

eTiqa



Download the Etika Smile App right away!

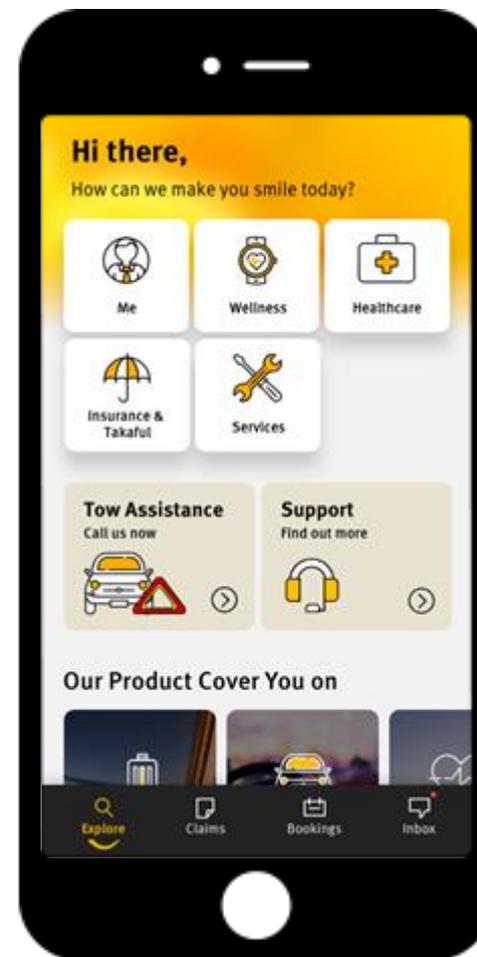
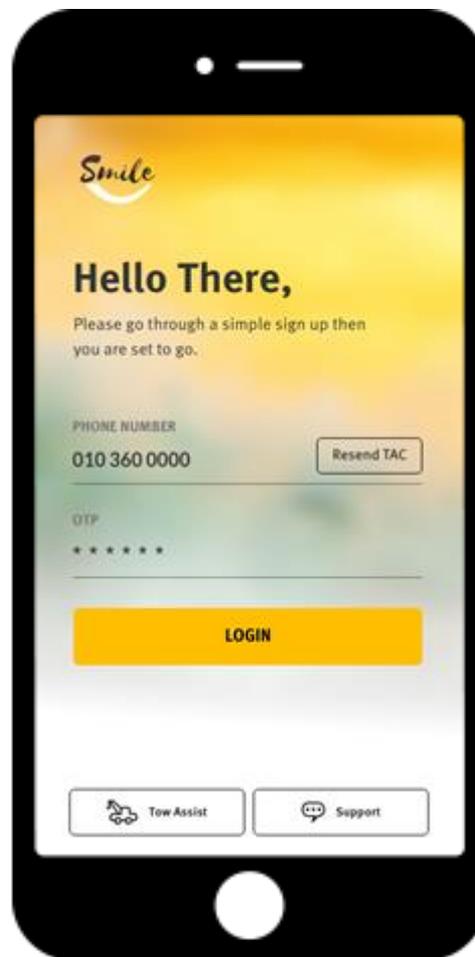
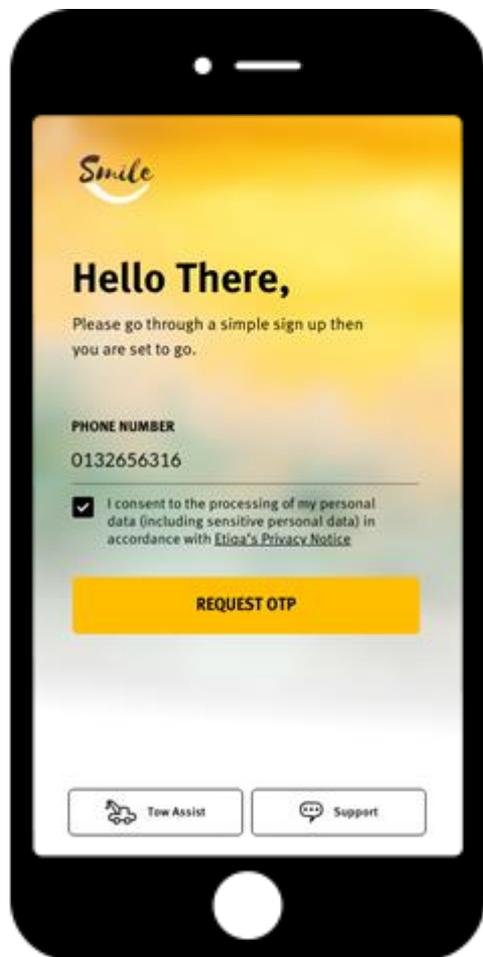


First Time Login

Step 1: Key in Mobile no to request OTP

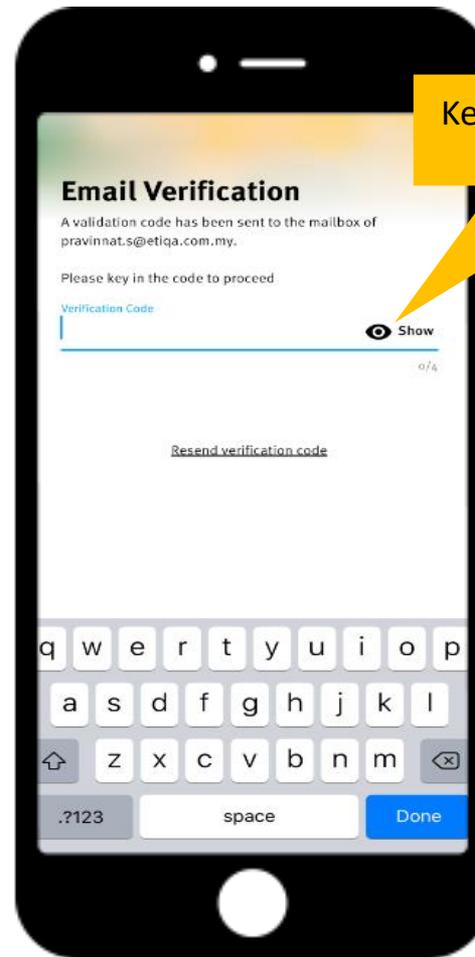
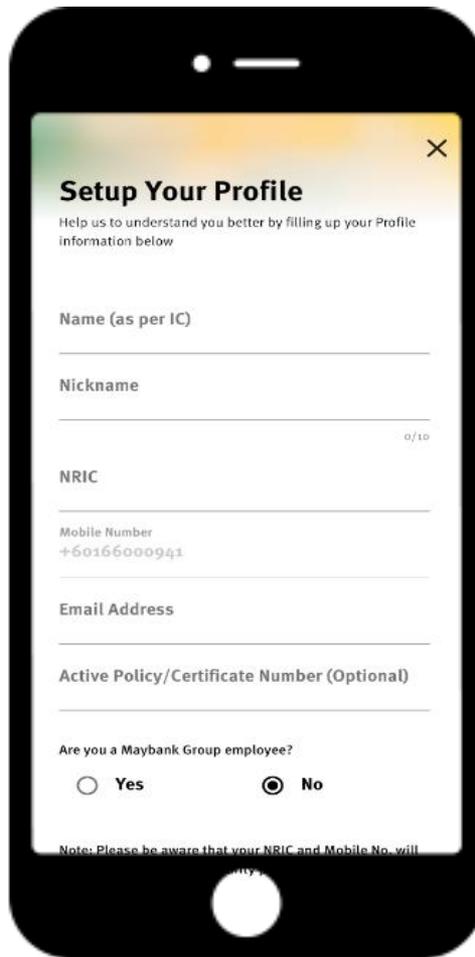
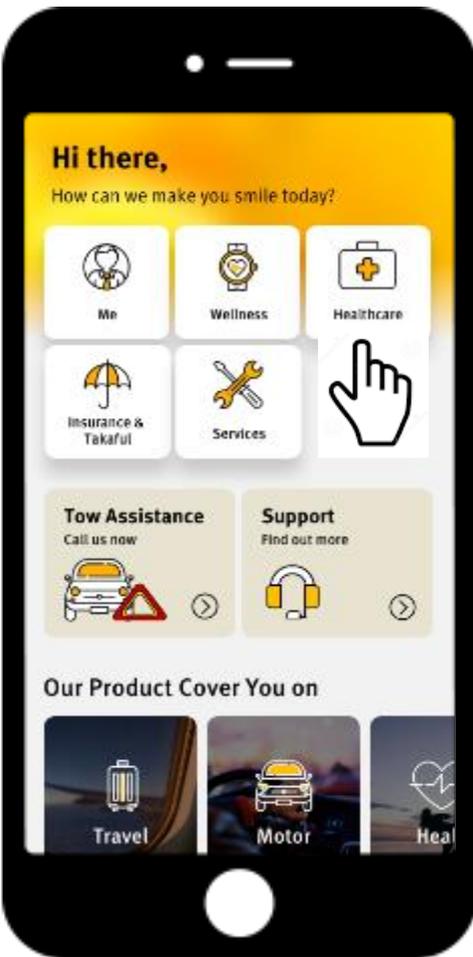


