

eTiQa+ GUIDE



Explore the Etiqua+ App

Enjoy cash rebates on motor plans, 24/7 roadside assistance, medical services, faster claims and more!



Terokai aplikasi Etiqua+ yang terbaru

Nikmati rebat tunai untuk pelan motor, bantuan tepi jalan 24 jam, perkhidmatan perubatan, tuntutan pantas dan banyak lagi!



eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' in the 'eTiQa+' logo.

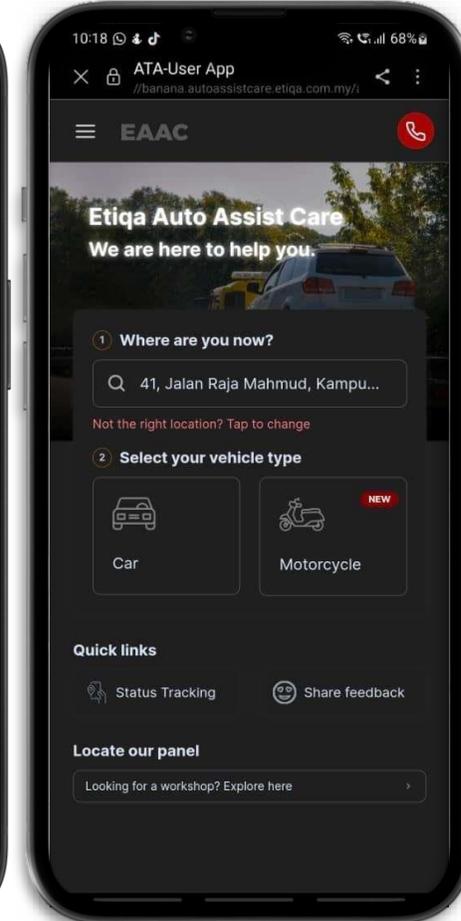
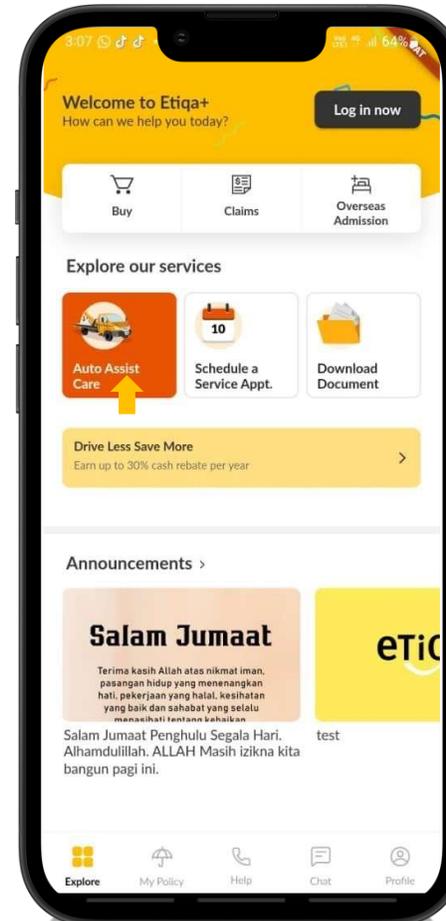
Before Login & Sign Up

What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Use Auto Assist Care Button

- You may request for immediate assistance for towing or other emergency assistance
- You may filled in required details such as your location and vehicle type
- You also able to locate our nearest panel for further assistance



What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Use Auto Assist Care Button

- You may choose the service type based on their issues
- You may need to fill in all required details as shown in image attached
- You may verify all the details and tap on button "Yes, let's proceed"
- Your request will be directly sent to respective team for their further action

The image displays three sequential screenshots of the Etiqa+ app's service request process. The app interface is dark-themed with white text and orange accents.

Screenshot 1: "What seems to be the issue?"
This screen shows a progress indicator with three steps: 1. Service Type, 2. Details, and 3. Confirmation. Below the indicator is a list of service types, each with a right-pointing arrow:

- I had an accident
- I cannot start my vehicle
- I have a flat tyre
- I'm having a brake issue
- I ran out of petrol
- Smoke is coming out from my engine
- I'm locked out of my vehicle

A green "Back" button is at the bottom left.

Screenshot 2: "We're almost done! Complete the details below"
This screen shows the "Details" step. It contains several input fields:

- "Type of services *": I have a flat tyre
- "Location *": 41, Jalan Raja Mahmud, Kampung Baru, 50
- "Vehicle Registration Number *": ABC123D
- "Mobile Number *": +60 123456789
- "Alternate Mobile Number": (empty)

A green "Back" button is at the bottom left, and an orange "Send to Etiqa" button is at the bottom right.

Screenshot 3: "Confirmation"
This screen shows the "Confirmation" step. It displays the entered details:

- "Type of service": I have a flat tyre
- "Location": 41, Jalan Raja Mahmud, Kampung Baru, 50300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia
- "Destination": --
- "Vehicle registration number": ABCD123R
- "Mobile number": 60124996918
- "Alternate mobile number": 60124996918
- "Email address": --
- "Name": Hidayah

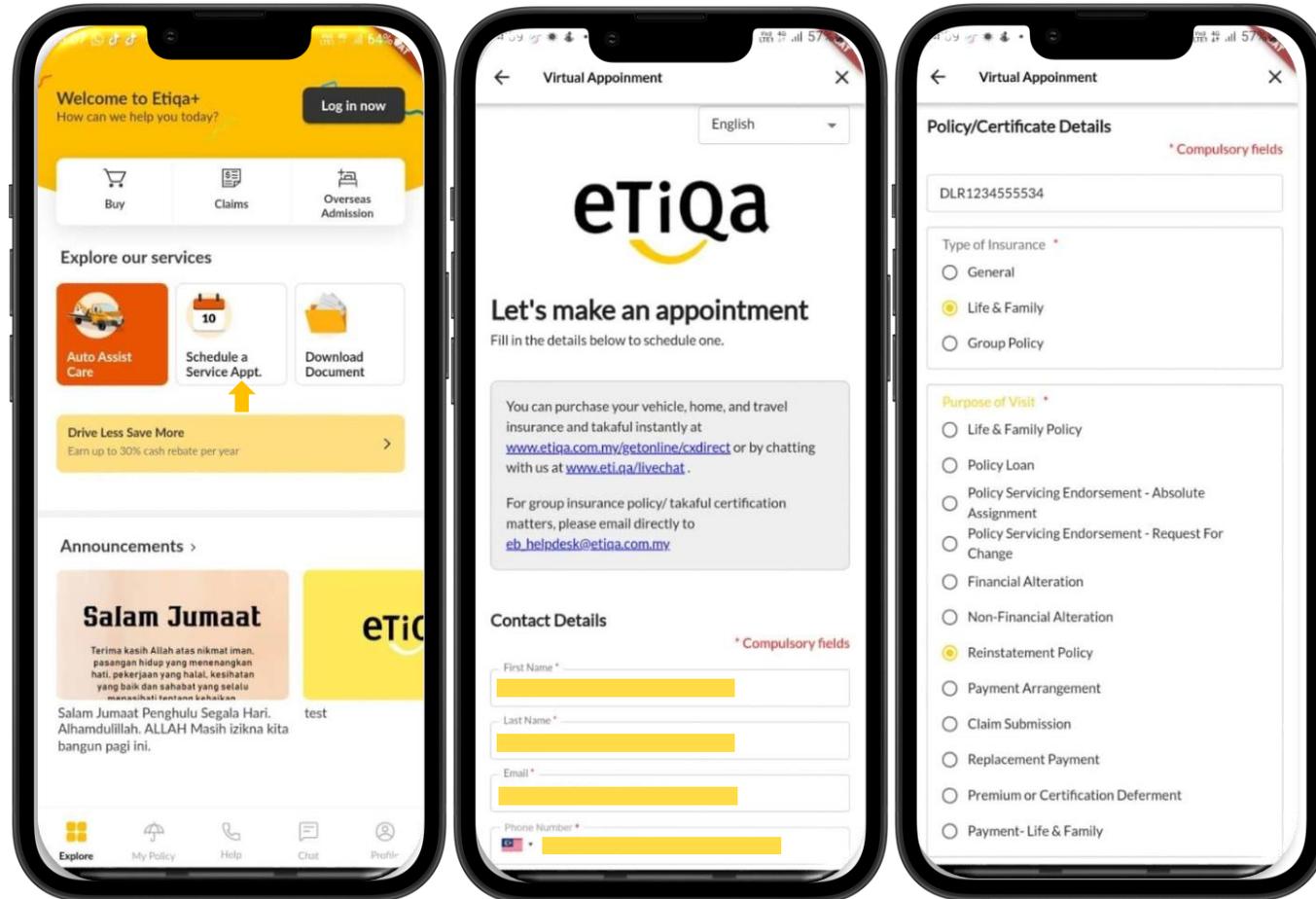
An orange "Yes, let's proceed" button is at the bottom, and a link "I need to make changes" is at the very bottom.

What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Schedule a Service Appointment

- You may request to schedule a **Service Appointment** for their policy
- You required to fill in the contact details such as First Name, Last Name, Email and Phone Number
- Fill in the policy/certificate details such as Type of Insurance and Purpose of the Visit
- You may filled in the details based on their needs

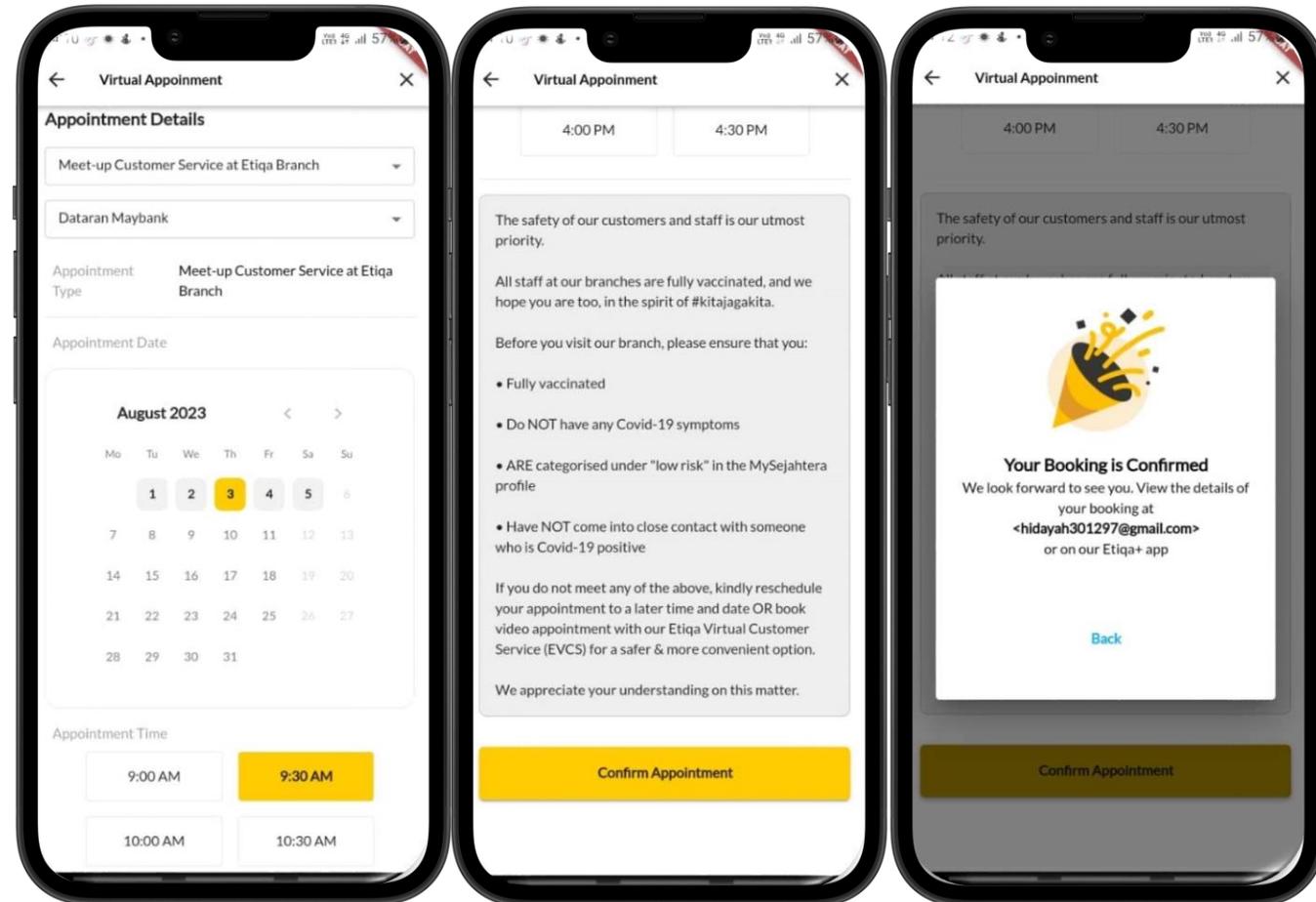


What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Schedule a Service Appointment

- You may filled in the Appointment Details that contains of location of the Appointment will held and Appointment Type
- You may filled in the Appointment Date and Appointment Time
- You will directed to Summary of the Service Appointment and may tap on "Confirm Appointment"
- Message "**Your Booking is Confirmed**" will popup to indicate that your booking is successful

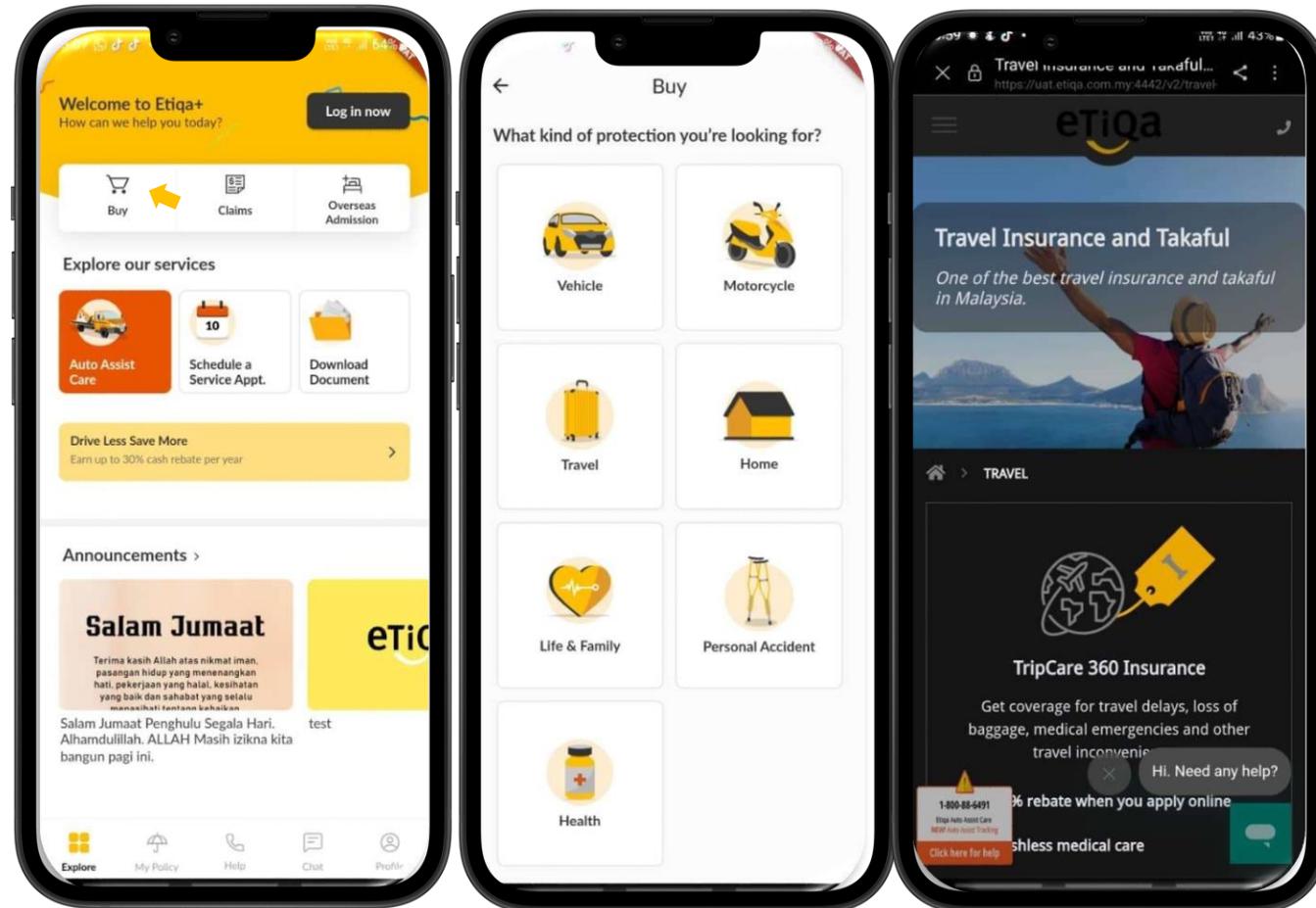


What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

List of Etiqa products to buy

- For customers who intend to buy our various insurance products online, they can tap on the "Buy" button.
- It will show a list of various insurance products that customers can choose from based on their preferences and needs.
- E.g., A customer may tap on Travel Product if they intend to buy Travel products, and it will take the customer to the Etiqa website for further steps.
- The customer may follow the steps to fill in all the details on the website to purchase travel products.

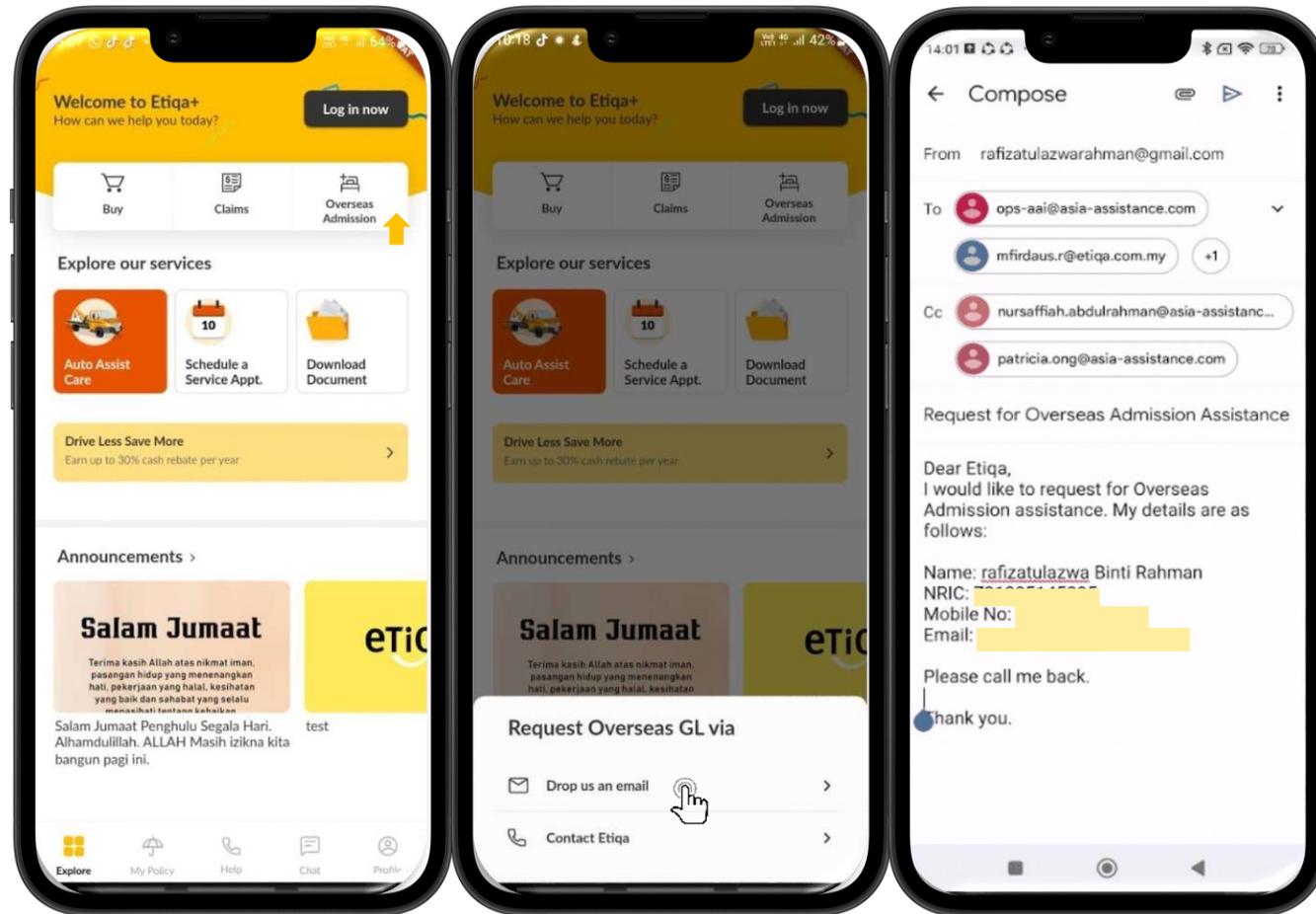


What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Send an email for a callback by the Travel Assistance team to call the customer back.

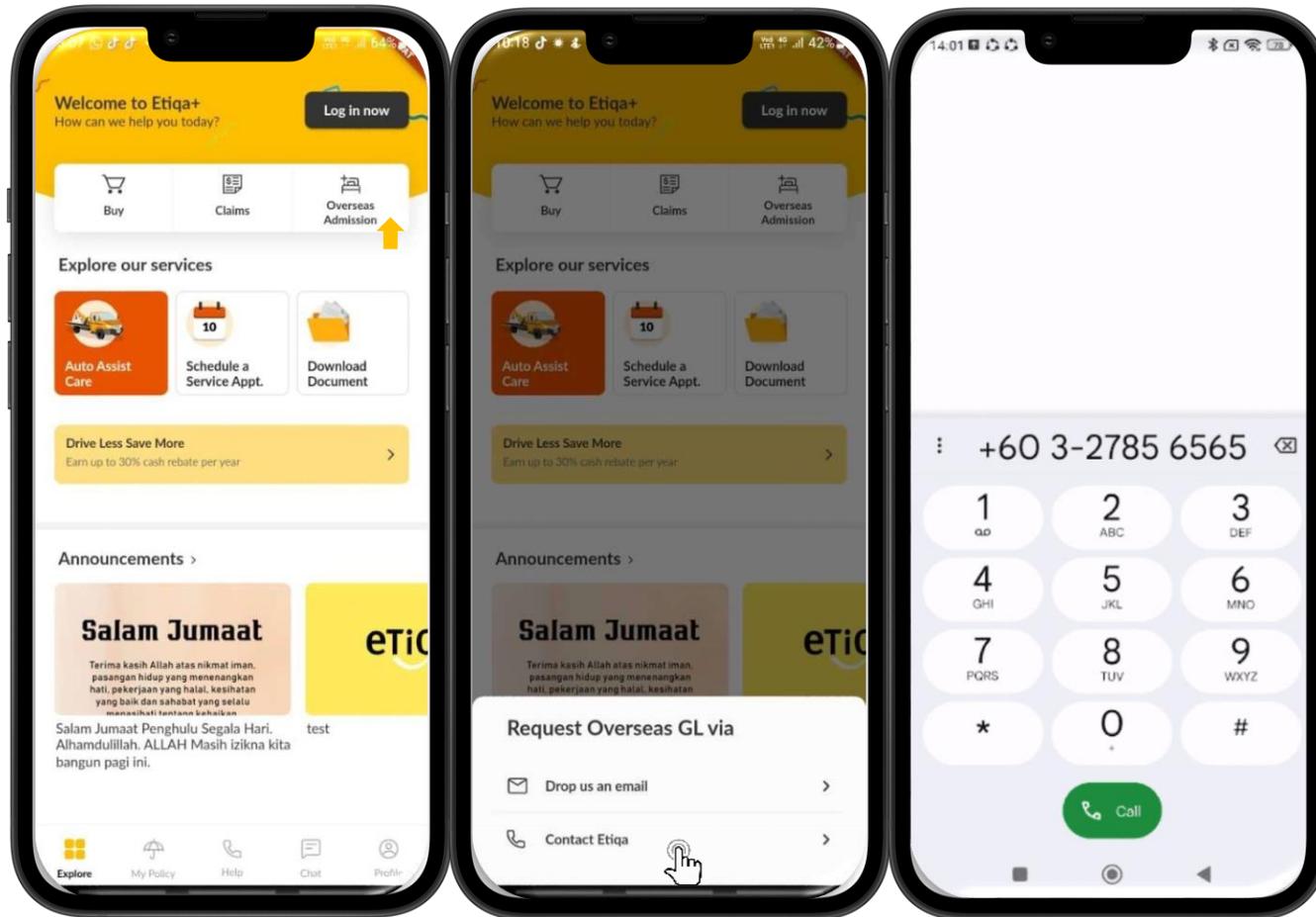


What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Contact Travel Assistance team to request for travel assistance.



What You Can Do Before Sign Up or Login to Etiqa+ App

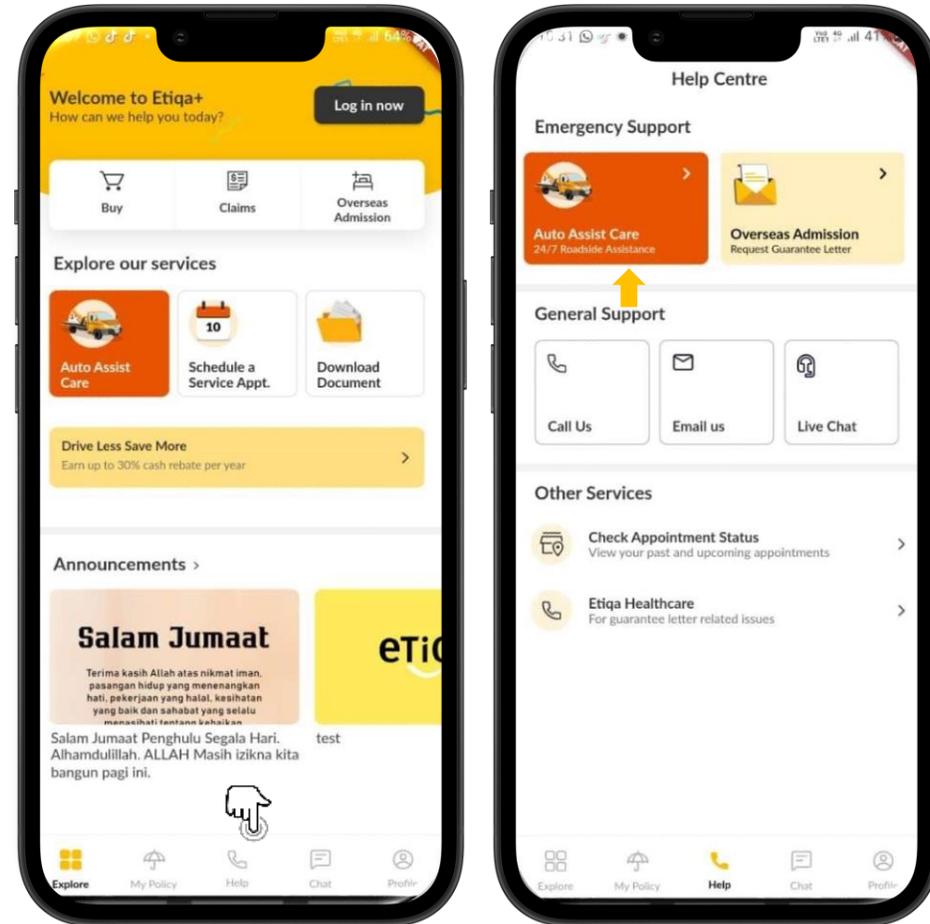
Without Login/Sign Up

Multiple Customer Touchpoints

- Tap on the Help button.
- It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
- For **Emergency Support**, you can tap on the button **Auto Assist Care** or **Overseas Admission**.

Use Auto Assist Care Button

- You may request for immediate assistance for towing or other emergency assistance
- You may filled in required details such as your location and vehicle type
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What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Use Auto Assist Care Button

- You may choose the service type based on their issues
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The image displays three sequential screenshots of the Etiqa+ app's service request process. The app interface is dark-themed with white text and orange accents.

Screenshot 1: "What seems to be the issue?"
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- I had an accident
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A green "Back" button is at the bottom left.

Screenshot 2: "We're almost done! Complete the details below"
This screen shows the same progress indicator, with step 2 (Details) highlighted in orange. It contains several input fields:

- "Type of services *": I have a flat tyre
- "Location *": 41, Jalan Raja Mahmud, Kampung Baru, 50
- "Vehicle Registration Number *": ABC123D
- A note: "Enter your vehicle number without empty space."
- "Mobile Number *": +60 (dropdown) 123456789
- "Alternate Mobile Number": (empty field)

A green "Back" button is at the bottom left, and an orange "Send to Etiqa" button is at the bottom right.

Screenshot 3: "Confirmation"
This screen shows the same progress indicator, with step 3 (Confirmation) highlighted in orange. It displays the details entered in the previous step:

- "Type of service": I have a flat tyre
- "Location": 41, Jalan Raja Mahmud, Kampung Baru, 50300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia
- "Destination": --
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- "Alternate mobile number": 60124996918,
- "Email address": --
- "Name": Hidayah

An orange "Yes, let's proceed" button is at the bottom, and a link "[I need to make changes](#)" is below it.

What You Can Do Before Sign Up or Login to Etiqa+ App

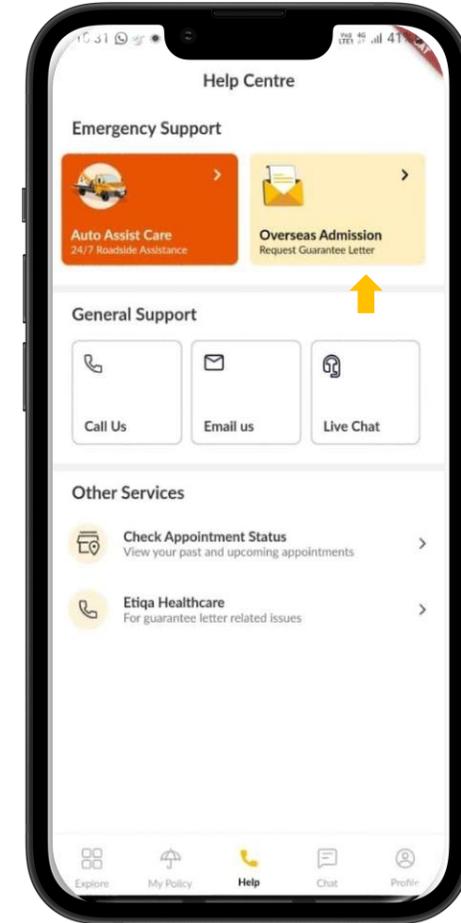
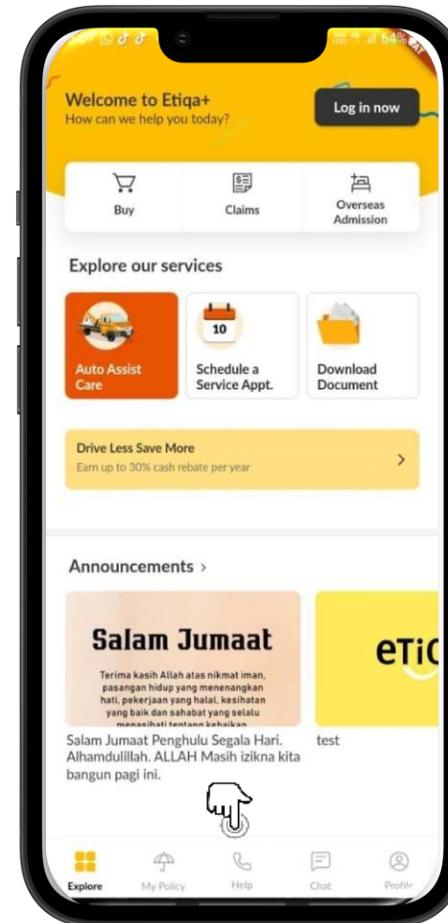
Without Login/Sign Up

Multiple Customer Touchpoints

- Tap on the Help button.
- It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
- For **Emergency Support**, you can tap on the button **Auto Assist Care** or **Overseas Admission**.

Use Overseas Admission

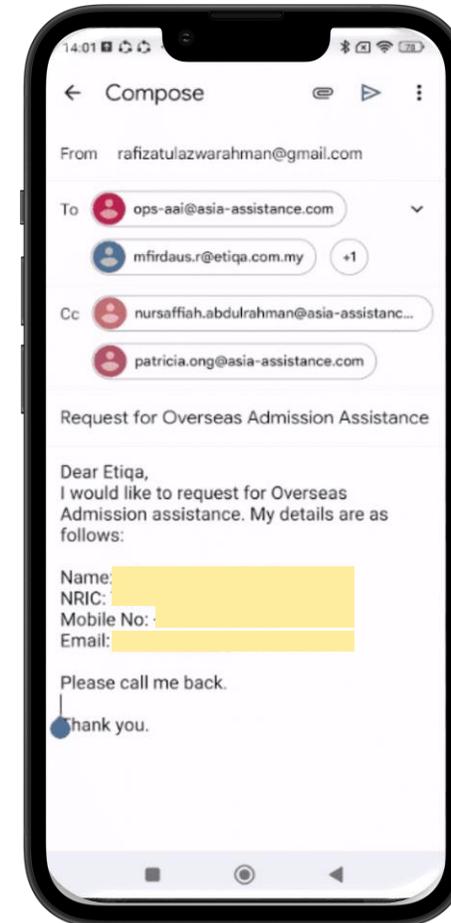
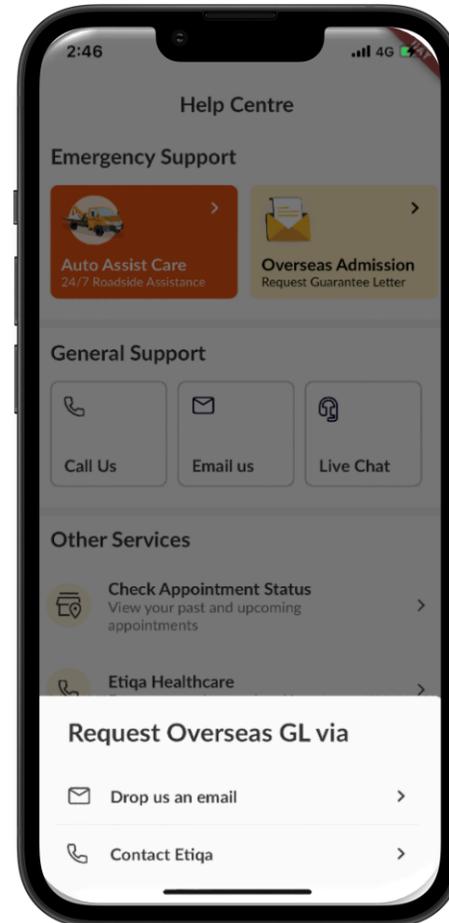
- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- **Send an email for a callback by the Travel Assistance team to call the customer back.**



Without Login/Sign Up

Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Send an email for a callback by the Travel Assistance team to call the customer back.

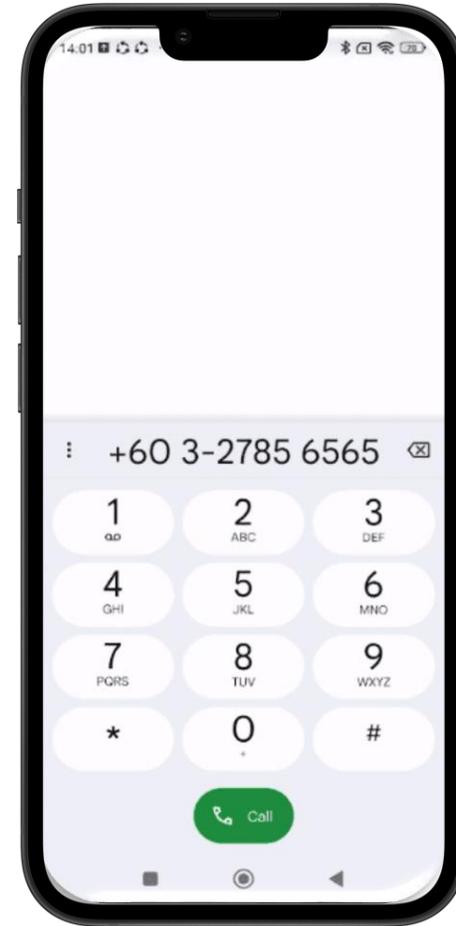
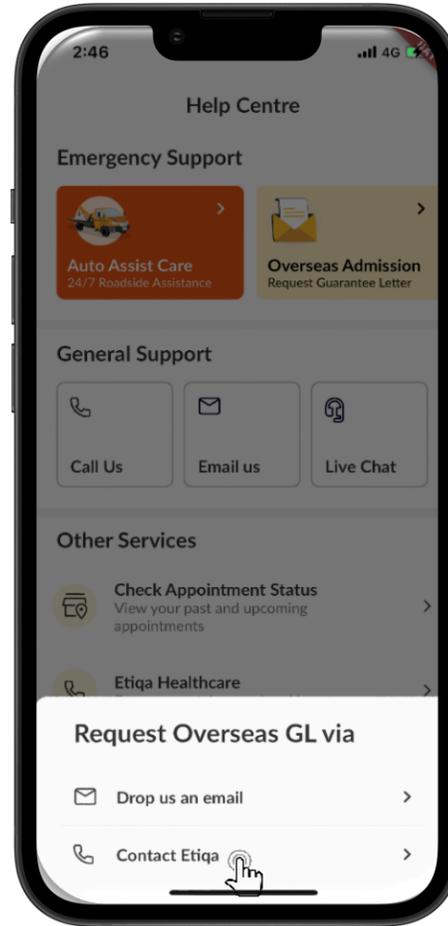


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Without Login/Sign Up

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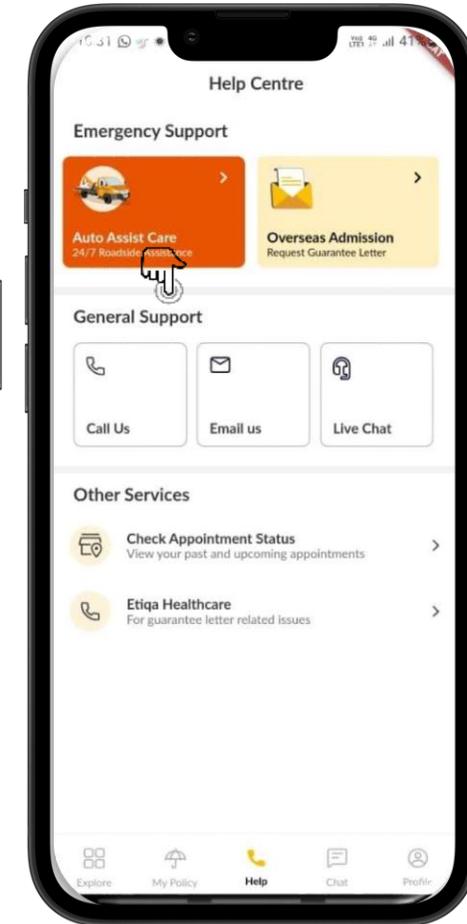
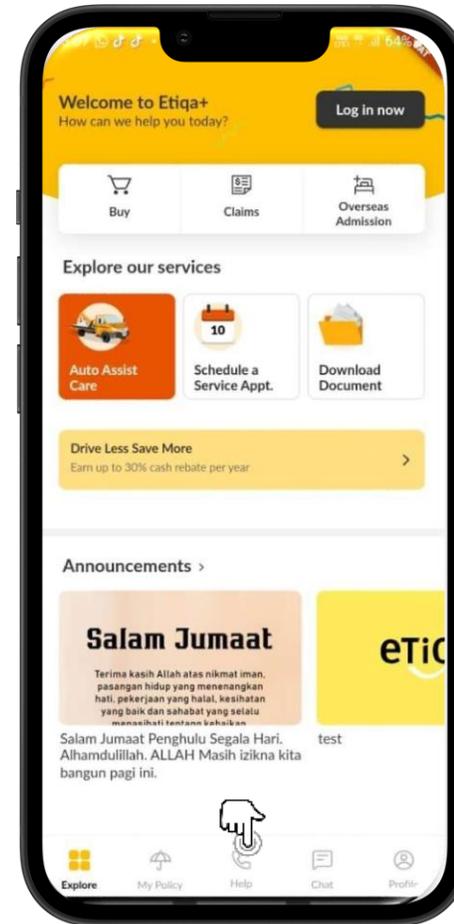


What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

Multiple Customer Touchpoints

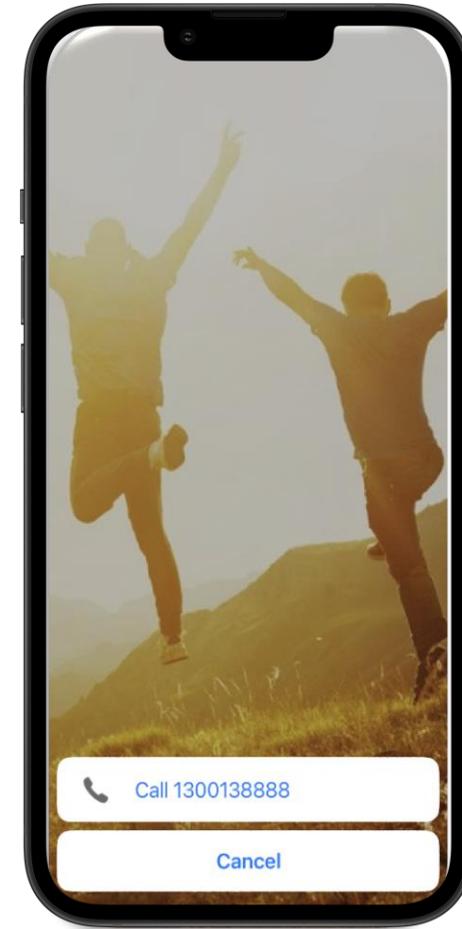
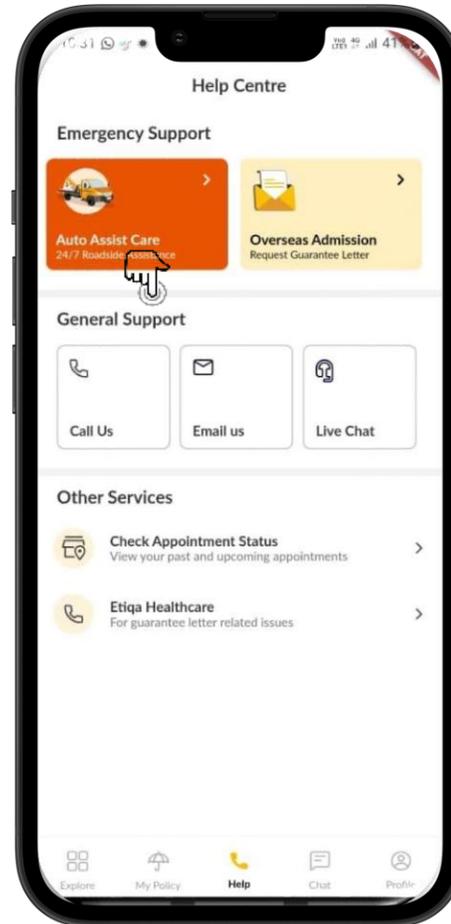
- Tap on the Help button.
- For **General support**, you can choose to:
 - Call our Call Center at 1300-13-8888.
 - Email us at etiqamysupport@etiqa.com.my for further assistance based on your issues.
 - Or chat with us at Etiqa Live Chat for real-time assistance.
- For **Other Services**:
 - You can tap on "**Check Appointment Status**" to view your past and upcoming appointments.
 - Aside from that, you can also tap on the "**Etiqa Healthcare**" button to call Etiqa Healthcare at 1800-88-9998 for guarantee letter-related issues.



