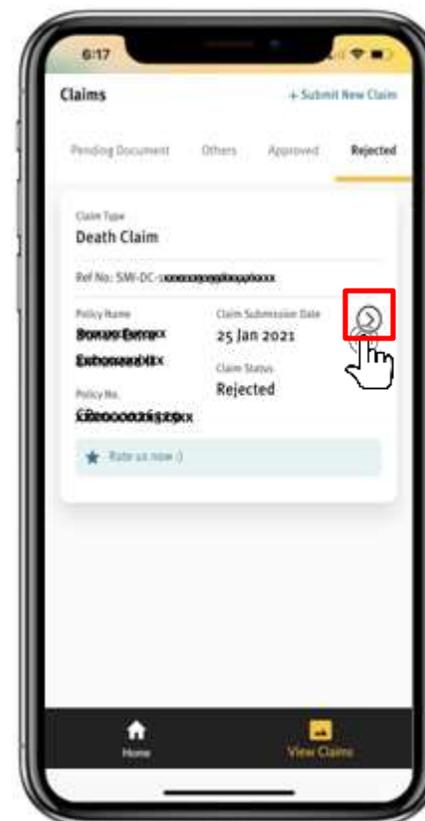Tap 'View Full Details' to see the details

eTiQa
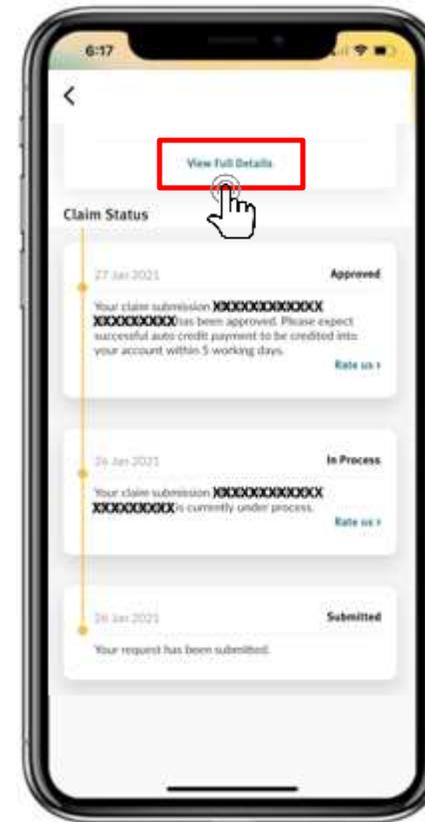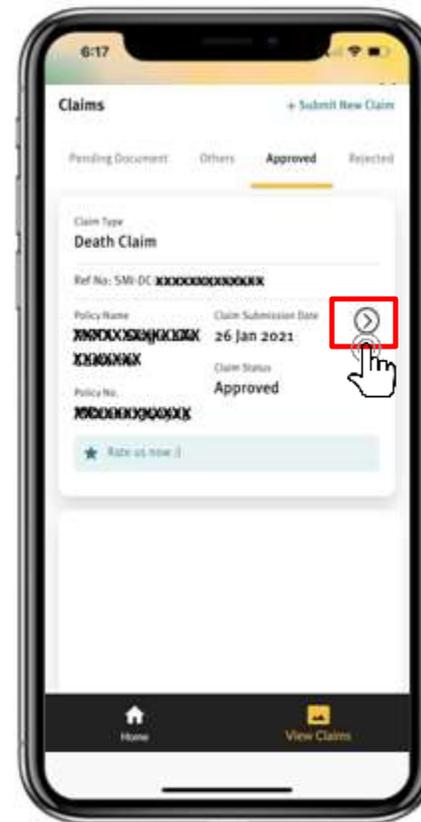
View Claims: Death Claims with Insurable Interest for status Rejected
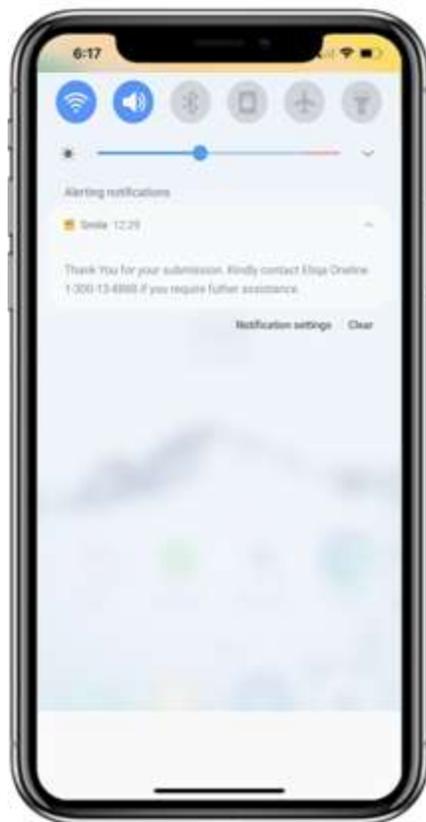
For Rejected status, user will receive Push Notification.