Homepage



First Time Login

Step 2: Click "Healthcare" to Setup Profile

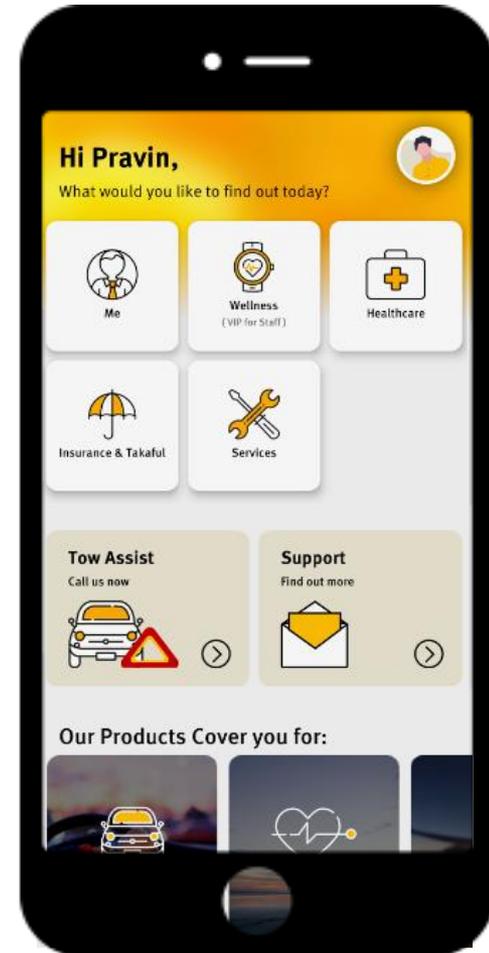
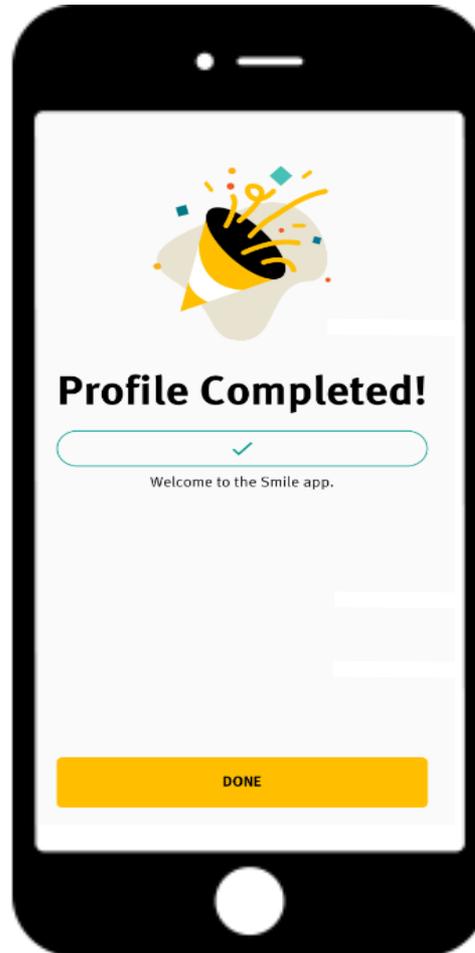
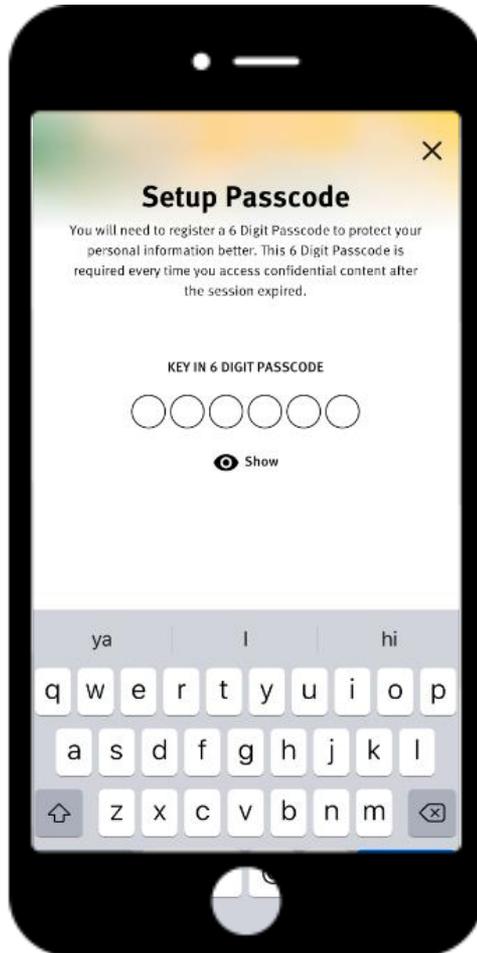


Key in validation code receive via email

First Time Login

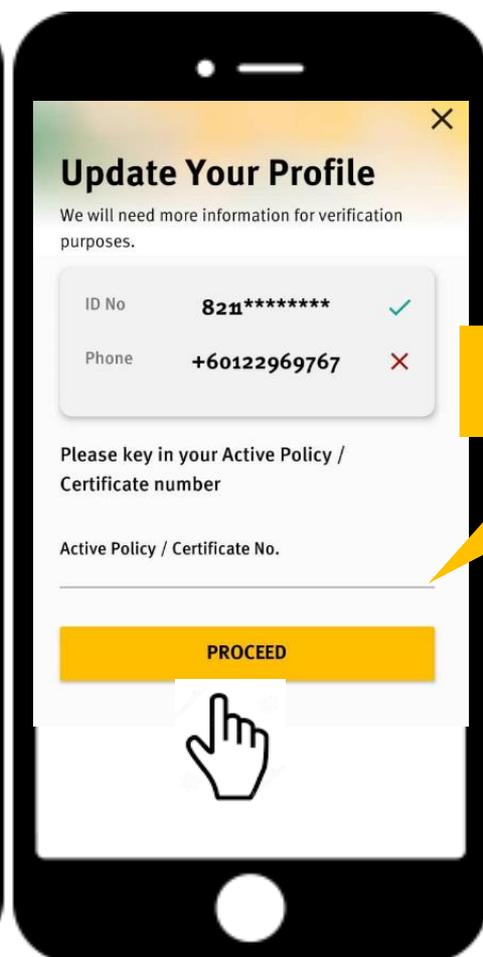
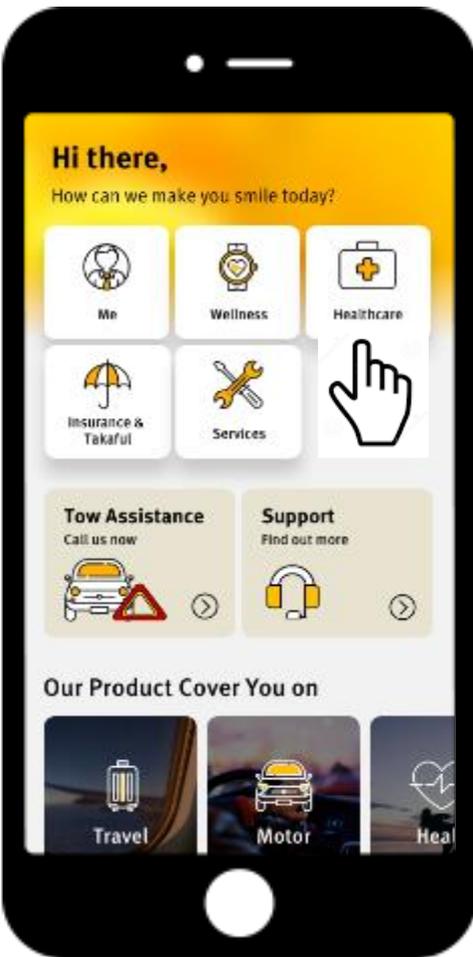
Step 3: Setup Passcode