Without Login/Sign Up

Multiple Customer Touchpoints

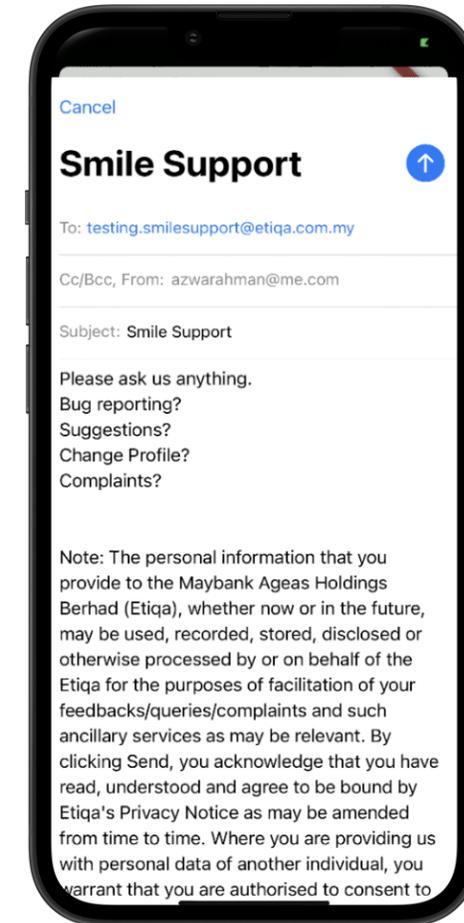
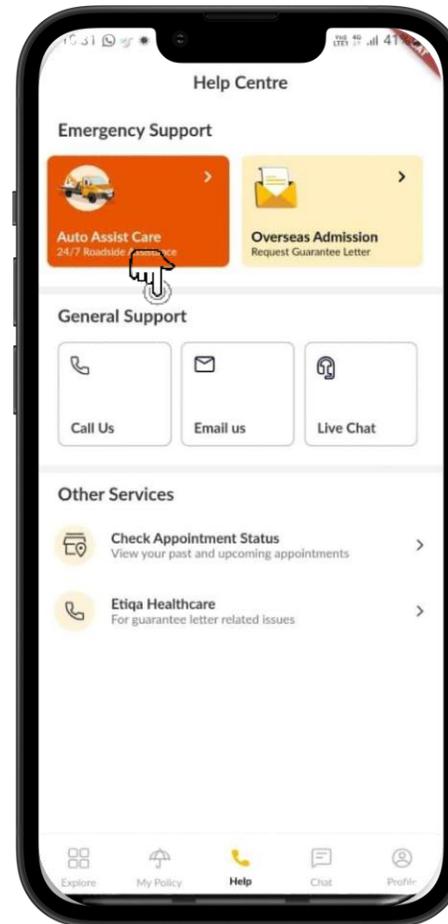
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Without Login/Sign Up

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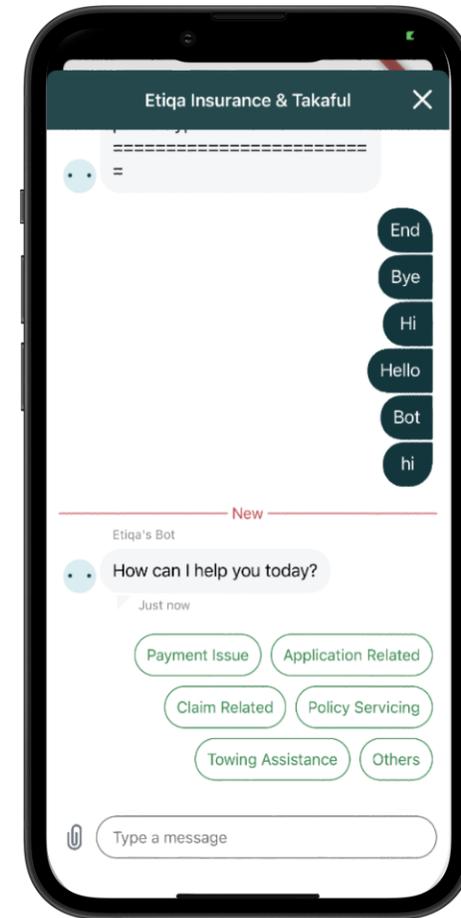
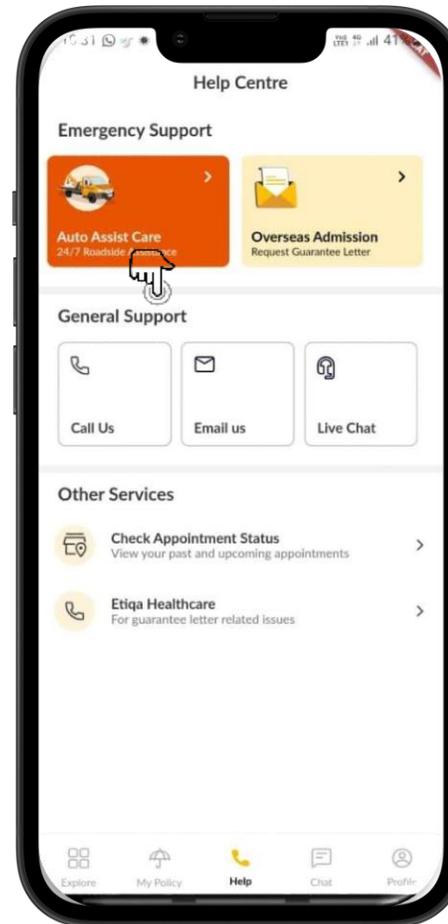


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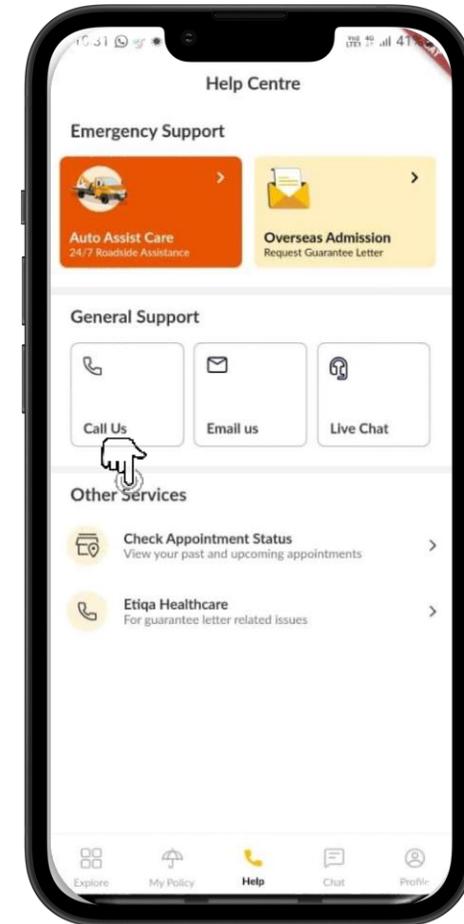
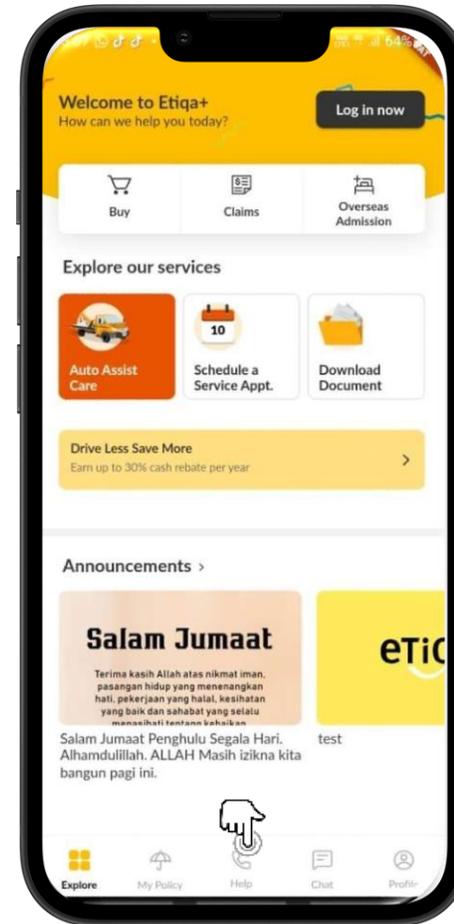


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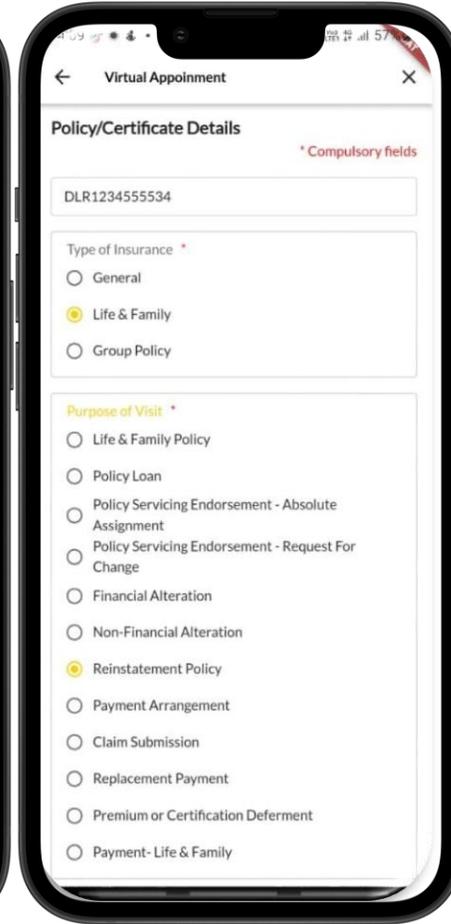
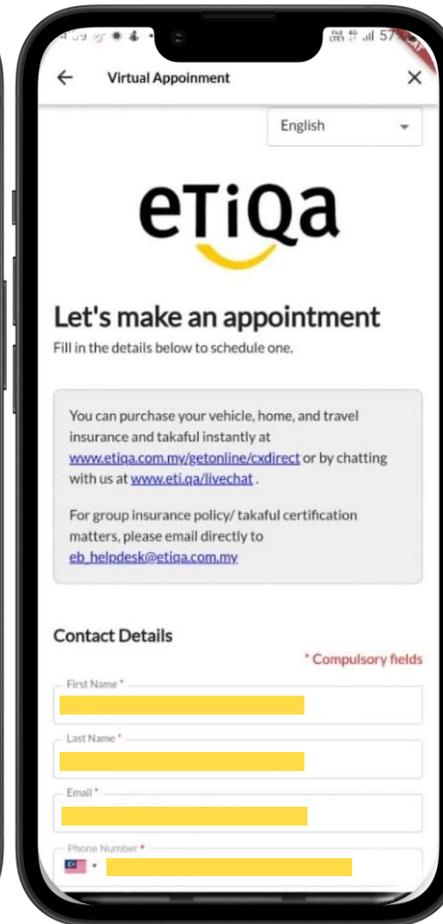
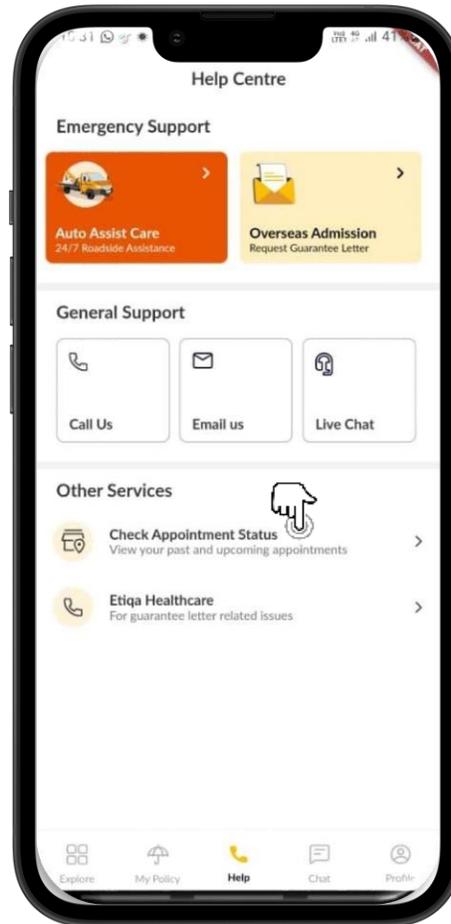
Without Login/Sign Up

- For **Other Services**:

- You can tap on "Check Appointment Status" to view your past and upcoming appointments.

Use Schedule A Service Appointment

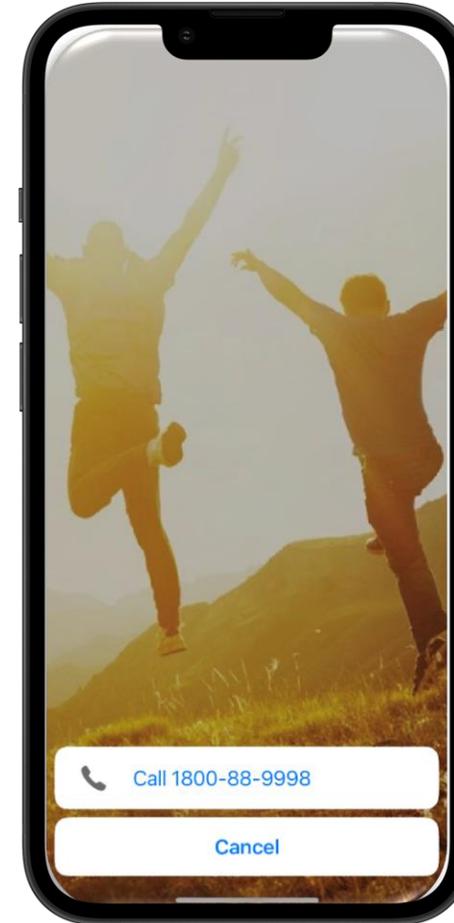
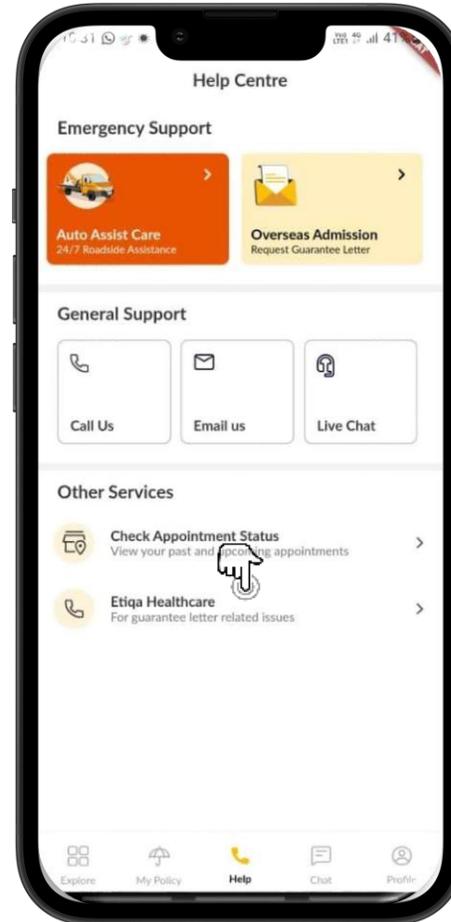
- You may request to **schedule a Service Appointment** for their policy
- You required to fill in the contact details such as First Name, Last Name, Email and Phone Number
- Fill in the policy/certificate details such as Type of Insurance and Purpose of the Visit
- You may filled in the details based on their needs



What You Can Do Before Sign Up or Login to Etiqa+ App

Without Login/Sign Up

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eTiQa+

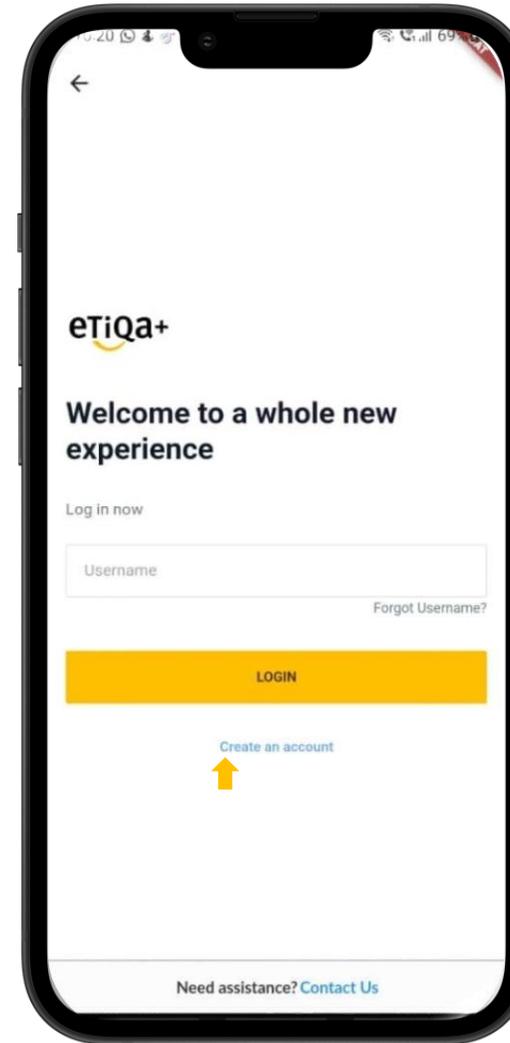
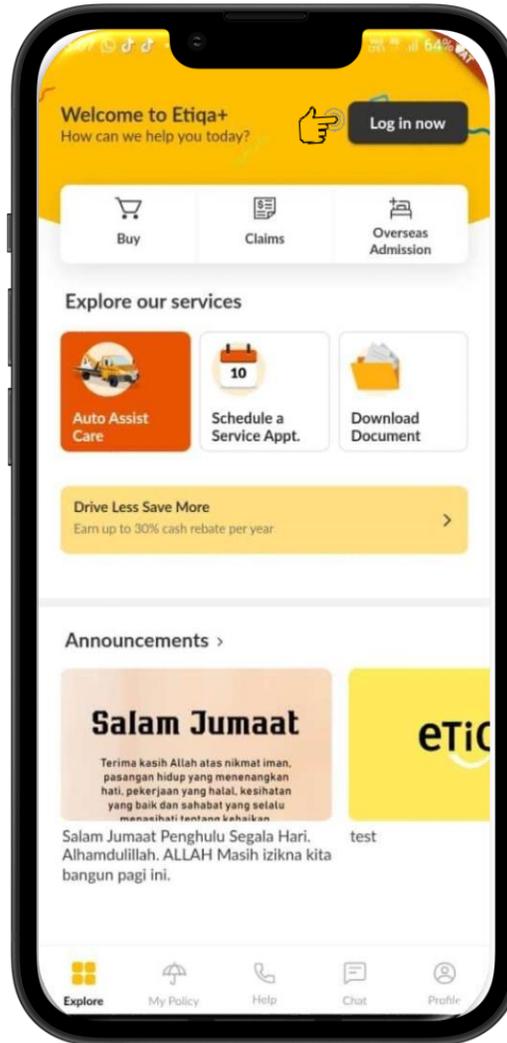
A yellow curved line resembling a smile, positioned below the 'i' and 'Q' of the 'eTiQa+' text.

Sign Up

First time login to Etiqa+ App

Step 1

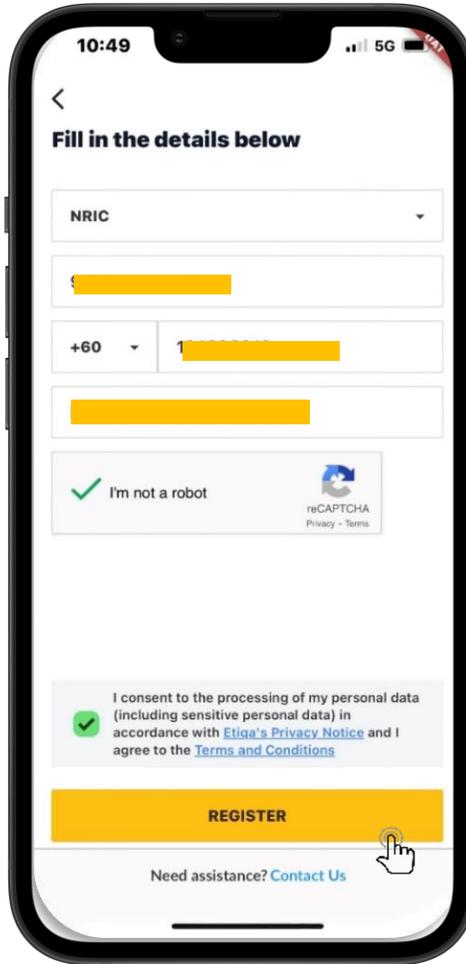
- Download the **Etiqa+** from the App Store, Play Store, or Huawei App Gallery.
- In order to Log in or Sign Up, you may tap the Log in now button.
- It will direct you to the Login page, and you may login if you have already registered for the Etiqa+ App.
- If you are a first-time user, you are required to tap on **Create an account**.



First time login to Etiqa+ App

Step 1

- If you are a **new user** to Etiqa+ App, you may create a new account and are required to fill in the required details, such as ID type, NRIC number, mobile number, and email address.
- Once done, you may tick the consent statement and tap the Register button.
- An OTP code will be sent to your mobile number. Key in the OTP to verify it.
- You will be directed to setup your new login credentials i.e. Username, Password and also Secret Word.
- Once you tap on the confirm button, you will be directed to the next page and message “Account created. Verify your email or log in now” will be shown. You may proceed to tap on the Login button to login Etiqa+



10:49 5G

< **Fill in the details below**

NRIC

[Redacted]

+60 [Redacted]

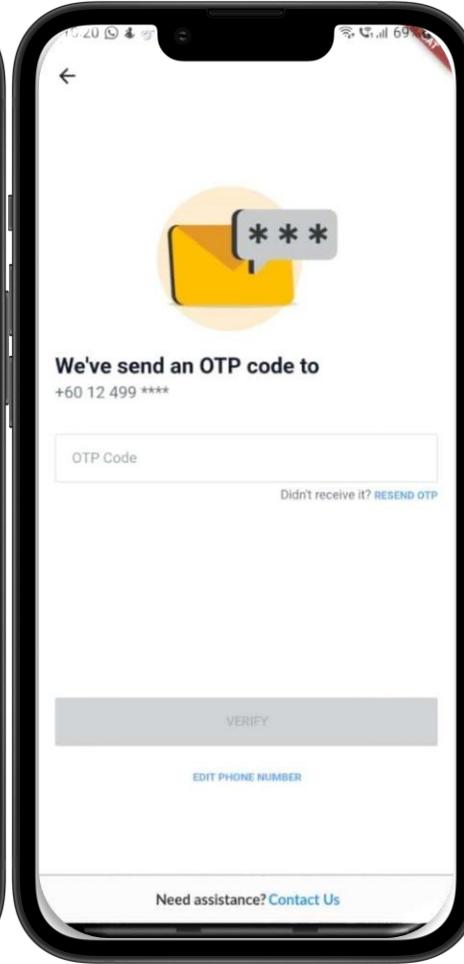
[Redacted]

I'm not a robot  reCAPTCHA
Privacy - Terms

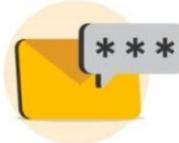
I consent to the processing of my personal data (including sensitive personal data) in accordance with [Etiqa's Privacy Notice](#) and I agree to the [Terms and Conditions](#)

REGISTER

Need assistance? [Contact Us](#)



<

 ***

We've send an OTP code to
+60 12 499 ****

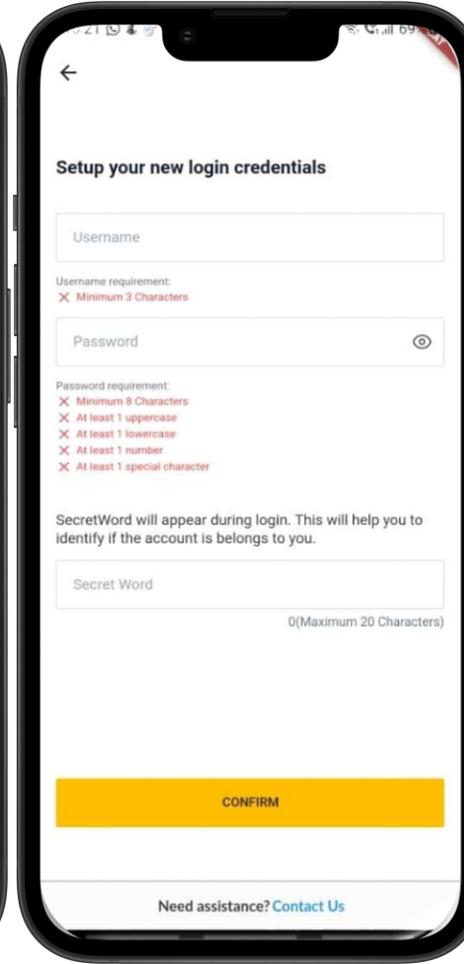
OTP Code

Didn't receive it? [RESEND OTP](#)

VERIFY

[EDIT PHONE NUMBER](#)

Need assistance? [Contact Us](#)



<

Setup your new login credentials

Username

Username requirement:
X Minimum 3 Characters

Password

Password requirement:
X Minimum 8 Characters
X At least 1 uppercase
X At least 1 lowercase
X At least 1 number
X At least 1 special character

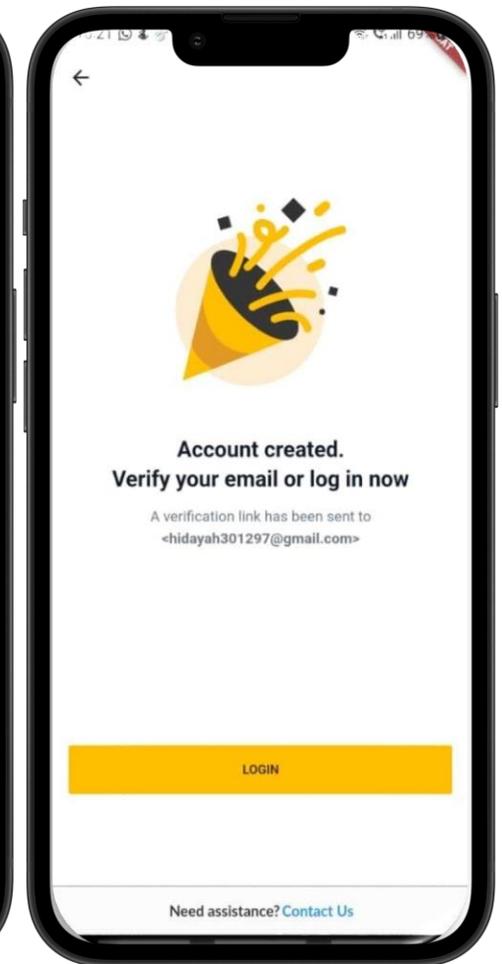
Secret Word will appear during login. This will help you to identify if the account is belongs to you.

Secret Word

0(Maximum 20 Characters)

CONFIRM

Need assistance? [Contact Us](#)



<



Account created.
Verify your email or log in now

A verification link has been sent to
<hidayah301297@gmail.com>

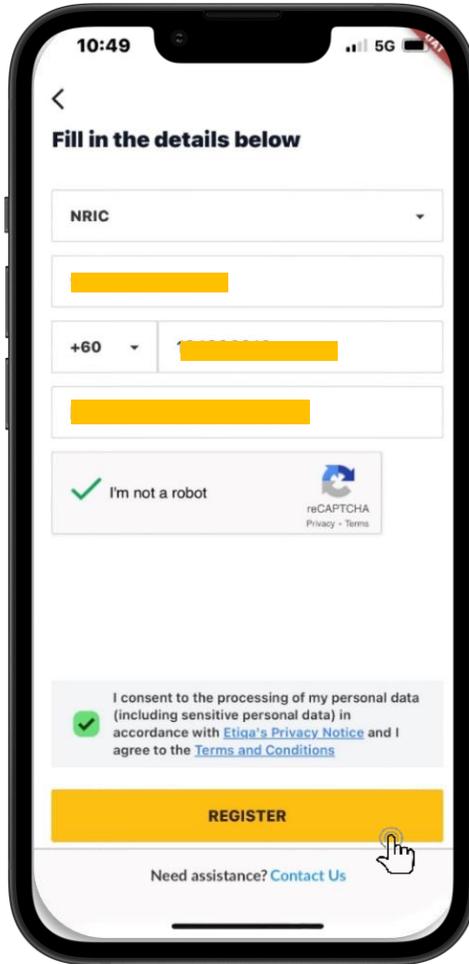
LOGIN

Need assistance? [Contact Us](#)

First time login to Etiqa+ App

Step 2

- If you are **existing Smile or CWP user**, you will encountered the screen as shown upon you try to create a new account
- You may tap on the “Proceed” button and it will navigate you to validate the user by sending the OTP and you may tap on the Verify button
- You may need to setup your new login credentials i.e. Username, Password and the Secret Word.
- Once you tap on the Confirm button, prompt message indicate you have successfully created the account. You may proceed to login Etiqa+ App as existing user.



10:49 5G

< **Fill in the details below**

NRIC

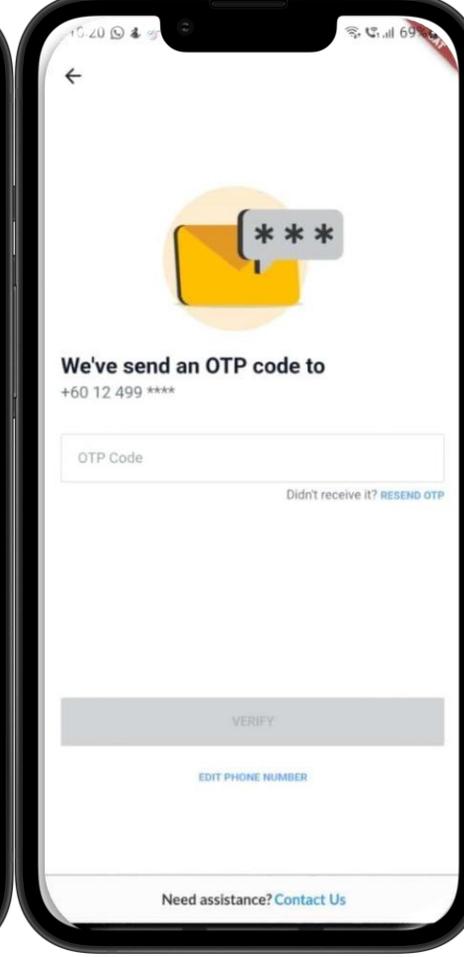
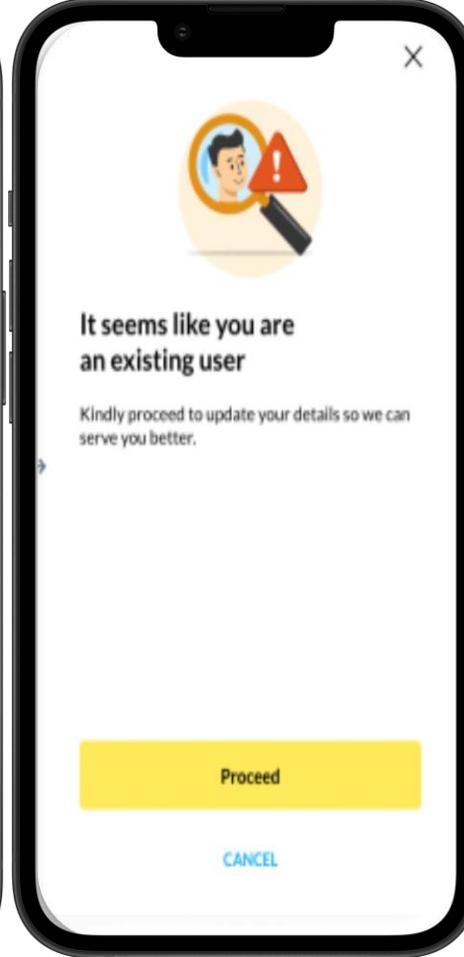
+60

I'm not a robot reCAPTCHA Privacy - Terms

I consent to the processing of my personal data (including sensitive personal data) in accordance with [Etiqa's Privacy Notice](#) and I agree to the [Terms and Conditions](#)

REGISTER

Need assistance? [Contact Us](#)



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We've send an OTP code to +60 12 499 ****

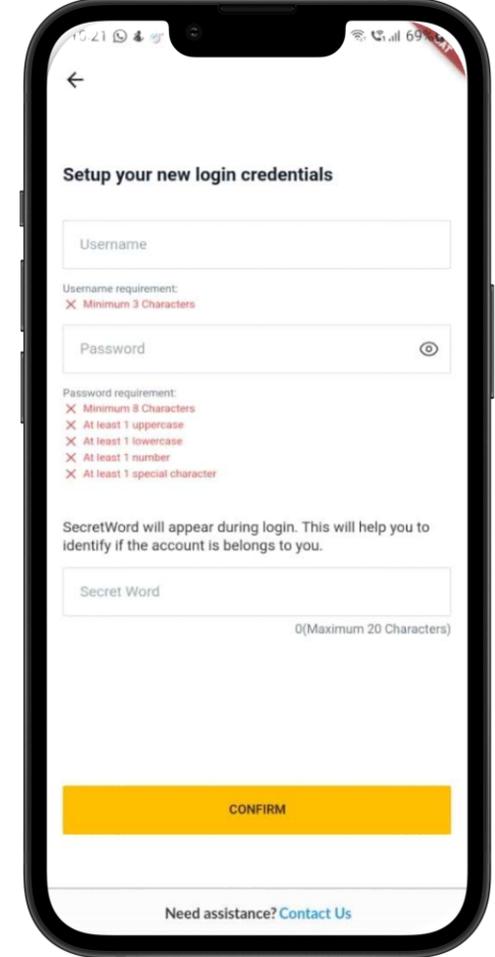
OTP Code

Didn't receive it? [RESEND OTP](#)

VERIFY

[EDIT PHONE NUMBER](#)

Need assistance? [Contact Us](#)



<

Setup your new login credentials

Username

Username requirement:
X Minimum 3 Characters

Password

Password requirement:
X Minimum 8 Characters
X At least 1 uppercase
X At least 1 lowercase
X At least 1 number
X At least 1 special character

SecretWord will appear during login. This will help you to identify if the account is belongs to you.

Secret Word

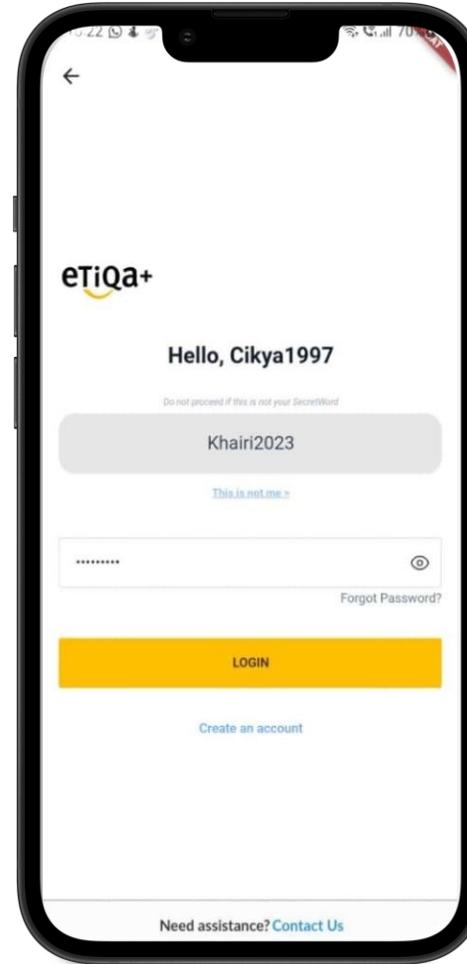
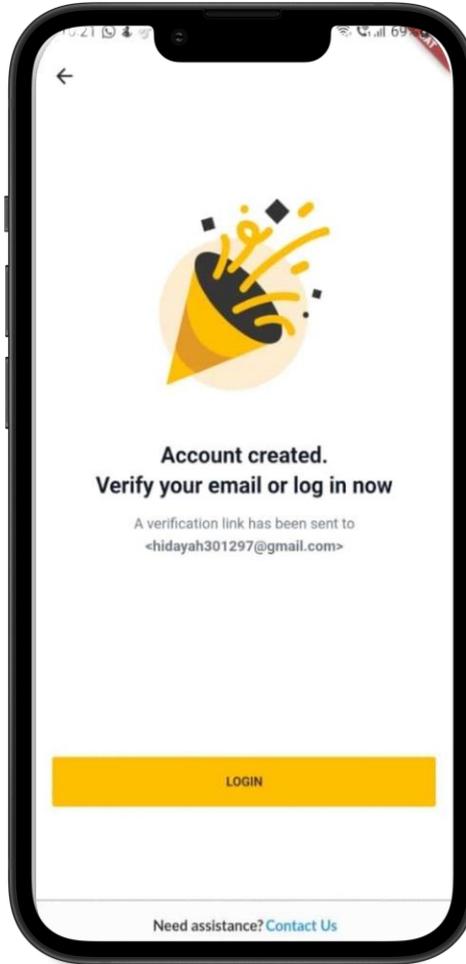
0(Maximum 20 Characters)

CONFIRM

Need assistance? [Contact Us](#)

Step 3

- A message appeared: "Account created. Verify your email or log in now" will be shown, and you may tap on Login to proceed to log in to the Etiqa+ App as existing user .
- You may proceed to login to the Etiqa+ App to further explore and navigate around your policy or any feature there.



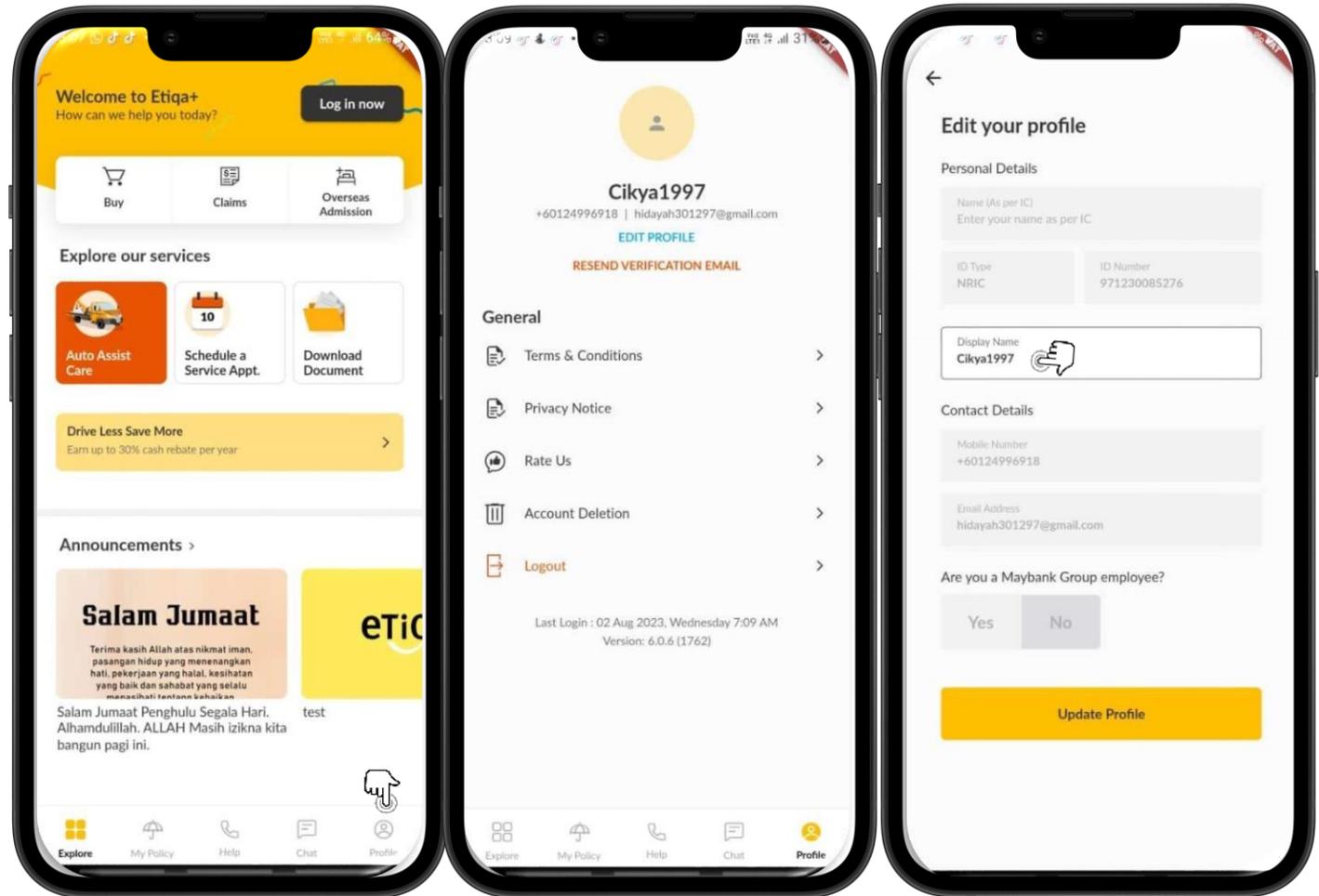
eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' in the text 'eTiQa+'.

User's Profile

User's Profile

- You can view your details by tapping on the Profile at the bottom right of the app.
- You will see various general types, as shown in the image.
- On the Edit Your Profile page, you are only able to edit your username.
- Aside from that, if you need to edit the details, you may email the request to etiqaamysupport@etiqa.com.my. The team will assist further with your request.



