



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 or download the MyVUMI™ mobile application from the Google Play™ store or the Apple® App Store®.

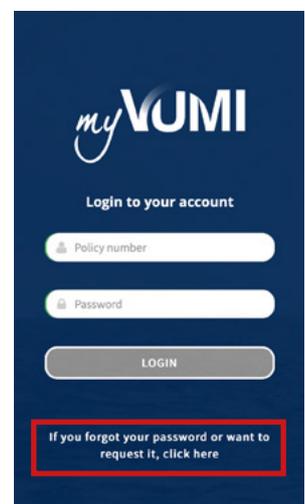


How can I generate my password?

Insureds can log on to the MyVUMI™ online portal by visiting www.myvumiportal.com 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"**

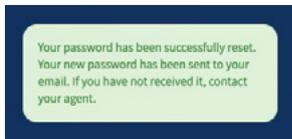


How can I generate my password?

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.

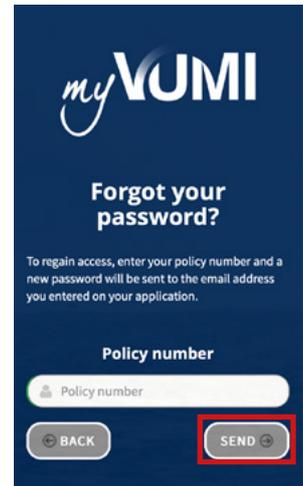
A



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.

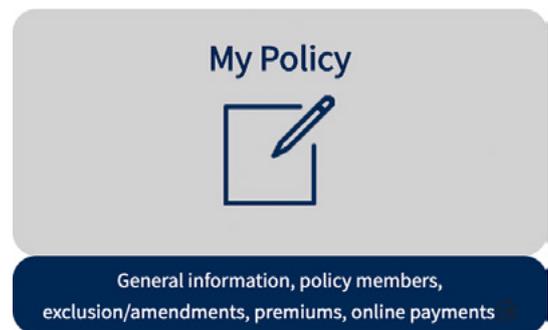


MyVUMI™ PORTAL SECTIONS

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

Field	Value
Policy number	0100000000
Policyholder name	Stana Andrian Gharage
Agent name	Stana Andrian Gharage
Plan	GLOBAL FLEX VIP BASIC
Option	\$1000
Status	Active
Coverage	Family
Payment frequency	Quarterly
Original effective date	08/01/2020
Effective date	08/01/2020
Annual renewal	08/01/2021
Next payment date	11/01/2020
Language	English
Address	1000 1000 000
Country of residence	ARMENIA
Rate zone	EXCLUDING USA ZONE V
Telephone	0000000000
Cellphone	0000000000
Email address	stana@vumigroup.com

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

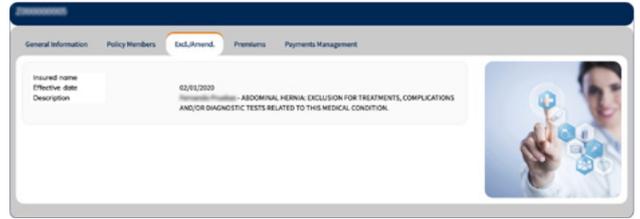
Insured name	Relationship	Date of birth	Age	Gender	Passport number	Effective date	End of coverage
Stana Andrian Gharage	Owner	08/01/1980	34	Female		06/31/2020	

Optional benefit	Insured Name	Effective date	End of coverage
Extended Evacuation	Robert Terenzi-Cole	01/01/2020	

Exclusions/Amendments

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

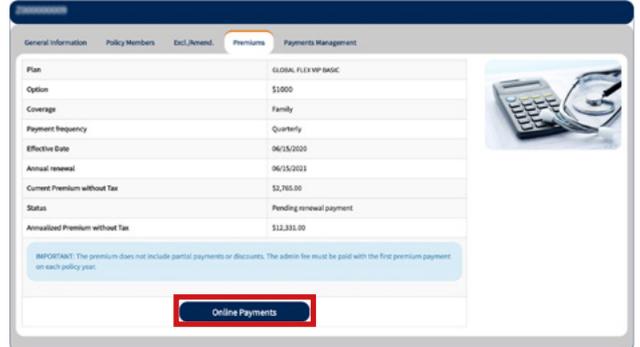
- Any exclusions or amendments made to the policy
- The name of the insured to whom the exclusion or amendment applies
- The effective date of the exclusion or amendment