***This 6 digit passcode is required every time you access the Healthcare Module**



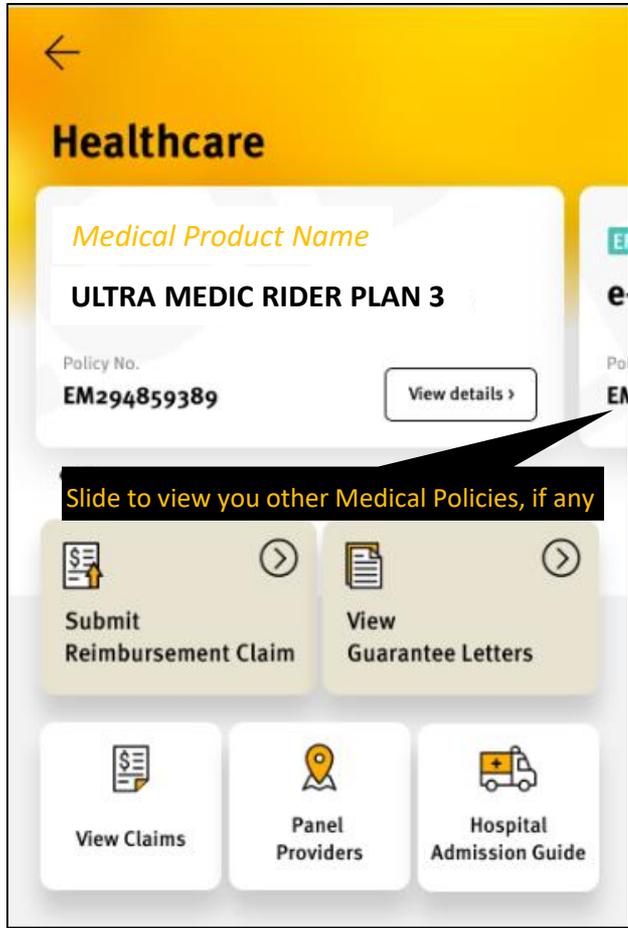
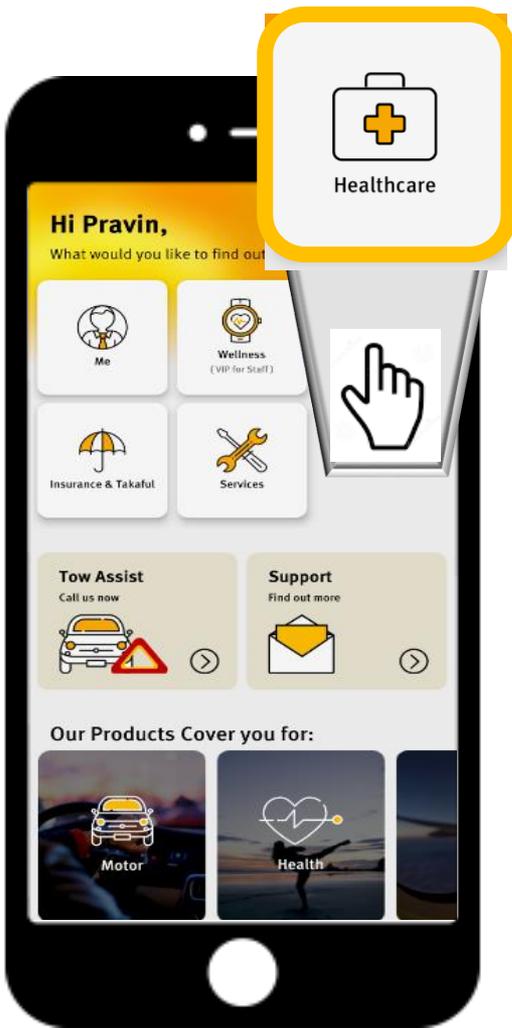
First Time Login

Step 4: Click "Healthcare" to update policy/ certificate no



Key in Policy/ Certificate No
Eg: Corporate Policy: CHWH000XXX

Healthcare Module Features



1. View Details (Room)

2. Submit Claim

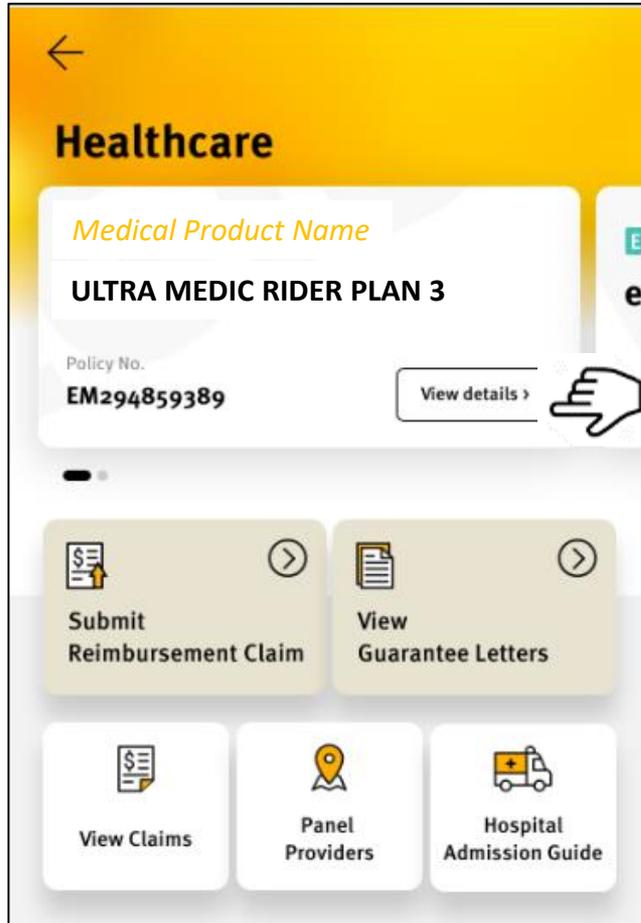
3. View Guarantee Letter (GL)

4. View Claims

5. Panel Search

6. Hospital Admission Guide

1. View Details (Room)



- View your dependent's coverage by clicking on the dependent
- This app is for Life Assured and Employee only (GHS)
- Dependents have no access
- Balance Limit NOT displayed

2. Submit Claim

Healthcare

Medical Product Name

ULTRA MEDIC RIDER PLAN 3

Policy No.
EM294859389

[View details >](#)

Submit Reimbursement Claim

View Guarantee Letters

09:07 4G

Submit Reimbursement Claim

Submit Reimbursement Claim

Name

Mobile Number
+6010012730

Date of event/admission
1 June 2019

Next

Submit Reimbursement Claim

Bank Name
Select your bank
**required*

Account Number
Enter your account number
**required*

Email
email12730@etiqa.com

Continue

Submitting reimbursement for

PN **NAME 1**

PN **NAME 2**

Select Member if submitting for dependent

2. Submit Claim

09:07 4G

×

Submit Reimbursement Claim

Remarks

Anything to share?

Attachments

+ Add File

What to upload ?

What to upload?

1. Original Invoice
2. Original Receipt
3. Claim Form
4. Medical Report

✓ To indicate "Submitted to Etiqa" on original receipt.