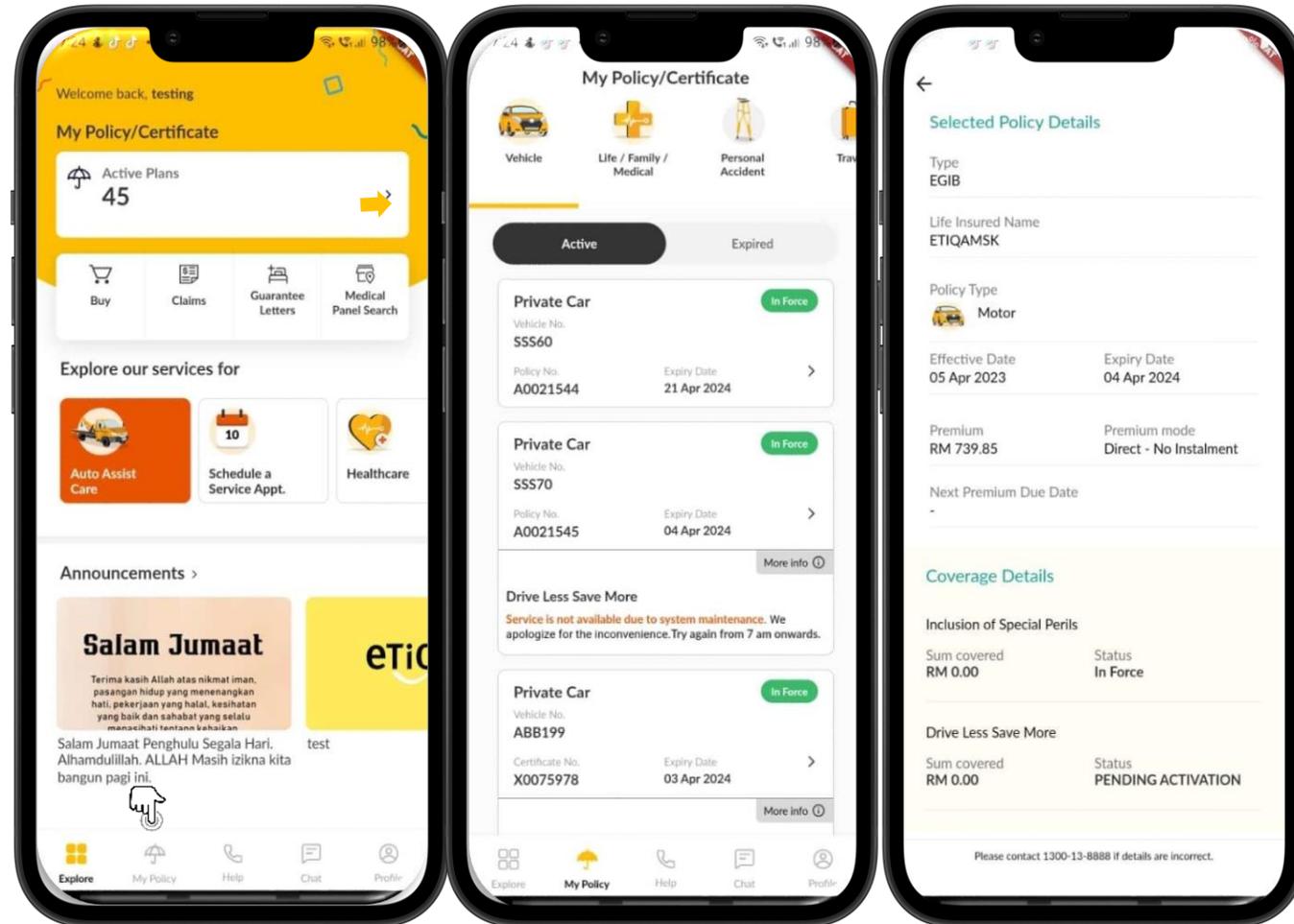
eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' of the 'eTiQa+' logo.

My Policy/Certificate

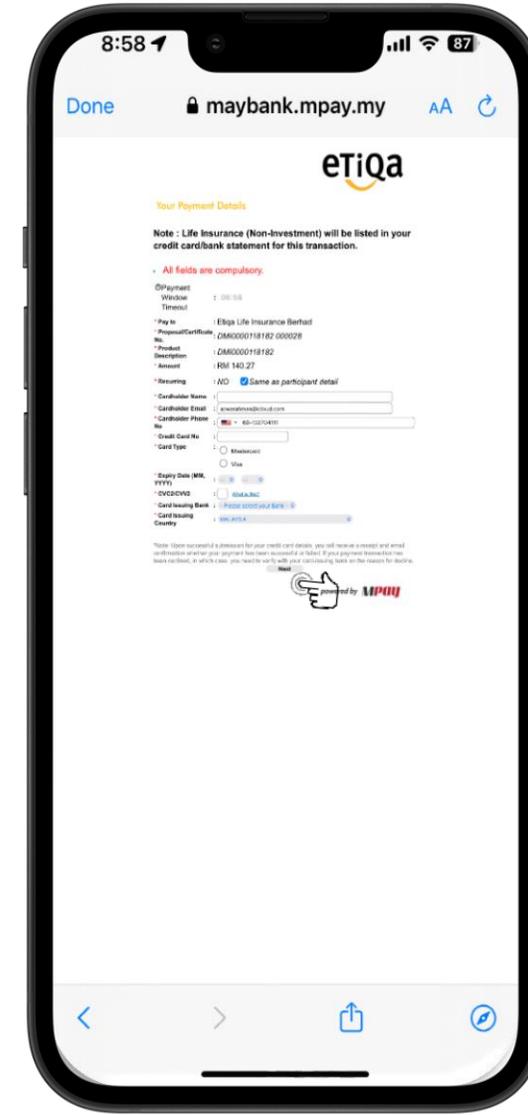
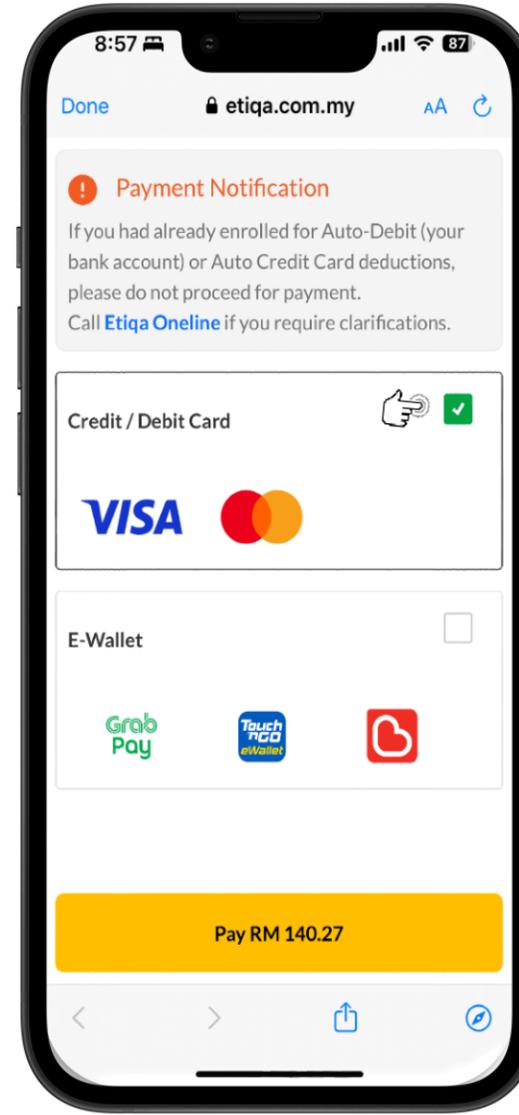
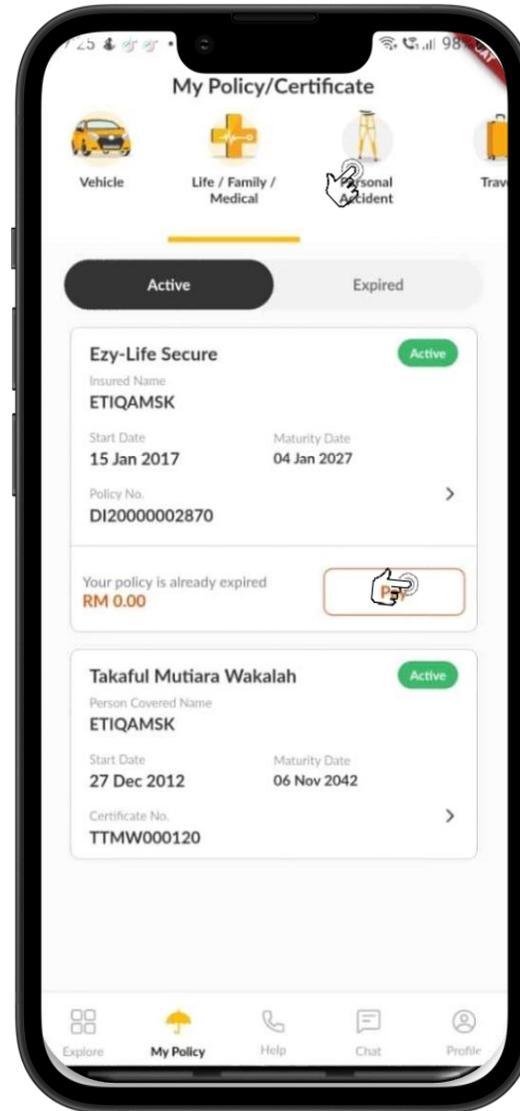
My Policy/Certificate Module

- You may tap on “My Policy/Certificate” at the above of the app page or “My Policy” at below of the page and it will direct you to view their Individual or Mutiara policy
- Once you directed to the My Policy, they will see a few of policy category at the top of the App page such as **Vehicle, Life/Family/Medical, Personal Accident, Travel and Others**
- E.g., For those customer who have Vehicle policy, they may tap on the Vehicle part and it will show list of your Active or Expired policy there
- If you have Drive Less Save More coverage, you also able to see the coverage below of your policy
- You may refer image shown for further reference.



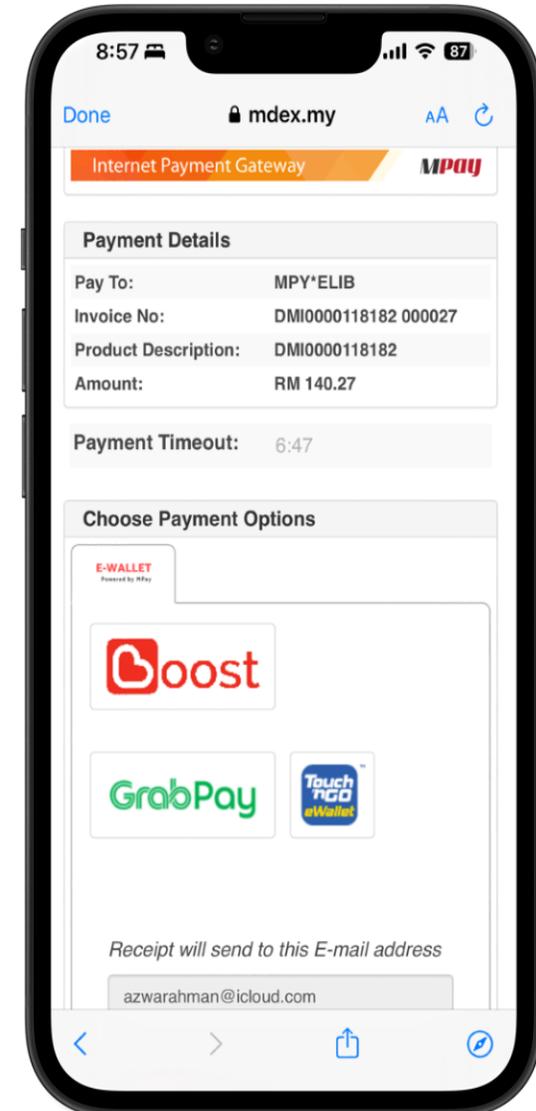
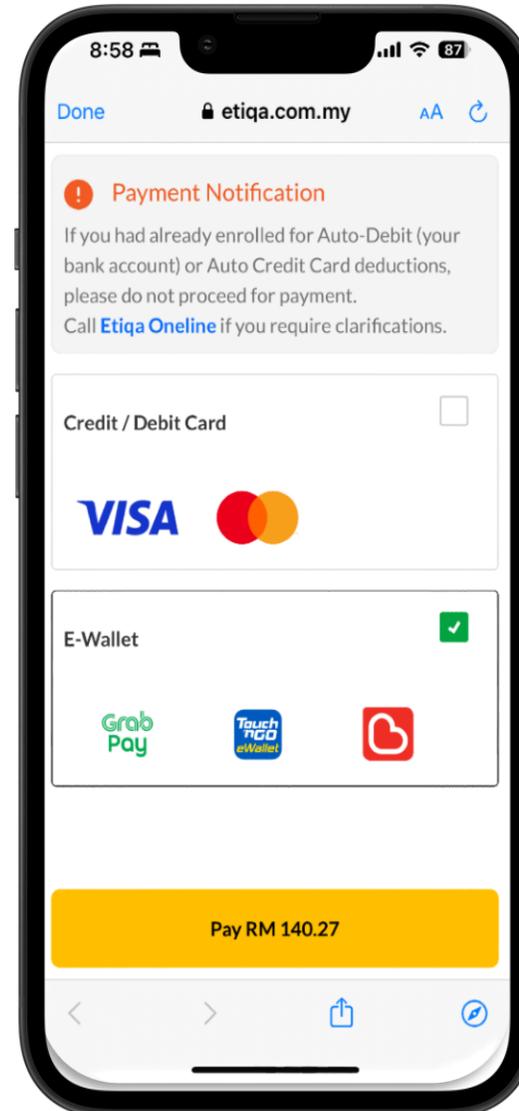
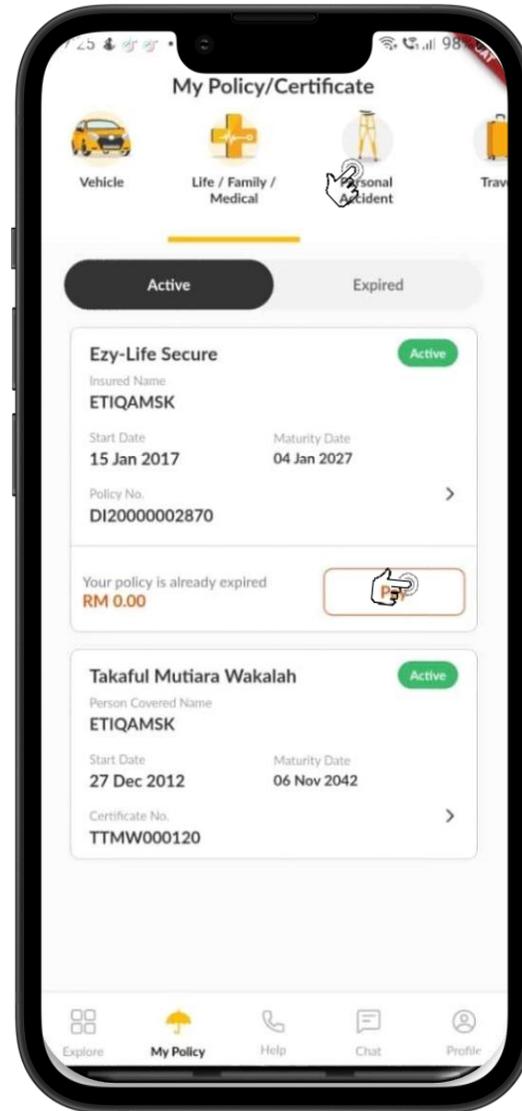
My Policy/Certificate Module

- For those customer who have Life/Family/Medical policy, they may tap on the Life/Family/Medical part and it will show list of your Active or Expired policy there.
- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page .
- If you intend to renew your expiry policy, you may tap on “Pay” and it will directed you to the website for further steps.
- The "Pay" button will reflect 2 days after the due date of your policy until day 55.
- Customer may select payment mode by using credit/debit card.



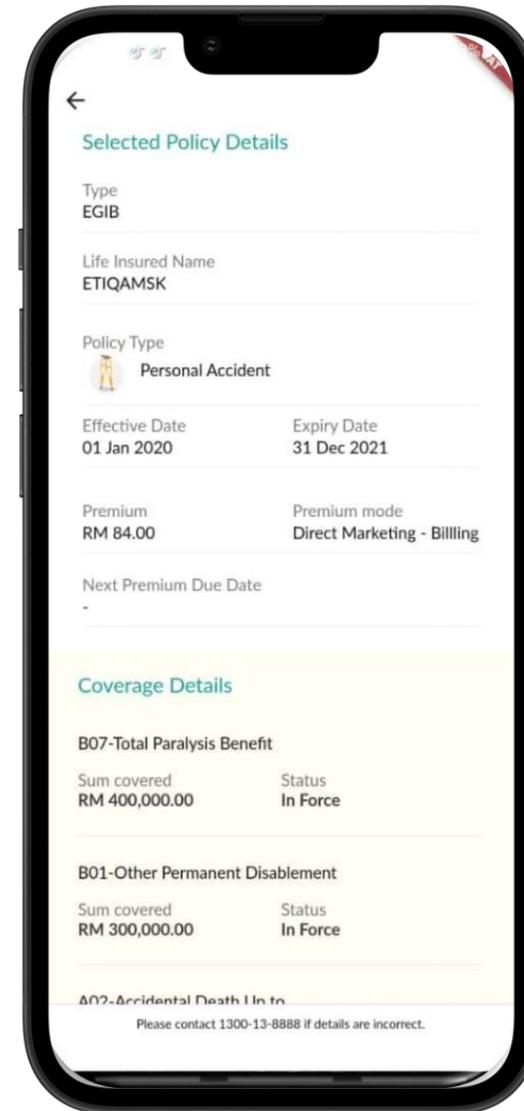
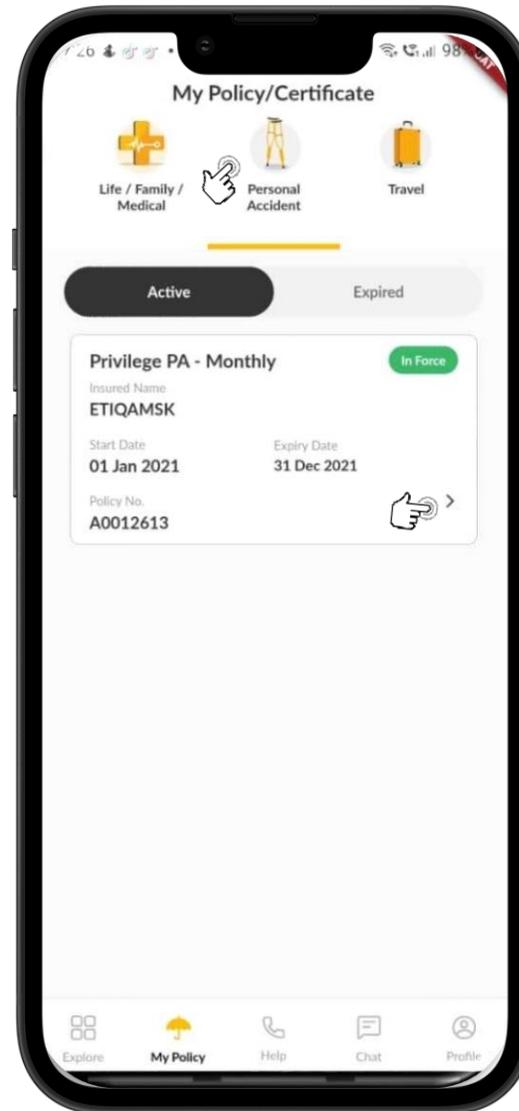
My Policy/Certificate Module

- Customer may select payment mode by using e-wallet.
- Type of e-wallet that can be use are either Grab Pay, Touch n Go or Boost



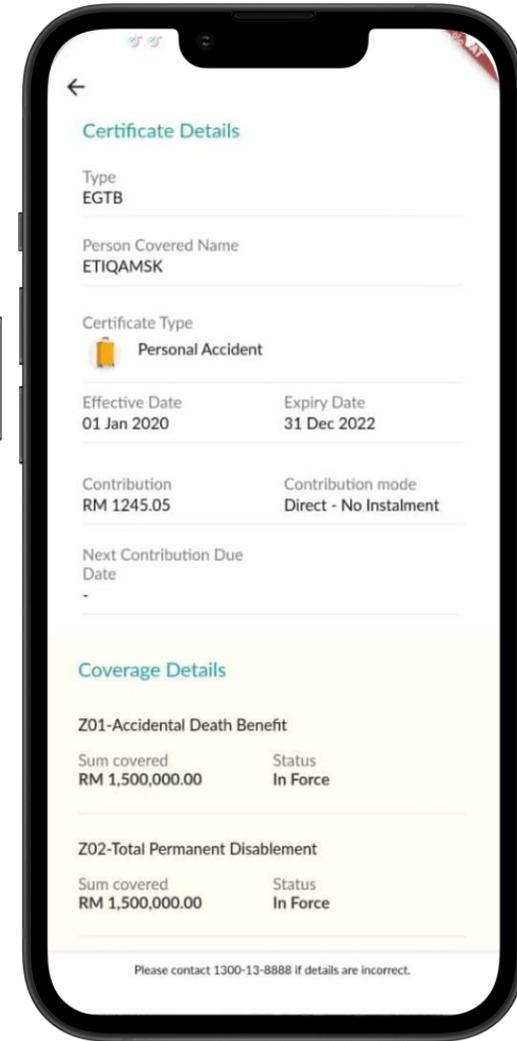
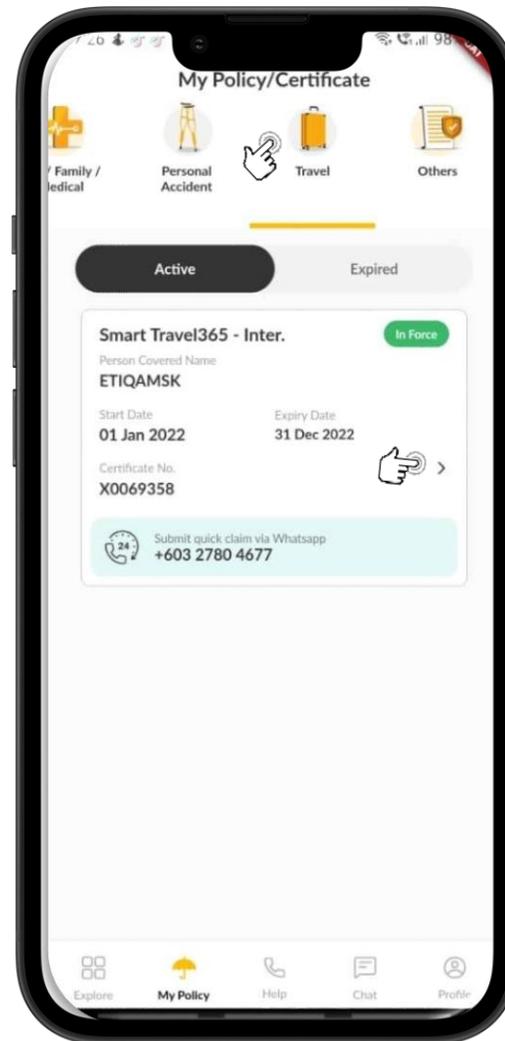
My Policy/Certificate Module

- For those customer who have Personal Accident policy, they may tap on the Personal Accident part and it will show list of your Active or Expired policy there
- You will see the product name, start and expiry date and also your policy number
- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page.



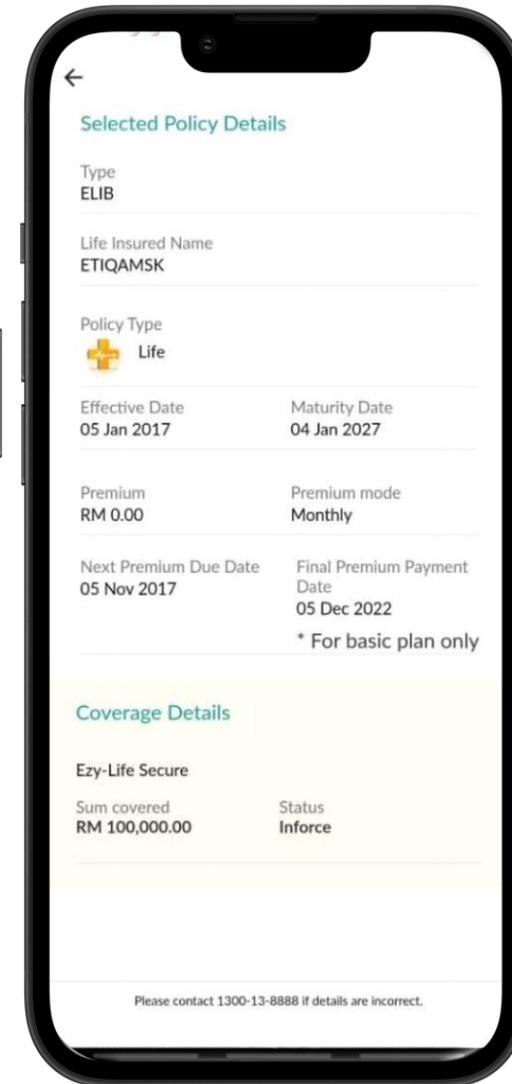
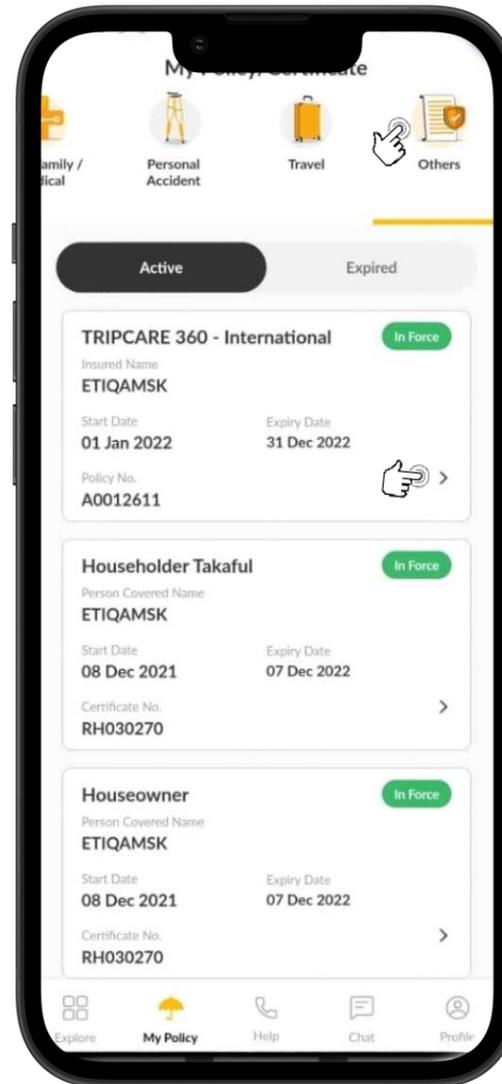
My Policy/Certificate Module

- For those customer who have Travel policy, they may tap on the Travel part and it will show list of your Active or Expired policy there
- You will see the product name, start and expiry date and also your policy number
- Customer also can tap the arrow and it will navigate to your policy details
- Customer able to view your policy details at this page.
- If customer intend to do submission for Travel, they can submit their claim thru Whatsapp as shown in the image.



My Policy/Certificate Module

- For Others policy, they may tap on the Others part and it will show list of your Active or Expired policy there.
- You will see the product name, start and expiry date and also your policy number.
- Customer also can tap the arrow and it will navigate to your policy details.
- Customer able to view your policy details at this page.



eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' in the 'eTiQa+' text.

Drive Less Save More

Activation - Real Time Camera

Introduction

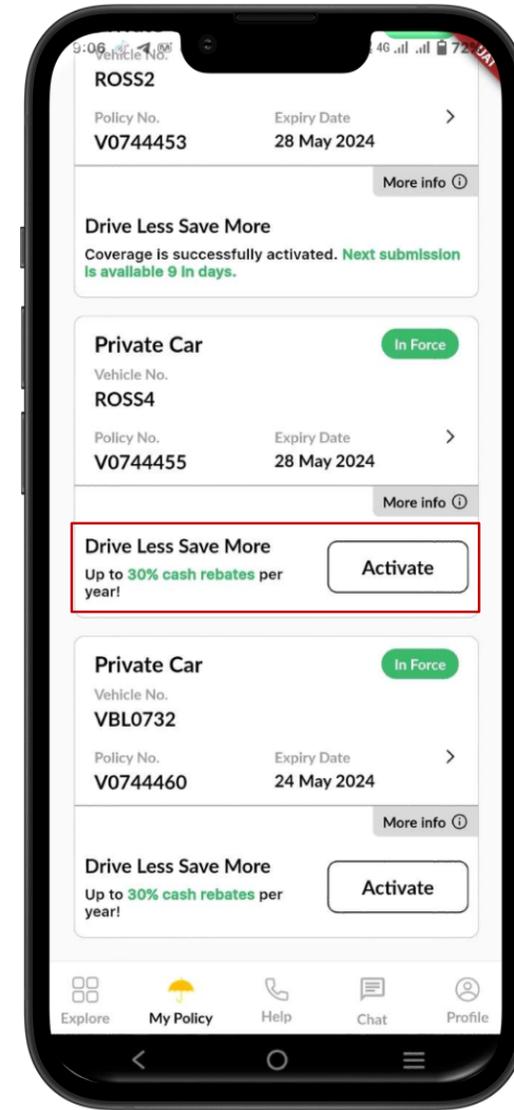
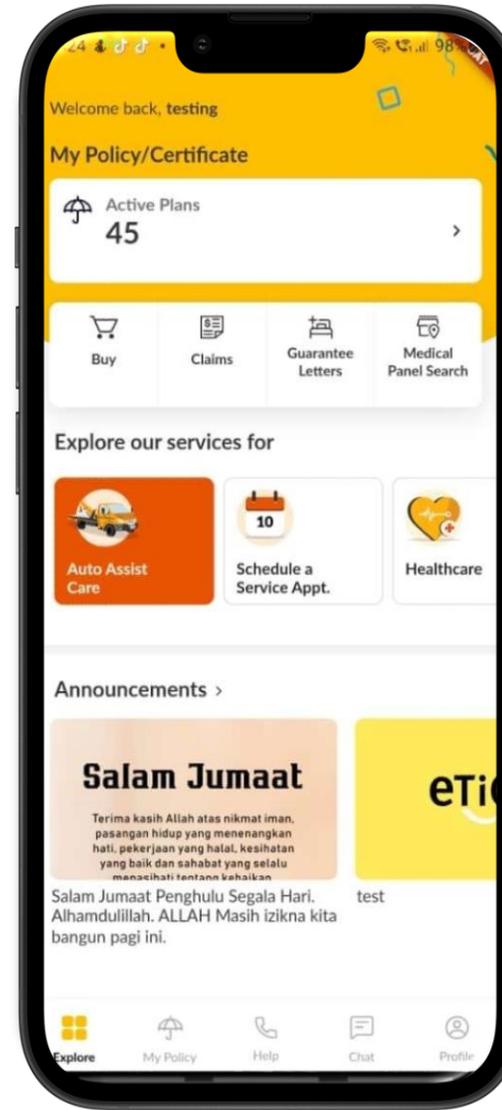
- Drive Less Save More add on is our new add-on benefit to Private Car user that provide support to people who are driving less
- In order to receive the cash rebate, user is encourage to Activate this new benefit and subsequently submit odometer value for next month until nearest expiry of your policy
- Example provided is submission using snap real time picture using camera. You also can subsequently submit your odometer value using this method
- **Below is step on how to Activate your Drive Less Save More benefit via Etiqua+ App using real time camera:**

Step 1

- ❖ Tap 'Active Plans/My Policy' to view your Motor policies with the Drive Less Save More add -on

Step 2

- ❖ Tap 'Activate' to proceed with the activation process



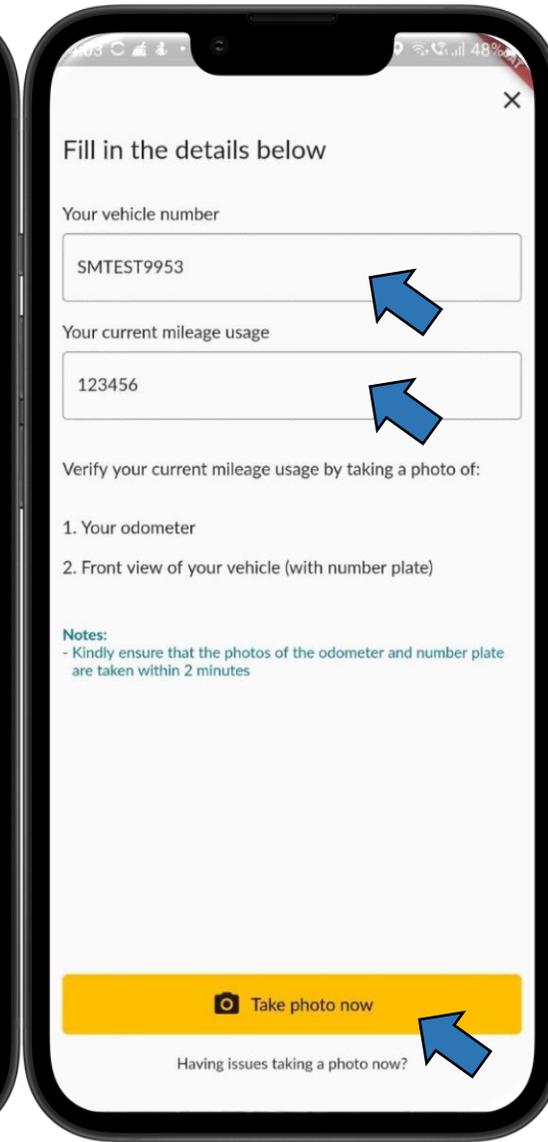
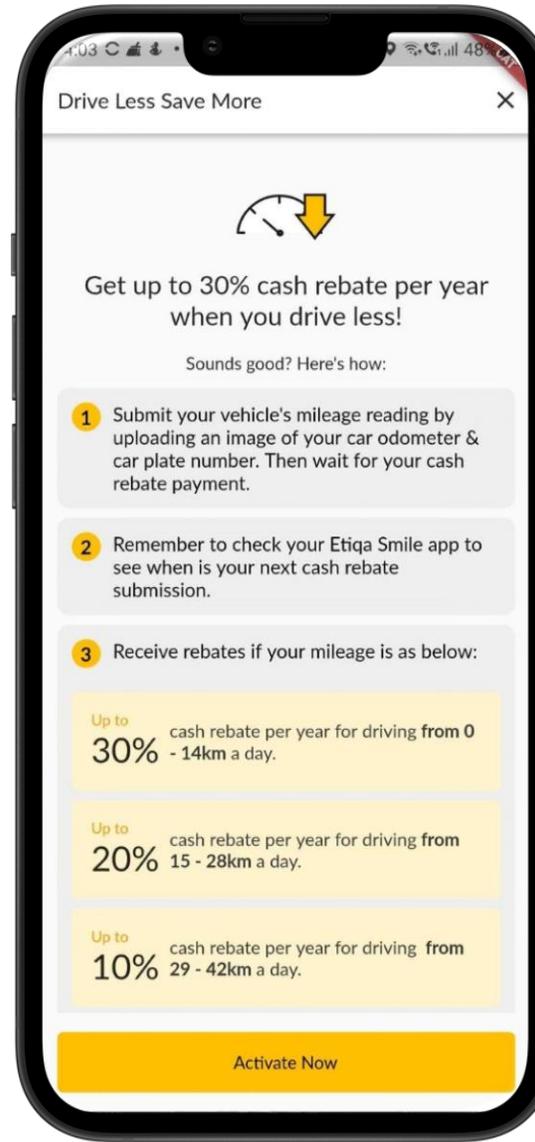
Activation - Real Time Camera

Step 3

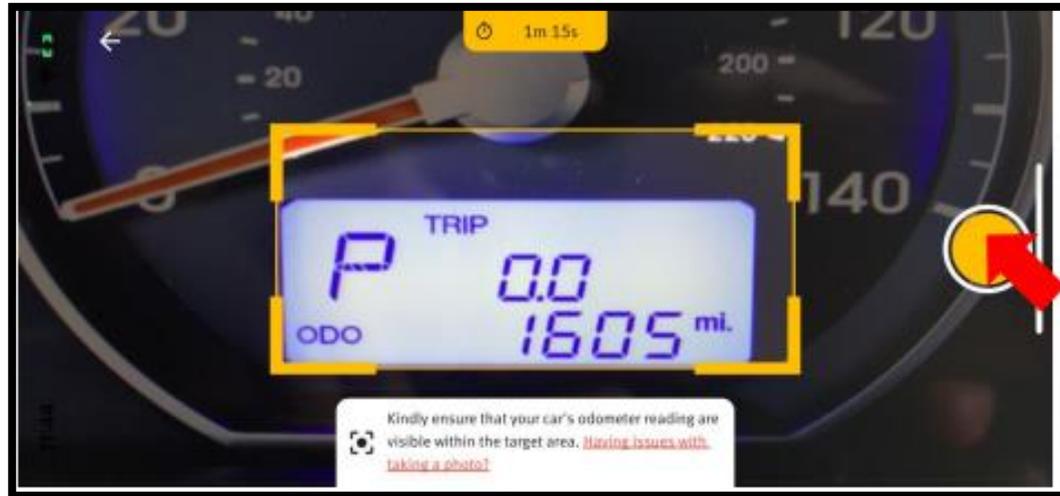
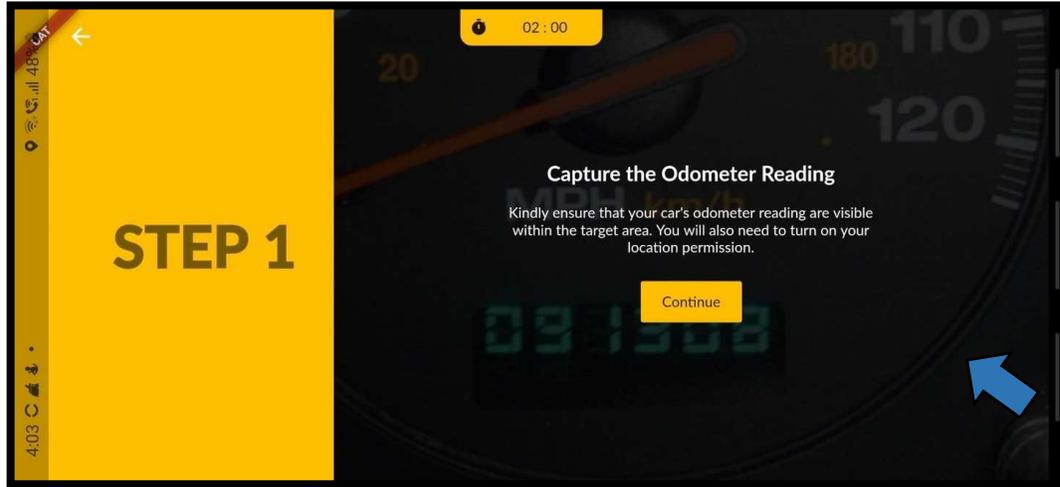
- ❖ Details about the Drive Less Save More add-on will be shown on the screen. Tap **'Activate Now'** to proceed

Step 4

- ❖ Fill in the required information and tap **'Take photo now'** to proceed. Kindly ensure to keyed-in the correct odometer value before proceed to the next step



Activation - Real Time Camera



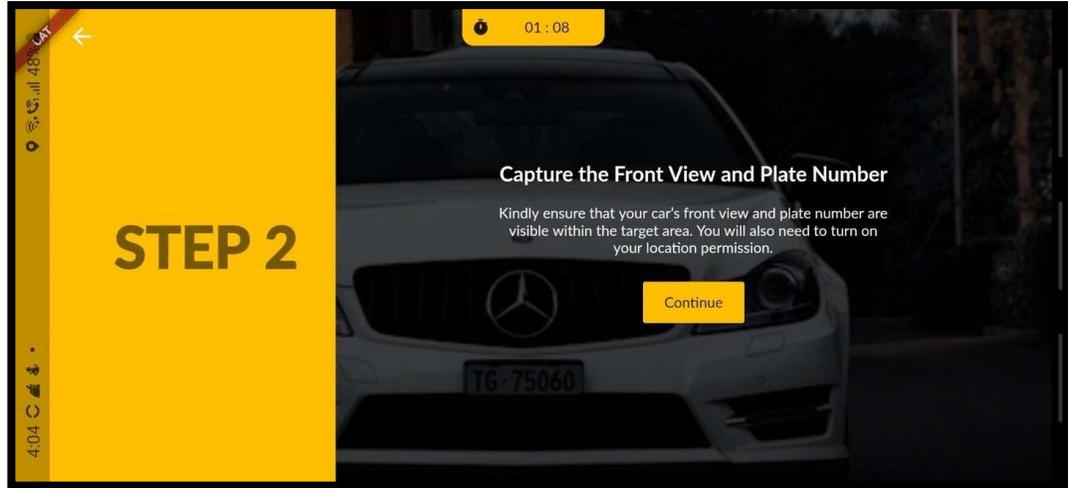
Step 5

- ❖ Instructions on how to take the photo will be shown on the screen. Tap 'Continue' to proceed

Step 6

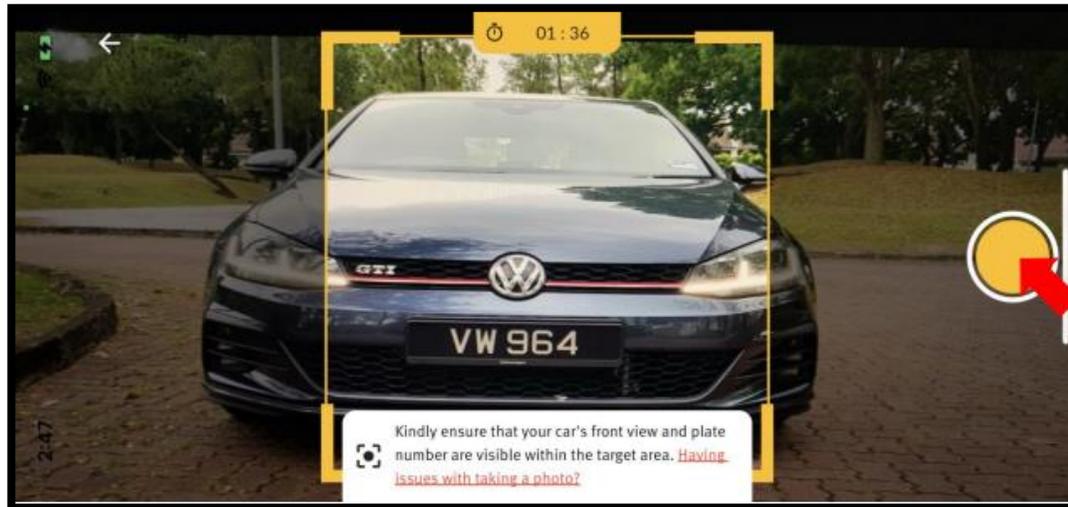
- ❖ Align your camera and tap on the capture button

