



## QUICK GUIDE FOR THE MyVUMI™ INSURED PORTAL

### About MyVUMI™

MyVUMI™ is an online web portal where VUMI® insureds can view the information of their health insurance plan and policy documents, get a digital copy of their ID card, contact VUMI®, and much more, all in one convenient digital platform. To access MyVUMI™, visit [www.myvumiportal.com](http://www.myvumiportal.com) or download the MyVUMI™ mobile application from the Google Play™ store or the Apple® App Store®.



### How can I generate my password?

Insureds can log on to the MyVUMI™ online portal by visiting [www.myvumiportal.com](http://www.myvumiportal.com) or through MyVUMI™ mobile application.

Insureds can generate a password for themselves which will be sent directly to the registered email address in their insurance application. Here's how an insured can generate his or her own password:

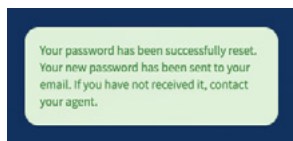
- 1 In the main menu, click on the **"If you forgot your password or want to request it, click here"** option.
- 2 Enter the policy number you'll find on your ID card and click on **"Send:"**

# How can I generate my password?

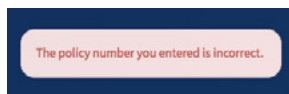
If the entered policy number is valid, the insured will see the confirmation message displayed in image **A**, as shown below.

If the insured entered an invalid policy number, the notification displayed in image **B** will appear.

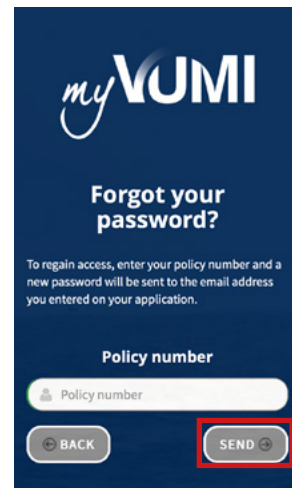
**A**



**B**



**Note:** If VUMI® does not have an email address on file for the insured, the generated password will go to his or her agent's email address. If the insured has a problem obtaining the password, he or she can send an email to: [customerservice@vumigroup.com](mailto:customerservice@vumigroup.com).

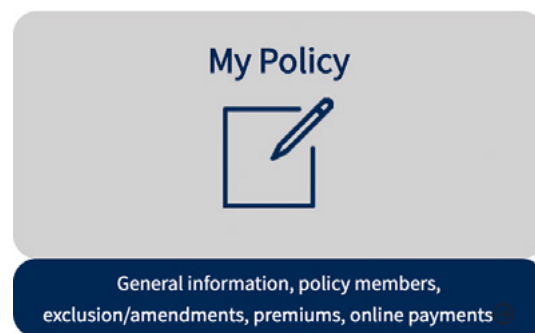


## MyVUMI™ PORTAL SECTIONS

### My Policy

The "My Policy" section contains the following tabs:

- General information
- Policy members
- Exclusions/Amendments
- Premiums
- Payments management

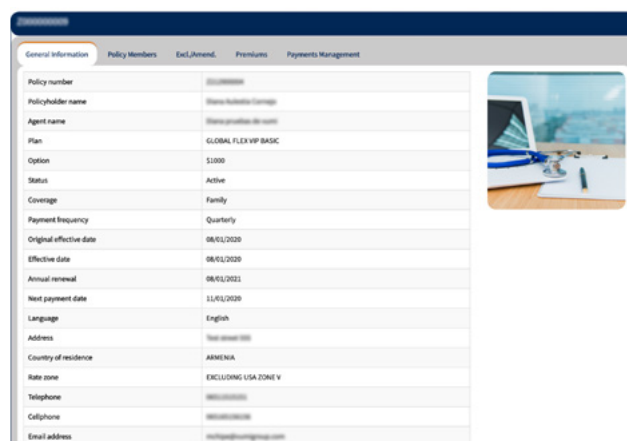


Please note, this page contains the information VUMI® received upon enrolling the policyholder and his or her dependents. Contact VUMI® to request edits to this information.