CLOSE

← Continue

- Original Bill/ receipt (hardcopy) may be required for verification
- Claims Payment TAT 9 days
- Mandatory to provide bank details for IBG payment

HP HOSPITAL PENAWAR SDN BHD 273244-P
NO 17 & 18, JALAN BANDAR,
PASIR GUDANG BUSINESS CENTRE,
81700 PASIR GUDANG, JOHOR.

Submitted to Etiqa

OFFICIAL RECEIPT

DATE 14/01/2019
A/C NO. 3000/E23
REF.NO. 37110

RECEIVED FROM ETIQA TAKAFUL BERHAD
MEDICAL CLAIMS DEPARTMENT
LEVEL 17, TOWER B
NO.1, JALAN MAAROF,
59000 KUALA LUMPUR,
MALAYSIA

THE SUM OF RINGGIT MALAYSIA : FIVE HUNDRED THIRTY FIVE AND CENTS FIFTY ONLY

PAYMENT FOR HPO04511/18

RM 535.50

CHEQUE NO. TT

COMPUTER GENERATED
ISSUED BY



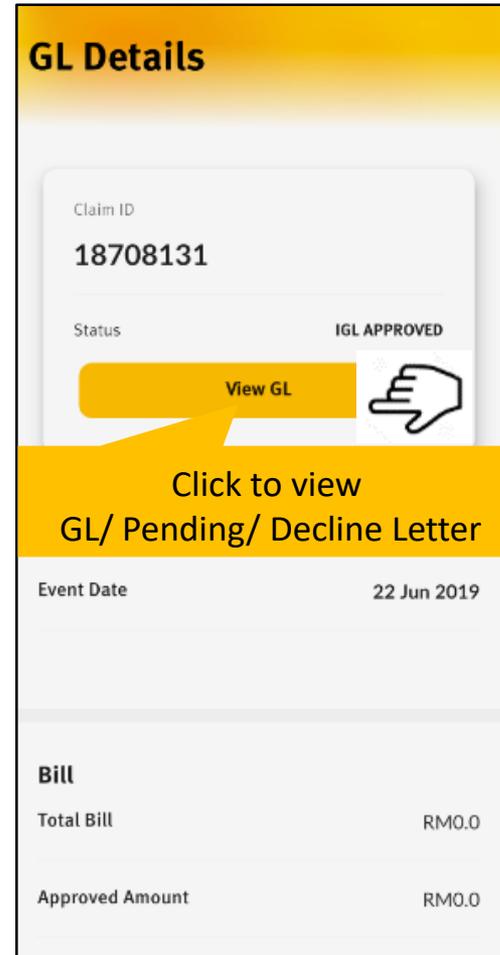
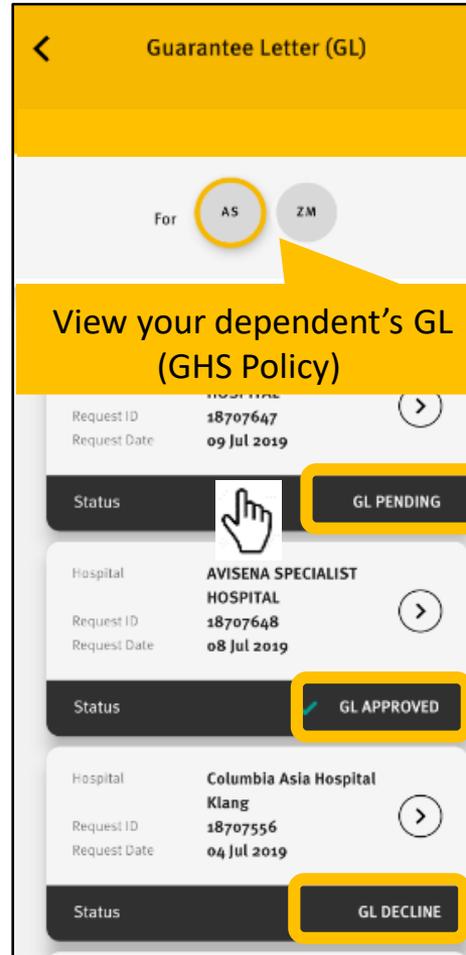
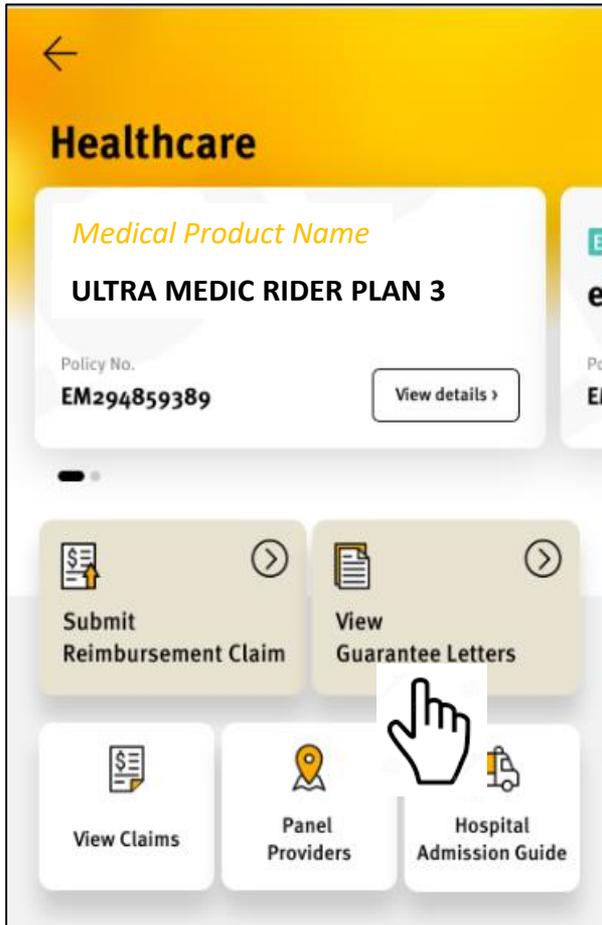
Your claim has been submitted.