Activation - Real Time Camera



Step 7

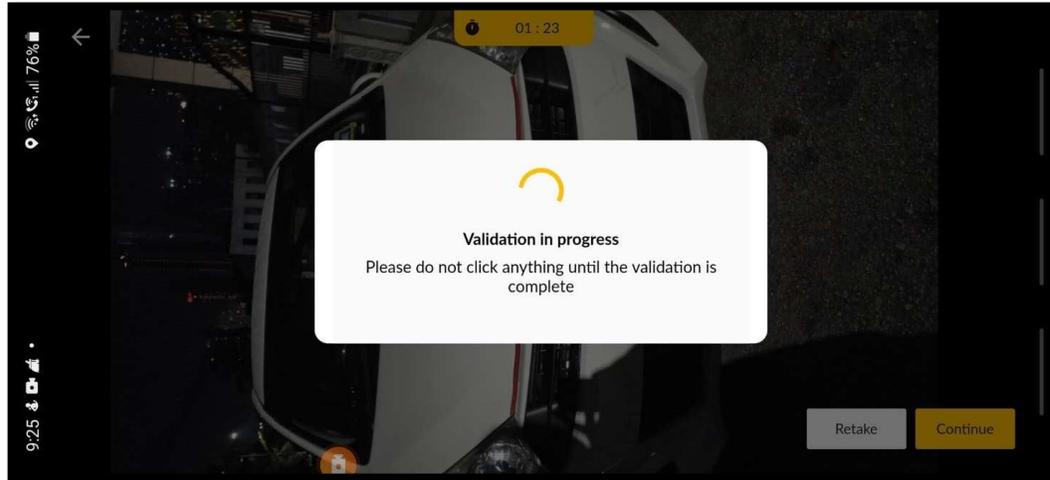
- ❖ Tap 'Continue' to proceed to take a photo of your car's front view and plate number



Step 8

- ❖ Align your camera and tap on the capture button

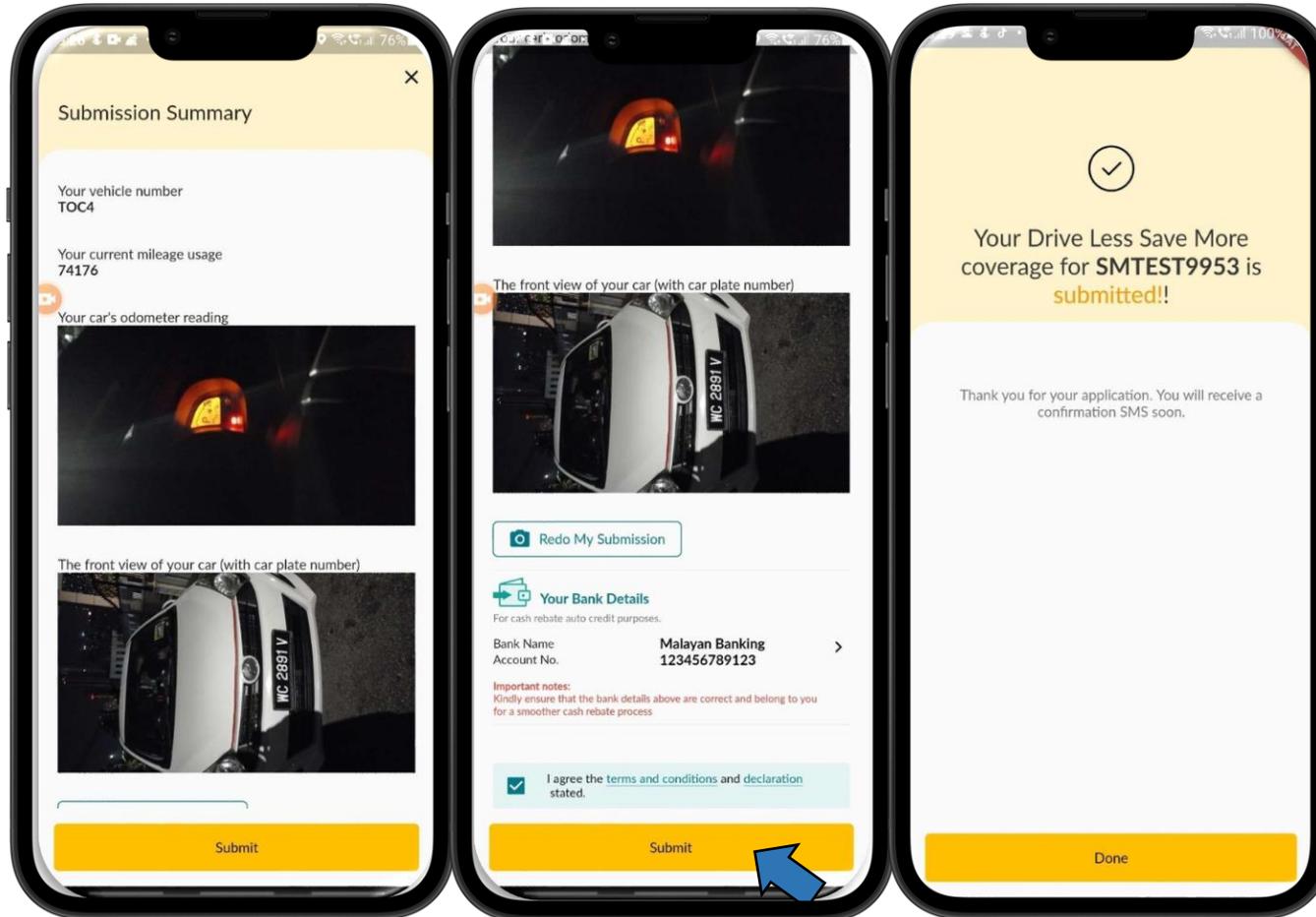
Activation - Real Time Camera



Step 9

- ❖ Validation of the images is in process and you may for a while

Activation - Real Time Camera



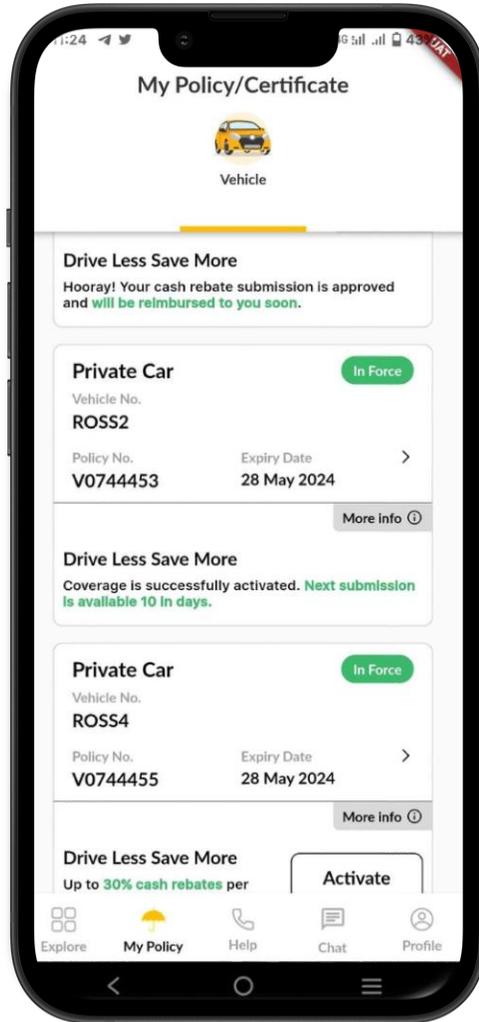
Step 10

- ❖ Review your submission, fill in your bank account details (policy holder) and tap on the agreement checkbox before tapping 'Submit'

Step 11

- ❖ Application complete. Tap 'Done'

Activation - Real Time Camera



Step 12

- ❖ You will see the status of your Activation submission and also the remaining day for upcoming submission

Rebate - Manual Gallery Upload

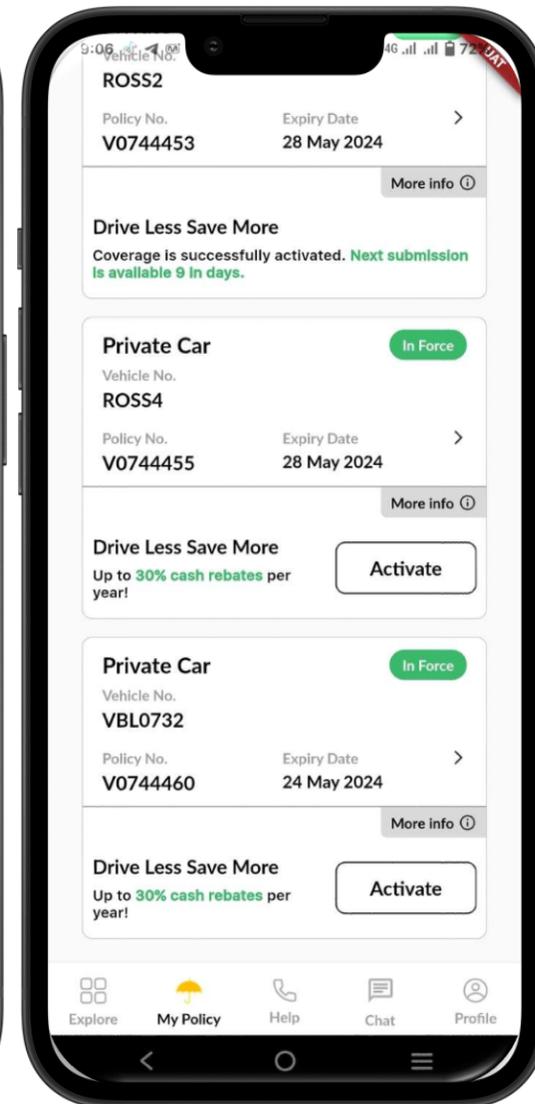
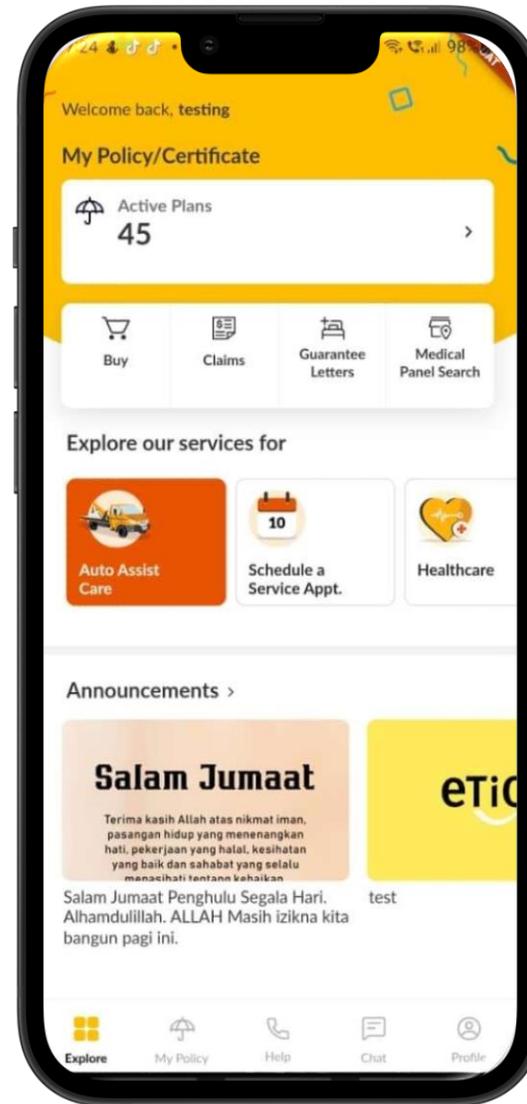
- Example provided is submission using manual picture upload using gallery. You also can subsequently submit your odometer value using this method if you face any difficulties in uploading your photo using real time camera.
- Below is step on how to Submit your Drive Less Save More benefit via Etiqa+ App using manual picture upload thru gallery:

Step 1

- ❖ Tap 'Active Plans/My Policy' to view your Motor policies with the Drive Less Save More add -on

Step 2

- ❖ Navigate on the screen to search for 'Submit Now' button and tapn to proceed with the rebate submission process



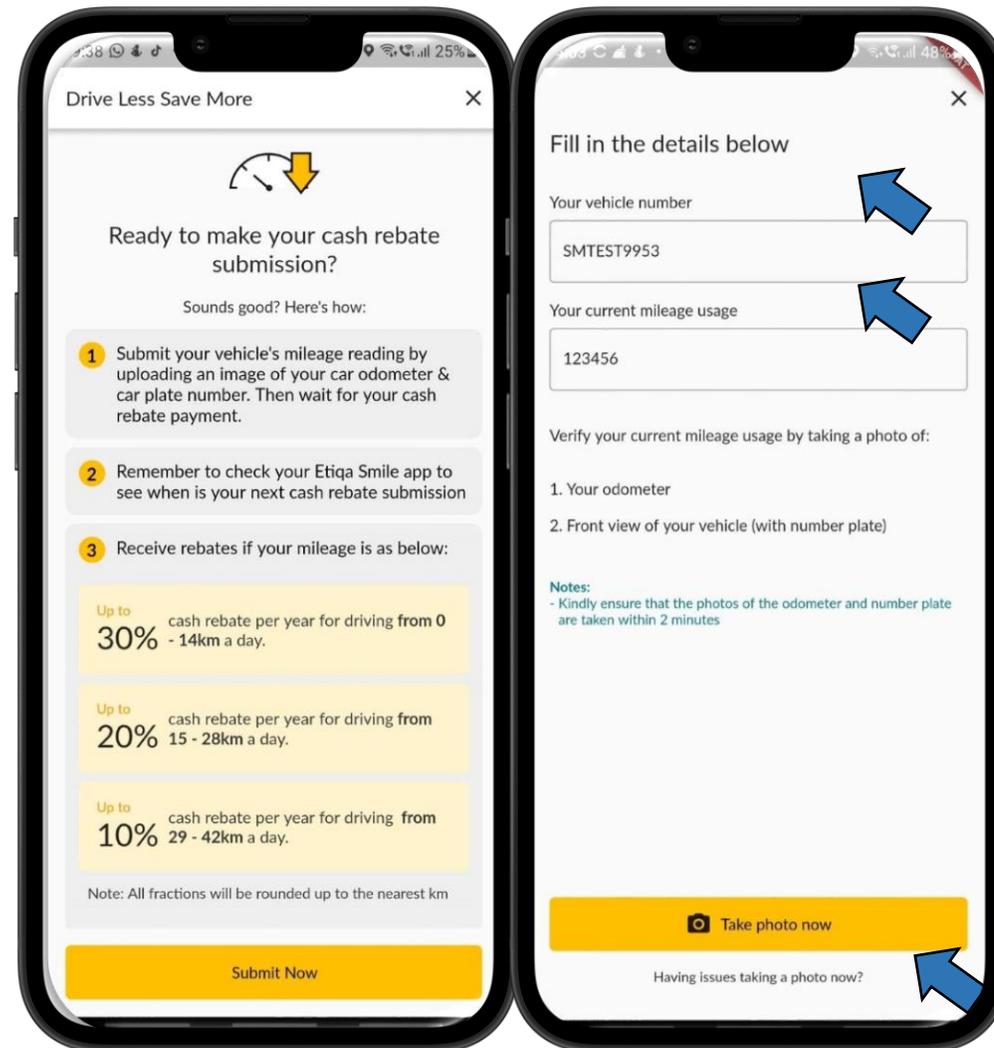
Rebate - Manual Gallery Upload

Step 3

- ❖ Details about the Drive Less Save More add-on will be shown on the screen. Tap **'Submit Now'** to proceed

Step 4

- ❖ Fill in the required information and tap **'Having issues taking a photo now?'**. Kindly ensure to keyed-in the correct odometer value before proceed to the next step



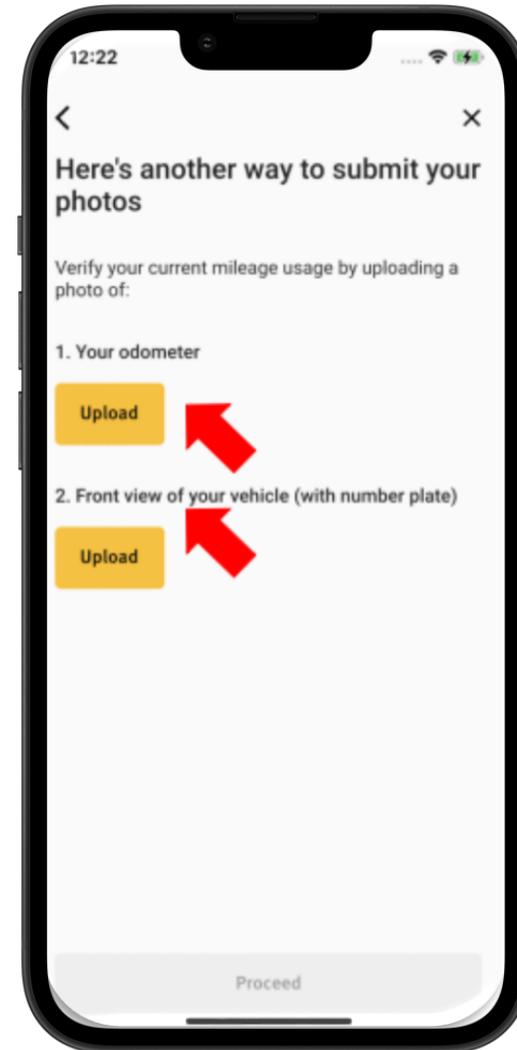
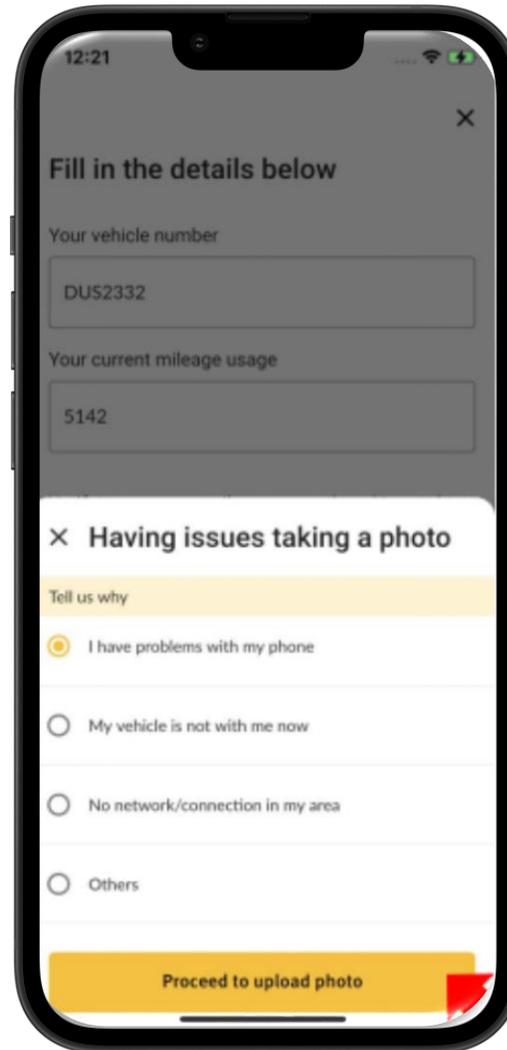
Rebate - Manual Gallery Upload

Step 5

- ❖ Select the relevant issue and tap 'Proceed to upload photo'

Step 6

- ❖ Tap 'Upload'



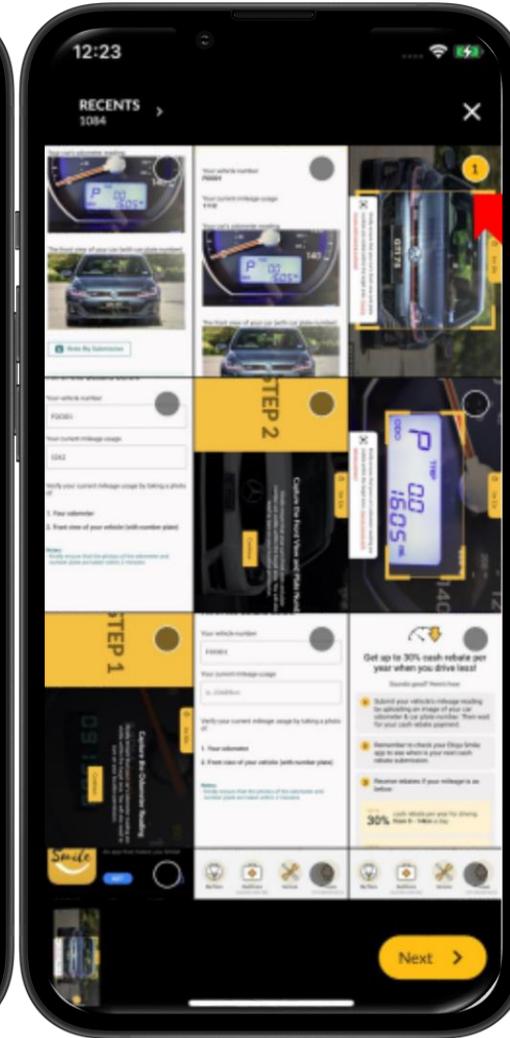
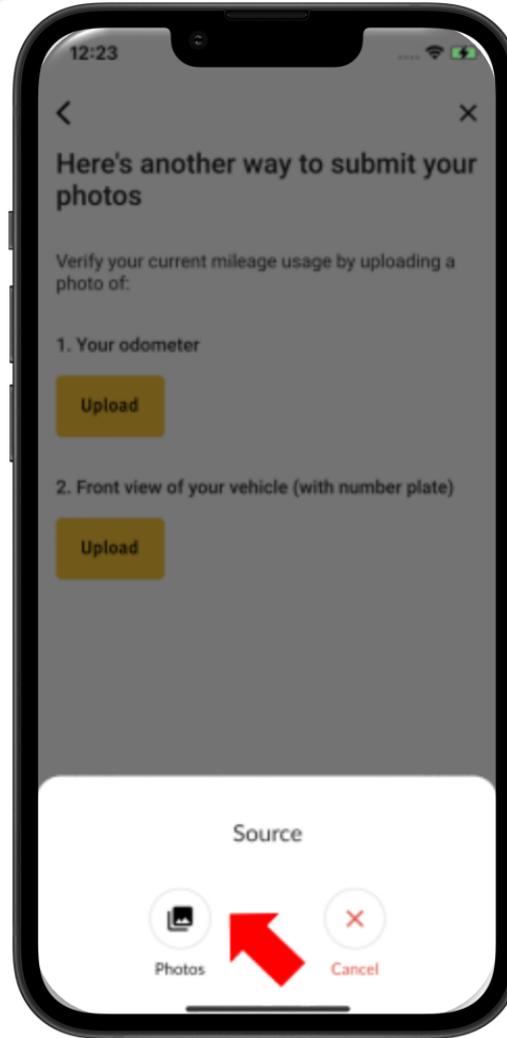
Rebate - Manual Gallery Upload

Step 7

- ❖ Select the source

Step 8

- ❖ Select the relevant photo(s) and tap 'Next' to proceed



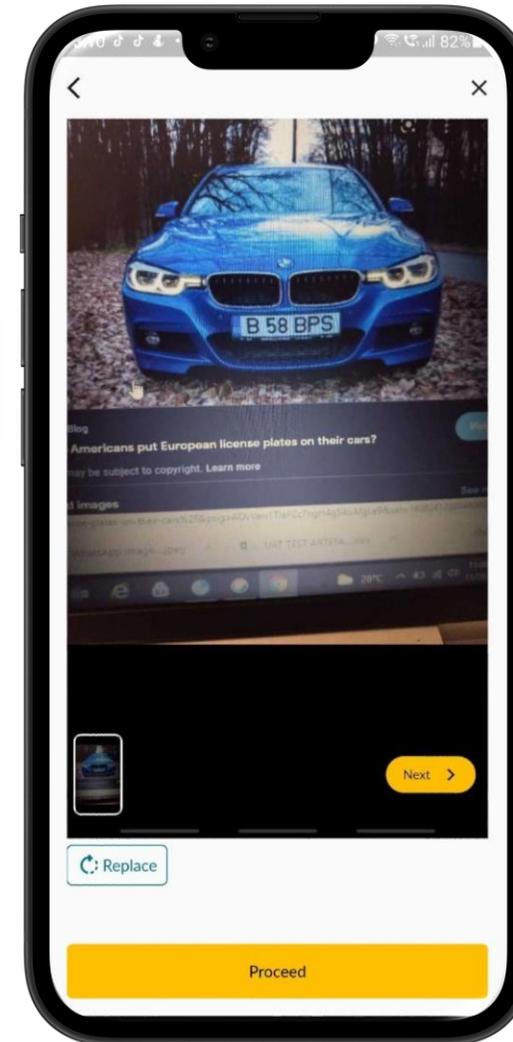
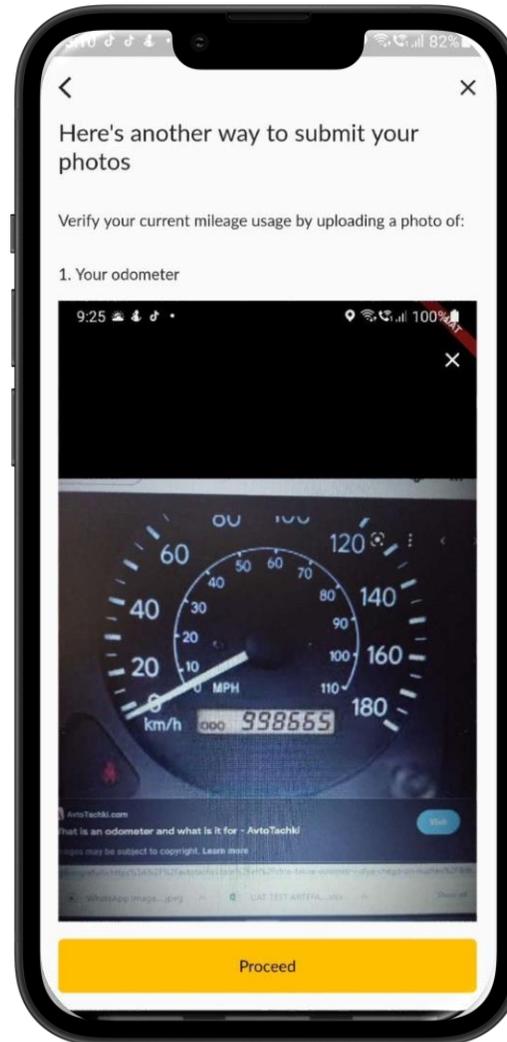
Rebate - Manual Gallery Upload

Step 7

- ❖ Upload your odometer image using gallery and tap 'Proceed' to upload next image

Step 8

- ❖ Upload your front car plate image using gallery and tap on 'Proceed'



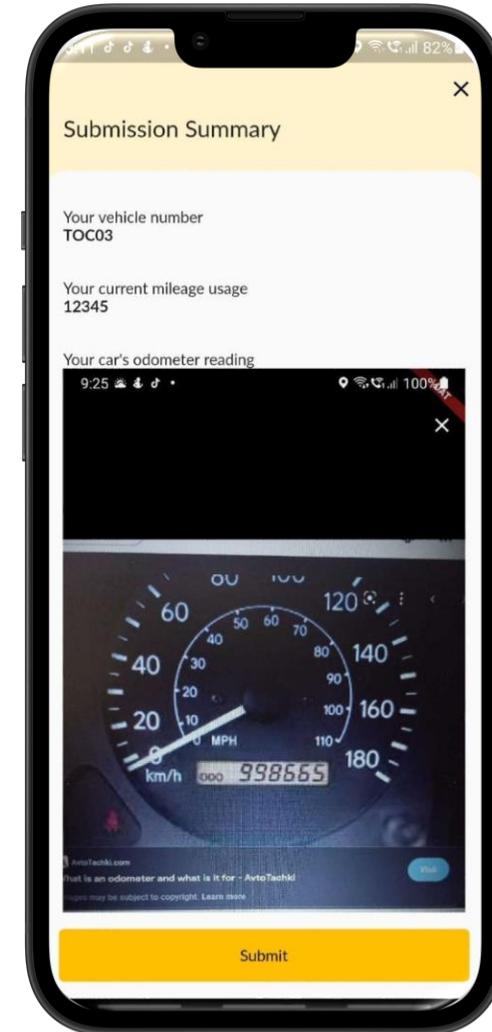
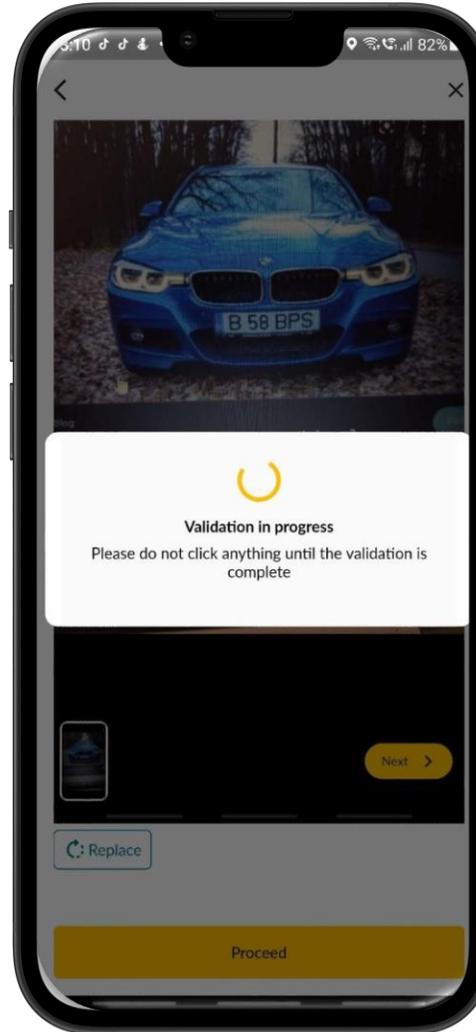
Rebate - Manual Gallery Upload

Step 7

- ❖ Validation of the images is in process and you may wait for a while

Step 8

- ❖ Review your submission and tap on the agreement checkbox before tapping 'Submit'



Rebate - Manual Gallery Upload

Step 10

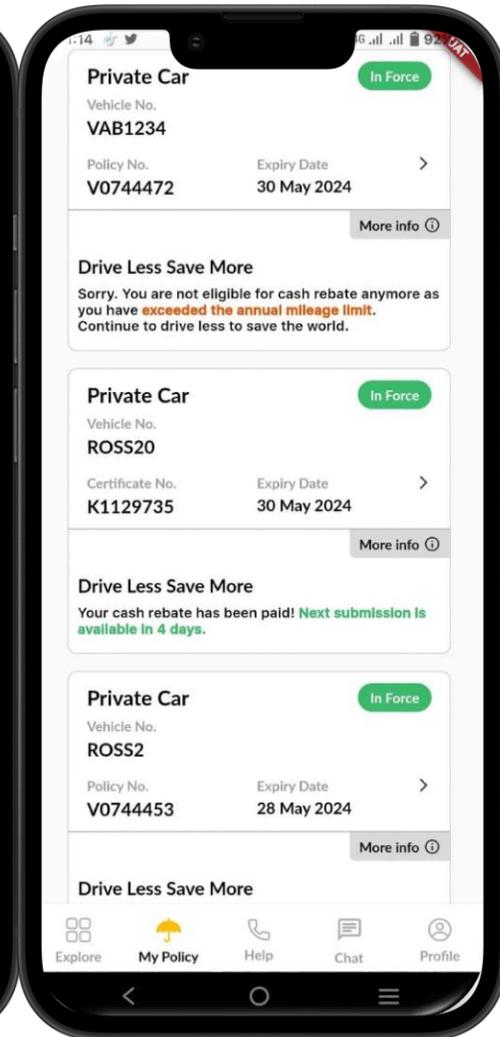
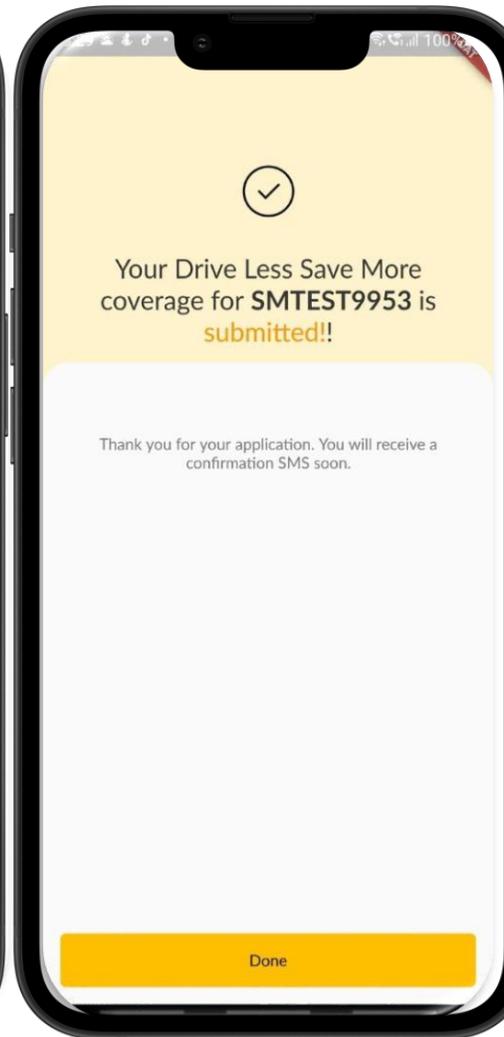
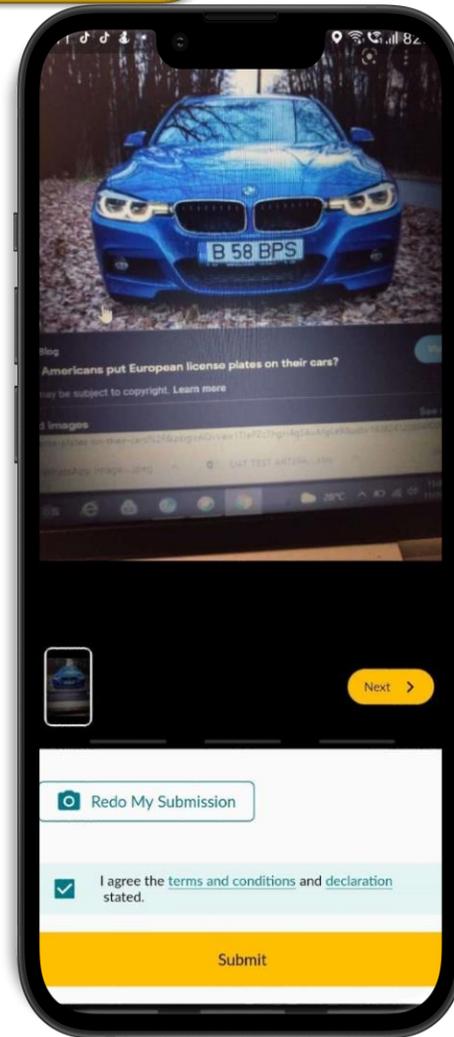
- ❖ Review your submission and tap on the agreement checkbox before tapping 'Submit'

Step 11

- ❖ Application complete. Tap 'Done'

Step 12

- ❖ You will see the rebate status either your rebate is successful or not



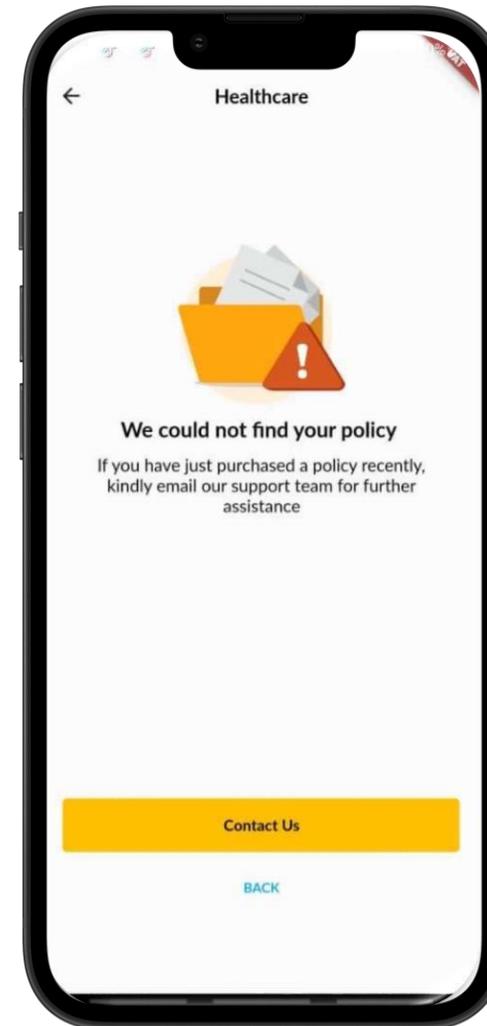
eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' of the 'eTiQa+' text.

Healthcare Module

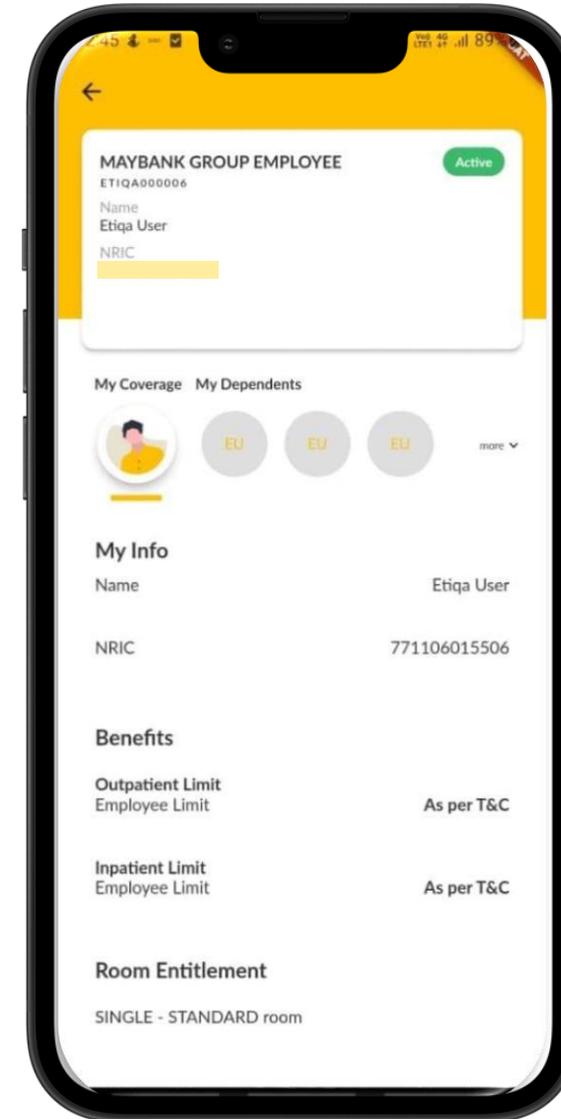
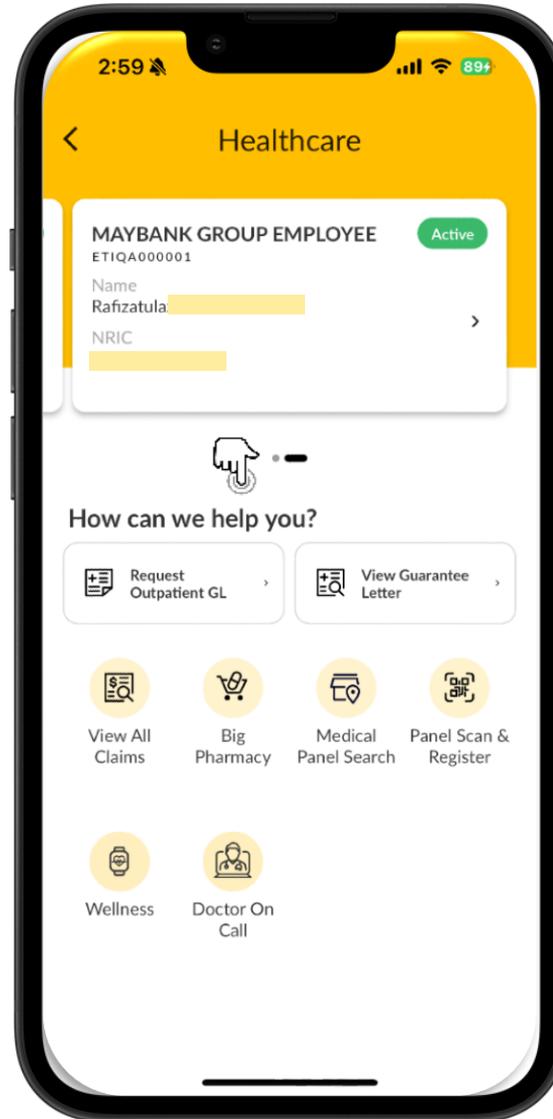
Step 1

- Access the **Healthcare Module** if you intend to view your Healthcare policy.
- If you do not have any **Group Life/Group Family Takaful policy with Etiqa** or are not **Maybank or Etiqa staff**, you will encounter the message: "**We could not find your policy.**"
- Aside from that, if you have keyed in the wrong NRIC or passport number, you may be unable to view the policy in the Healthcare module too.
- You may sent an email to etiqa.support@etiqa.com.my for their further assistance and checking



Step 2

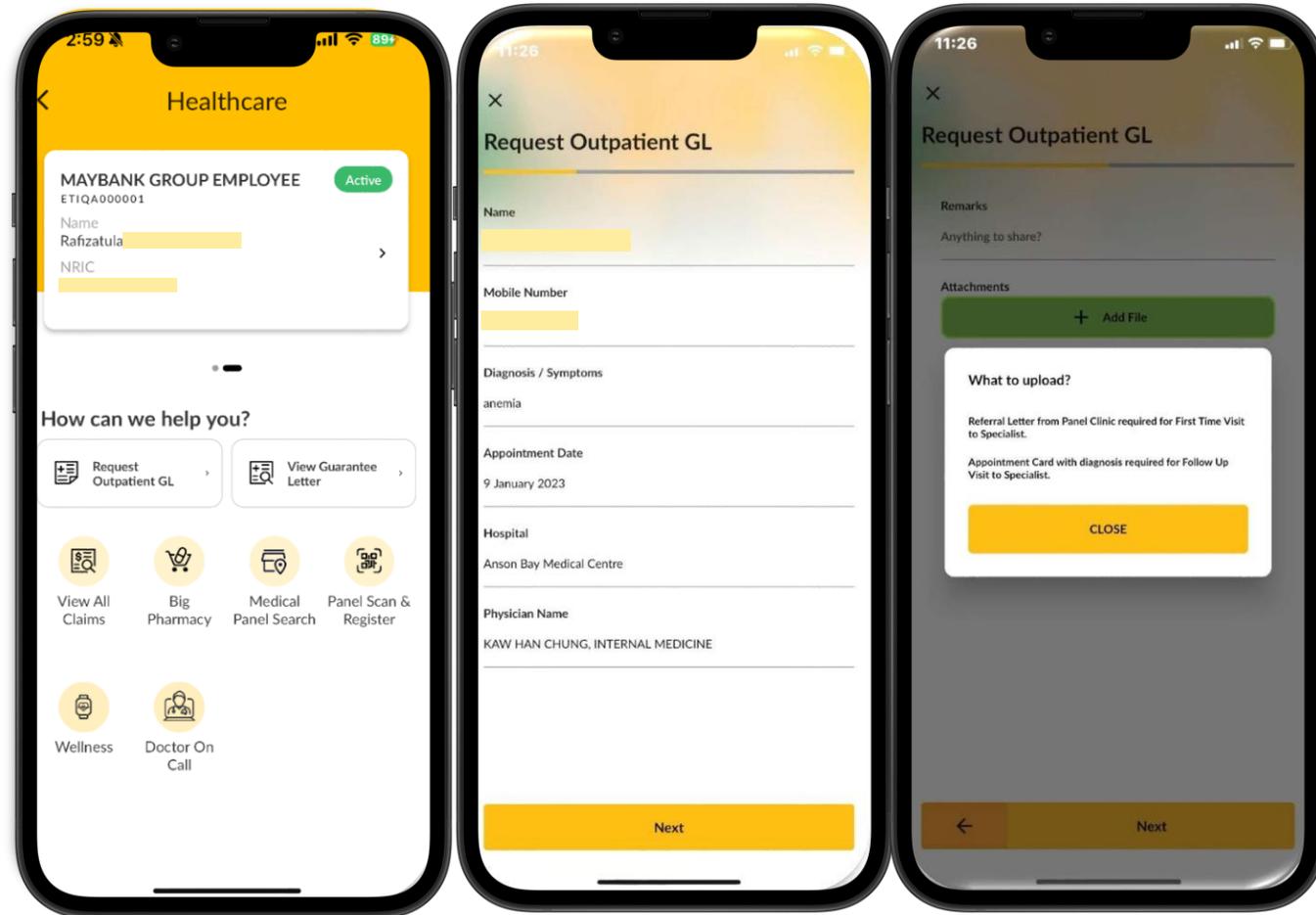
- You will see your policy details in the healthcare module.
- E.g., The image shown is coverage for Maybank Group employees.
- To navigate further, you may tap on the arrow, and it will show your coverage details and your dependent.
- In this module, you will learn about various services that you can use, such as Request Outpatient GL, View Guarantee Letter, View All Claims, Big Pharmacy, Medical Panel Search, Panel Scan & Register, Wellness, Doctor On Call, and the Hospital Admission Guide.