### General information

Under the "General Information" tab, insureds can view:

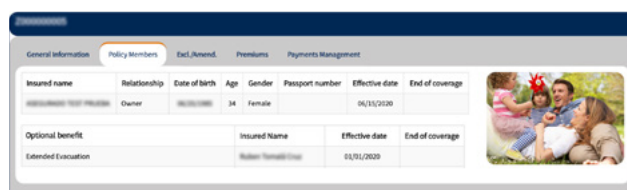
- The policy number and status
- Names of the policyholder and the agent
- Plan name and the selected deductible option
- Payment frequency
- Effective date, annual renewal date and next payment date
- Language
- Policyholder contact information



### Policy members

Under the "Policy members" tab, insureds can view:

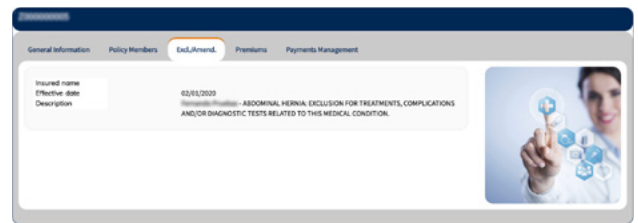
- The names of all the policy members
- The policy members' relationship to the policyholder
- The policy members' date of birth, age, gender, passport number, effective date and coverage end date
- Optional benefits, if applicable



## Exclusions/Amendments

Under the “Exclusions/Amendments” tab, insureds can view:

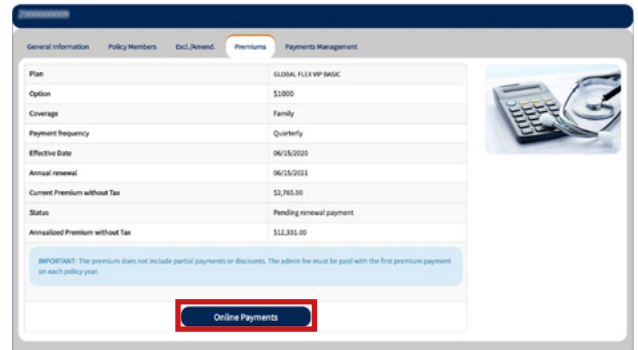
- Any exclusions or amendments made to the policy
- The name of the insured to whom the exclusion or amendment applies
- The effective date of the exclusion or amendment



## Premiums

Under the “Premiums” tab, insureds can view:

- Plan name and the selected deductible option
- Payment frequency
- Current premium value
- Premium status
- Online payments button



**Note:** If you need help processing an online payment, email [payments@vumigroup.com](mailto:payments@vumigroup.com). Inquiries will be answered during office hours: Monday through Friday, from 9 am to 5 pm EST.

PAYMENT DETAILS

Policy number: [text field]  
Policyholder name: [text field]  
Agent name: [text field]  
Agency name: [text field]  
Current premium: \$ 2,765.00  
Due date: 09/15/2020  
Payment frequency: Quarterly

\*\* The admin fee must be paid with the first premium payment on each policy year.

Amount Due: \$ 2,765.00 - Quarterly #2  
Amount to pay\*\*: \$ 000000.00  
Email address\*\*: [text field]  
To notify payment  
Method of payment\*\*: ☐ Existing method of payment ☐ New credit card ☐ New electronic check

Cancel Accept

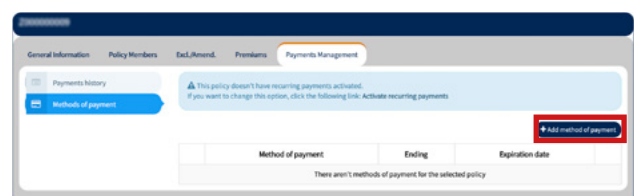
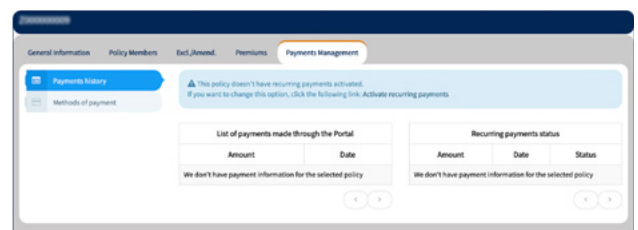
## Payments management

Under the “Payments management” tab, insureds can view:

- The payment history
- The methods of payment

Under the “Payment history” tab, insureds can view their completed payments information to date. They can also activate or deactivate the recurrent payments option through their registered method of payment.