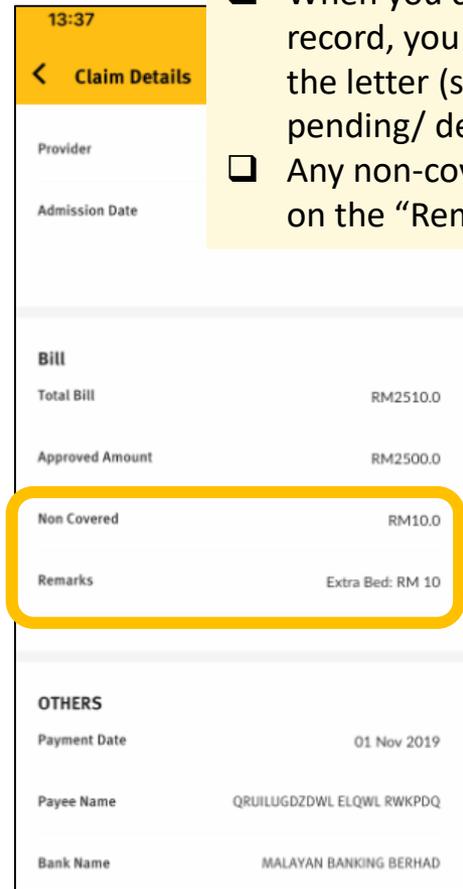
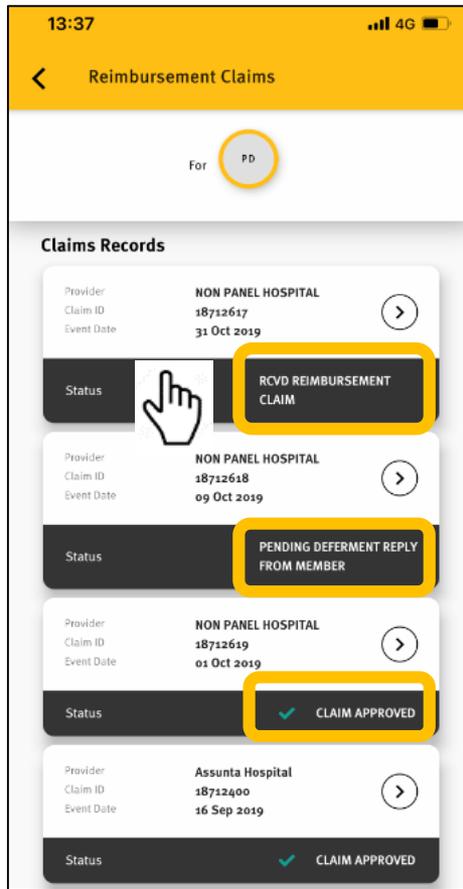
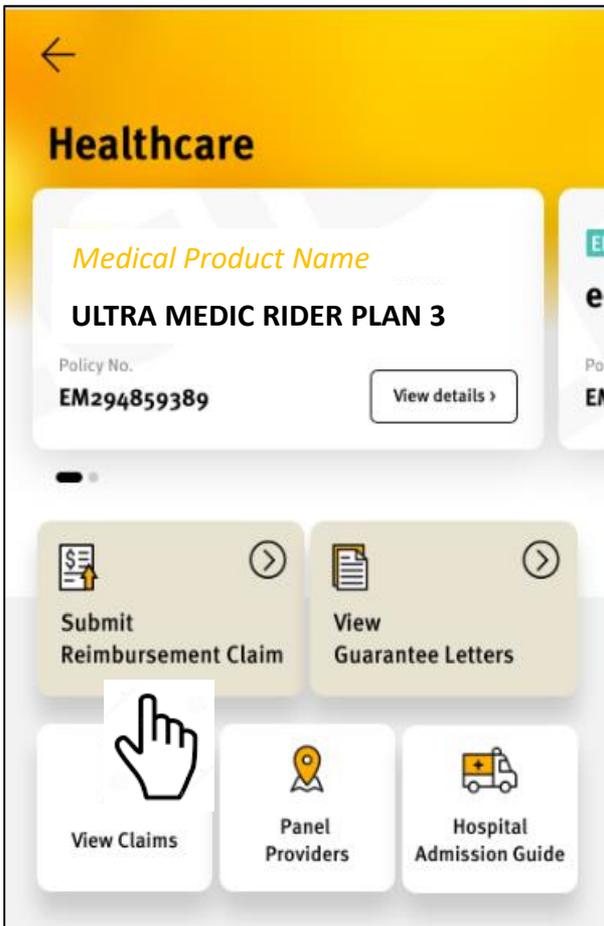
DONE

3. View Guarantee Letter (GL)

- Latest GL will be displayed on top



4. View Claims



- Latest claim will be displayed on top
- When you click on the claim record, you will be able to print the letter (settlement/ pending/ decline letter)
- Any non-covered item is stated on the "Remark" field

5. Panel Search



Healthcare

Medical Product Name

ULTRA MEDIC RIDER PLAN 3

Policy No.

EM294859389

[View details >](#)



**Submit
Reimbursement Claim**



**View
Guarantee Letters**



View Claims



**Panel
Providers**



**Hospital
Admission Guide**



Panel Providers

Nearby

Search by Panel Name/City/State...



Select Provider Type

Any

Hospital

[Advance Search >](#)

21 search results found

Assunta Hospital

0.5KM

Jalan Templer, Petaling
Jaya, Selangor

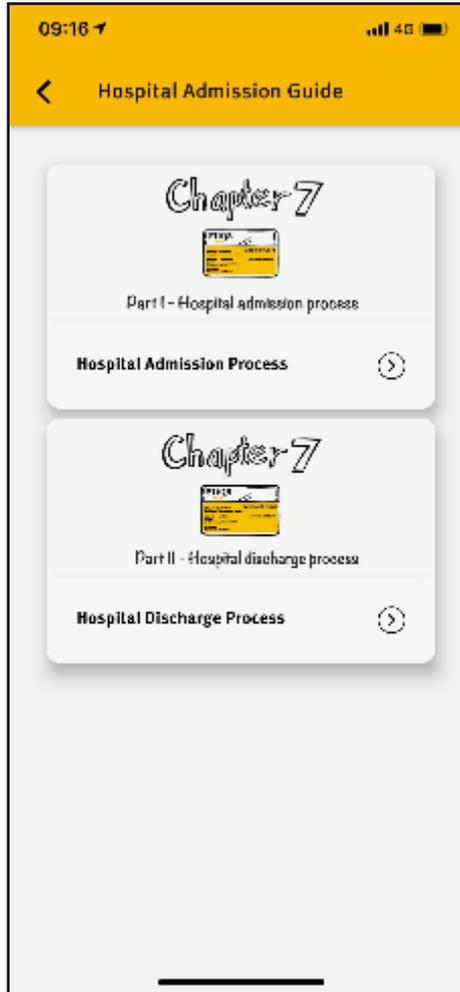
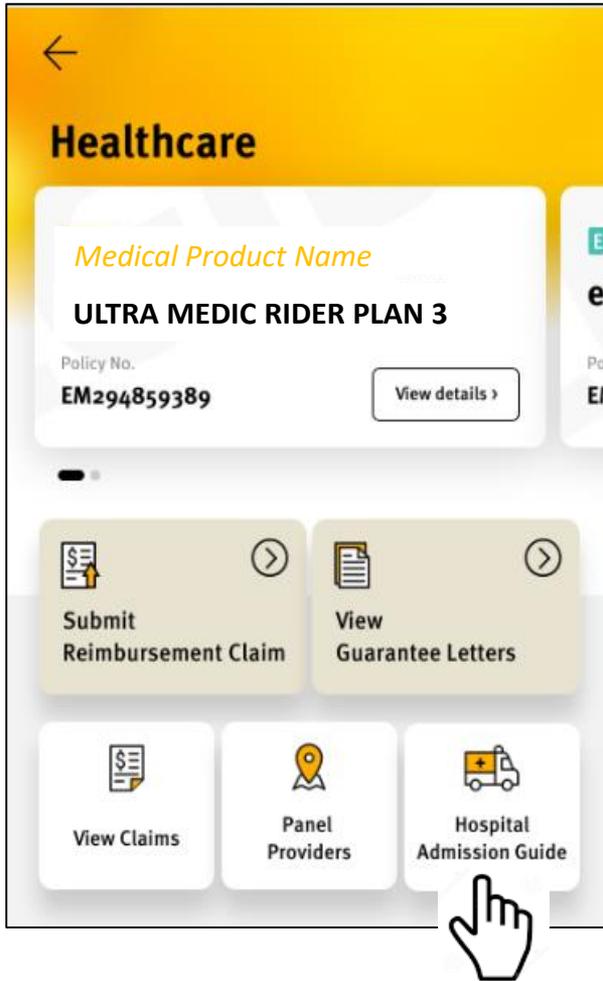
[Get Direction](#)

03-7872 3000

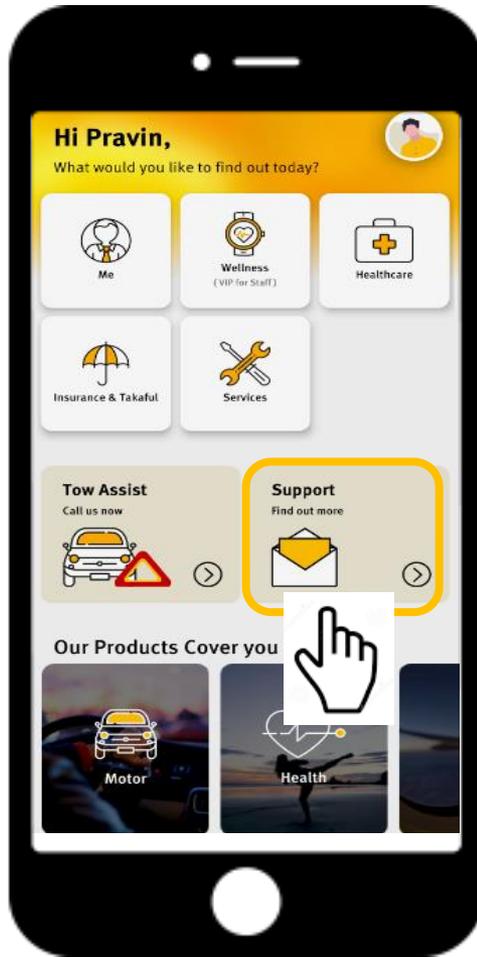
[Call now >](#)