1. Request Outpatient GL

Below are steps on how to Request Outpatient GL through the Etiqa+ App:

- Tap on Request Outpatient GL
- Fill in all the required details, which are Diagnosis/Symptom, hospital, and Physician name, and click Next.
- Upload required Referral letter, fill in any remarks, if any, and click Next.

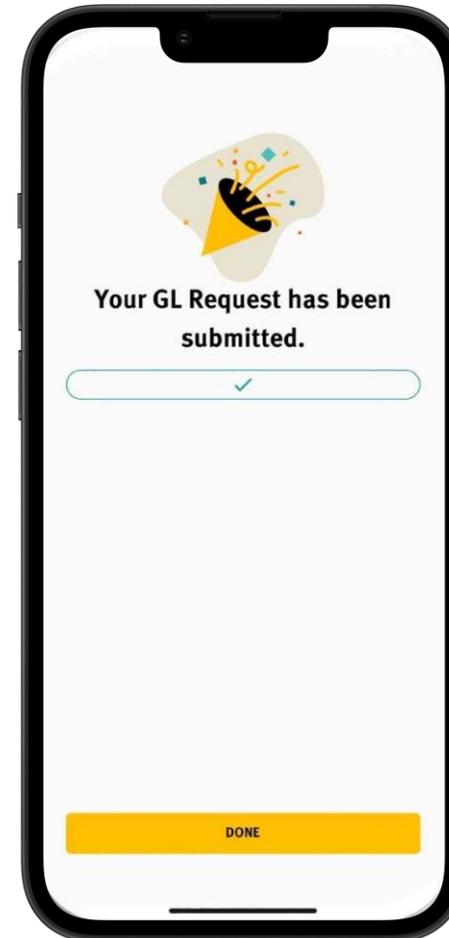


1. Request Outpatient GL

Below is step on how to Request Outpatient GL thru Etiqa+ App

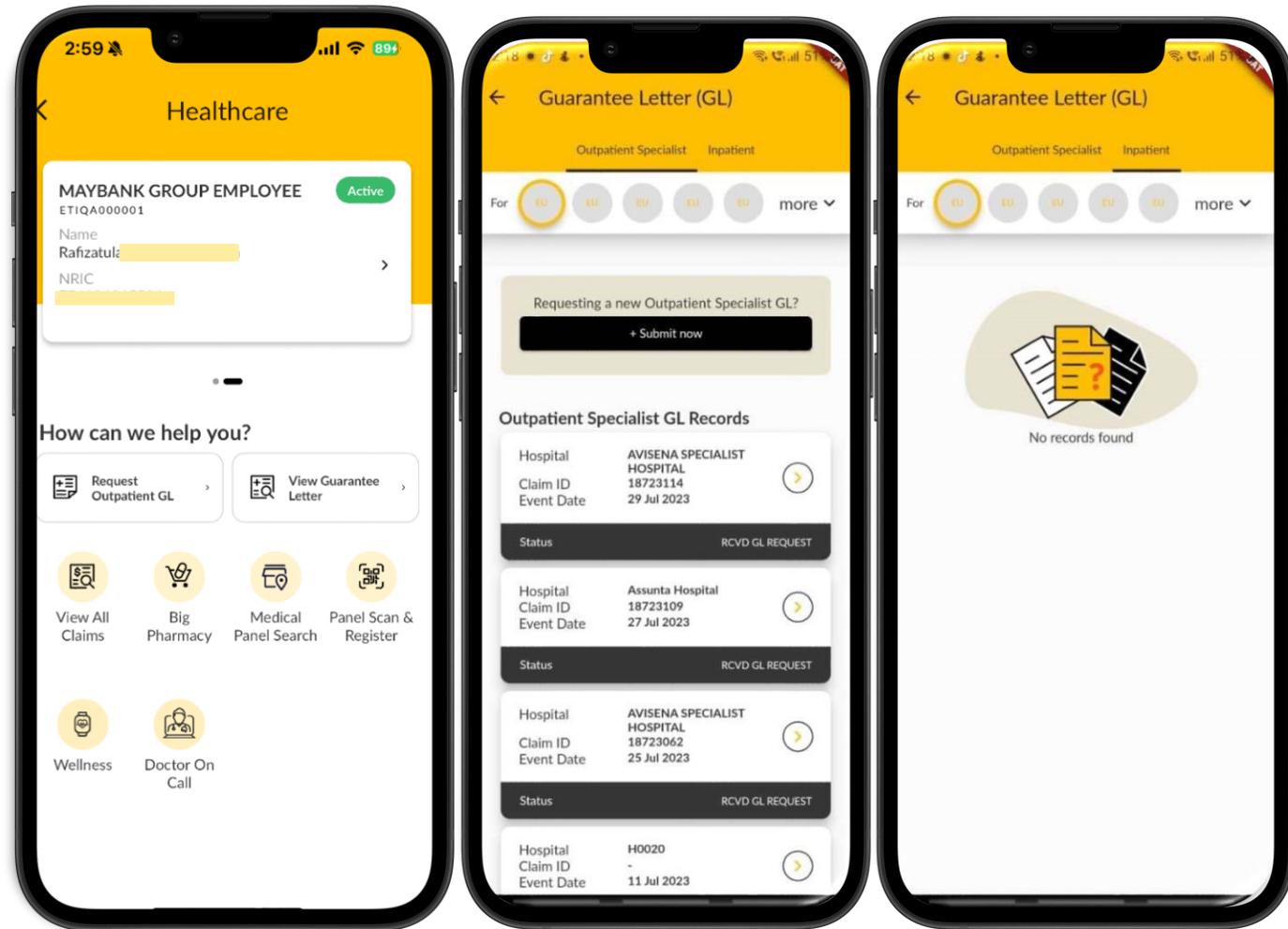
- Review and verify information provided is correctly keyed-in and click Submit
- You may tap on “<-” if you wish to amend your details
- Popup screen will appear indicate that “Your GL Request has been submitted”

The screenshot shows the 'Request Outpatient GL' form in the Etiqa+ app. The form is titled 'Request Outpatient GL' and has a close button (X) at the top left. It is divided into two main sections: 'BASIC INFORMATION' and 'OTHERS & ATTACHMENT'. Under 'BASIC INFORMATION', there are fields for Name, Mobile Number, Appointment Date (09 Jan 2023), Hospital (Anson Bay Medical Centre), Physician Name (KAW HAN CHUNG, INTERNAL MEDICINE), and Diagnosis / Symptoms (anemia). Under 'OTHERS & ATTACHMENT', there is a field for Remarks (testing) and an Attachments section. At the bottom of the form, there is a yellow 'Submit' button and a back arrow button.



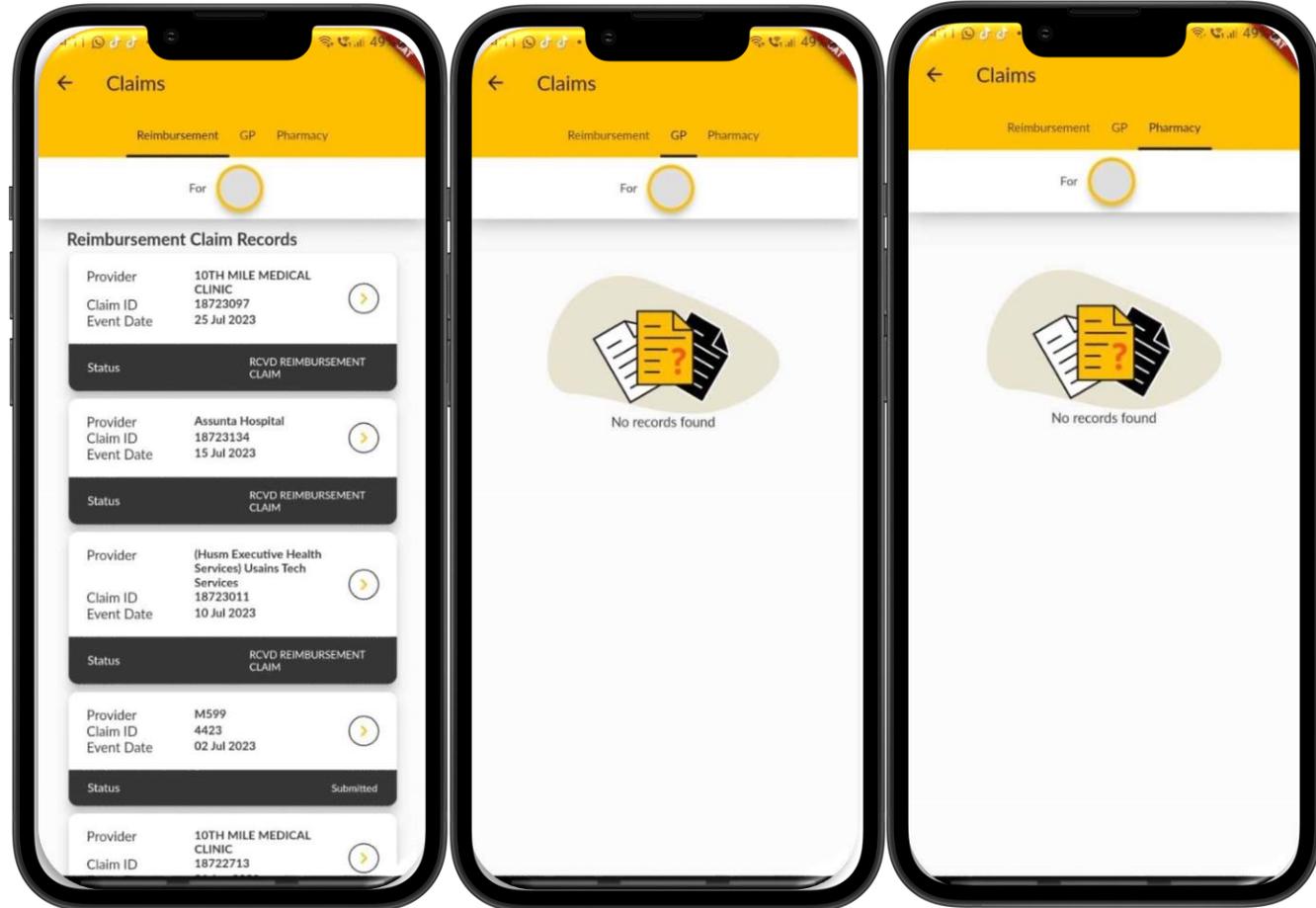
2. View GL Status

- You can view the submitted GL either Outpatient/Inpatient by tap on View Guarantee Letter button and it will directed you to the Guarantee Letter page
- If you intend to view Outpatient Specialist, may tap on it and your current and previous GL will be shown there.
- If your GL is related to your dependent, you may tap any name at the above of the page
- If you intend to view Inpatient GL, may tap on it and your current and previous GL will be shown there.



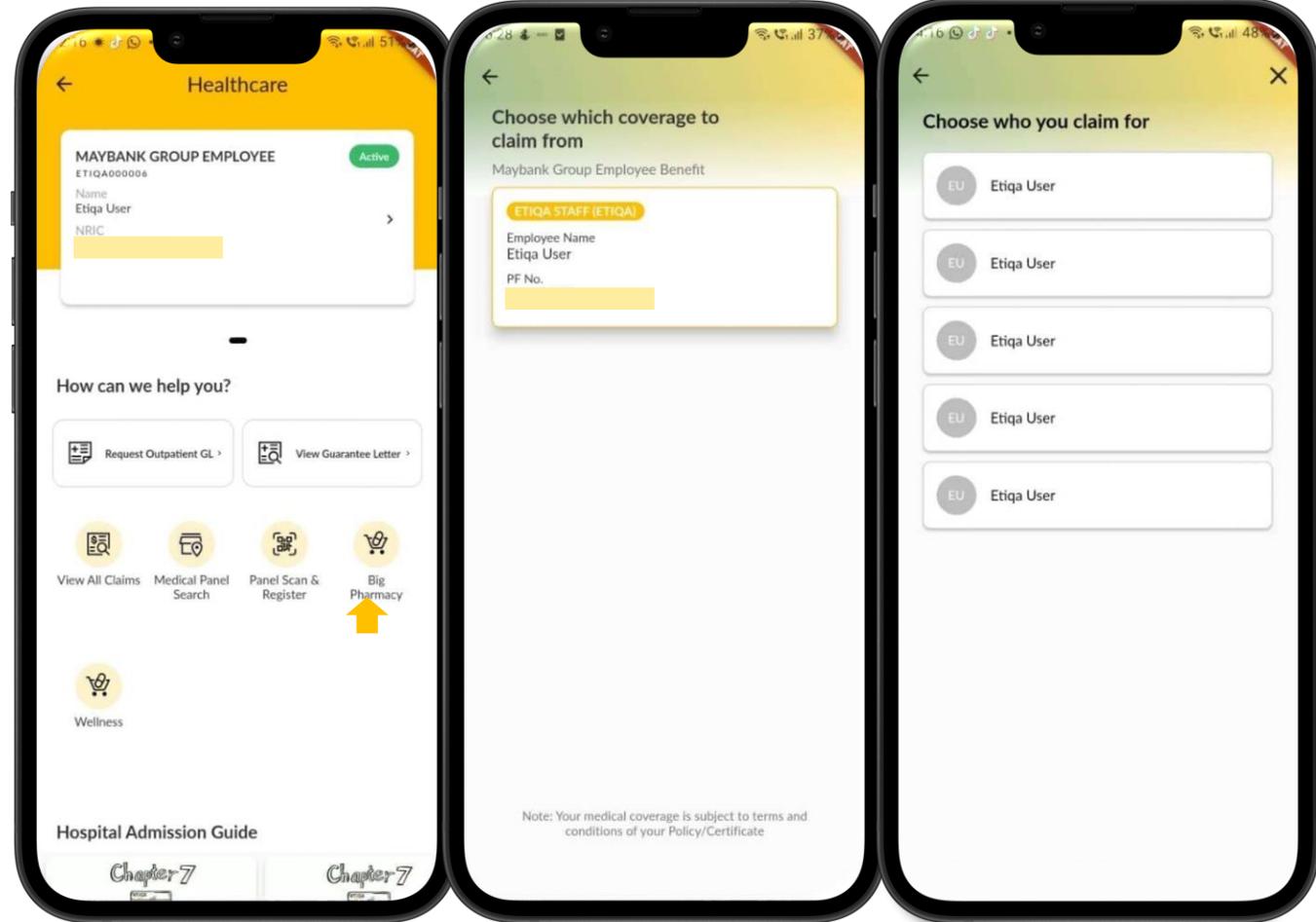
3. View Claims

- You may view the submitted claims either under Reimbursement, GP or Pharmacy
- It will show the event date and also status of the claim



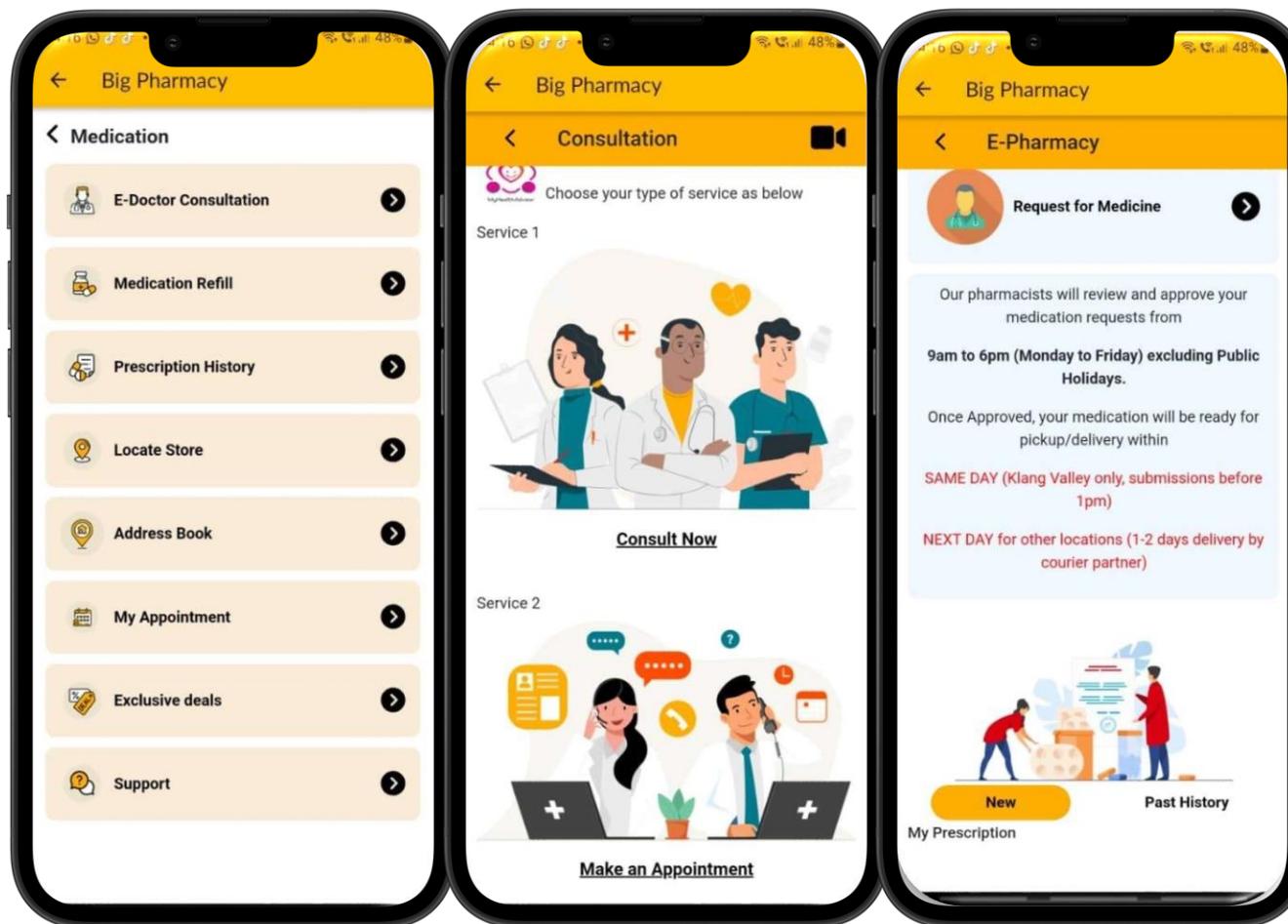
4. Big Pharmacy

- If you are Maybank/Etiqa staff or a group policy holder, you are able to use the "Big Pharmacy" module.
- You may tap on the icon, and it will direct you to the next page that shows the user's details.
- You may choose which coverage to claim by tapping on the box as shown in the image.
- It will bring you to the selected person you can claim for, and you may choose whom you want to claim for.



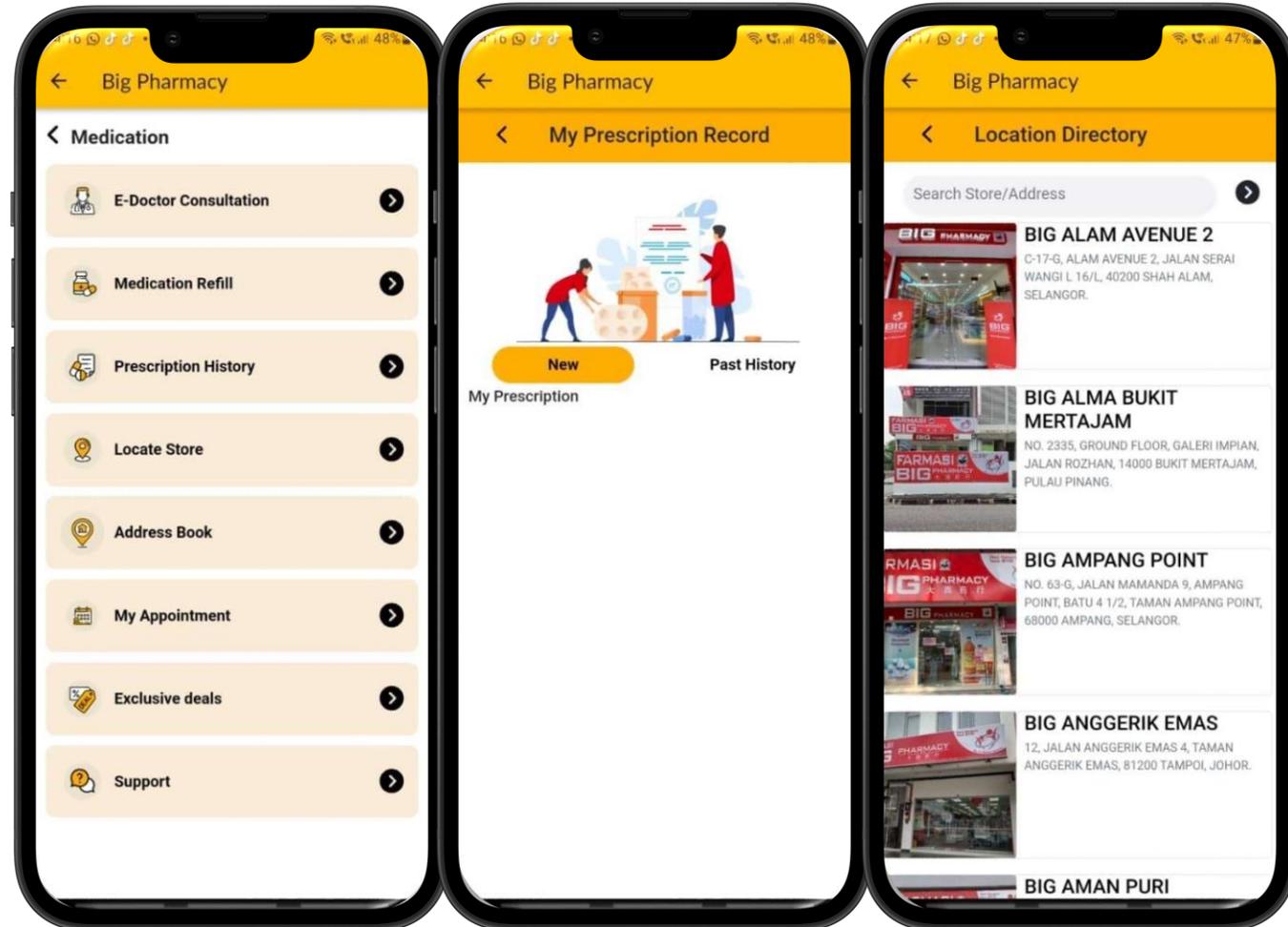
4. Big Pharmacy

- In the Big Pharmacy module, there are several types of services that you can use.
- E.g., You can have an e-Doctor Consultation, which is an online consultation with a doctor regarding your illness.
- You can also make an appointment to consult with the doctor.
- Aside from that, you can also refill your medication under this module.
- The pharmacists will review and approve your medication request first, and after that, you will be able to choose delivery or pickup for your medication refill.



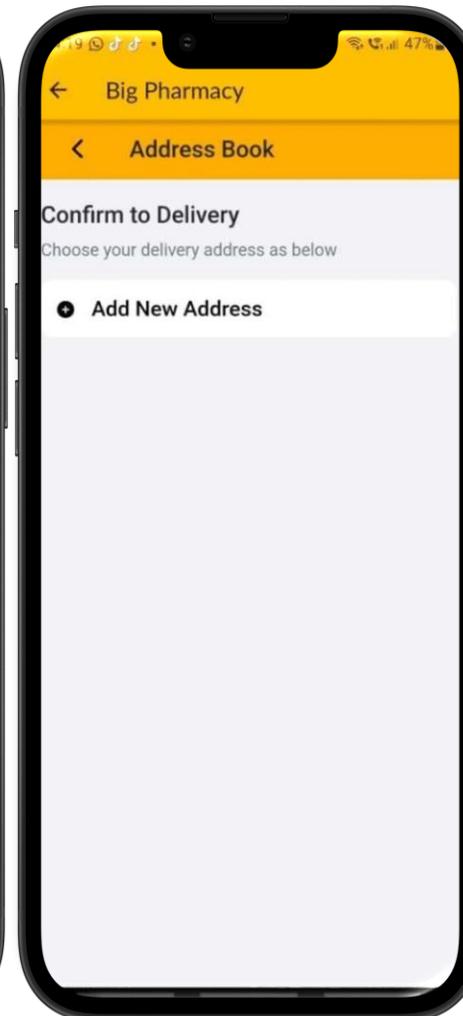
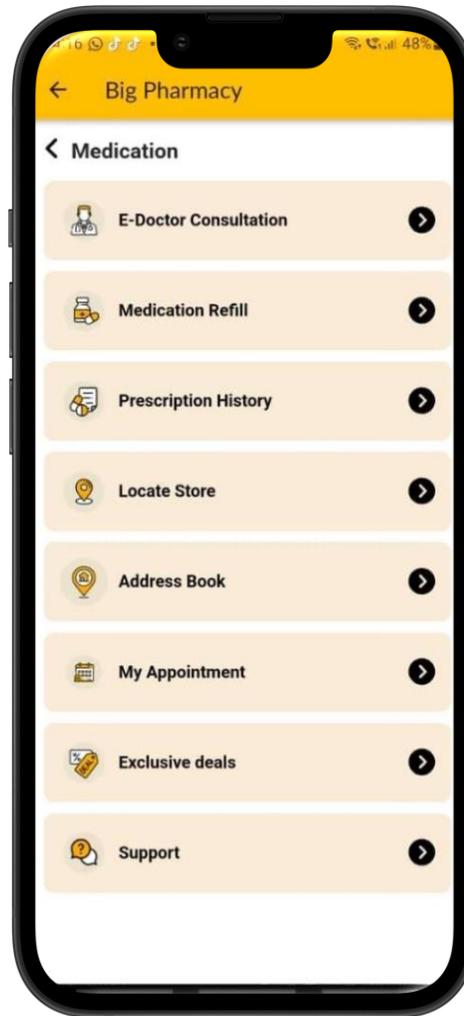
4. Big Pharmacy

- The next service in this module is Prescription History, where you are able to see your previous prescription and latest prescription.
- This prescription has been consulted by your online doctor upon your E-Doctor Consultation.
- Aside from that, you are also able to view available Big Pharmacy stores by tapping on "Locate Store," which will show you several stores that they have.



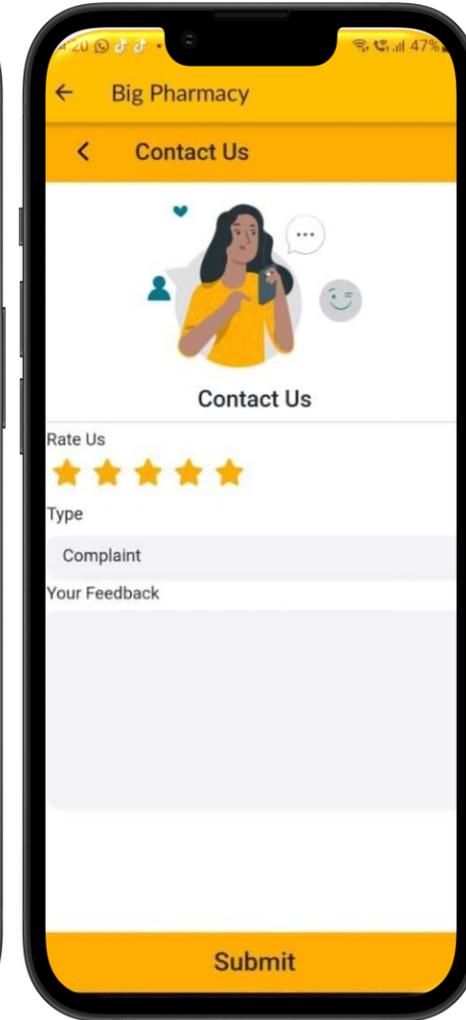
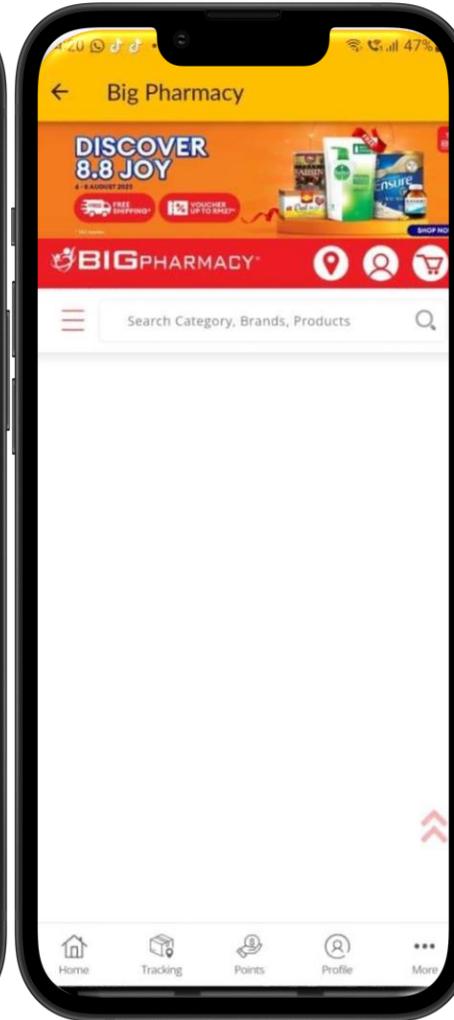
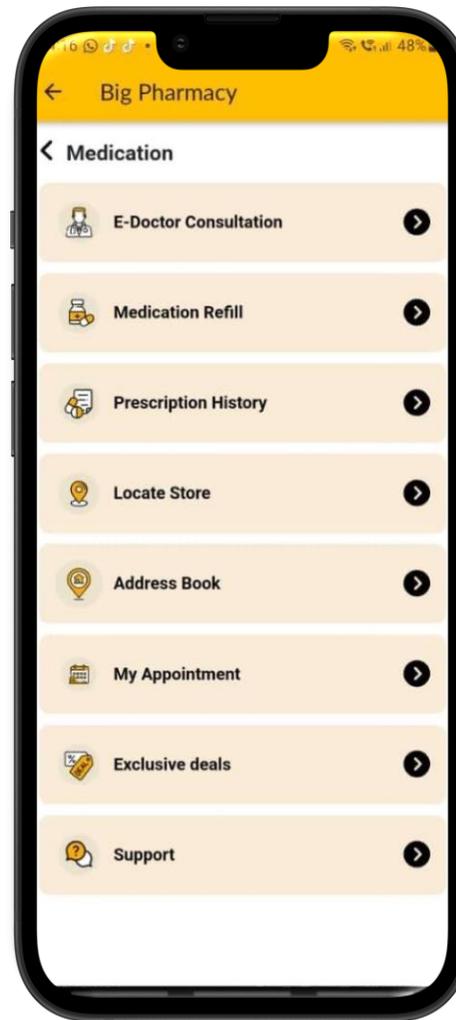
4. Big Pharmacy

- The next service in this module is Address Book, where you can add your new address or confirm your address for them to deliver your medication.
- Next, on the Appointment page, you can view any of your upcoming appointments.



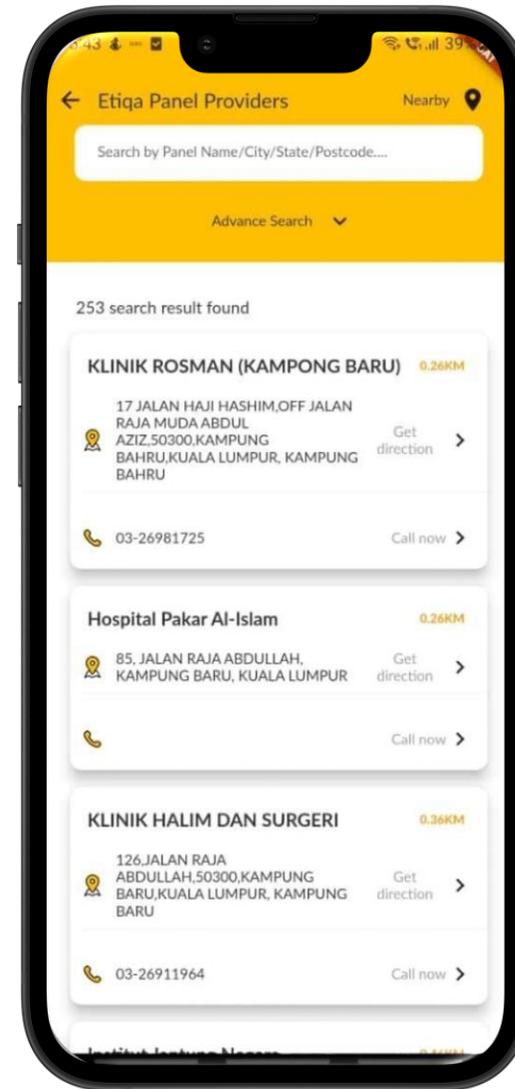
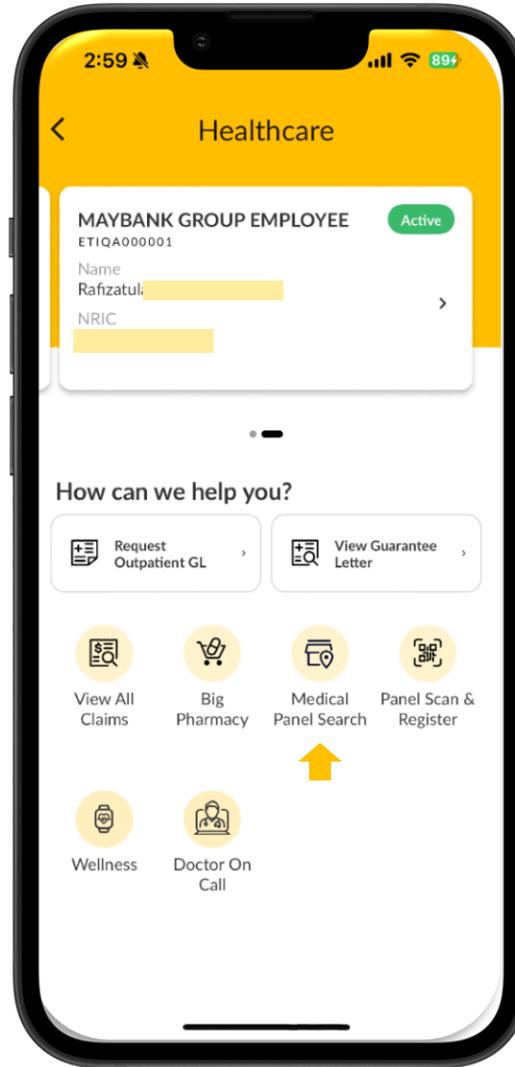
4. Big Pharmacy

- The next service is Exclusive Deals, where you can view any deals on the Big Pharmacy website.
- You can choose the product you want and buy it through this website.
- The last one is for Big Pharmacy support.
- If you have any inquiries or issues, you may liaise with the Support team directly.
- You can also give your rating pertaining to their service towards you.



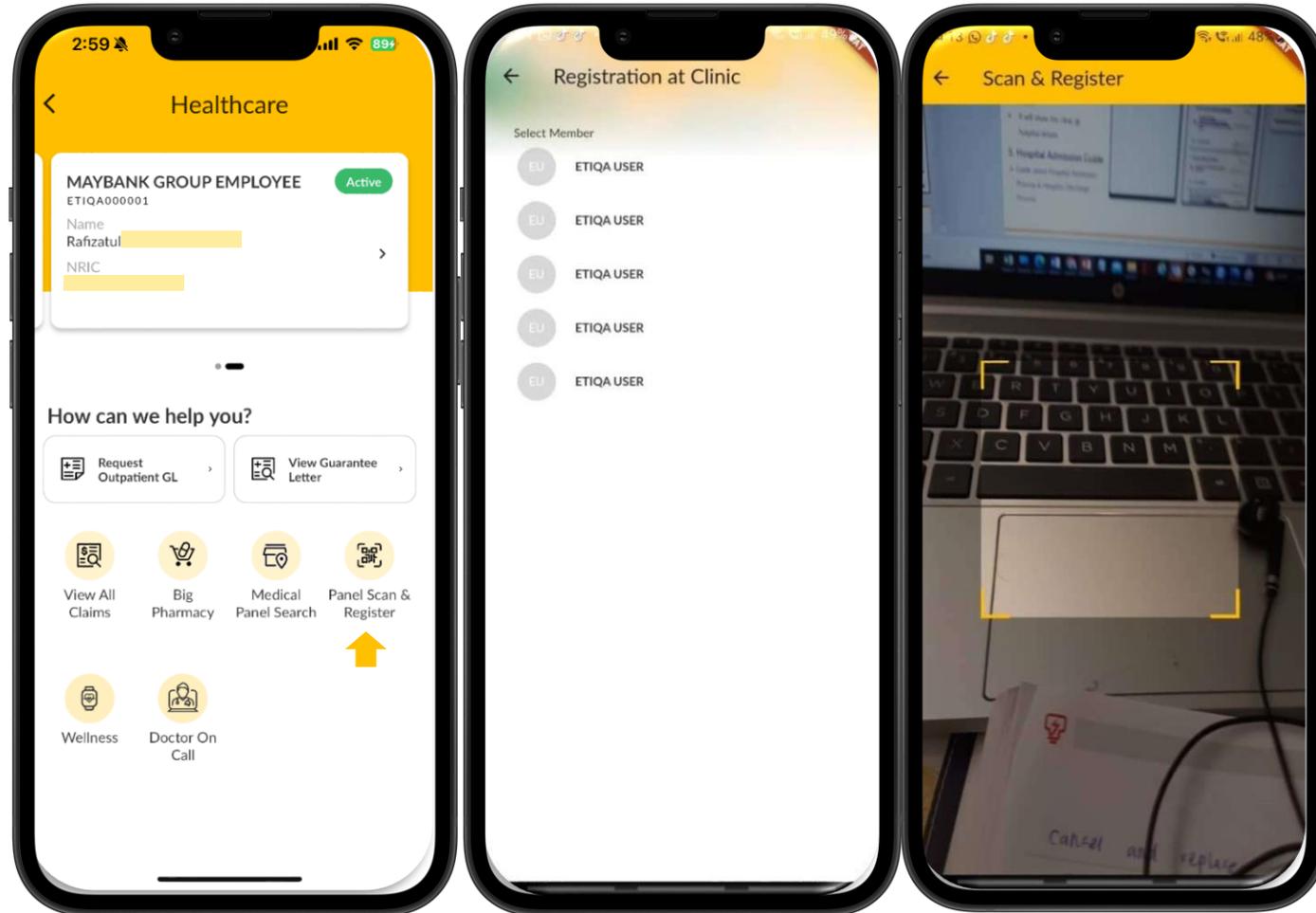
5. Medical Panel Search

- You may search for any nearest panel providers by turning on your location.
- It will show the clinic and hospital details.



6. Panel Scan & Register

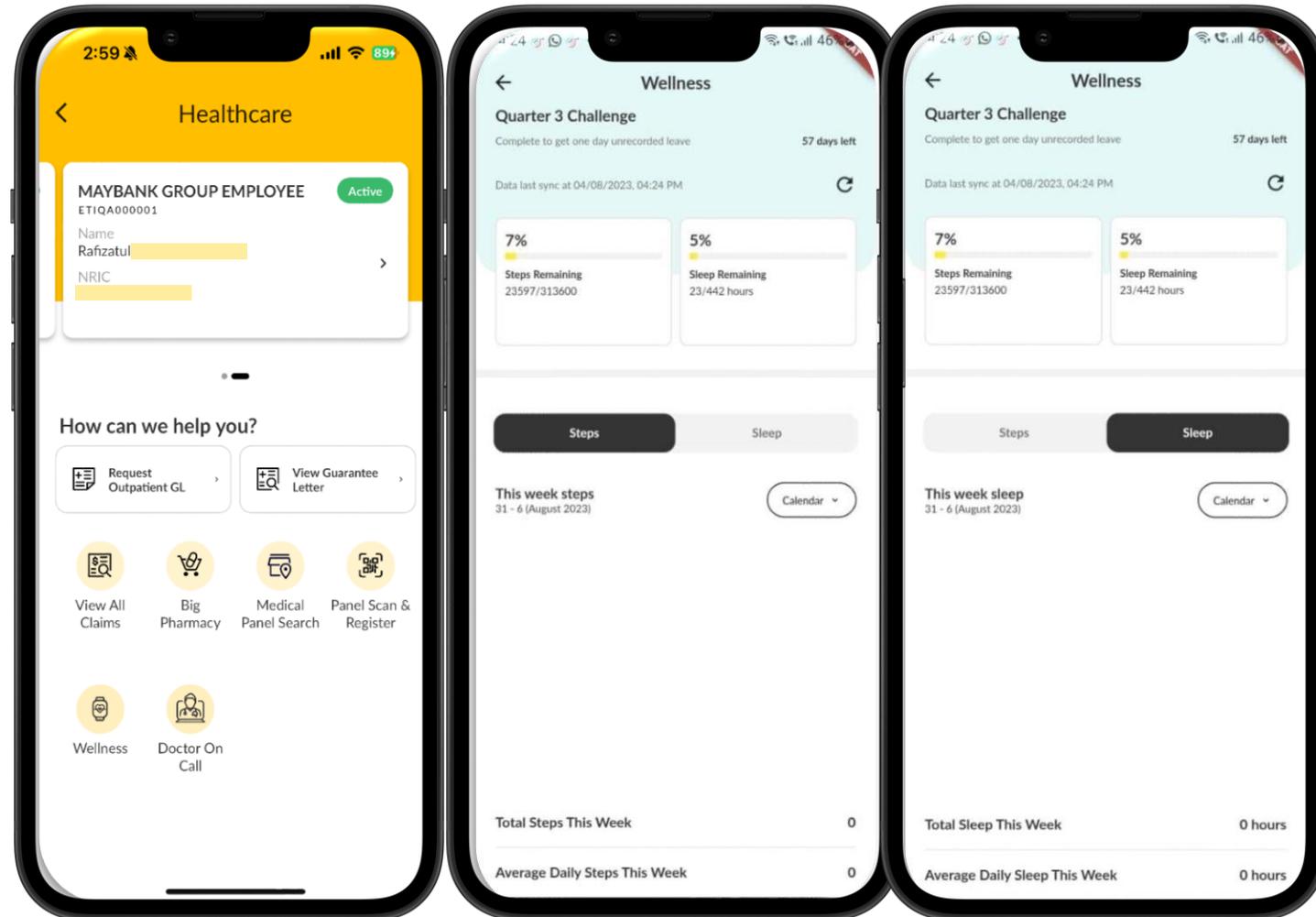
- This feature allows you to Scan and Register your details upon your visit to the Panel Clinic.
- Tap on the "Panel Scan & Register" icon, and you will be directed to Member Selection.
- Choose the selected member list you intend to scan, and it will direct you to scan the QR code.
- It will bring you to the next step for registration.