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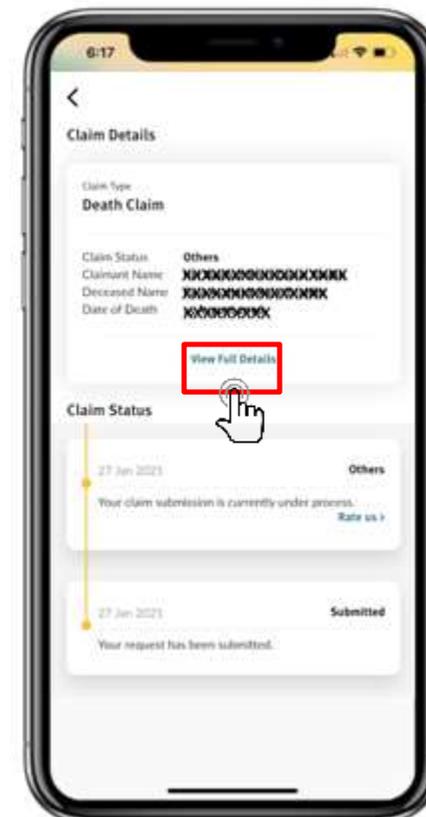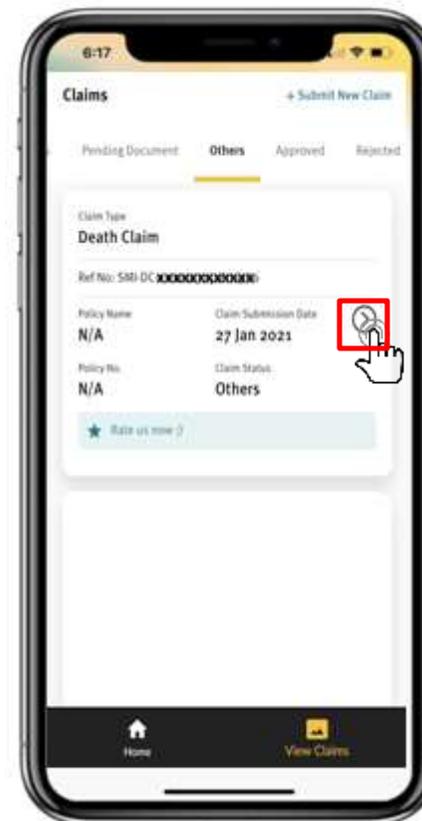
View Claims: Death Claims with No Insurable Interest for status Others