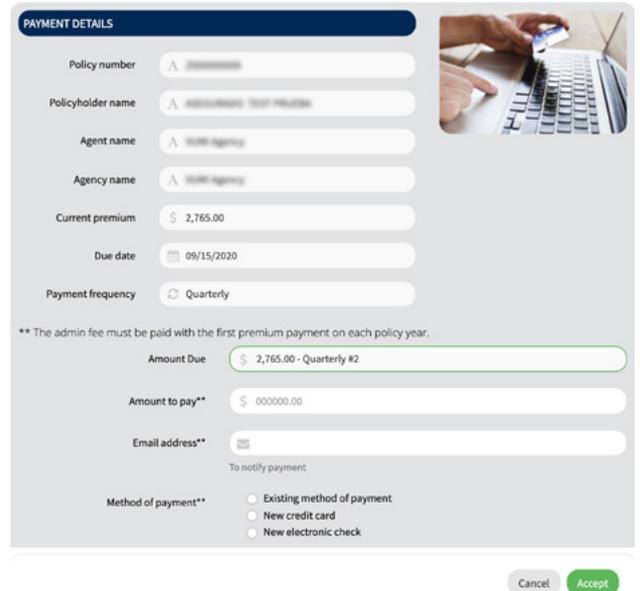
Premiums

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. Inquiries will be answered during office hours: Monday through Friday, from 9 am to 5 pm EST.

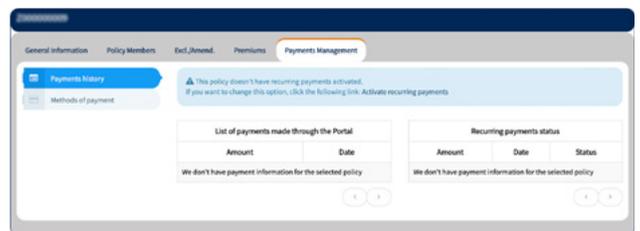


Payments management

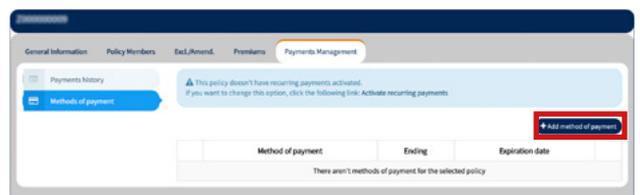
Under the “Payments management” tab, insureds can view:

- 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.

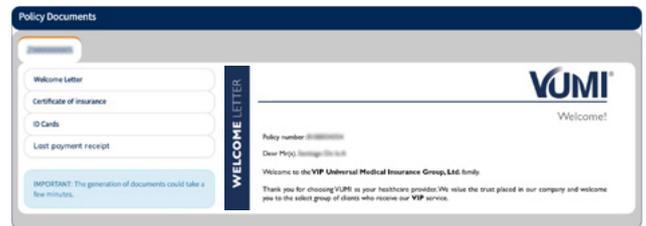
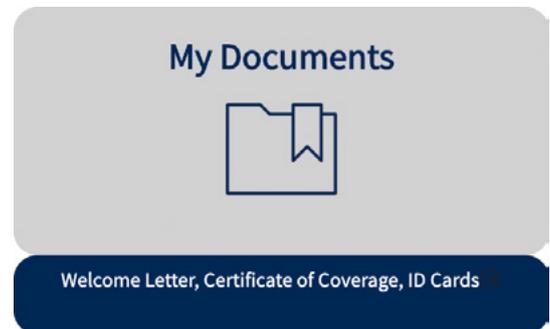


My Documents

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



Claim details

Claim status: All | Service date from: 11-27-2019 | Invoice number: | Provider name: | Export

Claim number: | Search | Explanation of Benefits

Status	Claim number	Claimant Name
Re-run		
Received date	Services date from	Services date end
11-29-2019	11-29-2019	11-30-2019
Invoice Amount	Amount paid	Ineligible amount
10.00	10.00	10.00

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.”

CLAIMS

Claimant: Select an option

Bank Information: A

Type of Payment: A | Add/Edit

IMPORTANT:
- The fields marked with ** are required.
- The fields marked with * are recommended.

Description: A

**Please upload your medical records, receipts and other documents related to this claim.

File 1: Select file (The file size limit is 3MB)
File 2: Select file (The file size limit is 3MB)
File 3: Select file (The file size limit is 3MB)
File 4: Select file (The file size limit is 3MB)
File 5: Select file (The file size limit is 3MB)