7. Wellness Module

The Wellness Module is currently available for Maybank and Etiqa staff only

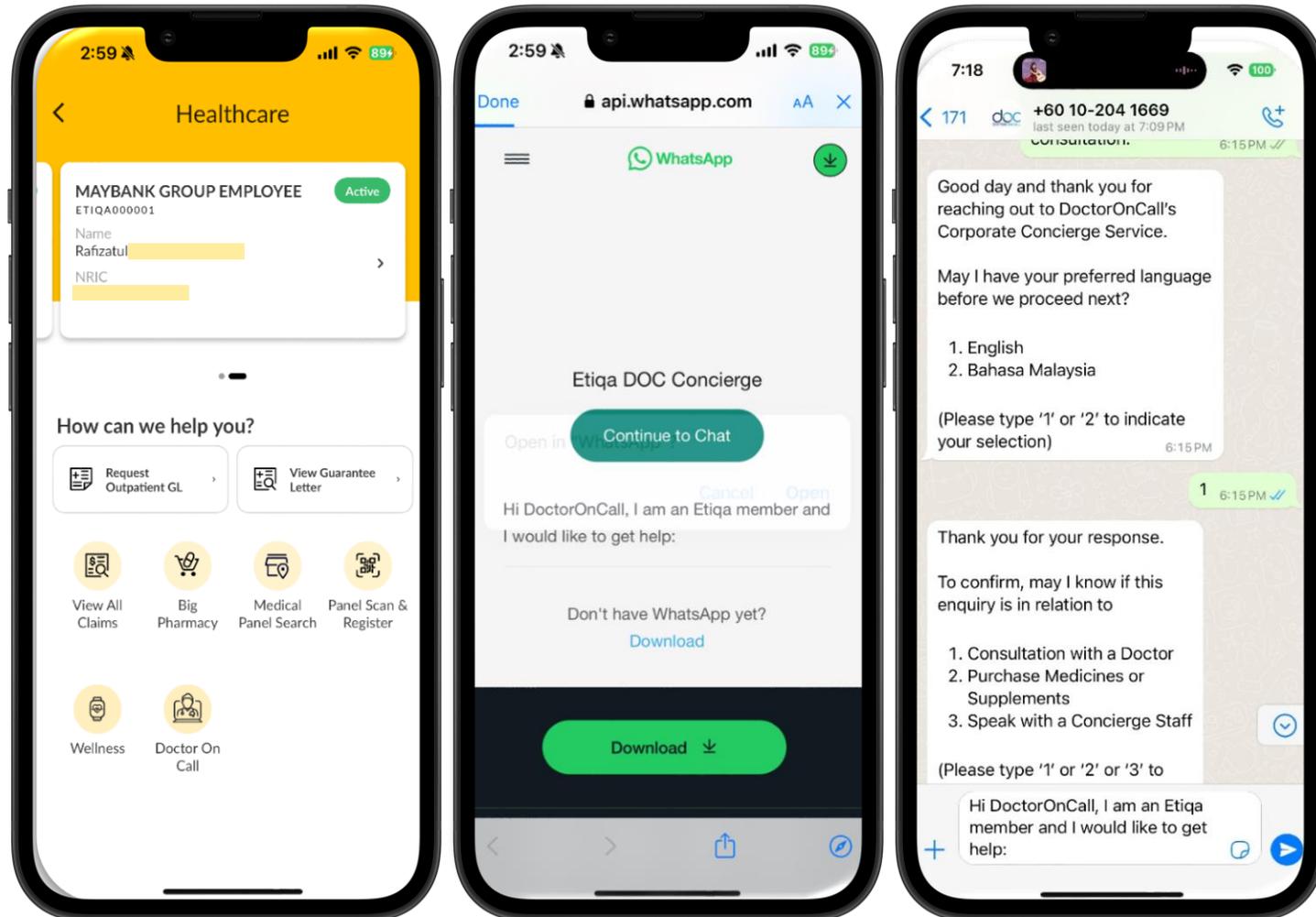
- The wellness module will show participants Daily Steps and sleeps.
- Participants must sync their wearable to their Health App and connect to the Etiqa+ App.
- You can see how many steps and sleep hours you need to achieve, as shown in the image.



8. Doctor On Call

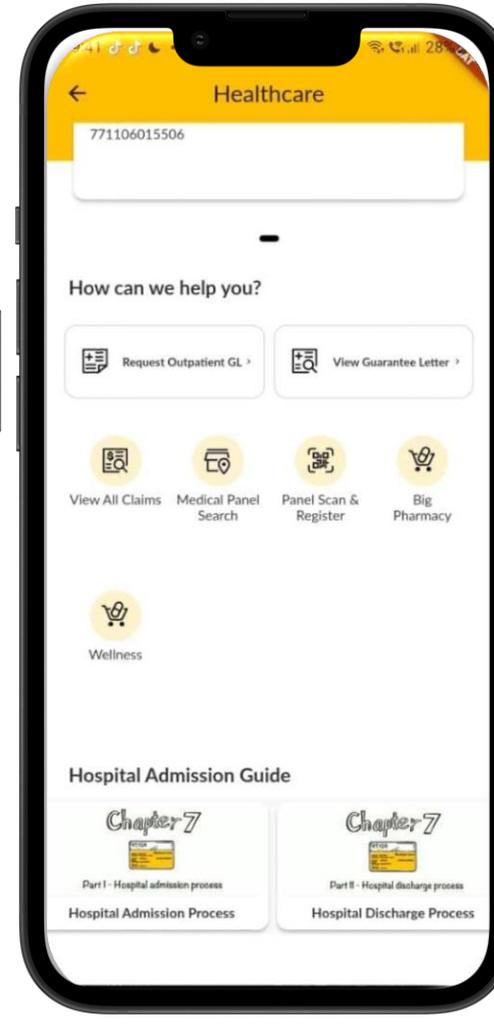
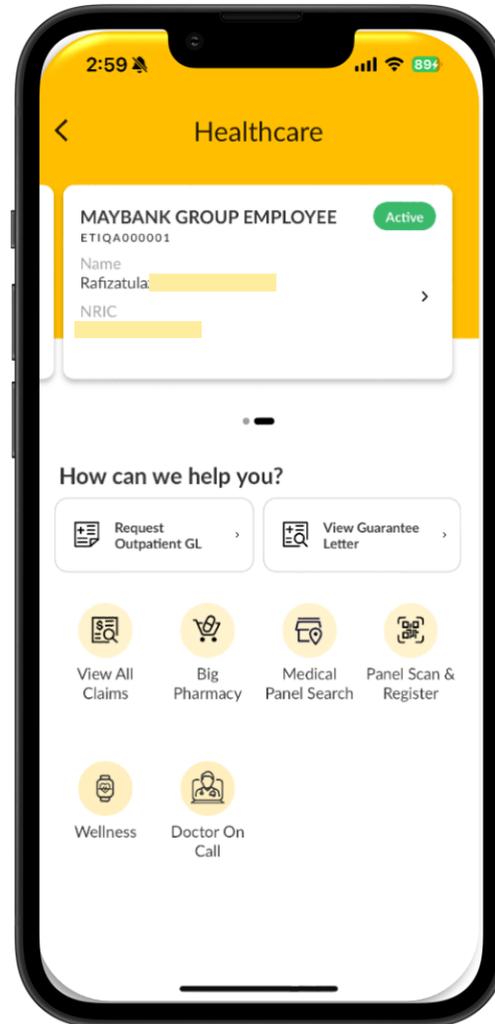
Doctor On Call Module is currently available for Maybank, Etiqa and certain Corporate Client staff

- The Doctor On Call module will connect to the Doctor On Call whatsapp
- Participants will be able to request for :
 1. Consultation with a Doctor
 2. Purchase Medicines or Supplements
 3. Speak with a Concierge Staff



9. Hospital Admission Guide

- On the below page of the module, you can also view the video regarding the hospital admission guide.
- The video will guide you through the Hospital admission and discharge processes.





Claims Module

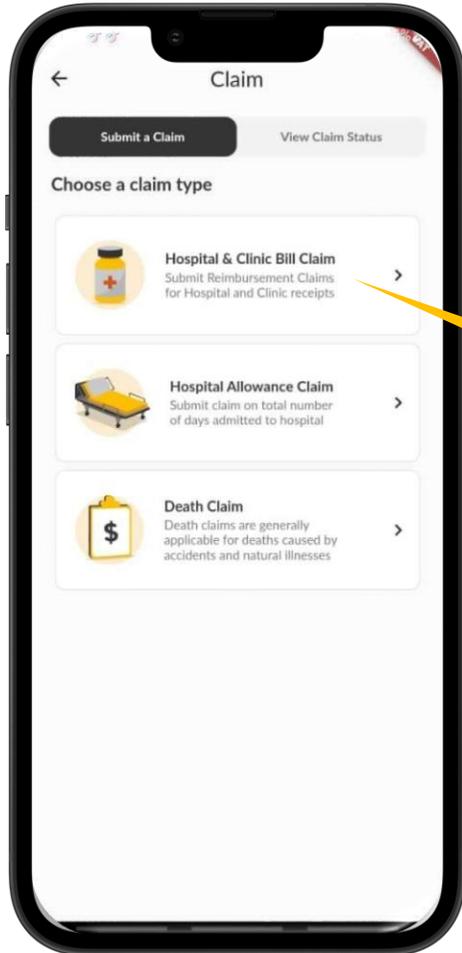
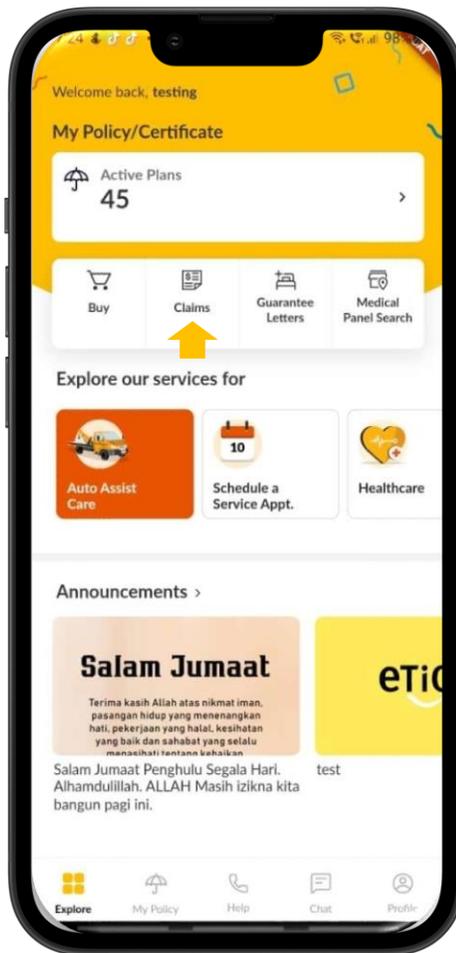
1. Hospital & Clinic Bill Claim
2. Hospital Allowance Claim
3. Death Claim

Claims Module: Hospital & Clinic Bill

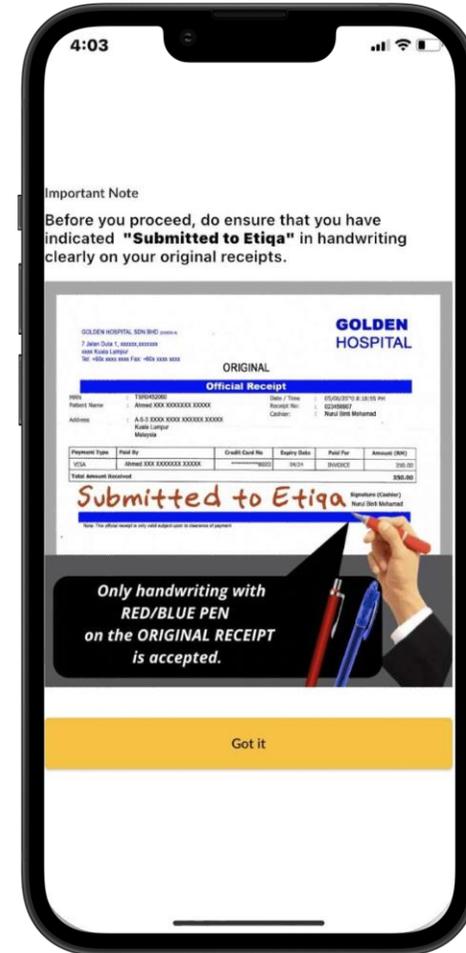
For Group Life & Group Family Takaful products and Maybank/Etiqa staff

Step 1: Tap on the "Claims" module at the Etiqa+ homepage.

Step 2: Tap on 'Hospital & Clinic Bill Claim' and you will encounter a popup note on how to strike through "Submitted to Etiqa".



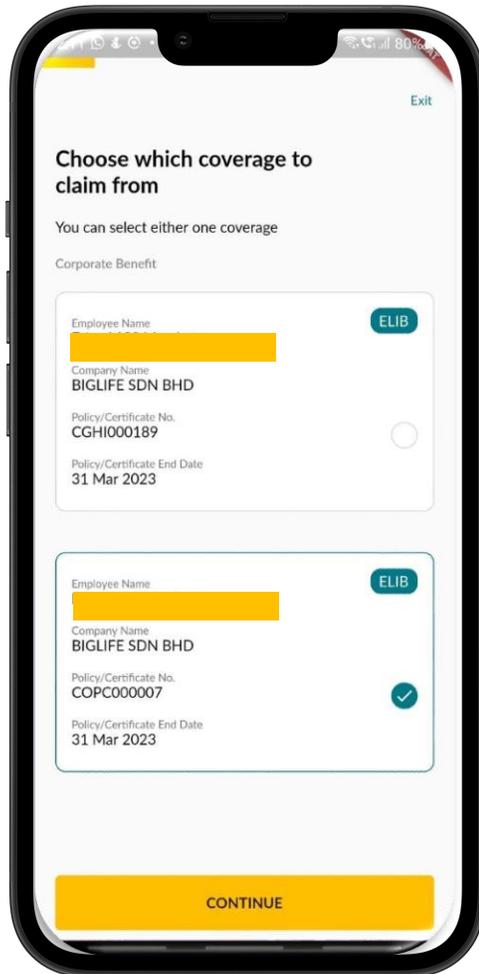
Tap this



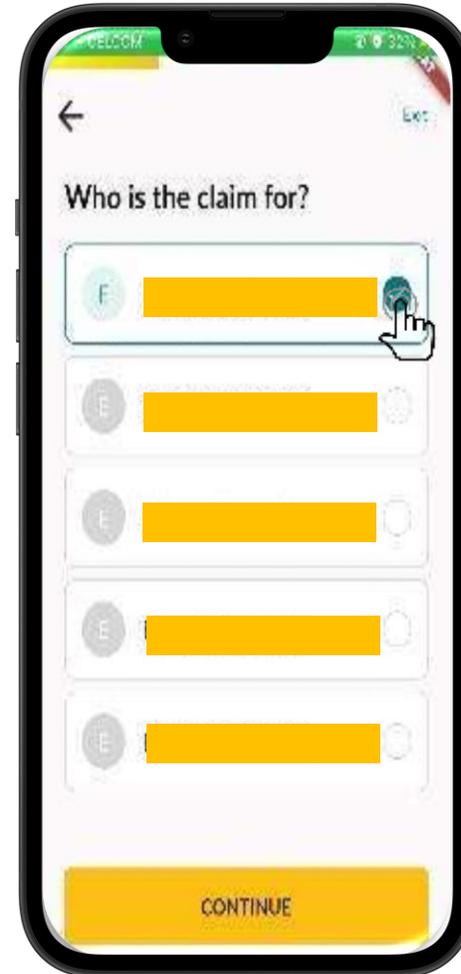
Claims Module: Hospital & Clinic Bill

Step 3: Select the policy or certificate under which you wish to claim your hospital and clinic bill.

Step 4: Select the person that you wish to claim for.



- The list of eligible policies or certificates will be displayed.
- Tap on the policy or certificate and then on 'Continue' to proceed.



- ❖ The covered person that is insured under the selected policy or certificate will be displayed.
- ❖ If the policy or certificate covers the family, the list of dependents will appear. The covered person can be one of the following:
 - Spouse
 - Children
- ❖ Tap on the selected covered person(s), and then on 'Continue'.

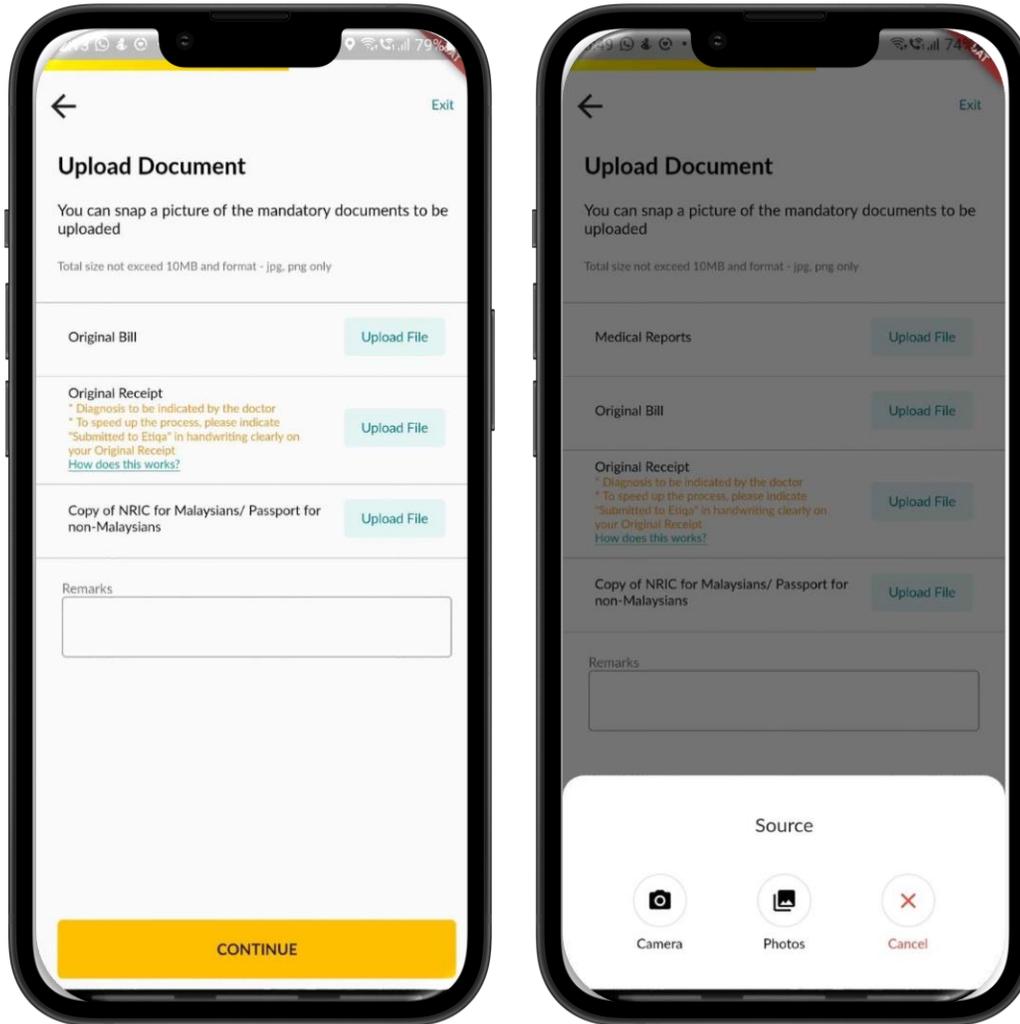
Claims Module: Hospital & Clinic Bill

The image displays three sequential screenshots of a mobile application interface for entering claim details. Each screen has a yellow header bar and a white background. The first screen, titled "Fill up the details below", shows a "Claim Details" section with dropdown menus for "Claim for" (Outpatient Clinic), "Date of event", "Provider" (Non Panel Provider), and "Diagnosis". Below this is a "Bill Details" section with a "Receipt/Invoice Number" field and a "+ Add" button. The second screen shows the "Bill Details" section with a "Total Receipt/Invoice Amount (RM)" field and a "+ Add" button. Below this is a "Your Bank Details" section with a message: "Please verify if the bank information below is correct. Payment will be send to the information below." and a button: "No bank details registered yet + Add my bank details >". The third screen shows the "Your Bank Details" section with the same message and button. Below this is a "Your Contact Details" section with a message: "Please verify the contact information below" and fields for "Mobile Number" (+60124996918) and "Email Address" (hidayah301297@gmail.com). Each screen has a yellow "CONTINUE" button at the bottom.

Step 5: Provide the following claim details:

- ✓ Claim for
- ✓ Date of event
- ✓ Provider (Non Panel @ Panel
- ✓ Provider Name (if applicable)
- ✓ Diagnosis
- ✓ Bill & Bank Details
- ✓ Verify your contact details
- ✓ Click "Continue"

Claims Module: Hospital & Clinic Bill



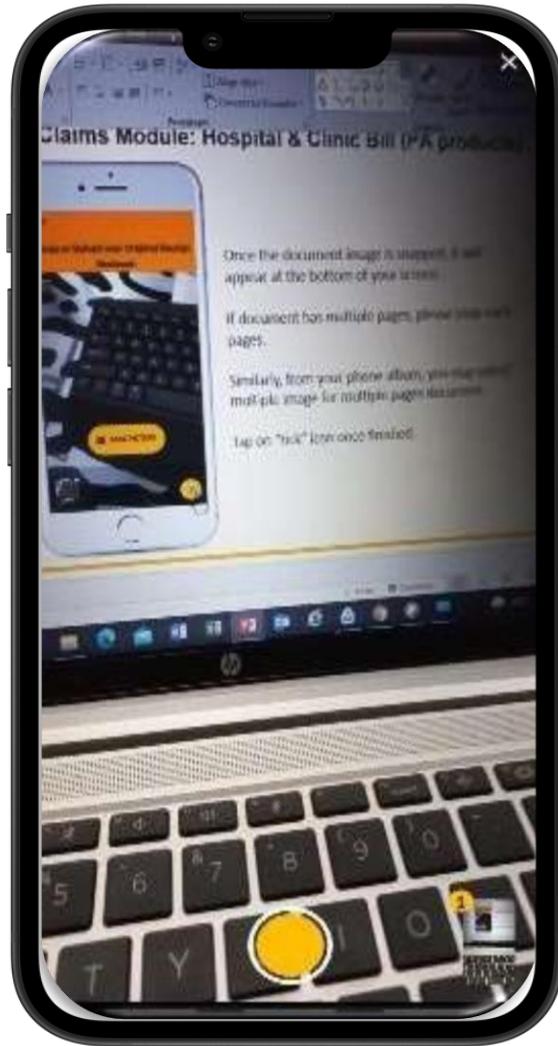
You have two source to choose. You can choose “Camera” to snap the document or you may choose “Photos” if you already snap the document.

Step 6: User to upload document and click continue:

- ✓ Original Bill
- ✓ Original Receipt
- ✓ Copy of NRIC for Malaysians/Passport for non-Malaysians
- ✓ Click “Continue”
- ✓ Remarks (if any)

*Kindly ensure all documents need to be upload to avoid delay in processing the claim.

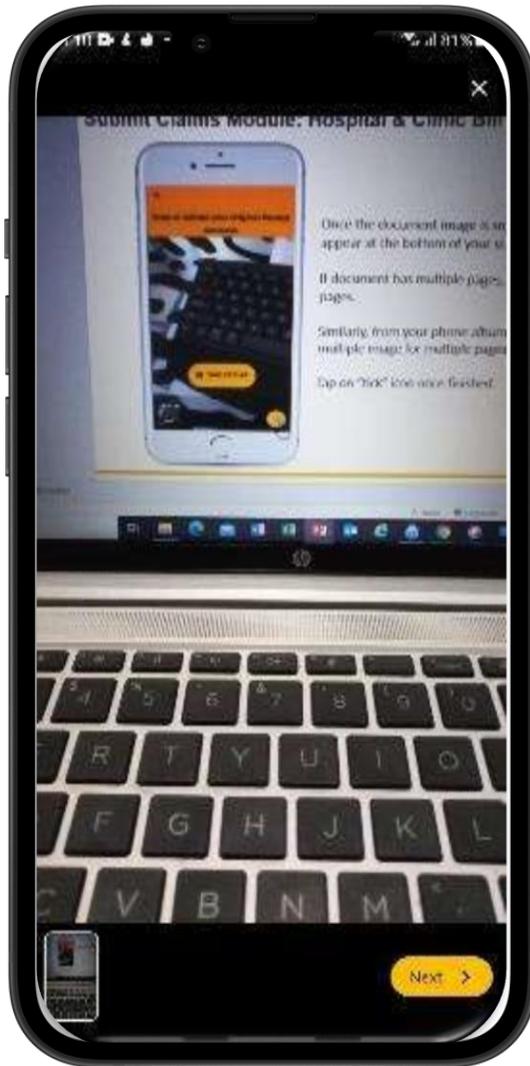
Claims Module: Hospital & Clinic Bill



- The application will activate your camera function (with your permission) to enable you to snap the image of hospital/clinic receipt
- *Kindly snap clear image of the document to enable claim to be processed swiftly
- Tap "Take picture" or if you already snap the document, tap on "Upload File". With your permission, locate the image file in your phone.

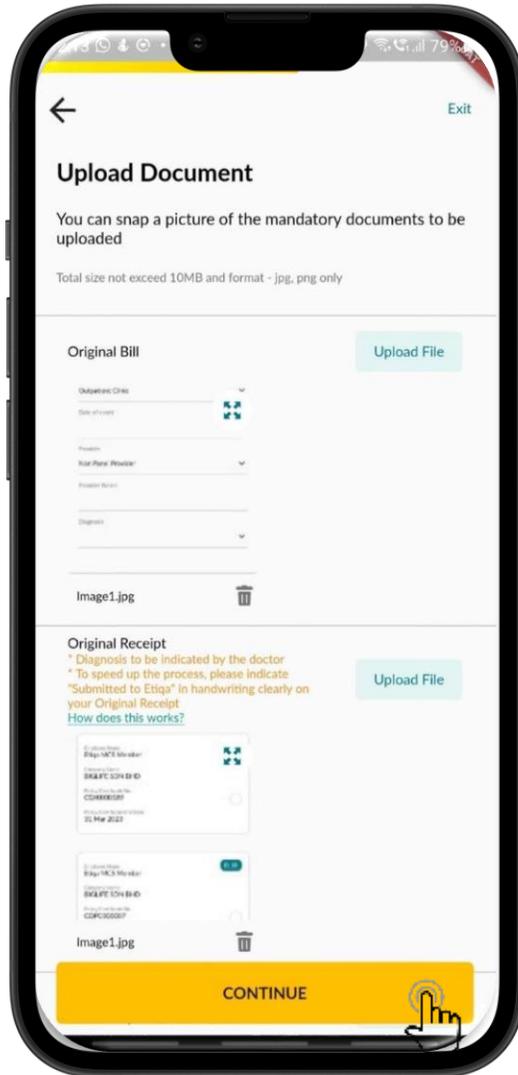


Claims Module: Hospital & Clinic Bill



- Once the document image is snapped, it will appear at the bottom of your screen.
- If document has multiple pages, please snap each page.
- Similarly, from your phone album, you may select multiple image for multiple pages document.
- Tap on "Next" once finished.

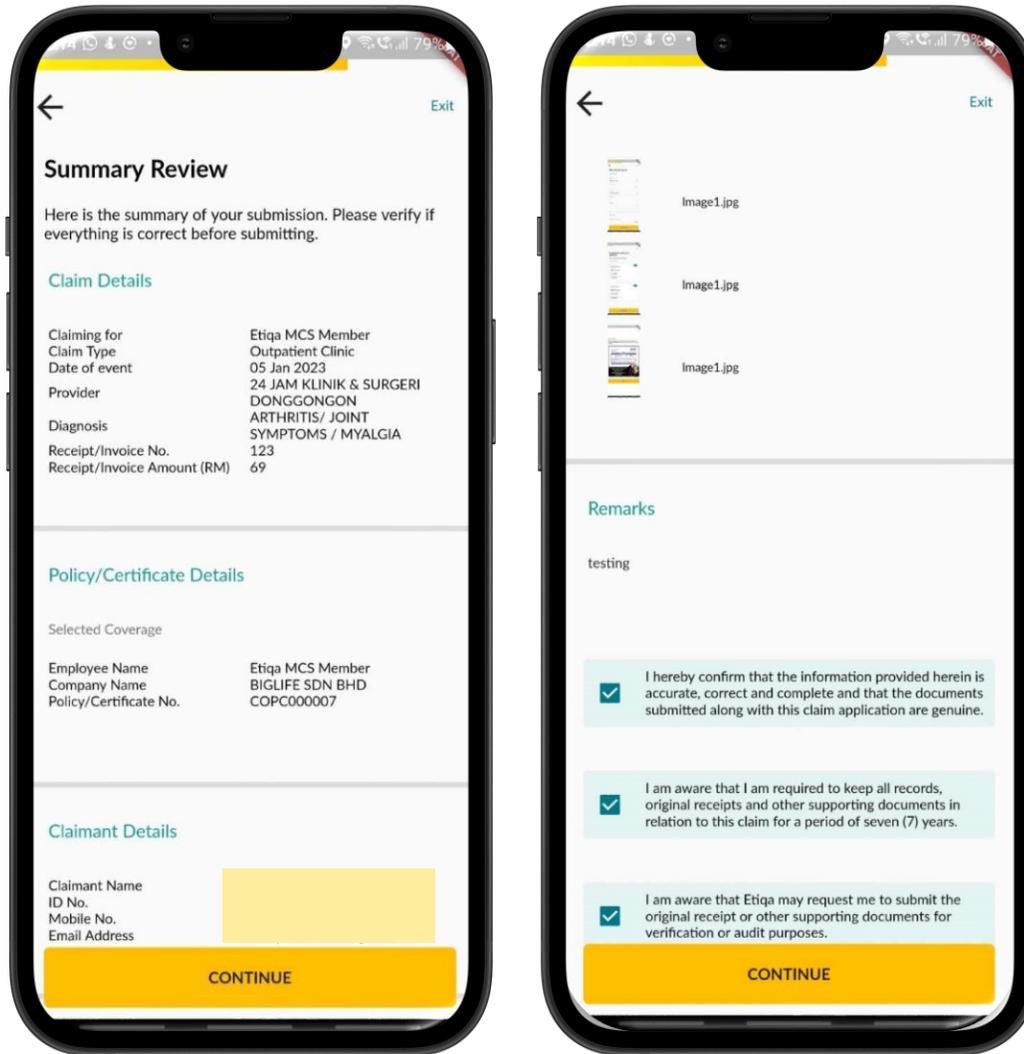
Claims Module: Hospital & Clinic Bill



If you've wrongly attached a document, tap on the basket icon to remove the document.

Capture the incident details

Tap on "Continue"

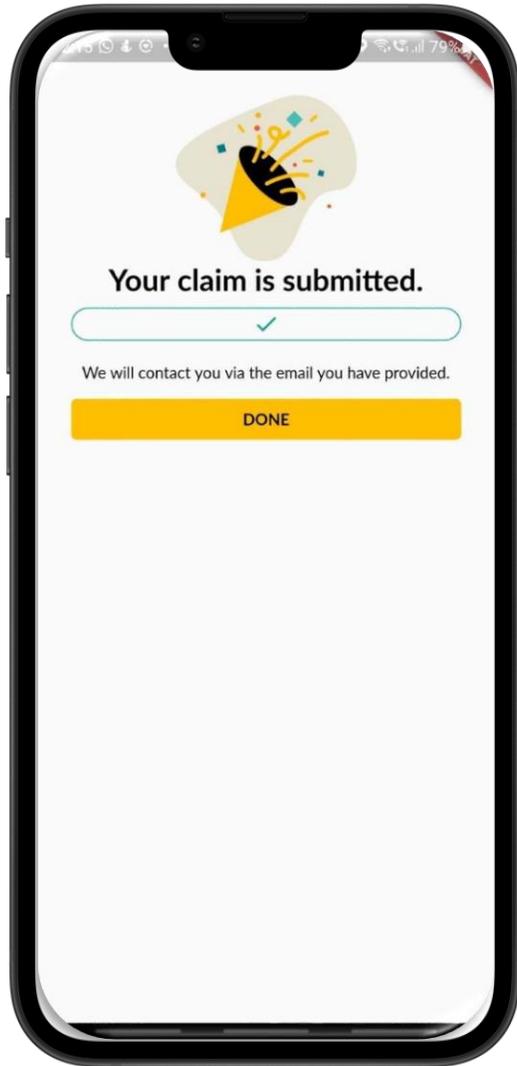


- ✓ User will be directed to Summary Review page. You may review all the details and document upload
- ✓ The application will then display the Summary page. Please review the submission details and if the information provided is wrong, tap on “←” to go back to previous screen.
- ✓ Scroll down for more information.

Step 7: Declaration

Please review the information and if it is in order, kindly provide your declaration by tapping on each Declaration Statement. Please sure the boxes are checked.

Tap “Continue”.



Step 8: Completion

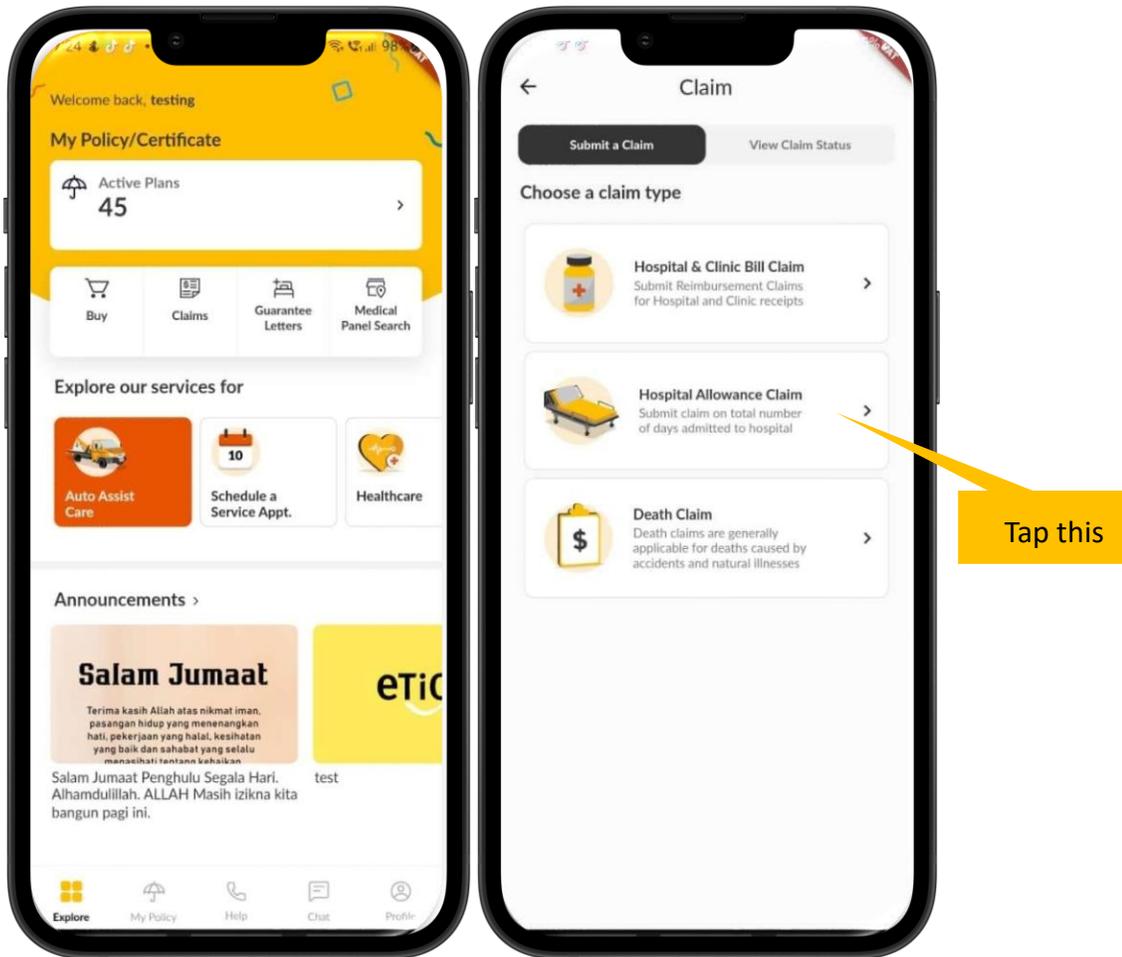
Your claim has been successfully submitted.

Tap on "Done" to come out from this screen.