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

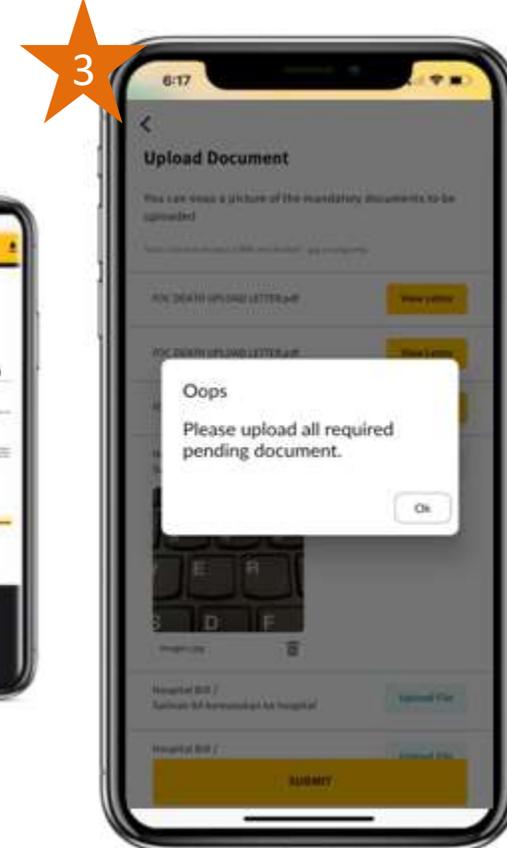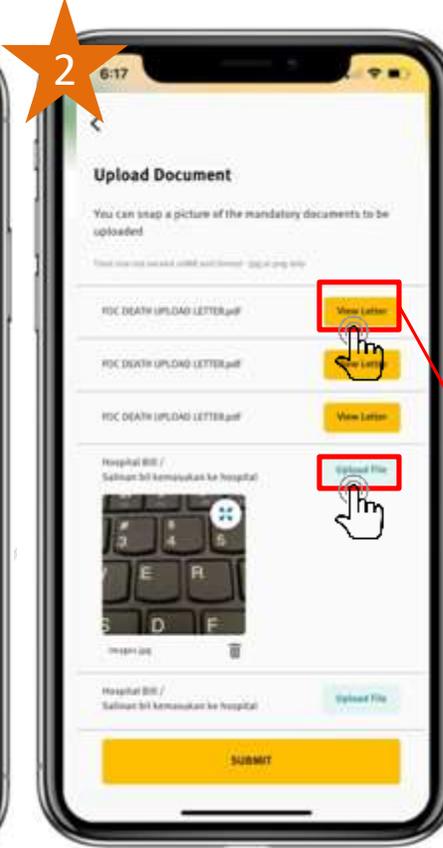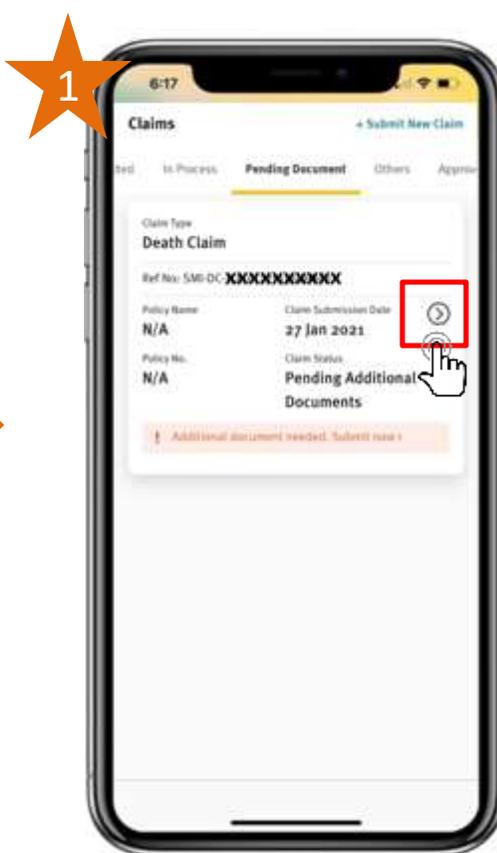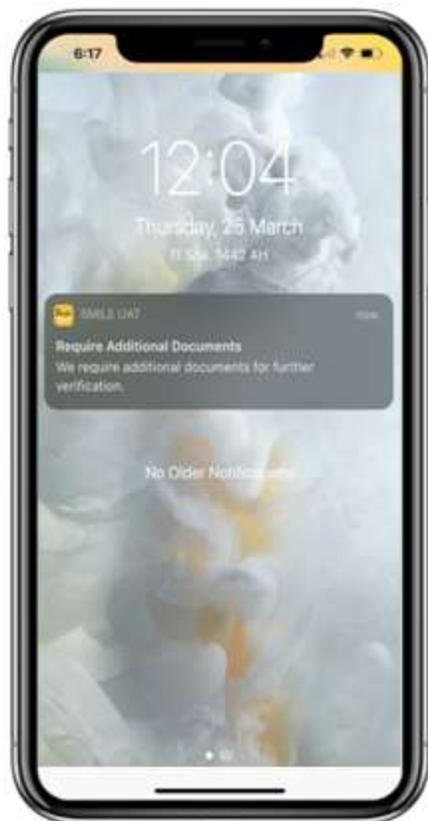# Additional Document(s) Required
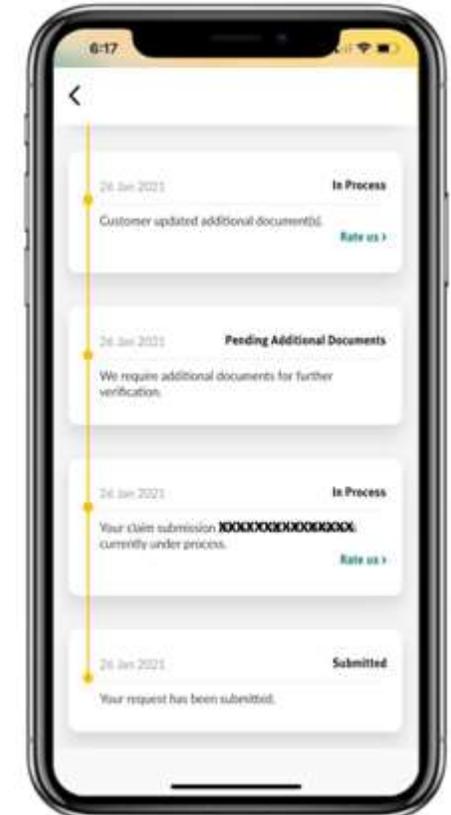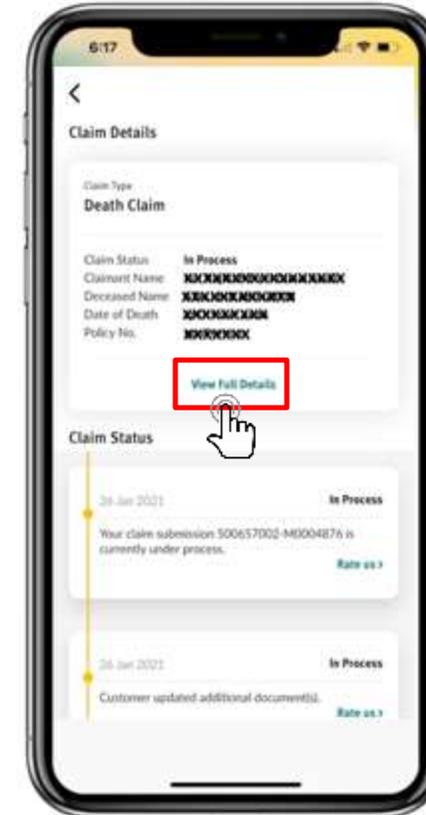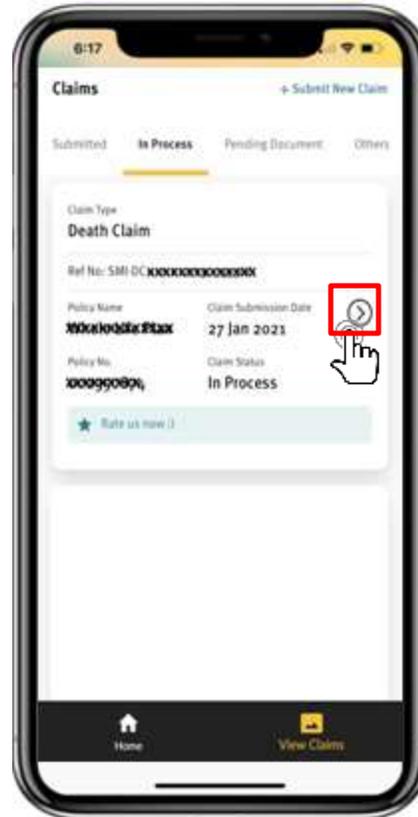
Pending Additional Document(s) Required

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

Pending Additional Document(s) Required

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

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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