Under “Methods of payment” tab, insureds can view their registered payment method information and add other methods of payment, such as an electronic check or credit card.

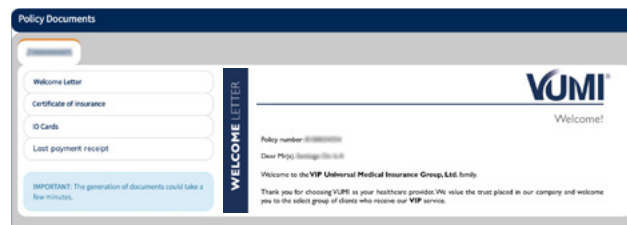
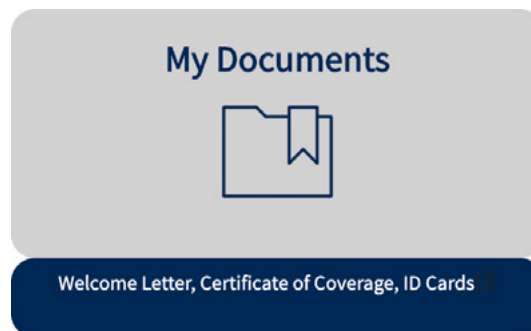


# My Documents

The “My Documents” section contains:

- Welcome letter
- Certificate of insurance
- ID cards
- Last payment receipt

These documents can be downloaded as PDF files.



# ID Cards

For the convenience of our insureds, there is an option to download a digital copy of the policyholder and the dependents' ID cards, available in the “ID cards” tab.



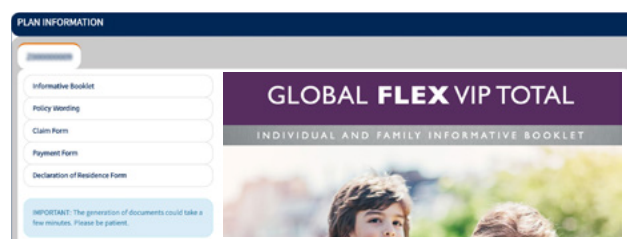
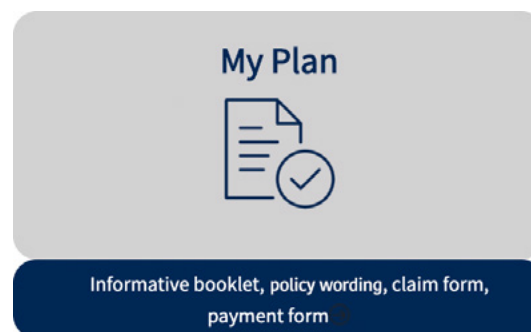
# My Plan

The “My Plan” section contains the following plan documents:

- Informative booklet
- Policy wording
- Claim form
- Payment form

These documents can be downloaded as PDF files.

**Note:** While the forms in this section can be digitally completed, each one must be downloaded, signed and sent to VUMI® via email.