Claims Module: Hospital Allowance Claim

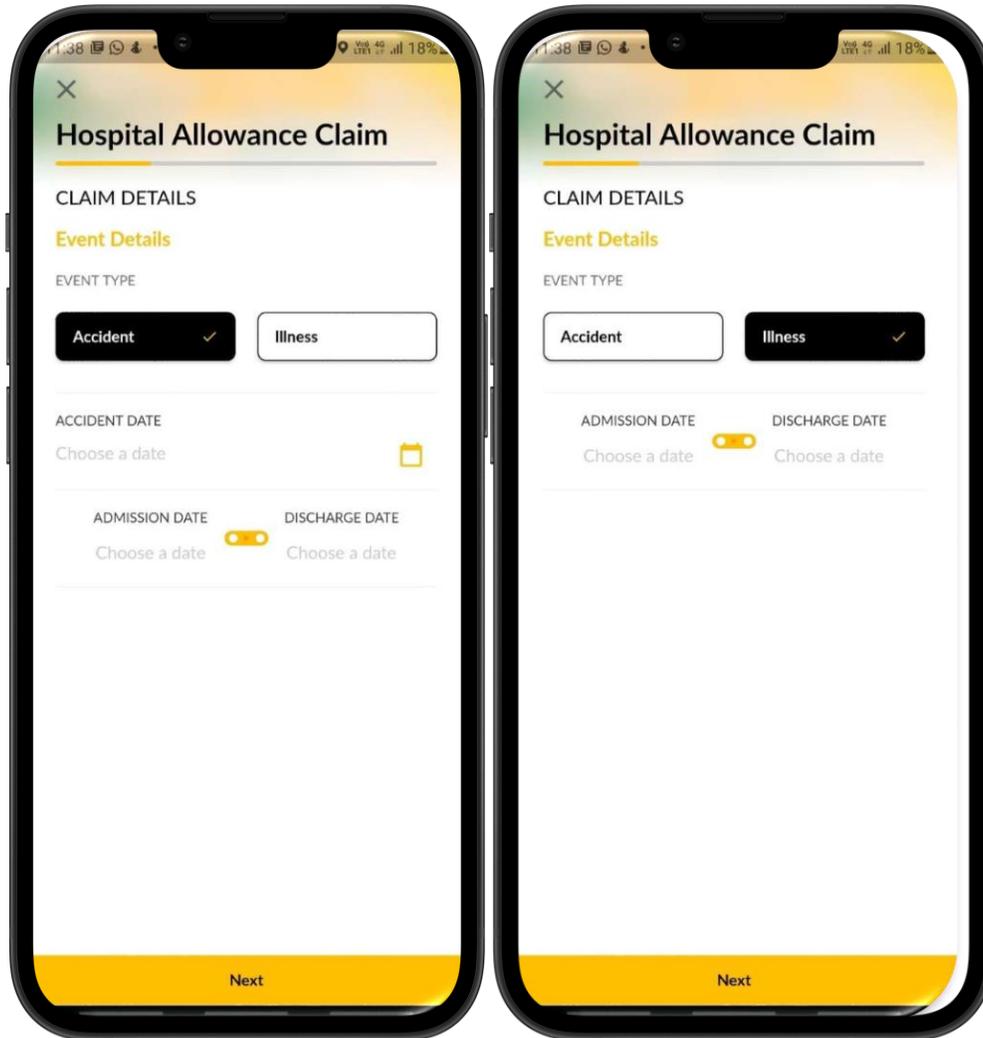
Step 1: Tap on 'Claims' module at Etiqa+ App Homepage

Step 2: Tap on 'Hospital Allowance Claim'



Claims Module: Hospital Allowance Claim

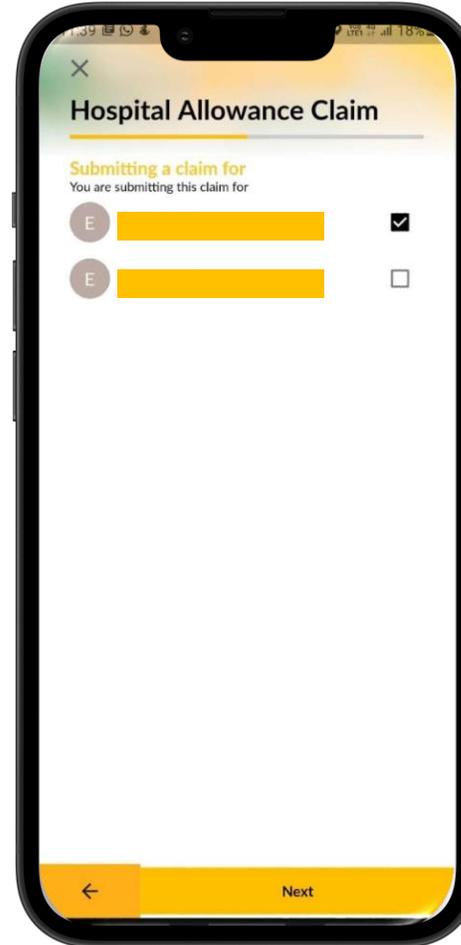
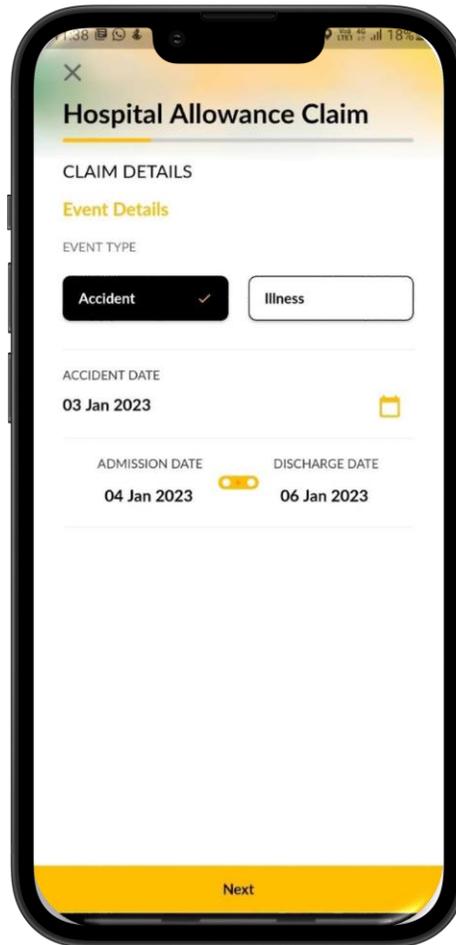
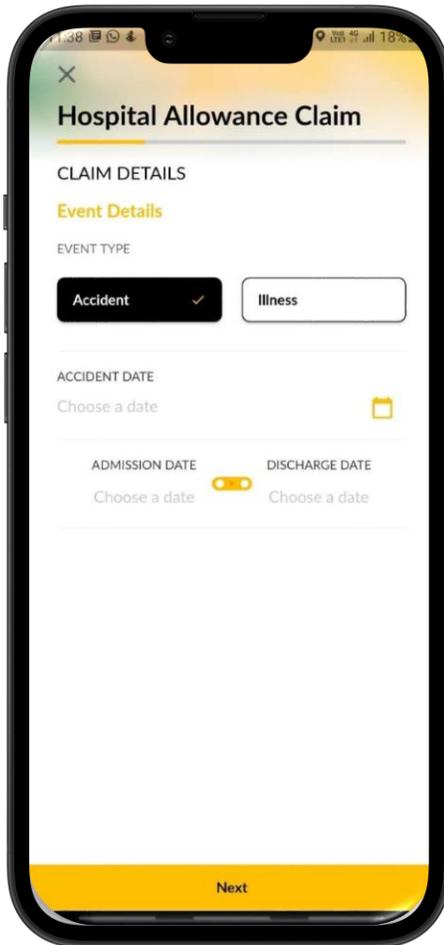
Step 3: Choose related event details either **Accident** or **Illness**



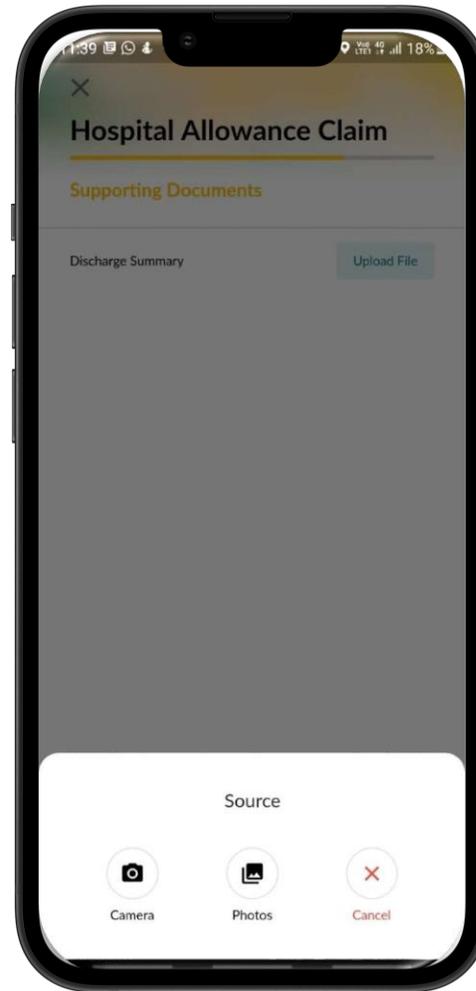
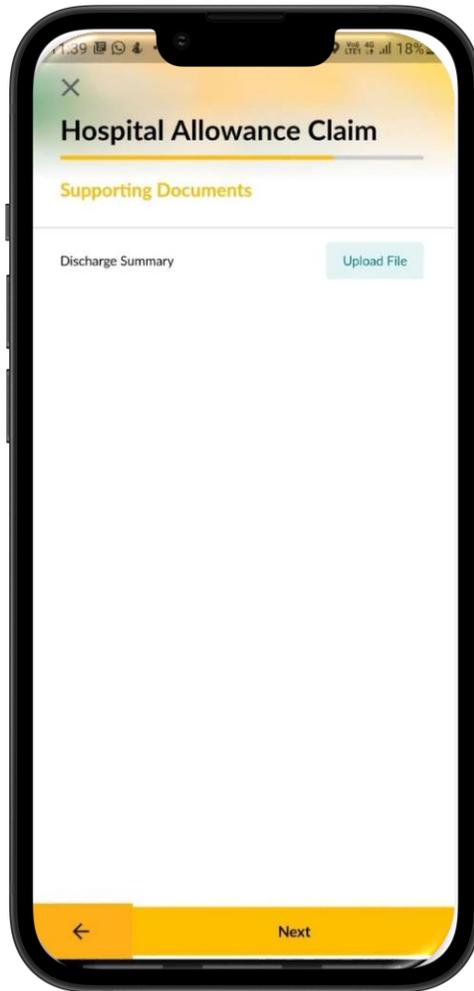
Claims Module: Hospital Allowance Claim under Accident

Step 4: Tap on Accident for Event Type and fill in the Accident Date, Admission Date, Discharge then and click 'Next'

Step 5: Choose person that you submitting a claim for



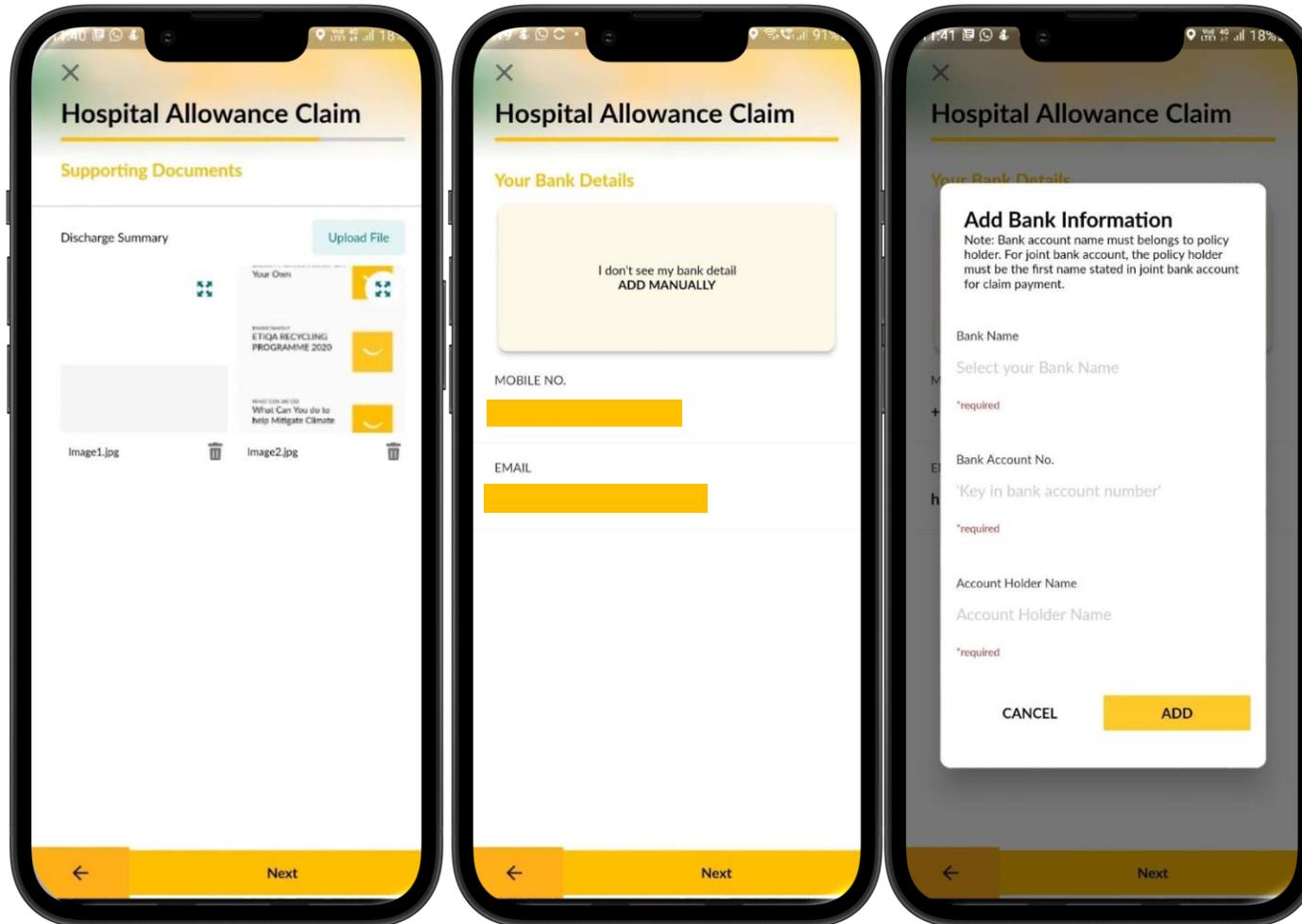
Claims Module: Hospital Allowance Claim under Accident



Step 6: Tap on Upload File and upload your Discharge Summary as supporting document

Step 7: You have two source to choose. You can choose "Camera" to snap the document or you may choose "Photos" if you already snap the document

Claims Module: Hospital Allowance Claim under Accident

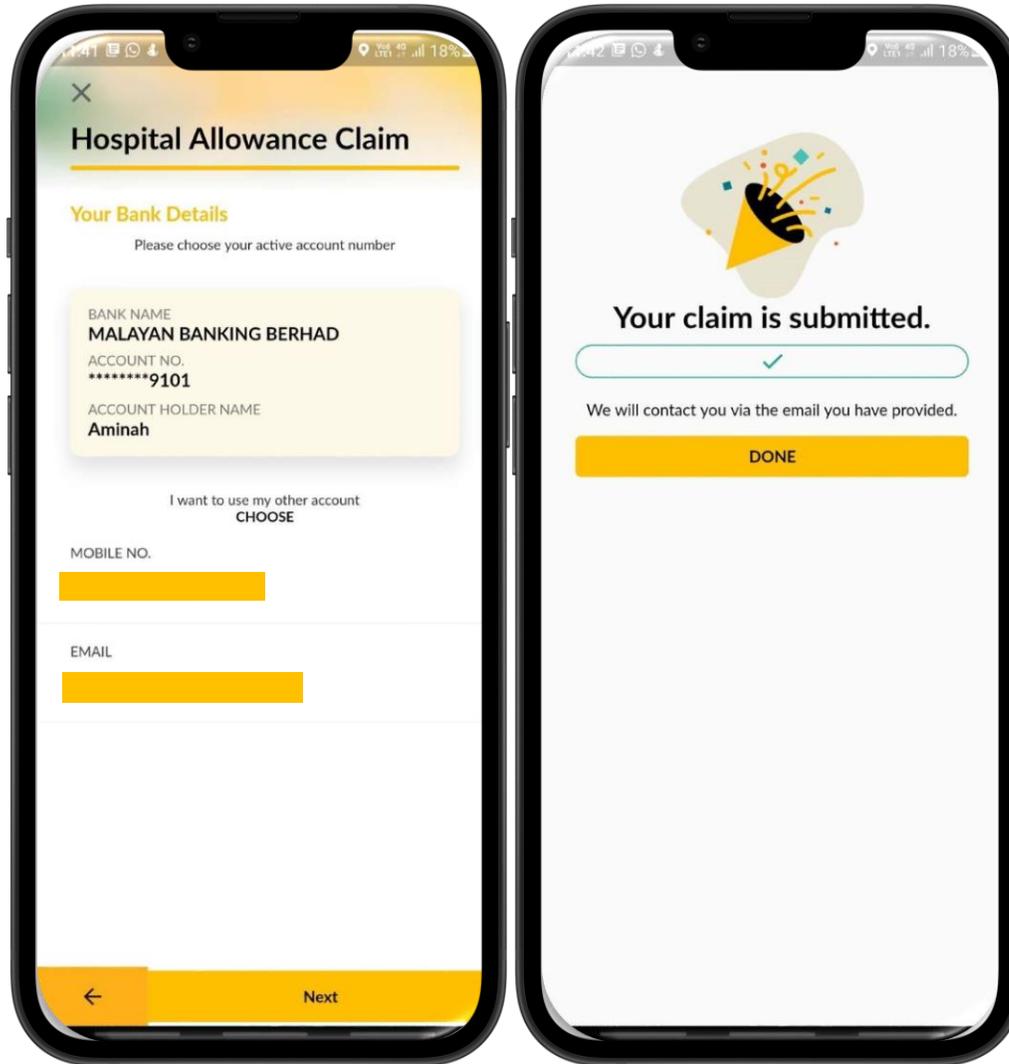


Step 8: If you've wrongly attached a document, tap on the basket icon to remove the document. Tap on "Next"

Step 9: You may add your bank details manually by tap on "ADD MANUALLY"

Step 10: Screen popup will required you to add bank information and kindly ensure to fill the details correctly before tap on 'Add'

Claims Module: Hospital Allowance Claim under Accident



Step 11: Verify your bank details and click Next

Step 12: Your claim has been successfully submitted.

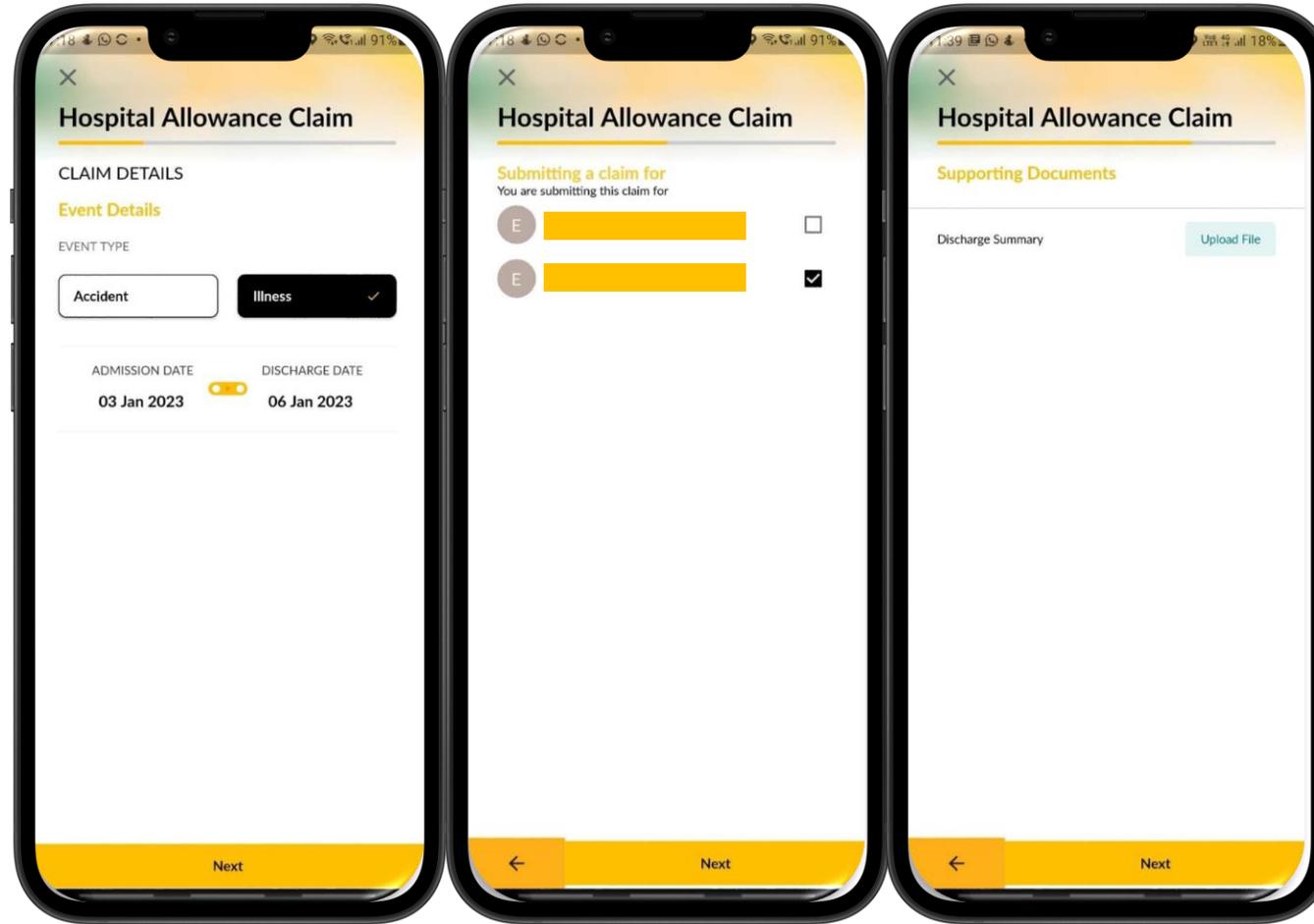
Tap on “Done” to come out from this screen.

Claims Module: Hospital Allowance Claim under Illness

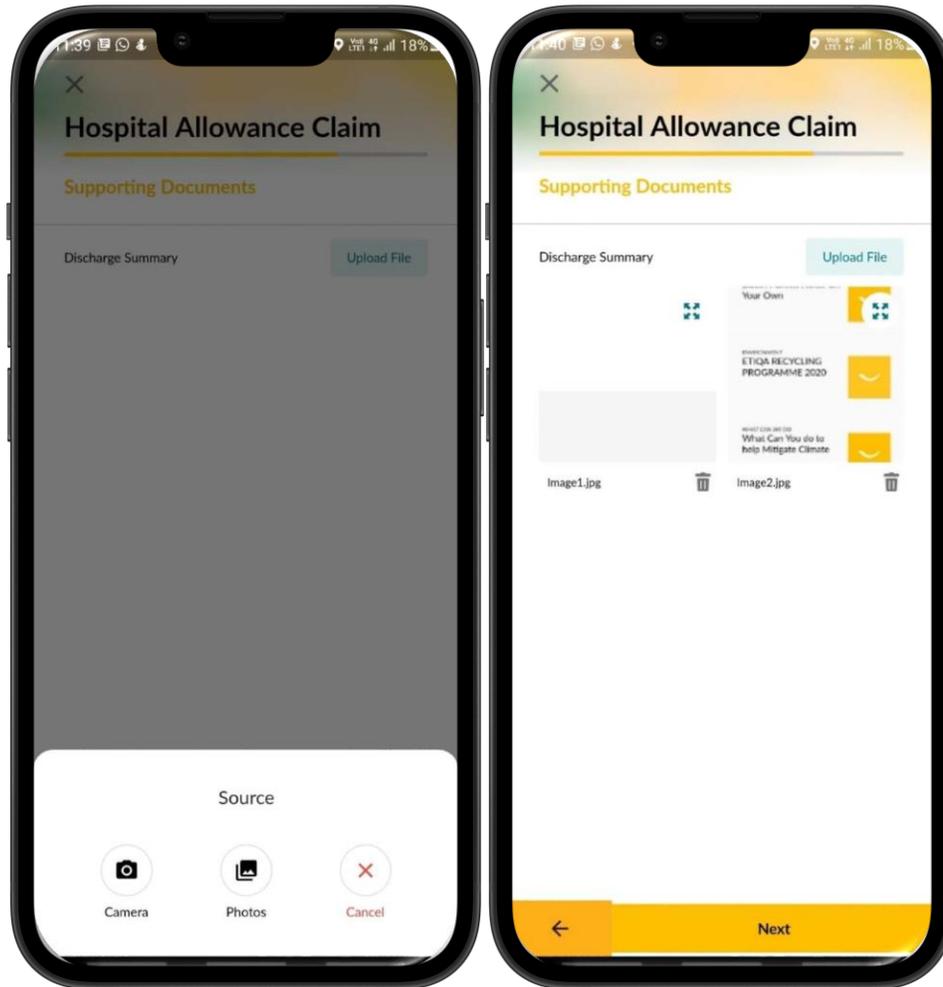
Step 1: Tap on Illness for Event Type and fill in the Admission Date, Discharge then and click 'Next'

Step 2: Choose person that you submitting a claim for

Step 3: Tap on Upload File and upload your Discharge Summary as supporting document



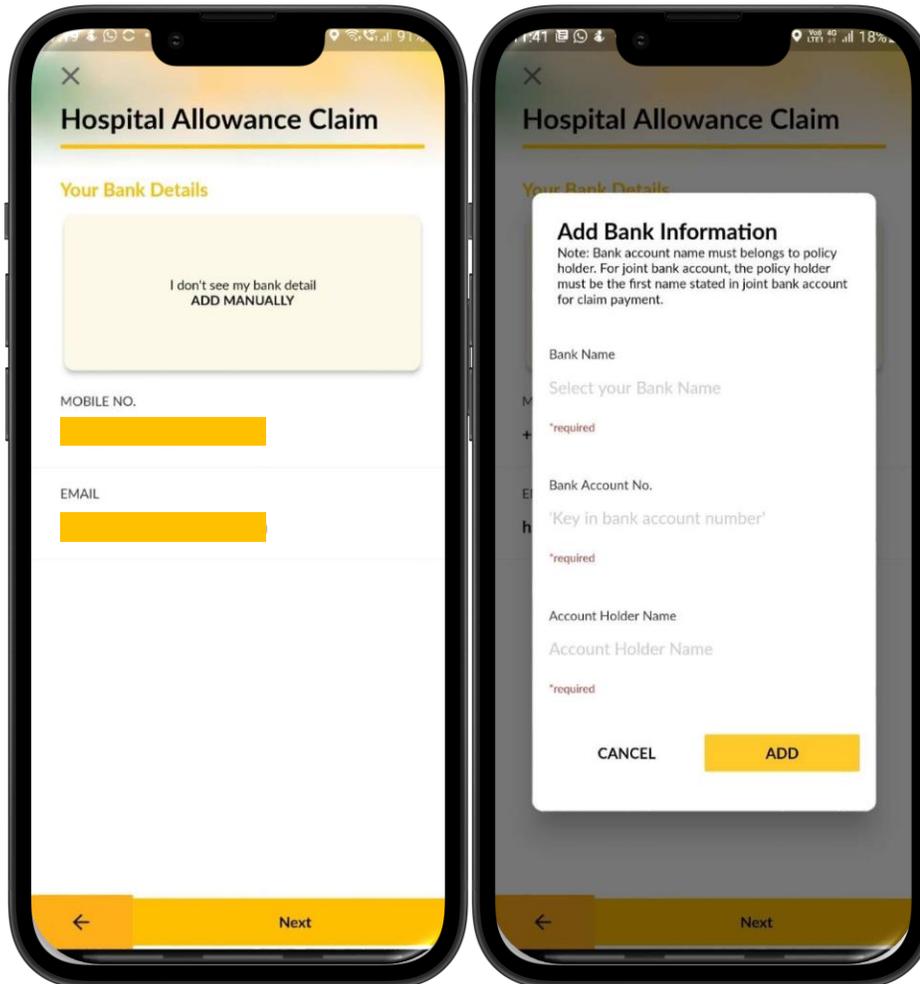
Claims Module: Hospital Allowance Claim under Illness



Step 4: You have two source to choose. You can choose “Camera” to snap the document or you may choose “Photos” if you already snap the document

Step 5: If you’ve wrongly attached a document, tap on the basket icon to remove the document. Tap on “Next”

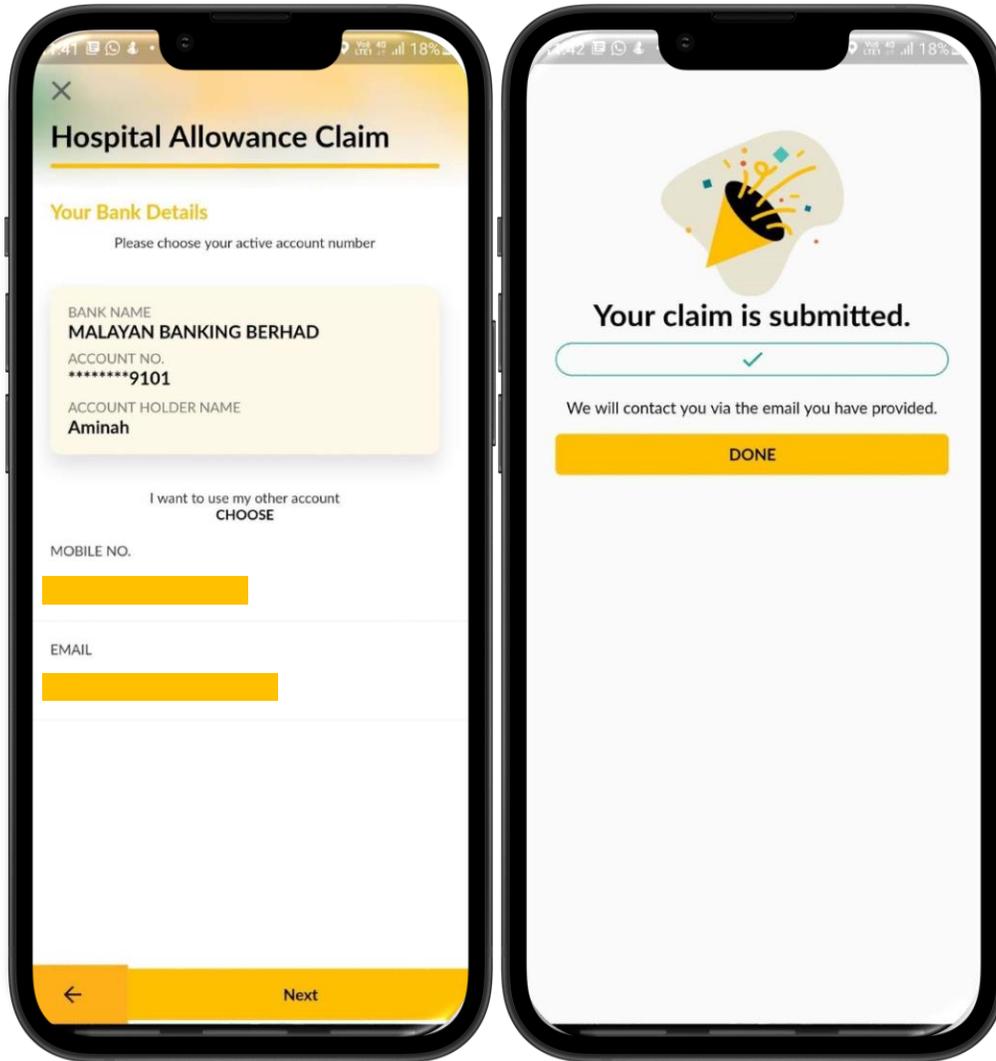
Claims Module: Hospital Allowance Claim under Illness



Step 6: You may add your bank details manually by tap on “ADD MANUALLY”

Step 7: Screen popup will required you to add bank information and kindly ensure to fill the details correctly before tap on ‘Add’

Claims Module: Hospital Allowance Claim under Illness



Step 8: Verify your bank details and click Next

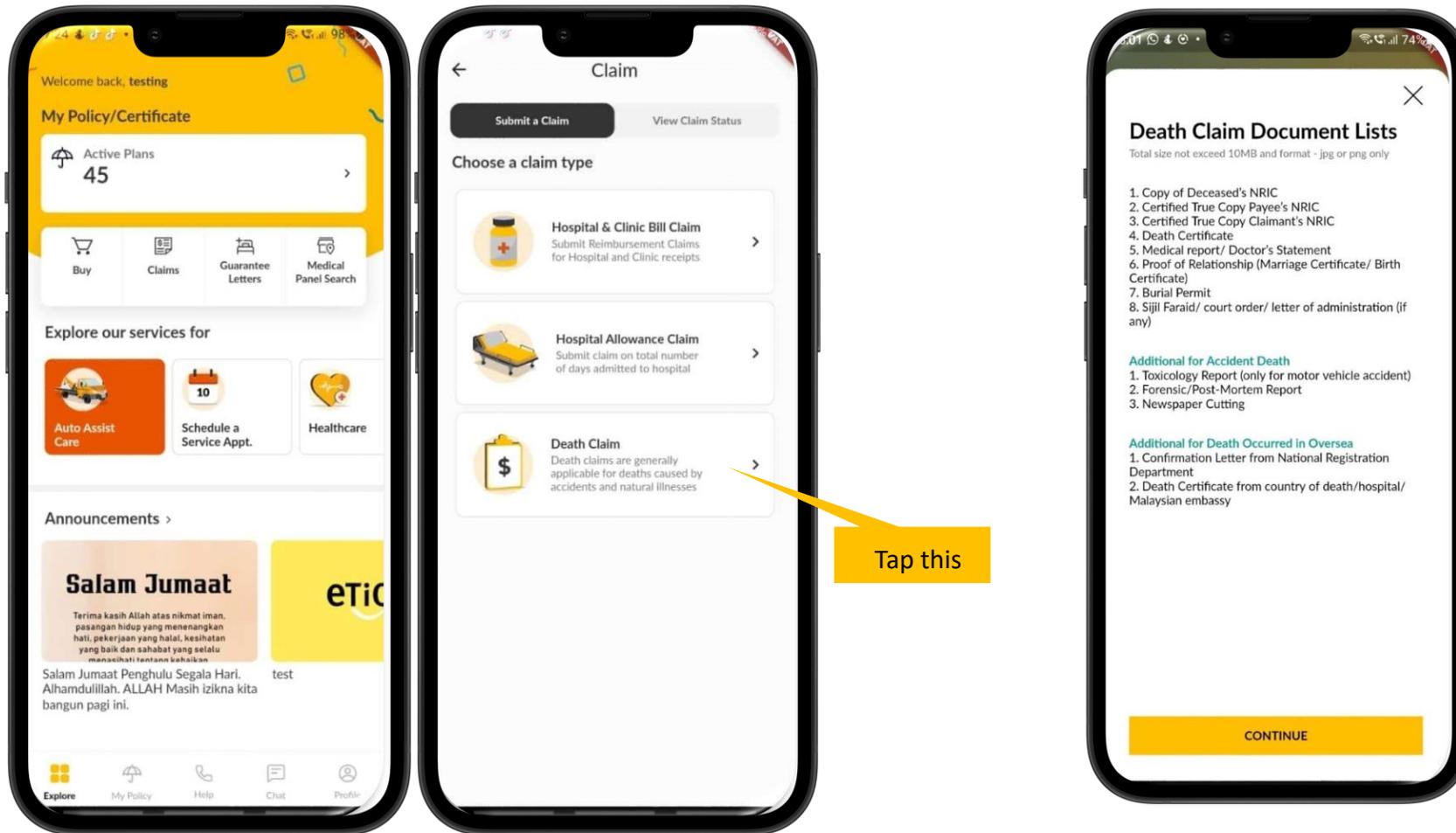
Step 9: Your claim has been successfully submitted.

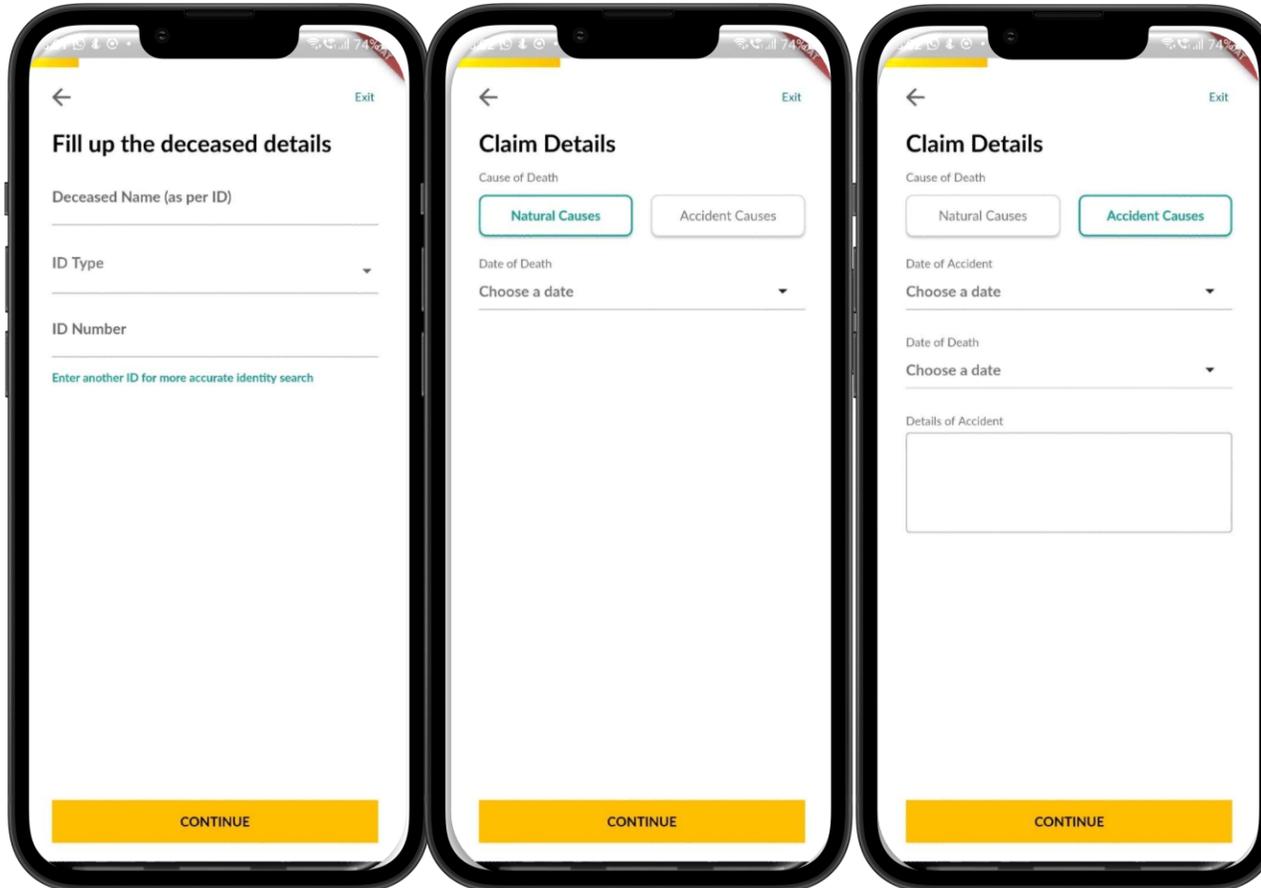
Tap on “Done” to come out from this screen.

Claims Module: Death Claims

Step 1: Tap on “Claims” module at Etiqa+ App Homepage

Step 2: Tap on ‘Death Claim’ and will encounter popup screen “Death Claim Document Lists” and proceed to click Continue





Step 3: Fill up the deceased details as below:

- Deceased Name (as per ID)
- ID Type e.g. : NRIC, Passport No, Old IC, Army No., Police No. or Other ID
- ID Number and click Continue

Step 4: For Claim Details, you may choose to submit under Natural Causes or Accident Causes, fill in the required details and click Continue

- For Natural Causes, fill in the date of death of the deceased
- For Accident Causes, fill in date of accident, date of death and details of accident

← Exit

Your Contact Details

Your relationship with deceased
Child

Mobile No.
+60124996918

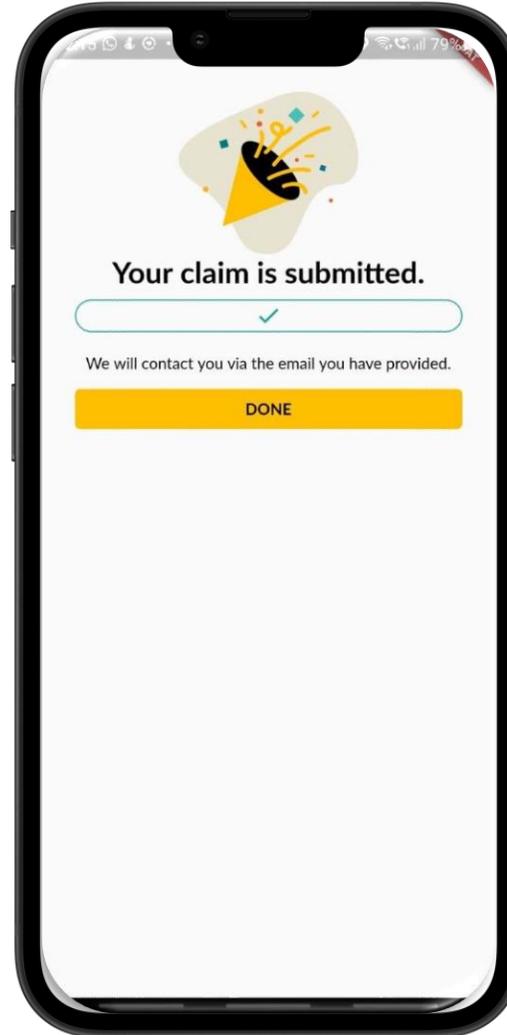
Email Address
hidayah301297@gmail.com

Address
Jalan A

Postcode
50300

Country
Malaysia

CONTINUE



Step 5: Fill in the contact details as required and click Continue:

- Relationship with the deceased
- Address, Postcode and Country

Step 6: Completion

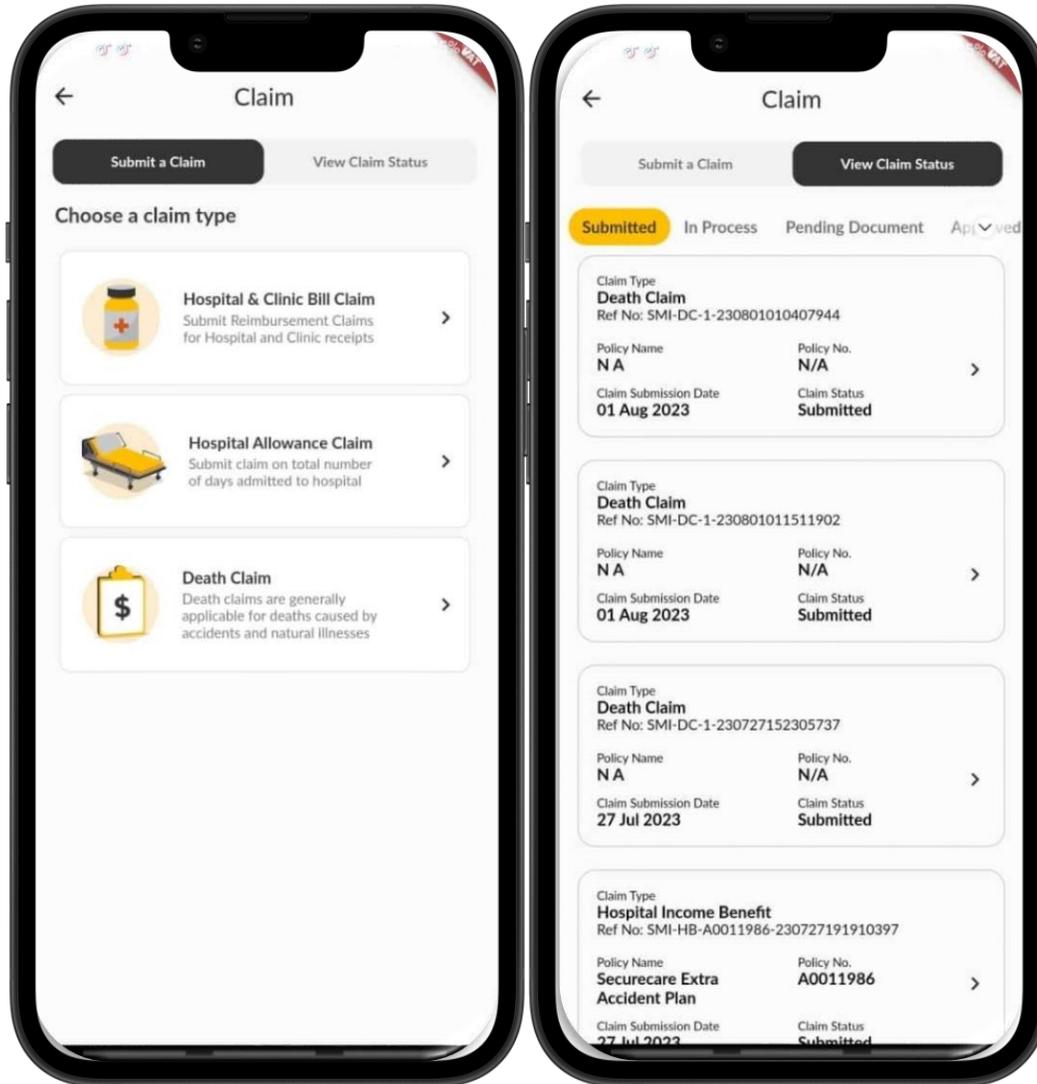
- Your claim has been successfully submitted.
- Tap on “Done” to come out from this screen.