Displays nearest Panel according to location

6. Hospital Admission Guide



Support



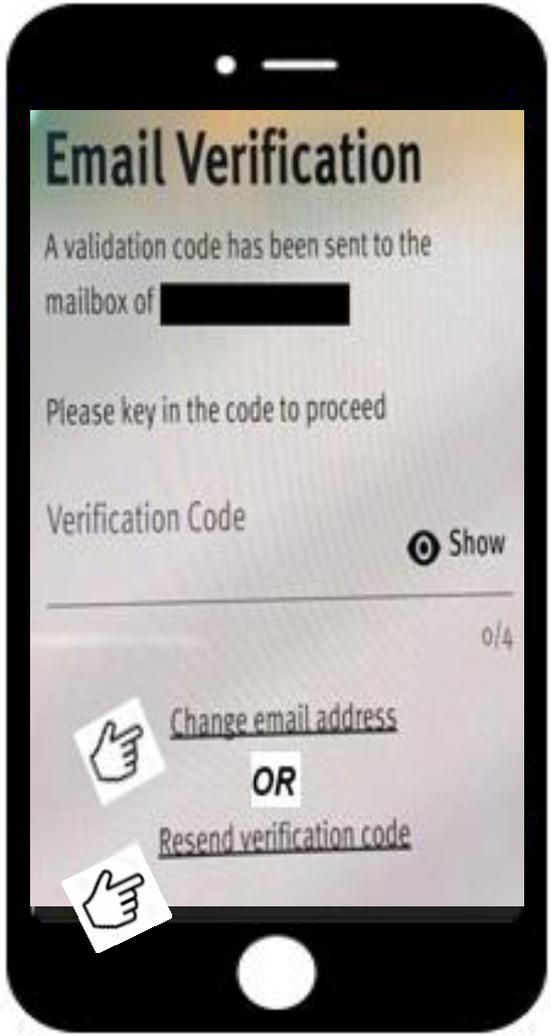
Or Email enquiry to smilesupport@etiqa.com.my

** Android devices does not allow user to screenshot*

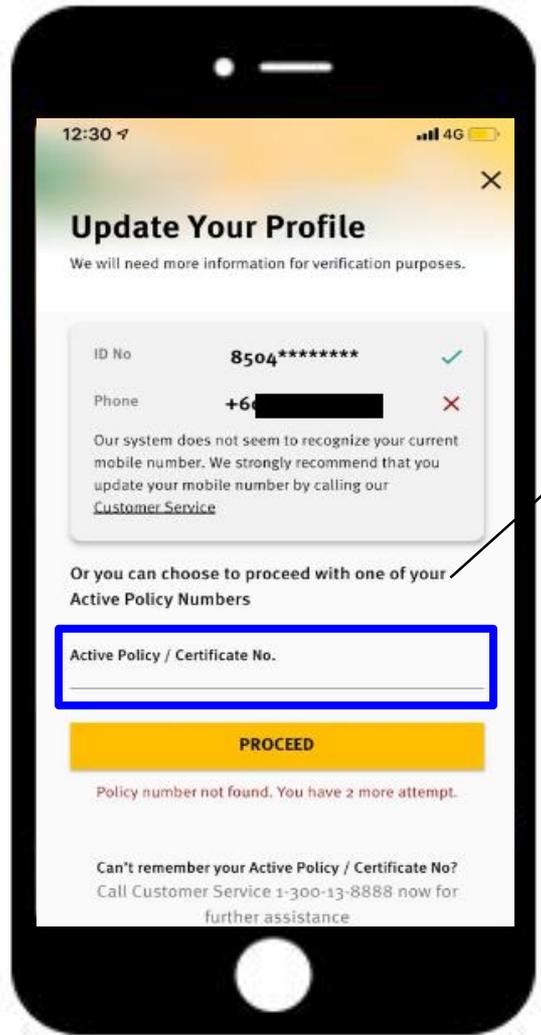
Common Q&A

Q1: I did not received email verification code?

✓ Click on “Resend verification code” **OR** “Change email address”



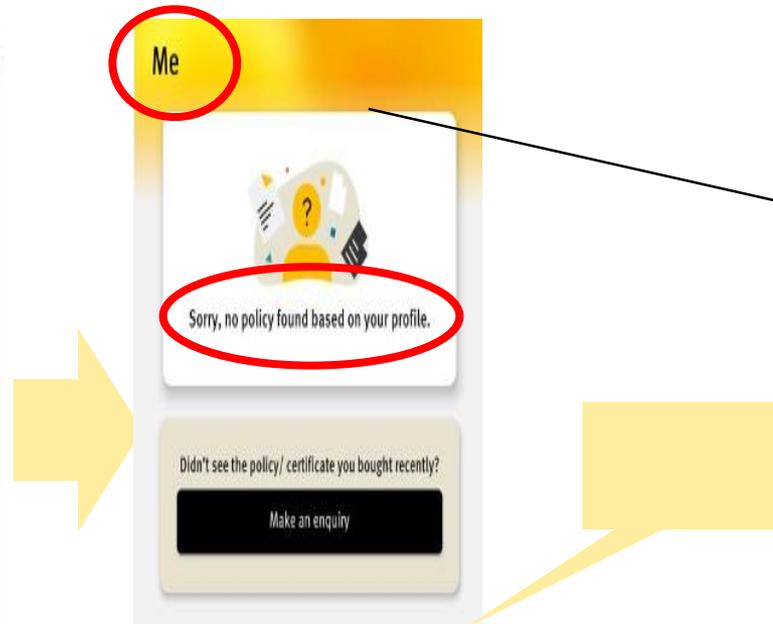
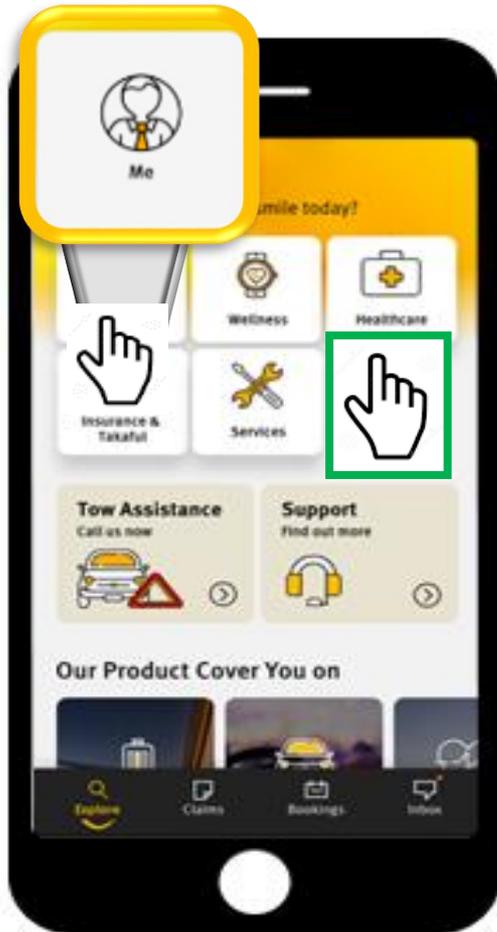
Q2. If I have few policy (1 inpatient another 1 outpatient); do I have to key in ALL the policy number in the app?