# My Claims

This section offers insureds direct access to the information regarding all their claims processes, such as:

- General information of the policy
- Online claims submission
- Claim status and relevant information regarding billed and paid amounts
- Ability to download of the Explanation of Benefits (EOB) document

The image shows the 'My Claims' section of the MyVUMI portal. At the top, there is a header with the text 'My Claims' and an icon of a document with a dollar sign and a calculator. Below this, a dark blue button contains the text: 'Check the status of claims, amounts billed and paid, deductibles and online.' Below the button is a screenshot of the 'Claim Details' page. The page has a dark blue header with 'Claim Details' and a green 'Export' button. The main content area includes a 'Claim status' dropdown menu set to 'All', a 'Service date from' date picker set to '11-27-2019', an 'Invoice number' input field, and a 'Provider name' input field. There is also a 'Claim number' input field with a 'Search' button. Below these fields is a table with columns for 'Status', 'Claim number', and 'Claimant Name'. The table has three rows of data. The first row shows 'Re-run', '11-29-2019', and '11-29-2019'. The second row shows 'Received date', '11-29-2019', and '11-29-2019'. The third row shows 'Invoice Amount', '\$ 0.00', and '\$ 0.00'. There is also a link to 'Explanation of Benefits'.

## Online claims submission

Upon clicking the “Submit a Claim” button, a pop-up will appear containing the online claim form.

In plans with more than one insured, users may submit their own claims or for other members of their policy. Click the drop-down menu next to “Claimant” and select the person wishing to submit a claim.

The form includes a text field to write a description of the claim, and it also allows the user to upload up to five files related to the claim. If you need to send additional documents, please contact VUMI®.

To submit the completed claim form, click on “Accept.”

The image shows the 'CLAIMS' section of the MyVUMI portal. It features a dark blue header with 'CLAIMS' and a dropdown menu for 'Claimant' set to 'Select an option'. Below this is a 'Bank Information' section with a text input field and a 'Type of Payment' dropdown menu. There is an 'Add/Edit' button. Below the 'Bank Information' section is an 'IMPORTANT!' section with two bullet points: '- The fields marked with \*\* are required.' and '- The fields marked with \* are recommended.' Below this is a 'Description' text input field. Below the 'Description' field is a red text prompt: '\*\*Please upload your medical records, receipts and other documents related to this claim.' Below this prompt are five file upload sections, each with a 'Select file' button and a red text prompt: 'The file size limit is 3MB.' Below the file upload sections are 'Cancel' and 'Accept' buttons.

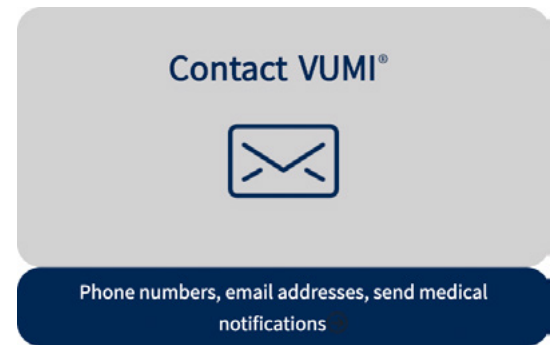


## Contact VUMI®

The “Contact VUMI®” section contains the following information:

- VUMI® email addresses
- VUMI® phone numbers
- VUMI® mailing addresses
- Online medical notification form

To complete the online medical notification form, click on the “Medical Notification” button.

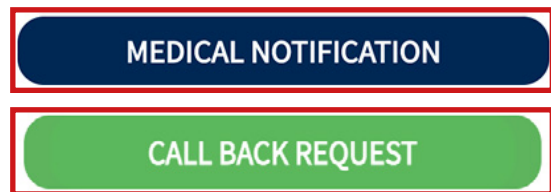


Our medical team is available 24 hours a day, 7 days a week:

**By email:**  
Notifications: [notifyglobal@vumigroup.com](mailto:notifyglobal@vumigroup.com)  
Claims: [claimsglobal@vumigroup.com](mailto:claimsglobal@vumigroup.com)

**By phone:**  
To notify a medical emergency please call:  
**United States**  
866 360 7680  
**United Kingdom**  
+44 330 027 2182

**By mail:**  
**Main Office**  
Office 103, Building 7  
Dubai Outsourcing City, Dubai  
United Arab Emirates



## Medical Notification

Upon clicking the “Medical Notification” button, a pop-up will appear containing the online medical notification form.

In plans with more than one insured, users may submit their own medical notification or for other members of their policy. Click the drop-down menu next to “Patient” and select the person wishing to submit a medical notification.