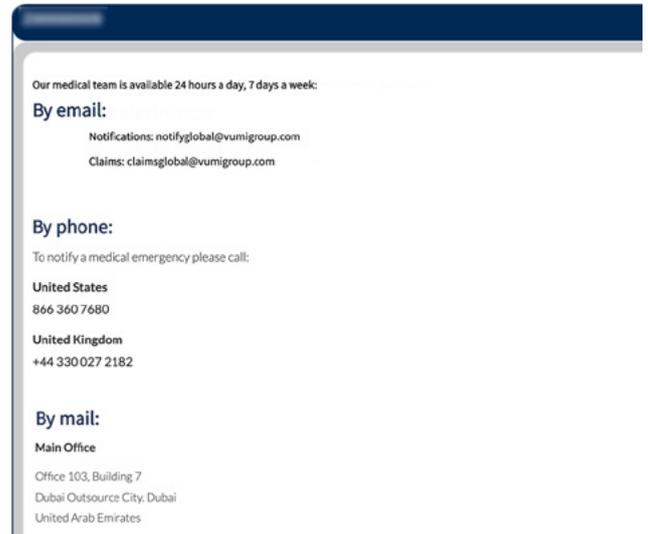
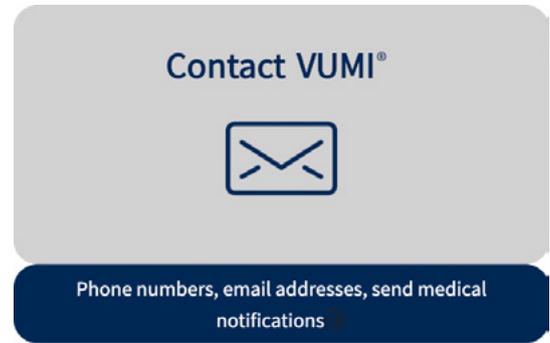
Cancel | Accept

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.



Medical Notification

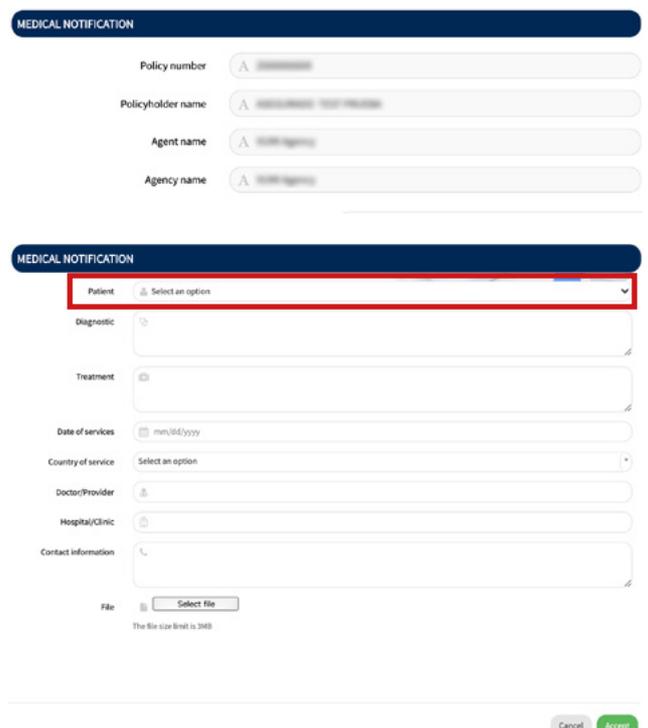
Upon clicking the “Medical Notification” button, a pop-up will appear containing the online medical notification form.

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.”



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

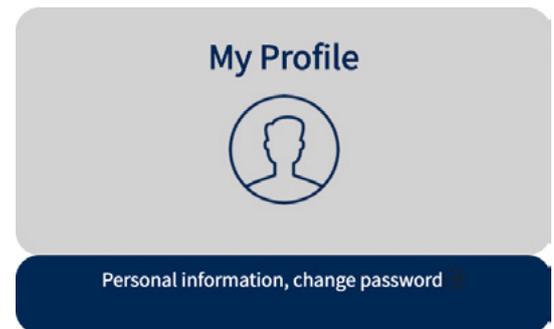
My Profile

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.”



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

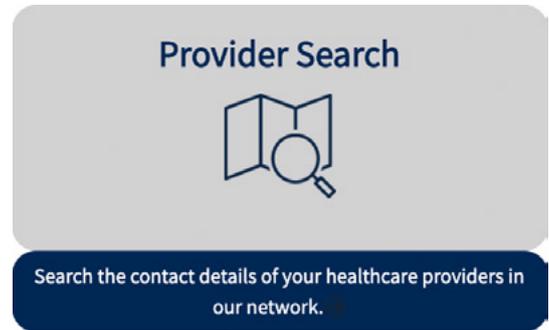
Save changes

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 dropdown menu:
 All
 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

VUMI 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
BMJ The London Independent Hospital	Hospital	1 Beumont Square Stepney Green E1 4NL	London	United Kingdom
ICA - 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	60 Grove End Road St John's Wood NW8 5JN	London	United Kingdom
London Road Community Hospital	Hospital	London Road DE1 2QY	Derby	United Kingdom
The London Clinic	Hospital	20 Devonshire Place W1G 6BN	London	United Kingdom
The London General Practice	Check-up Center	18 Devonshire Place W1G 3AF	London	United Kingdom

PROVIDER INFORMATION

Provider Name: BMJ The London Independent Hospital
 Provider Type: Hospital
 Specialties: N/A
 Email: N/A
 Phone Number: N/A
 Address: 1 Beumont Square Stepney Green E1 4NL
 City: London
 Country: United Kingdom



THE SMART
DECISION