

ONE PLAN™

Car and Household



CLAIM PROCESS WITH SMART INSURANCE

(010) 0010141 www.oneplan.co.za
54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan is sold by Oneplan Brokers (Pty) Ltd and administered by Oneplan Underwriting Managers (Pty) Ltd, authorised financial services providers 43627 and 43628. Oneplan is not a benefit option regulated by the Medical Schemes Act, but a short-term insurance product underwritten by Bryte Insurance Company Limited

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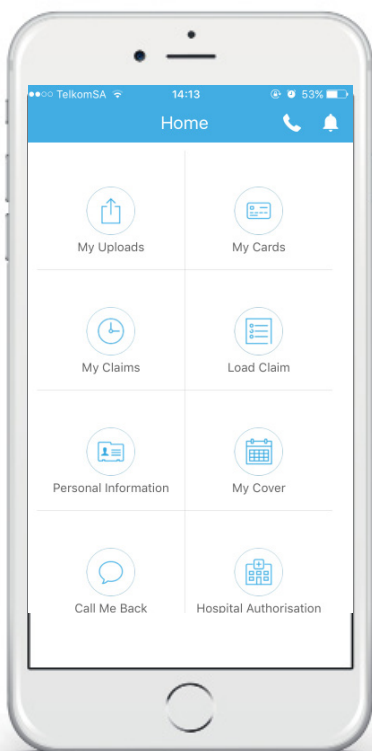
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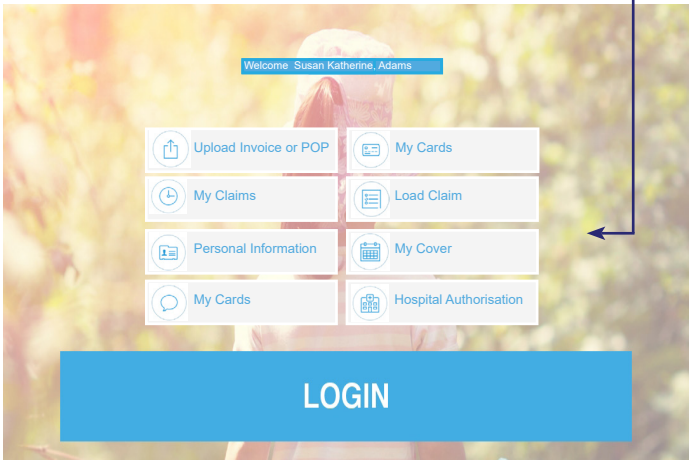
HOW TO CLAIM & MANAGE YOUR POLICY WITH THE ONEPLAN APP

- 1 Visit the Google Play store or App store on your Phone
- 2 Search for the 'Oneplan' App
- 3 Download the App to your phone for **FREE**
- 4 Login with your policy number as your Username and enter your Password (if you don't have a password, click on 'Forgot Password' and one will be sent to you). Alternatively, follow the registration process.
- 5 Select Car and Household insurance
- 6 Once you are on the home menu, select the function you wish to fulfill



CLAIM & MANAGE YOUR POLICY ON THE SELF SERVICE PORTAL

- 1 Go to www.oneplan.co.za
- 2 Click on login
- 3 Login with our Policy number as Username and enter your Password. (if you don't have a password, click on Forgot Password and one will be sent to you)
- 4 Once you are on the home page it will give you the following options. These will allow you to manage and process claims on your policy.



**DOWNLOAD
OUR ONEPLAN APP**



QUICK INDEX GUIDE FOR ONEPLAN APP/ SELF-SERVICE PORTAL

This will help you know where to find the function or service you are looking for on either the self-service portal or mobile app home screen.



MY UPLOADS - Upload documentation required to claim as well as referral letters and personal information

Claim Related Uploads

- Request refund "I paid the claim"
- Proof of payment "funds paid to onecard"
- Referral letter

Personal Info Uploads

- Proof of Identity
- Photo
- Utility Bill



MY CLAIMS - Here you will find the history of your most recent claims



PERSONAL INFORMATION - Edit your personal information via the Oneplan App

Policy Information

- General Information (editable)
- Banking Information (editable)



CALL ME BACK/ CHAT TO AN AGENT - Should you wish to speak to one of our customer service agents



LOAD CLAIM - Load claims for the following:

- Home and Content
- Vehicle
- On - The - Go



MY COVER - Gives you a quick overview of the plan benefits and cover amount you have with Oneplan

HOW TO PROCESS CLAIMS THROUGH THE ONEPLAN APP



HOW TO CLAIM FOR HOUSEHOLD CONTENTS:

- 1 Open the Oneplan Mobile App and login
- 2 Select "Load Claim"
- 3 Select "House and Content" and then select which item you are claiming for
- 4 Complete the required information and upload the necessary images
- 5 Select "Process Claim"



HOW TO CLAIM FOR A VEHICLE:

- 1 Open the Oneplan Mobile App and login
- 2 Select "Load Claim"
- 3 Select "Vehicle"
- 4 Select the incident you wish to claim for
- 5 Complete the required information
- 6 Select "upload images" for "motor accident"
- 7 Select " Process claim"



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