The user must submit the following information:

- Patient name
- Diagnosis and treatment
- Date and country of service
- Name of doctor or provider
- Name of hospital or clinic
- Contact information
- Any relevant documents

To submit the completed medical notification form, click on “Accept.”

**MEDICAL NOTIFICATION**

Policy number

Policyholder name

Agent name

Agency name

**MEDICAL NOTIFICATION**

Patient

Diagnostic

Treatment

Date of services

Country of service

Doctor/Provider

Hospital/Clinic

Contact information

File  The file size limit is 3MB

# Call Back Request

MyVUMI™ allows you to get in touch directly with one of our representatives. The information is pre-populated and one of our representatives will call you within 3 hours to schedule your medical service and assist you in anything related to the service you need.

CALL BACK REQUEST

Policy number

Z212900004

Policyholder name

Diana Aulestia Cornejo

Agent name

TEST FOR GLOBAL

Agency name

VUMI Agency

Patient

Select an option

Call back reason

Select an option

Description

Date of call

mm/dd/yyyy

Country of service

Select an option

Contact information

File

Seleccionar archivo

No se eligió archivo

The file size limit is 3MB

Cancel

Accept

# My Profile

The “My Profile” section allows insureds to:

- View the user’s personal information
- Change their password
- Change their preferred language

**Note:** Personal information can only be changed by contacting VUMI®.

After changing a password or preferred language, click on “Save Changes.”

My Profile

Personal information, change password

Personal information

Change password

Change language

Current password

Current password

Please enter your current password

New password

New password

Please enter your new password

Confirm password

Confirm password

Please re-enter your new password

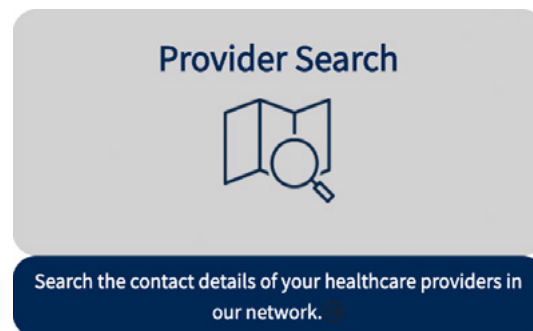
Save changes

## Provider Search

The “Provider Search” section allows insureds to search a specific provider according to the provider name, type, country or city.

By entering or selecting one or more options, the providers list will appear and insureds will be able to:

- View the provider's information and location
- Download a PDF file with the provider's information and location
- Send the provider's information and location by email



Provider Name: London  
City: London  
Country: United Kingdom

Provider Type: **Check-up Center**  
Clinic  
Dental Practice: Group  
Dental Practice: Individual  
Diagnostic Center  
Hospital  
Medical Center  
Medical Practice  
Medical Practice: Group  
Medical Practice: Individual  
Pharmacy

**Search Results**  
15 records

YUMI provides our insured members with the contact details of the healthcare professionals in our network. The type of services and the quality of healthcare are the responsibility of the healthcare providers listed. Patients are free to undergo treatment with the practitioner or facility of their choice, regardless of whether they are listed on our website or not.

Provider Name	Provider Type	Address	City	Country
B&M The London Independent Hospital	Hospital	1 Beaumont Square Stepney Green E1 4NL	London	United Kingdom
NCA - The London Bridge Hospital	Hospital	27 Tooley Street SE1 2TH	London	United Kingdom
London Eye Hospital	Hospital	Surgical Department 27a Wimpole Street W1G 8EP	London	United Kingdom
London Foot And Ankle Center	Clinic	40 Grove End Road St John's Wood N8H 3HN	London	United Kingdom
London Road Community Hospital	Hospital	London Road DE1 2QY	Derby	United Kingdom
The London Clinic	Hospital	20 Devonshire Place W1G 6HW	London	United Kingdom
The London General Practice	Check-up Center	18 Devonshire Place W1G 6HW	London	United Kingdom



**THE SMART  
DECISION**