See Disclaimer



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- Download Etiq Smile from a Store / Play App App Gallery Store
- 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.

Hi Eb Tester, What would you like to find out	today?	0
Ne Destitucare Construction (2)	Services	Wellness ar Selected Users)
Subar Opens Subar Opens Subar Opens	Insurance & Takaful Mer	fication & Health Product Deals
Auto Assist Care Call us for roadside assistance	Support Find out more	0
Our Workshop Panel		View All
DMM Sales Sdn Bhd Lot Jalan Dua, Off Jalan Chan S Perselutuan	aw Lin, Kuala Lumpur, Wila	^{rah} ()
WTF Auto Services Sdn	Bhd View Claim	

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Help us to understand you Profile information below	better by filling up your	
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Nickname		
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ID Number		
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Mobile Number		
Email Address		
This field cannot be empty.		
Active Policy/Certific	ate Number	
Are you a Maybank Group	employee?	
○ Yes	No	- 10

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O Yes O	No
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will be synced together for security	y purposes.
CONTINUE	
CANCEL	





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,
- Individual policy with Etiqa, you will encounter "Sorry, no active policy found based on your policy" screen.









Steps to submit Hospital Income Benefit claim via Smile Apps

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Submit Hospital Income Benefit Claim via Smile App

- 1. Login to Smile Apps and tap on Claim module
- 2. Key in your 6 digit Passcode
- 3. Tap on Hospital Income Benefit



6:17		
Please	Authenticatio	n o proceed
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Fill In Claim Details for Accident Event Type

- 4. Choose Accident event type
- 5. Insert the Accident Date, Admission Date and Discharge Date.
- 6.
- Claim Details successfully insert and click Next









Fill In Claim Details for Illness Event Type

- 7. Choose Illness event type
- 8. Insert the Admission Date and Discharge Date.
- 9. Claim Details9. successfully insert and click Next









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

- 10. Choose the person name you wish to submit the claim for. You may choose more than one person And Click Next
- 11. Tap on Discharge Summary & Snap your supporting document attachment
- 12. Click Next









Fill In Claim Details – Bank Account Info





Fill In Claim Details – Claim Summary

- 17. Check the summary of your claim before submit
- 18. Click Submit now
- 19. Click Done











View Claim Submission Record

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View Claim Record

- 1. Tap on Claims at the bottom right of Smile App interface
- 2. All claim records will appear & Tap on the card of claim record

View detailed claim status

3.









View Claim Record – Push Notification (In Process)

- 1. User will receive **In Process** push notification when claim is under assessment and claim status will change from New to In Process
- 2. Go to view claims tab and click on claims card status to view the details
- 3. User will able to see the claim journey









- 1. User will receive **Approved** push notification when claim is approved
- 2. Go to view claims tab and click on claims card status to view the details
- 3. User will able to see the claim journey





- 1. User will receive **Rejected** push notification when claim is declined
- 2. Go to view claims tab and click on claims card status to view the details
- 3. User will able to see the claim journey

laims	+ Sub	mit New Claim
ubmitted Rejected	Pending Document	Others Aj
Claim Type	nafit	
nospital income per	ineria.	
Policy Name Takaful Mutiara	14 Sep 2020	
Policy No.	Claim Status	
TTMW000063	Rejected	\odot
★ Rate us now :))
Claim Type		
Hospital Income Ber	nefit	
Policy Name	Claim Submission Date	
Takaful Mutiara	14 Sep 2020	
TTMW000063	Rejected	\odot
\star Rate us now :)		Ŭ
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< Cla	aim Details		
1	Claim Type Hospital Incon	ne Benefit	
	Claim Status Event Type Policy No. Accident Date Admission Date Discharge Date Insured Name	Rejected Accident TTMW000062 06 Jan 2021 06 Jan 2021 09 Jan 2021 740208075428	
		View Full Details	
Cla	aim Status		
•	We are sorry th A Decline Lette us at 03-2785 f	nat your claim has been declin r will be sent to you in due co 0055 (Mon – Fri) 8:45am – 5:49	Rejected ed. urse, or call 5pm Rate us 2
	23 Mar 2021		In Process
	Your claim subr	nission is currently under process	Rate us >
	23 Mar 2021		Submitted

Additional Document(s) Required

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- 1. User will receive **Require** Additional Documents push notification
- 2. User will redirect to claim status screen once click on the push notification
- 3. Tap on pending document tab and click on status card

- 1. Tap on "Upload File" button
- 2. Tap on "view letter" button to view the letter attached
- 3. Letter will be displayed

- 4. Tap on "Upload File" button to snap the image of the document or to choose from your phone gallery.
- 5. Uploaded/snapped image of the document will appear at the bottom panel. Once done, tap on check icon to proceed.

If you have wrongly attached a document, tap on recycle bin icon to remove the image file. Repeat the step to capture/upload document.

Tap "Submit" once done.

 Smile Apps will prompt a message saying the upload is successful

- Claim status will move from pending documents tab into In process tab
- 8. Go to In process tab and tap on claim card to view the current update
- 9. User will be able to see the claim journey

Rating

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View All Claim Record – Push Notification (In Process)

1. User are recommended to provide the rating for the claim submission.

Tap on the claim card

- 2. Tap on "rate us" button to provide the rating and feedback
- User may required to select rating from 0-10 and provide feedback. Once done, click on "submit rating" button

1. User recommended to provide the rating for the claim submission.

Tap on the claim card

- 2. Tap on "rate us" button to provide the rating and feedback
- User may required to select rating from 0-10 and provide feedback. Once done, click on "submit rating" button

1. User recommended to provide the rating for the claim submission.

Tap on the claim card

- 2. Tap on "rate us" button to provide the rating and feedback
- User may required to select rating from 0-10 and provide feedback. Once done, click on "submit rating" button

Thank you!

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