Answer:

➤ *No, just need to key in ONE policy number, & you will see the info of ALL policies.*

Q3: “Sorry, no policy found based on your profile”- (Me tab)

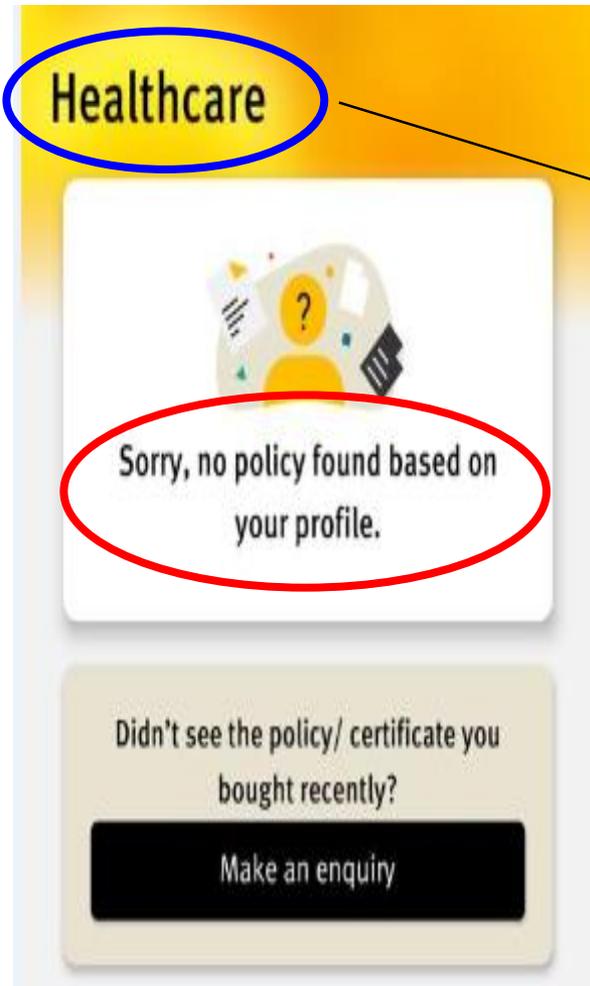


Answer:

- ✓ *Member wrongly clicked on ME module instead of Healthcare.*

**(ME module is accessible for members with Life/ General Policies with Etika)*

Q3: “Sorry, no policy found based on your profile” – (Healthcare Tab)

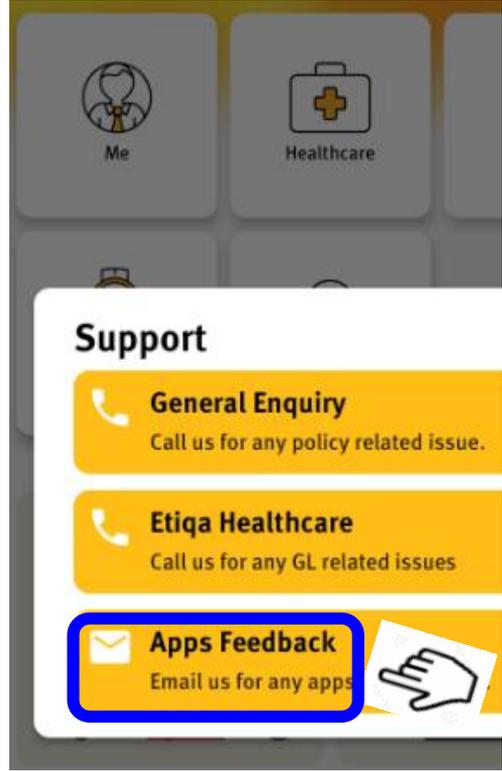
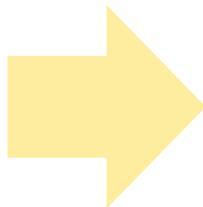


Answer:

- ✓ *Member's data is not in Etiqa's system*
- ✓ *NRIC updated in profile page is incorrect*

Q4: How do I update/correct my NRIC number?

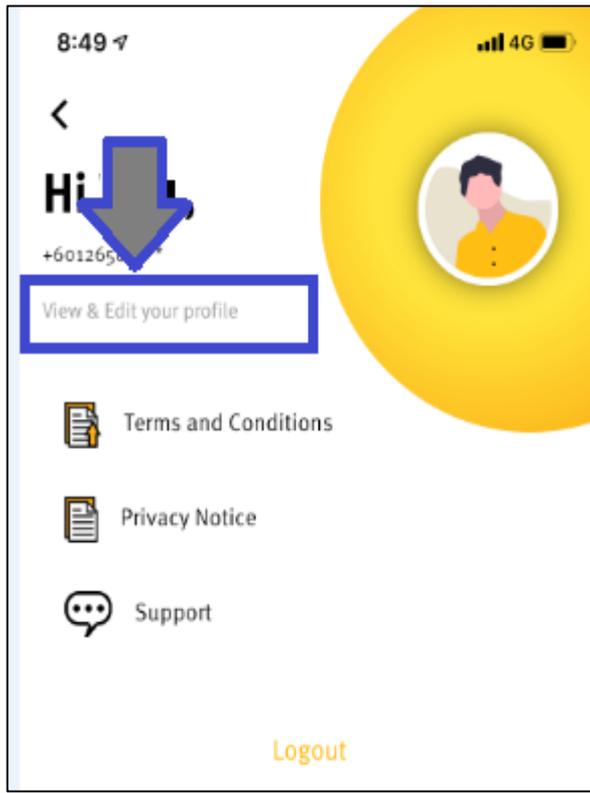
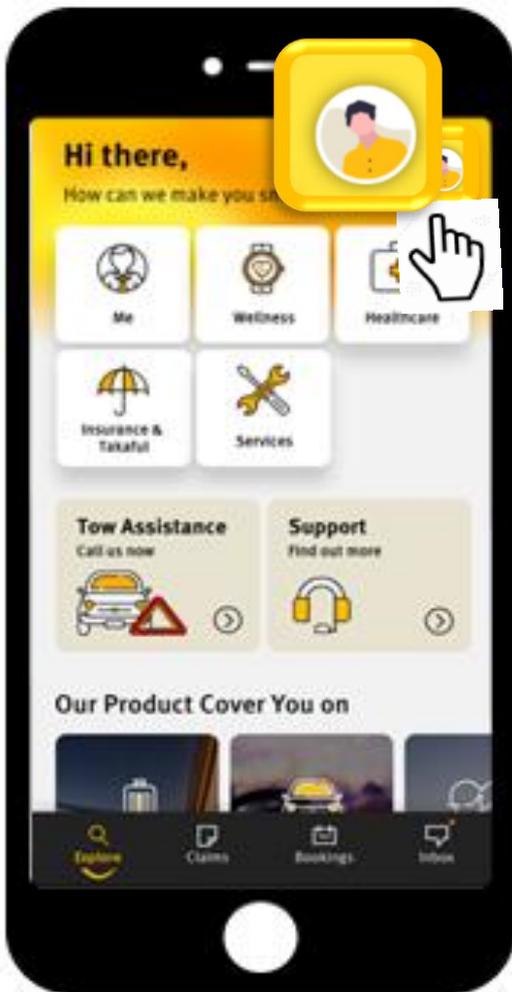
- a) *If error in Mobile App (Data entry error in mobile app)*
 - ✓ *Click on support on the app and email Etiqa a copy of your NRIC.*



- b) *If error due to Incorrect declaration of NRIC by corporate HR*
 - ✓ *Have to update corporate HR*

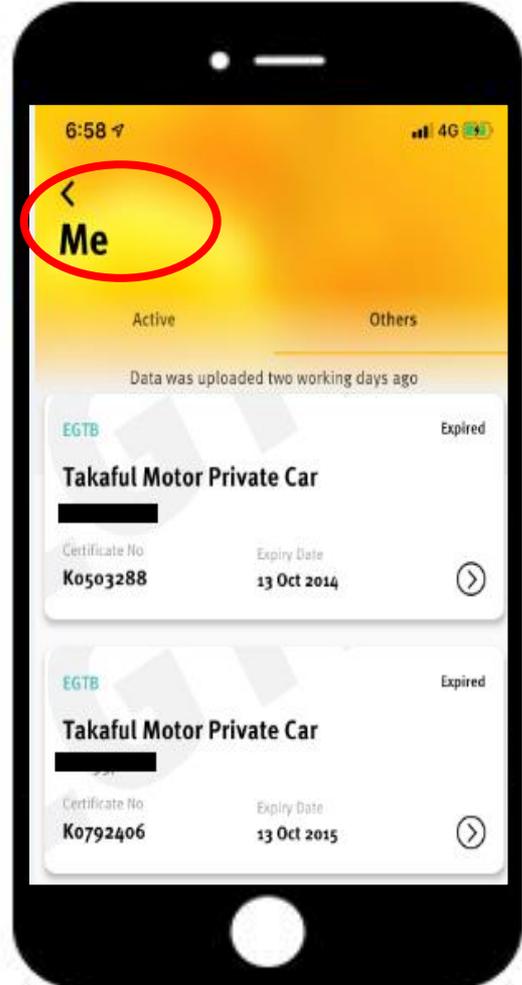
Q5: How do I update/change my email address after login?

