



Claim Process Guide

How to reset my Onecard pin



Underwritten by



Oneplan is administered by Onecard Management Services (Pty) Ltd, an authorised financial services provider 43628. Oneplan is not a Medical Aid but a short term insurance product underwritten by Zurich Insurance Company South Africa Limited. 09 December 2015

Onecard Claim Processes

How to claim for:



- 1 Dial *120*17526# (*120*1PLAN#).
- 2 Complete your ID Number and your Pet Policy Number
- 3 Ensure you have the same card number displayed, as on the front of your Onecard
- 4 Select the Claim type and insert the amount you need, if requested
- 5 Swipe and pay at your vet as you would with a debit card. NO FEES - *make sure you have your pin handy.
- 6 Funds will be loaded onto the card within a minute

How to claim for:



- 1 Obtain a prescription letter from your Vet for the food
- 2 Forward a copy to claims@onegrp.co.za or fax to 086 716 7431
- 3 Your claim will be processed and you will receive sms communication with regards to the outcome

How to claim for:



- 1 Contact Oneplan Pet on (010) 001 0141 and request a Pet Claim Form or download a Pet Claim form from the website www.onepet.co.za
- 2 Hand the form to the vet to complete and stamp with the Veterinary practice stamp
- 3 Send the form to claims@onegrp.co.za or fax to 086 716 7431
- 4 Your Claim will be processed and you will receive sms communication with regards to the outcome

How to claim for:



Kennel Fees will only be paid due to the owner experiencing an unexpected health event

- 1 Proof of health event such as a hospital invoice will be needed for owners admission
- 2 Pet needs to be booked in at a registered kennel
- 3 Proof of receipt or invoice from the kennel or cattery must be submitted to Oneplan at claims@onegrp.co.za or fax to 086 716 7431

How to claim for:



- 1 Call Oneplan Pet on (010) 001 0141 and request the pet death claim form or download the form from www.onepet.co.za
- 2 Pet Death Claim form must be completed by the vet
- 3 Invoice for Burial, Cremation or Euthanasia must be sent along with the completed Pet Death Claim form to E-mail: claims@onegrp.co.za or Fax: 086 566 1749
- 4 Claim will be processed and you will receive sms communication with regards to the outcome

How to reset your Onecard pin:



- 1 Go to www.onepet.co.za
- 2 Click on member login and login with your policy number.
- 3 Click on Main Menu.
- 4 Click on Card.
- 5 Find the card number you wish to reset pin and click on reset pin button.
- 6 A sms will be sent to your mobile with your new OneCard Pin Number.
- 7 Keep it safe. You may immediately use your new pin.

South Africa

Tel: 010 001 0141

Web: www.oneplan.co.za | www.onepet.co.za

Address: 54 Maxwell Drive, Woodmead North Office Park,
Woodmead 2021

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