✓ You may click on your profile page; "View & Edit"



Q6: Can I access ME module in SMILE App?

✓ Yes, if you have ANY active policy with Etiqa Insurance or Takaful; eg: Motor insurance.



Q7. How do I know my inpatient and outpatient medical limits?

- ✓ Mobile App ONLY showed R&B entitlement. Balance Limit NOT displayed
- ✓ You may refer to your employment terms and condition.
- ✓ Alternatively you may also call Etiqa Healthcare at 1800 88 9998 to check your balance limit.

Benefits	
Plan	ULTRA MEDIC RIDER PLAN 3
Annual Limit	150,000.00
Family Limit	N/A
Group Limit	N/A
Disability Limit	N/A
Lifetime Limit	600,000.00
Deductible Amount	N/A
Accumulated Deductible	N/A
Room Entitlement	
RM 300.00	

OR

Support

- General Enquiry
Call us for any policy related issue.
- Etiqa Healthcare**
Call us for any GL related issues
- Apps Feedback
Email us for any apps related issue.

Q8. Do I need to still submit the original receipt after submitting my reimbursement claims via the app?

- ✓ No. However if there are any discrepancies, Etiqa may request for the original receipt to be submitted.
- ✓ **“Submitted to Etiqa” MUST written in PEN.**

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RM 535.50

CHEQUE NO. TT

COMPUTER GENERATED
ISSUED

**To indicate
“Submitted to Etiqa”
on ORIGINAL
RECEIPT**

Q9. I can't find "Maybank" Bank name when I submit reimbursement claim?

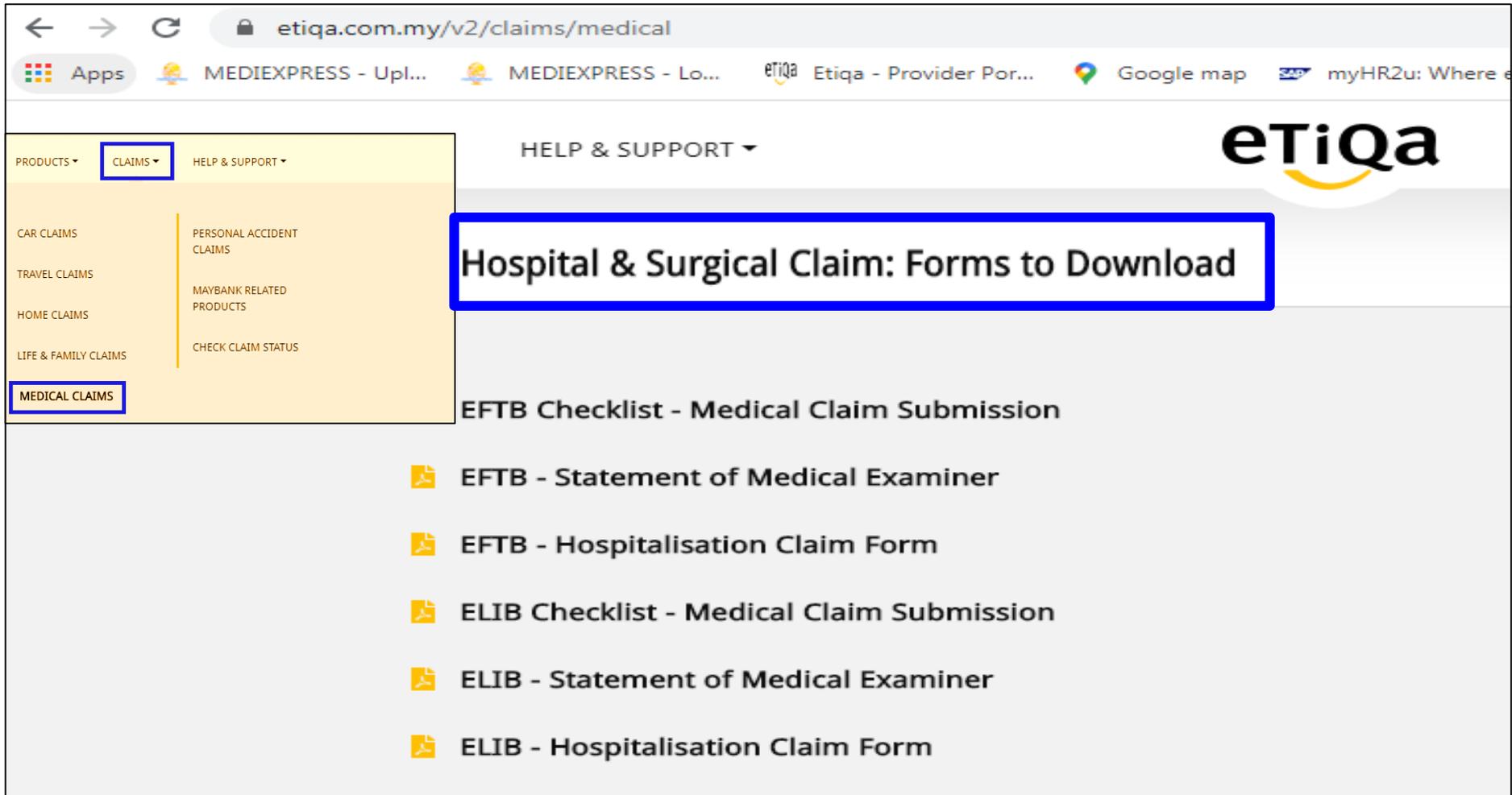
- ✓ *Malayan Banking Berhad = Maybank*
- ✓ *It's the first on the list as that's our preferred bank*

Q10. This is my first time submit claim. I can't upload the image (iOS)

- ✓ *Go to Setting → Privacy → Photos → Smile App → select "Read and Write"*

Q11. Where do I get the claim form for reimbursement?

✓ You can download the medical claim form @ www.etiqa.com.my/v2/claims/medical



The screenshot shows the eTiqa website interface. The browser address bar displays etiqa.com.my/v2/claims/medical. The navigation menu includes 'PRODUCTS', 'CLAIMS', and 'HELP & SUPPORT'. The 'CLAIMS' dropdown menu is open, showing options like 'CAR CLAIMS', 'TRAVEL CLAIMS', 'HOME CLAIMS', 'LIFE & FAMILY CLAIMS', 'PERSONAL ACCIDENT CLAIMS', 'MAYBANK RELATED PRODUCTS', and 'CHECK CLAIM STATUS'. The 'MEDICAL CLAIMS' option is highlighted. A blue box highlights the text 'Hospital & Surgical Claim: Forms to Download'. Below this, the page lists several documents for download:

- EFTB Checklist - Medical Claim Submission
- EFTB - Statement of Medical Examiner
- EFTB - Hospitalisation Claim Form
- ELIB Checklist - Medical Claim Submission
- ELIB - Statement of Medical Examiner
- ELIB - Hospitalisation Claim Form

Q12. What is the minimum mobile device requirement to use the app?

- ✓ The mobile device operating system must be iOS 10.0 and above or Android version 4.0 and above
- ✓ The mobile device must not be jailbroken or rooted
- ✓ The mobile device must have internet connection

Thank you