Claims Statuses

View status and push notification

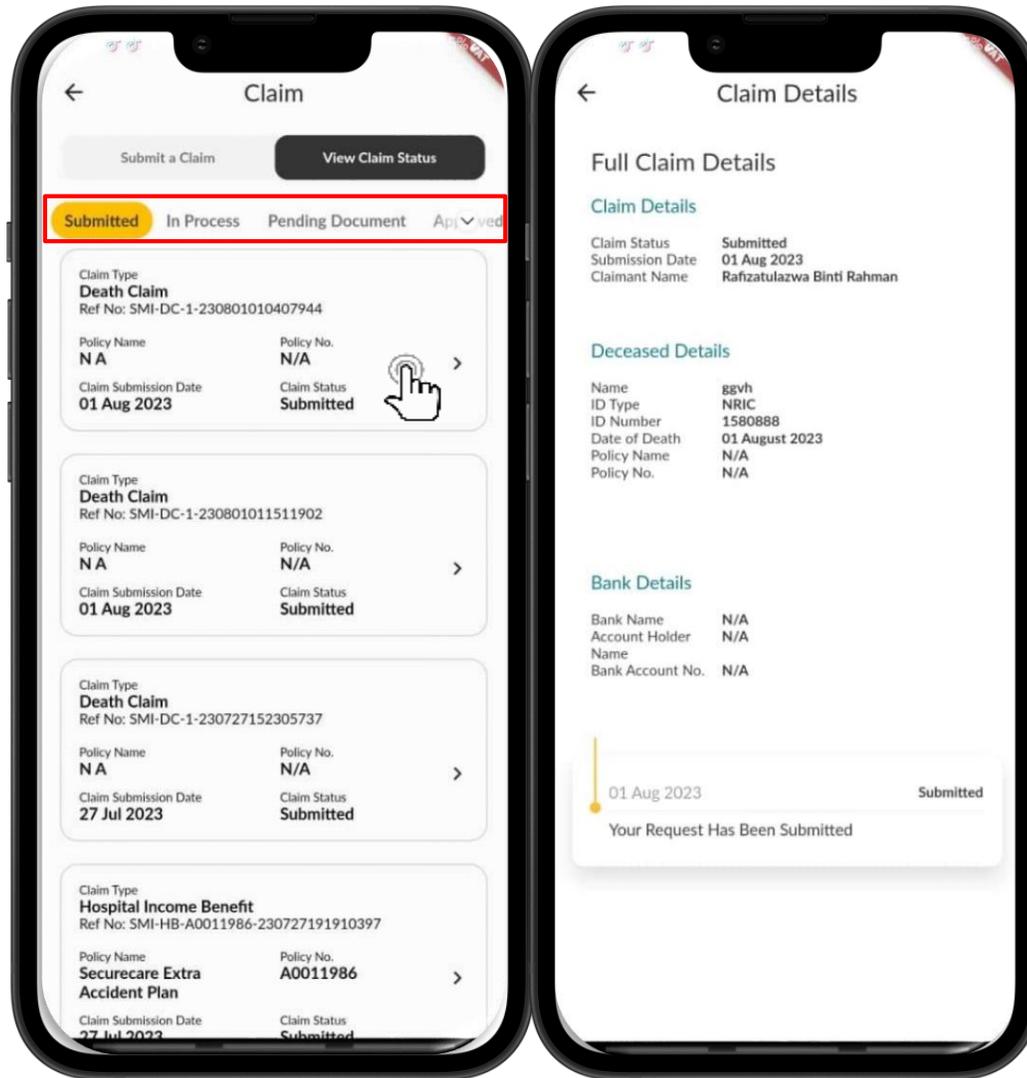
View Claim Status



Step 1

- To view your claim status, you may navigate to Claims module and tap on the View Claim Status.

View Claim Status



Step 2: Detailed Status

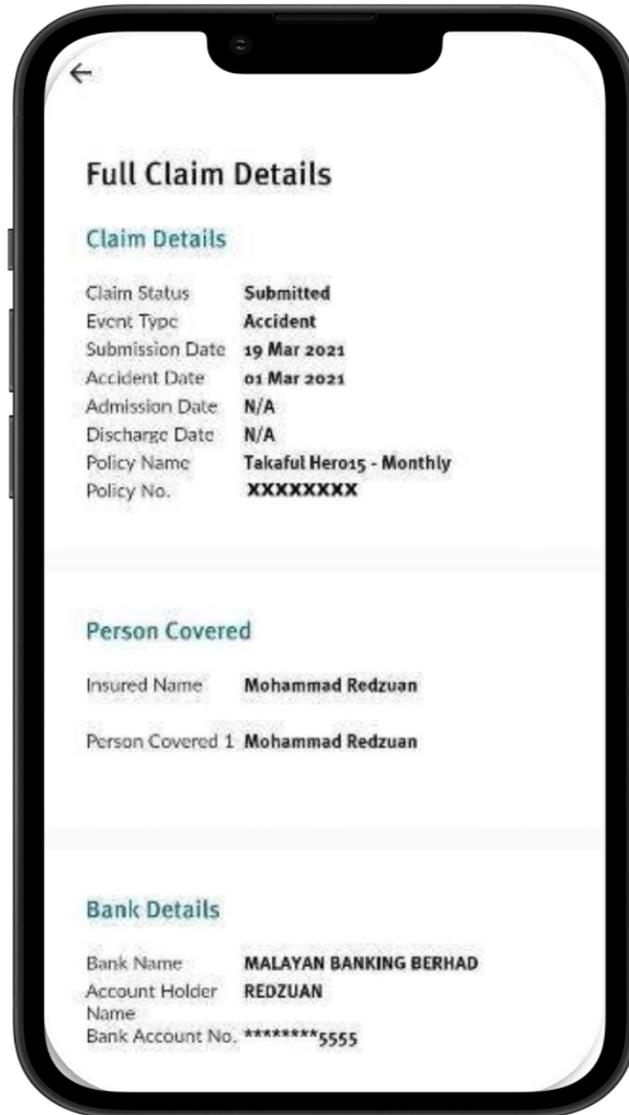
There are six (6) statuses available shown on top basket. The basket can be scroll left and right:

- ✓ Submitted
- ✓ In Process
- ✓ Pending Document
- ✓ Other
- ✓ Approved
- ✓ Rejected

Look for the claim that you wish to enquire on the status.

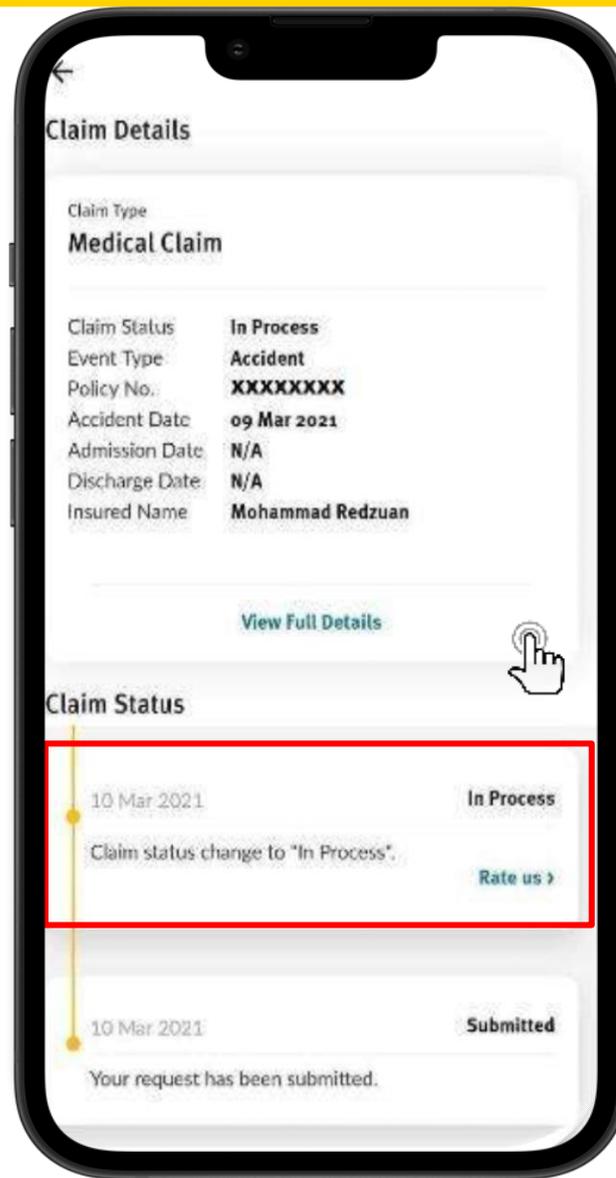
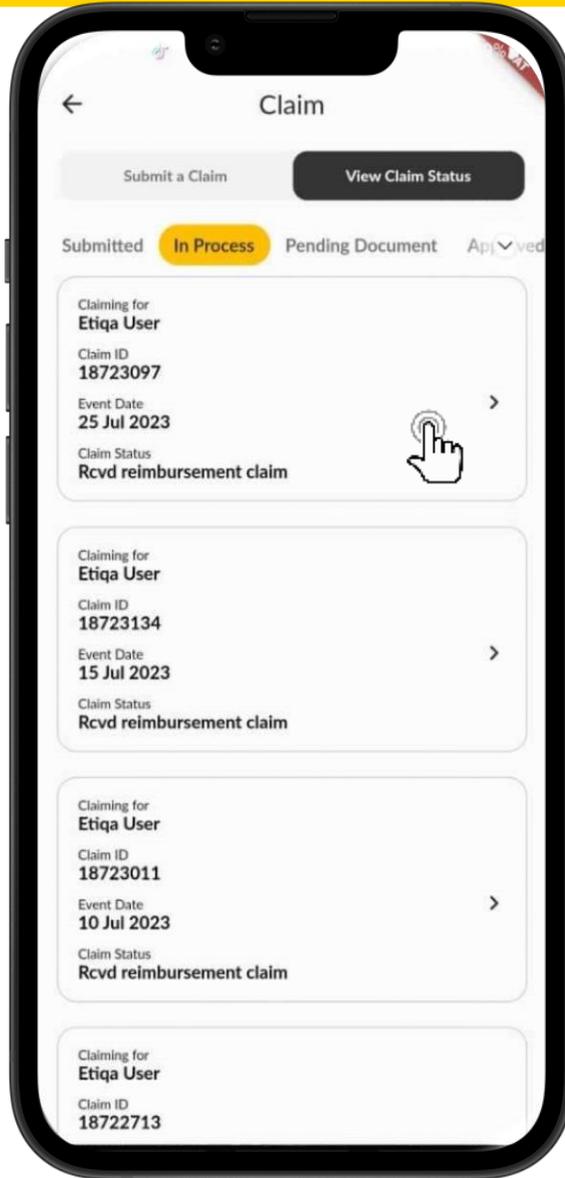
“Submitted” basket will list down claim(s) that you have just submitted pending Etiqua to register it in their back-end system.

Tap on “>” to check on the status and the message. Tap “View Full Details” to know further.



In “View Full Details” the app will show you full details of the information regarding the claim

View Claim Status

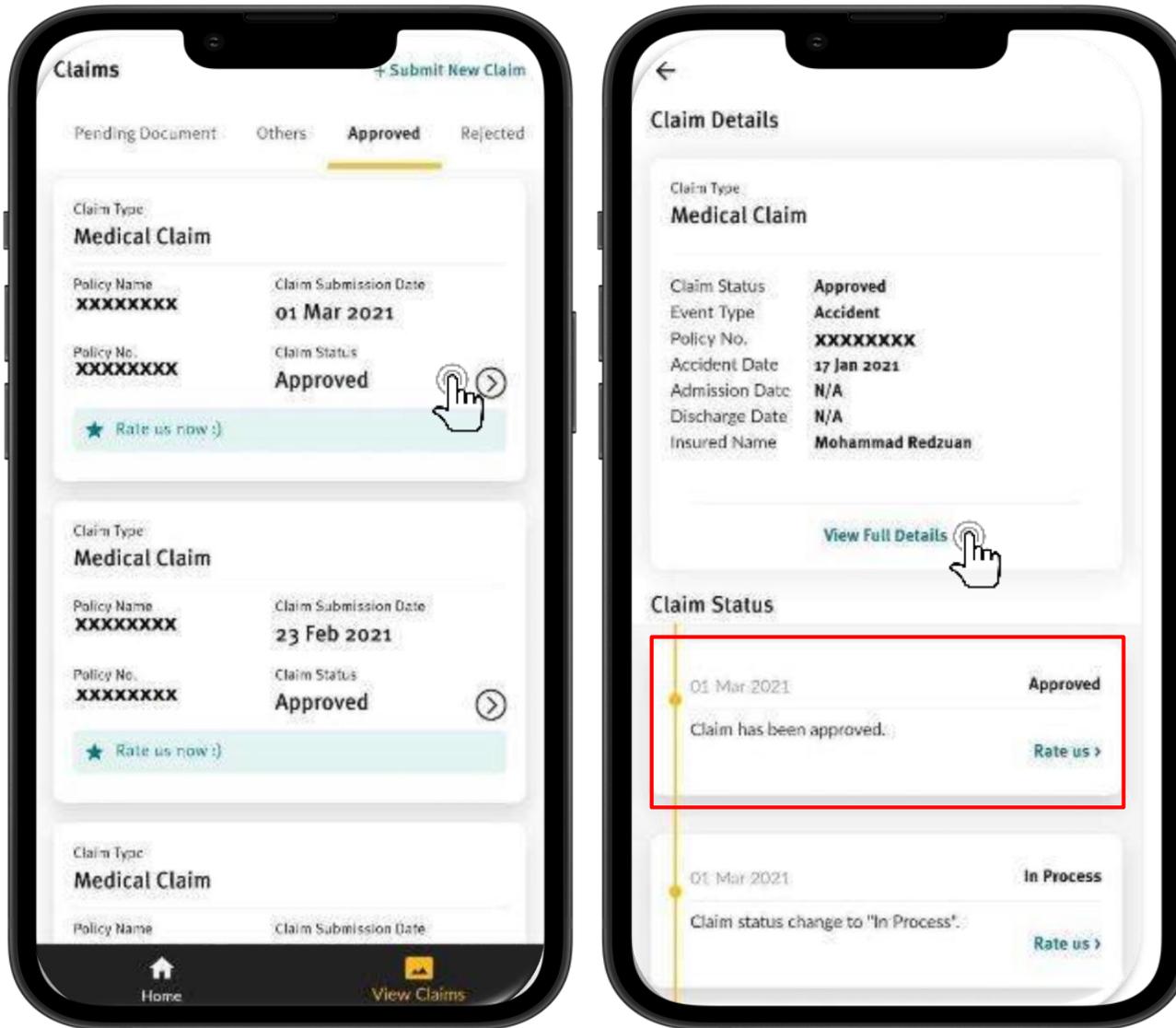


In Process claim status.

Tap on ">" and then "View Full Details" to know further.

At this stage, you may also perform a rating regarding your claim experience/ journey so far.

View Claim Status



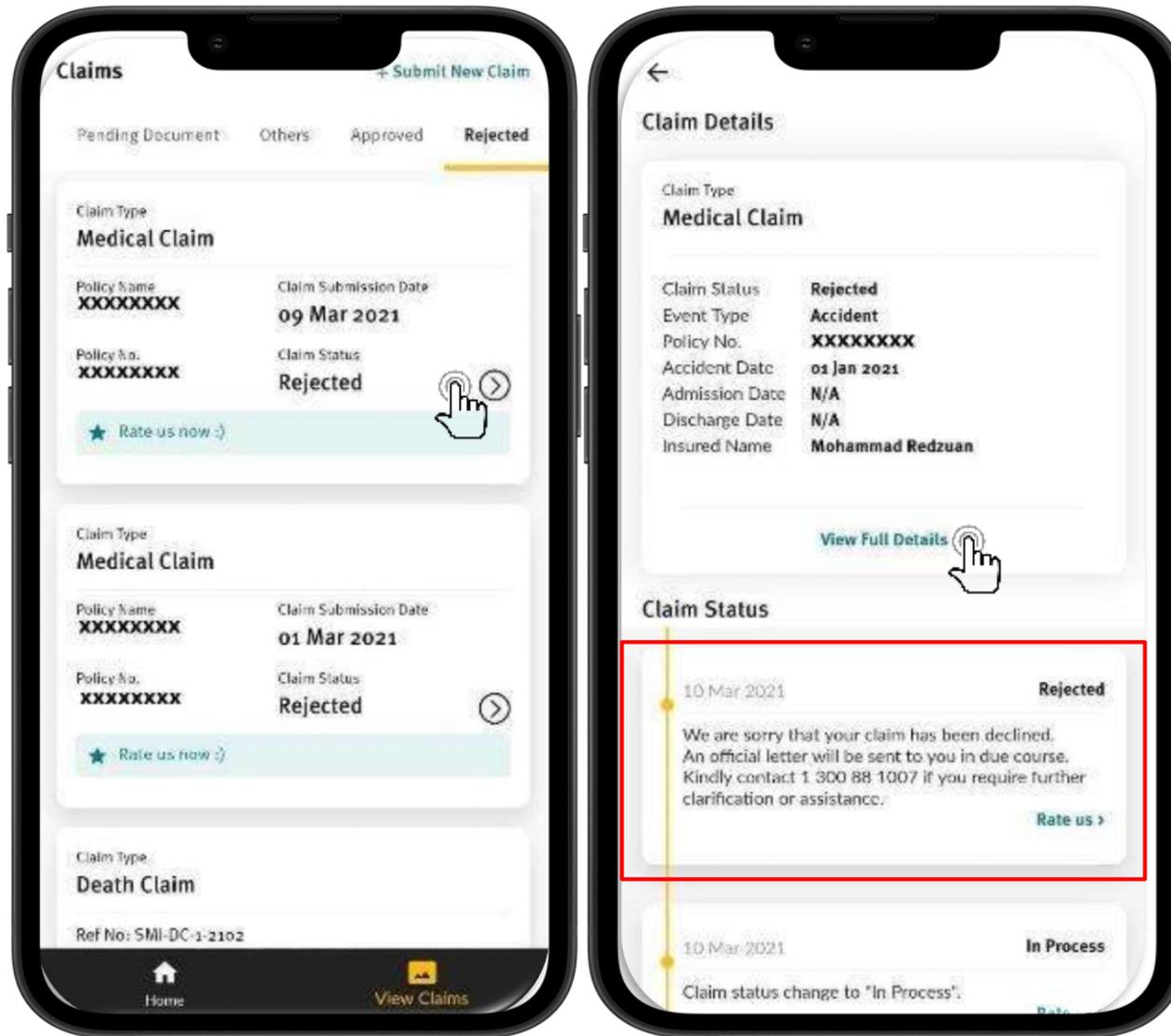
Approve claim status.

Tap on ">" and then "View Full Details" to know further.

If your claim is approved, you will receive a push notification message similar as per in the app.

You may proceed to do the rating as well.

View Claim Status

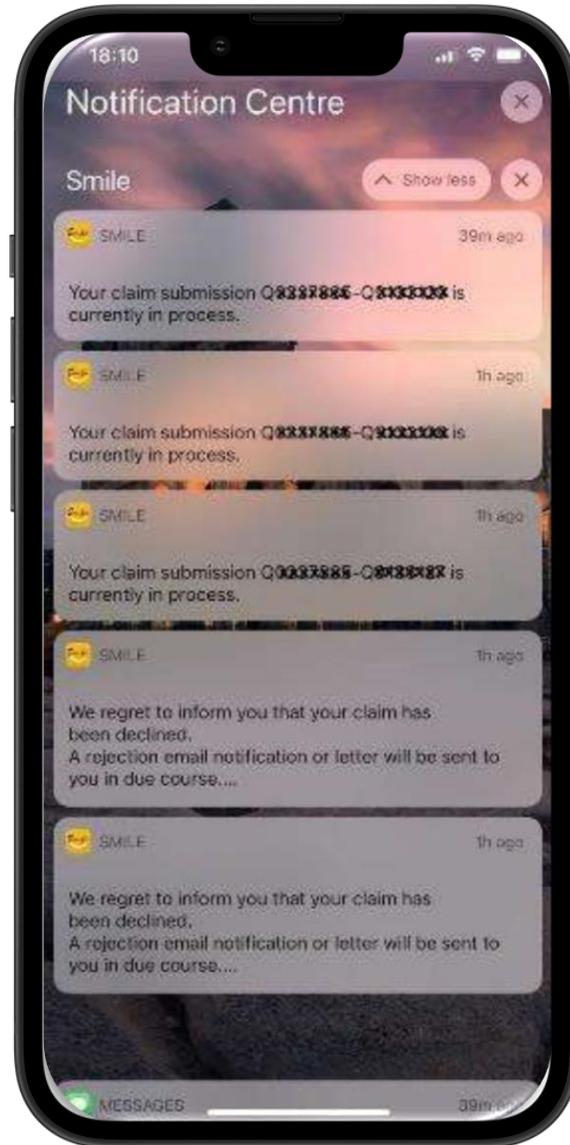


Rejected claim status.

Tap on “>” and then “View Full Details” to know further.

When your claim is being rejected, you will receive a push notification message similar as per in the app.

View Claim Status – Sample Push Notification



Example of push notification received for each claim status processed by Etiqa.

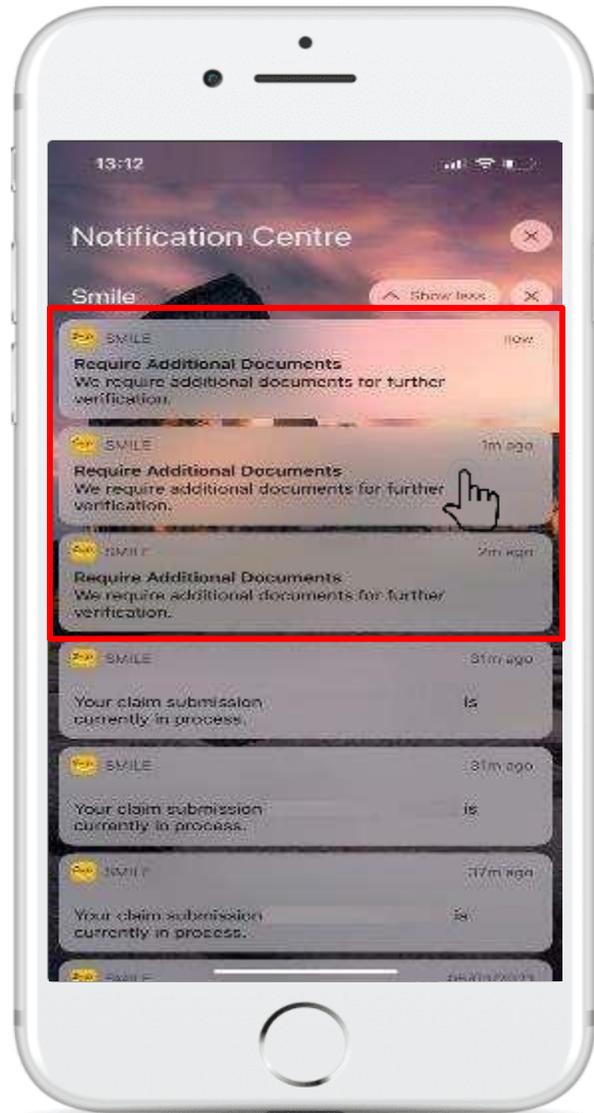
**Kindly ensure that you've granted permission for Etiqa+ app in order to receive the push notification.*

Settings varies according to phone model and internal operating system.



Request Document Feature

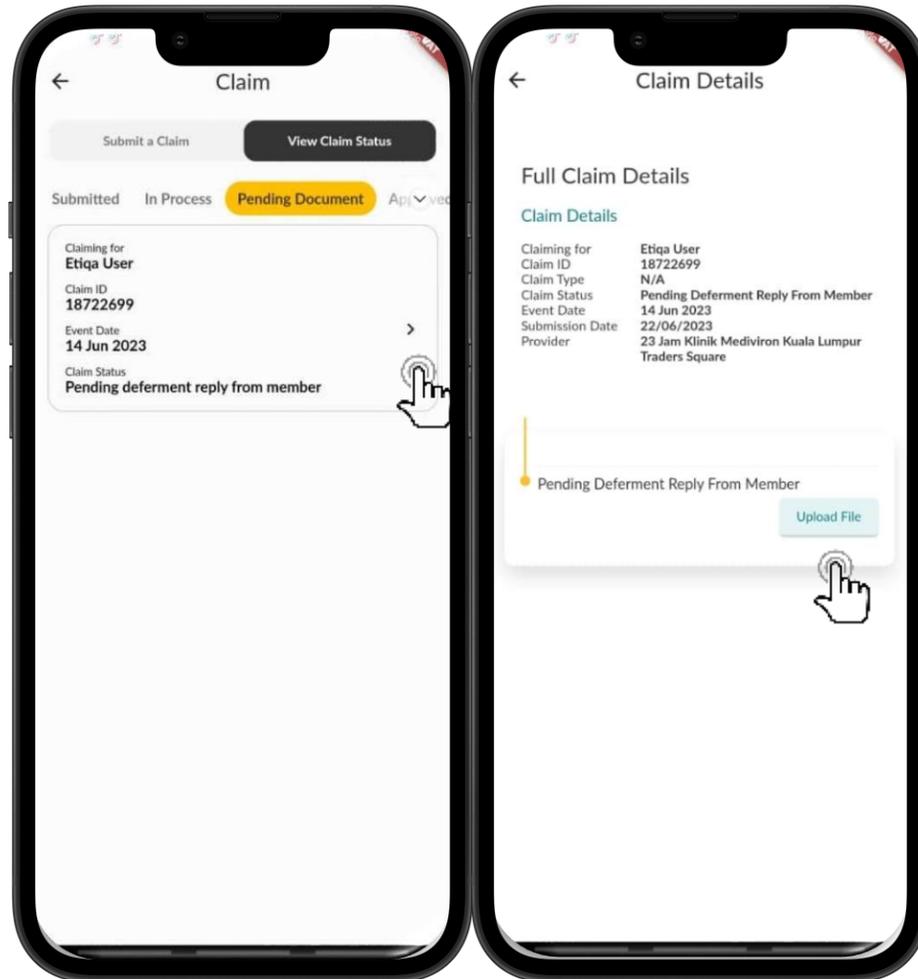
A fast & easy way of submitting pending document



You can now submit additional supporting documents for Hospital & Clinic Bill via app. It's super fast & easy!

How does this work?

1. When Etiqa claim processor finds that your claim document is insufficient, they will use the app to request it further from you;
2. A push notification will pop up on your phone screen;
3. Tap on the message and the app will direct you to "Pending Document" basket



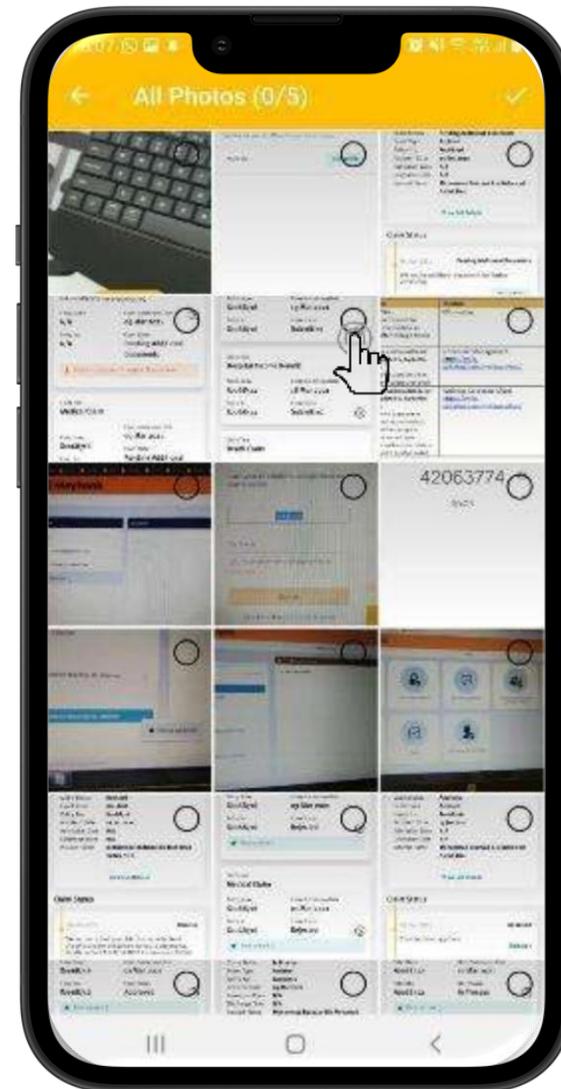
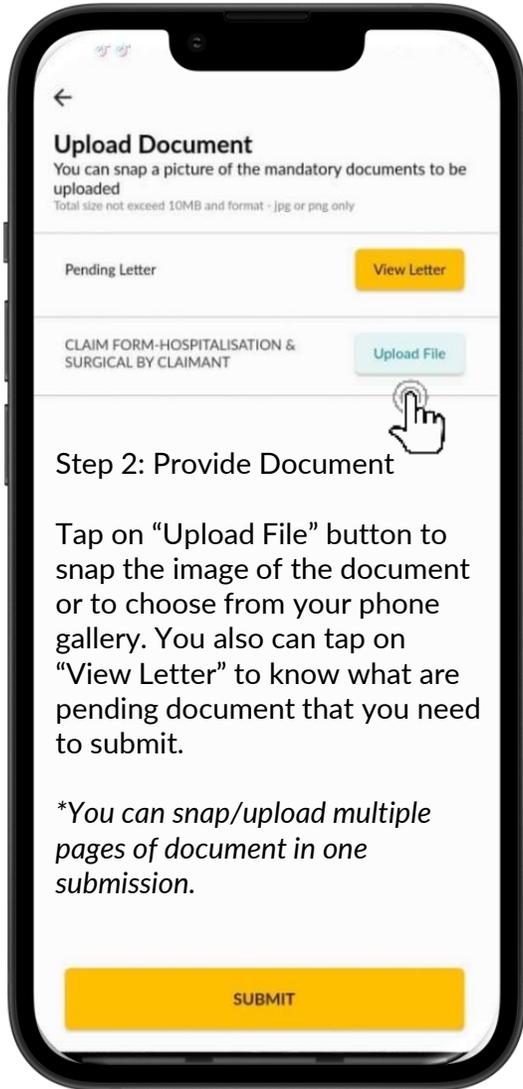
Step 1: Respond to request

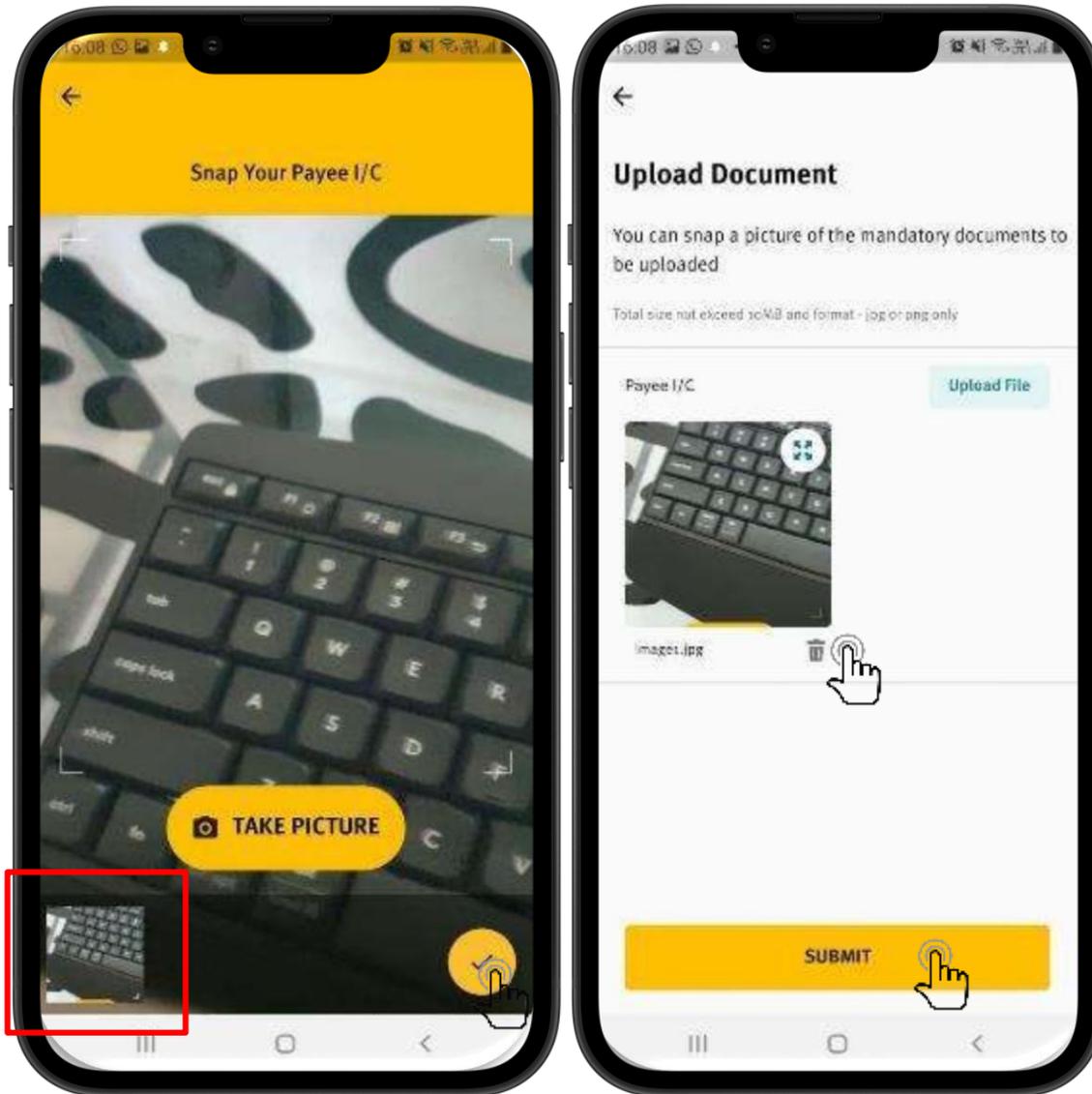
Once you've a push notification, tap on it. The app will direct you to "Pending Document" basket.

A list of claim with document required will be shown.

Tap on "Pending deferment reply from member" and it will bring you to the next page. You may tap on the "Upload File" to proceed.

Pending Document





Step 3: Validation & Submission

Uploaded/snapped image of the document will appear at the bottom panel. Once done, tap on check icon to proceed.

If you have wrongly attached a document, tap on recycle bin icon to remove the image file. Repeat the step to capture/upload document.

Tap "Submit" once done.





Done !

You have successfully sent your claim document(s) to Etiqa.

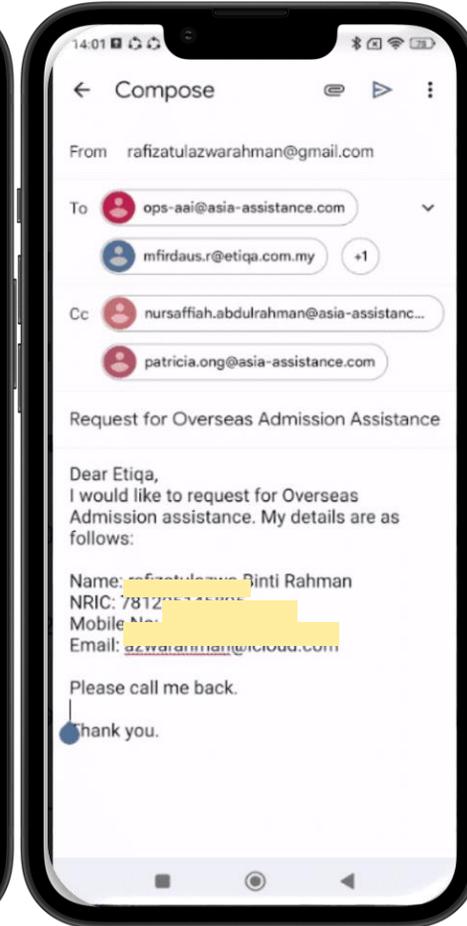
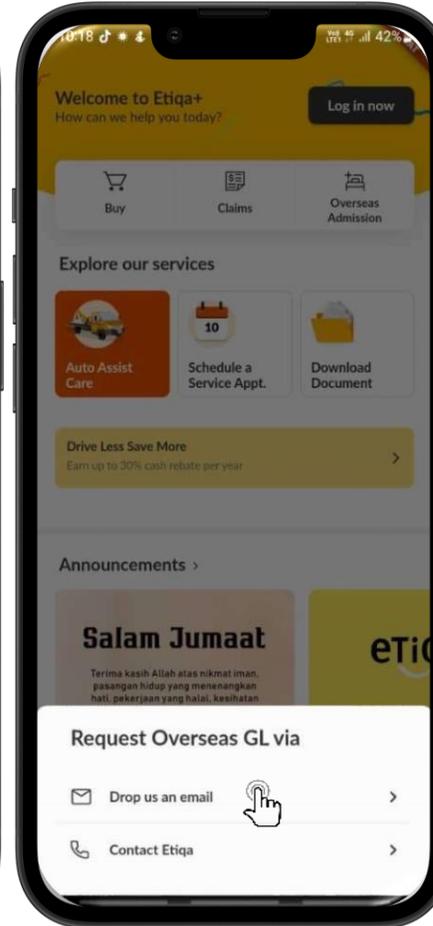
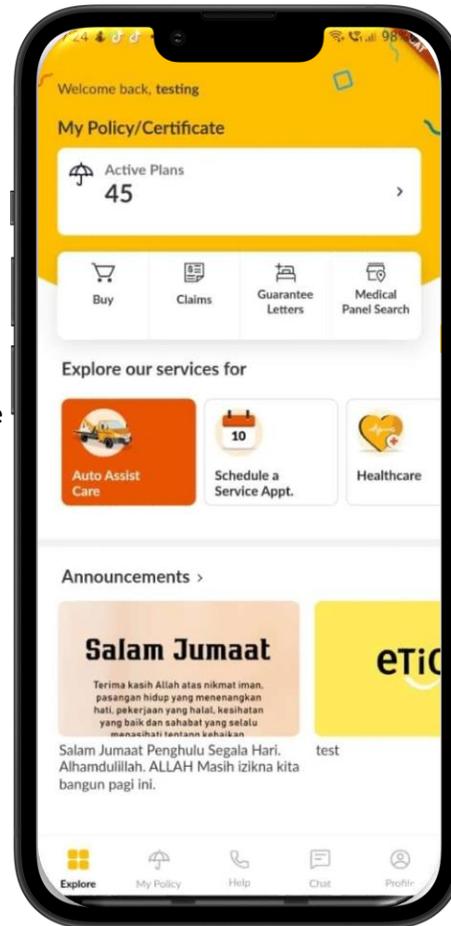
eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' of the 'eTiQa+' text.

Overseas Admission Module

Overseas Admission

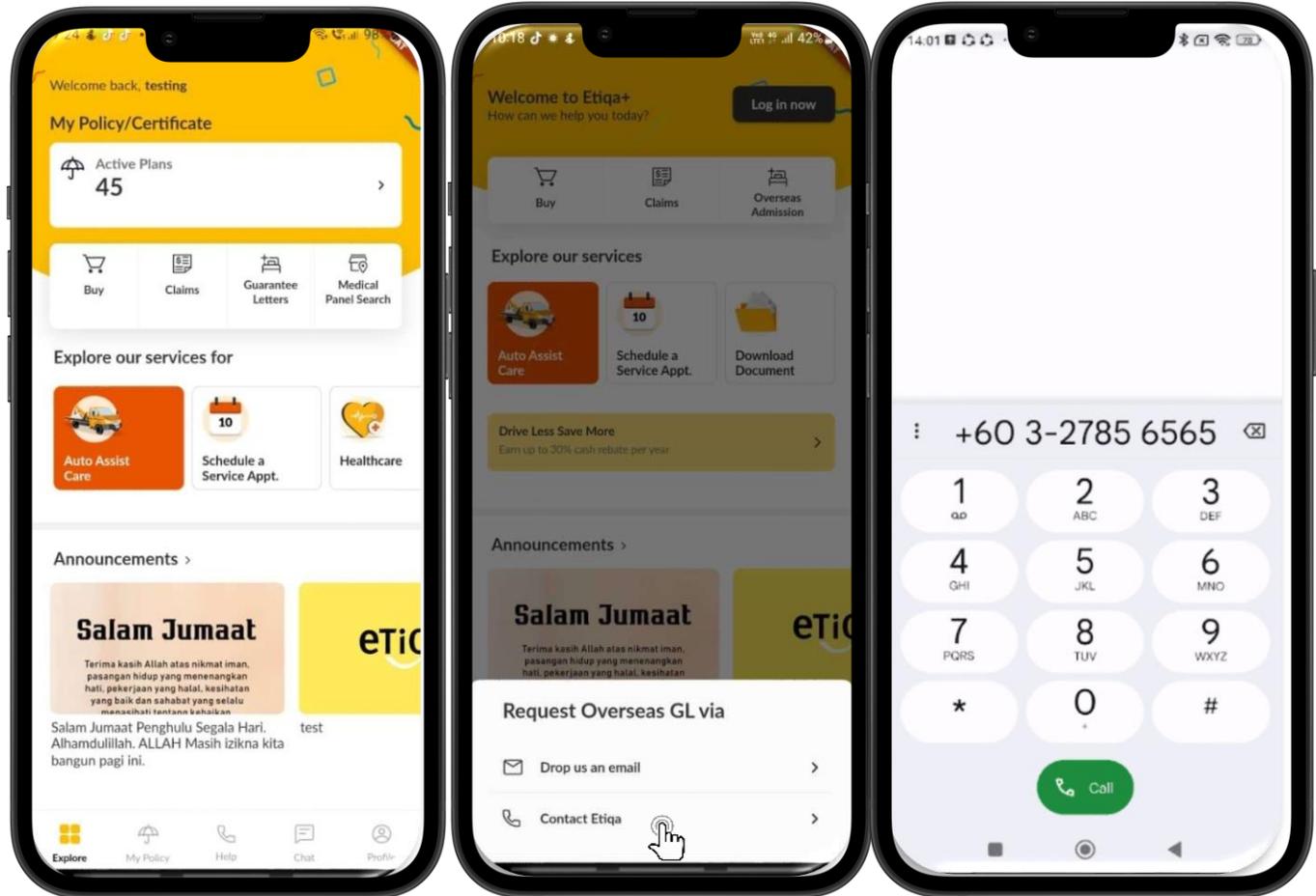
- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Send an email for a callback by the Travel Assistance team to call the customer back.



Overseas Admission

Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request :
- Call the Travel Assistance call center at 03-2785-6565.



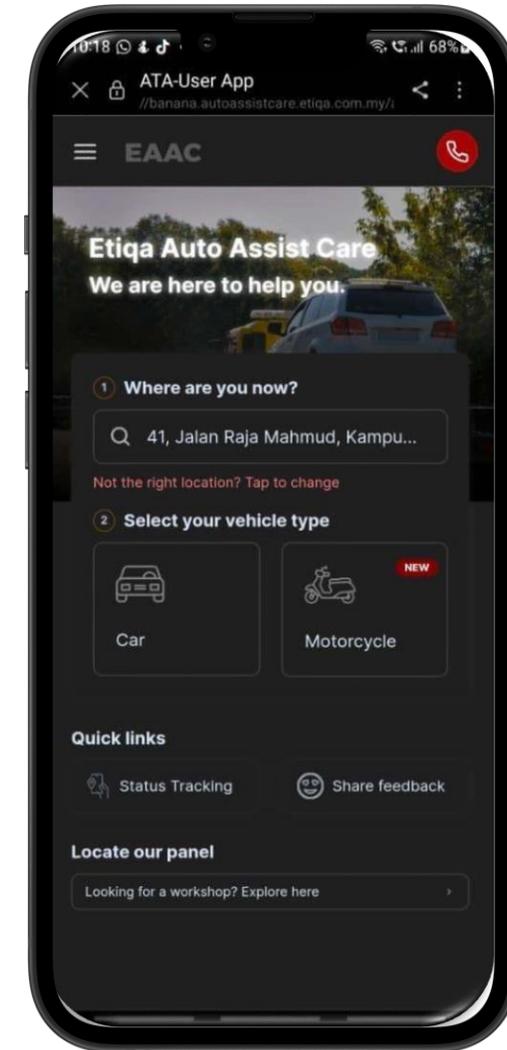
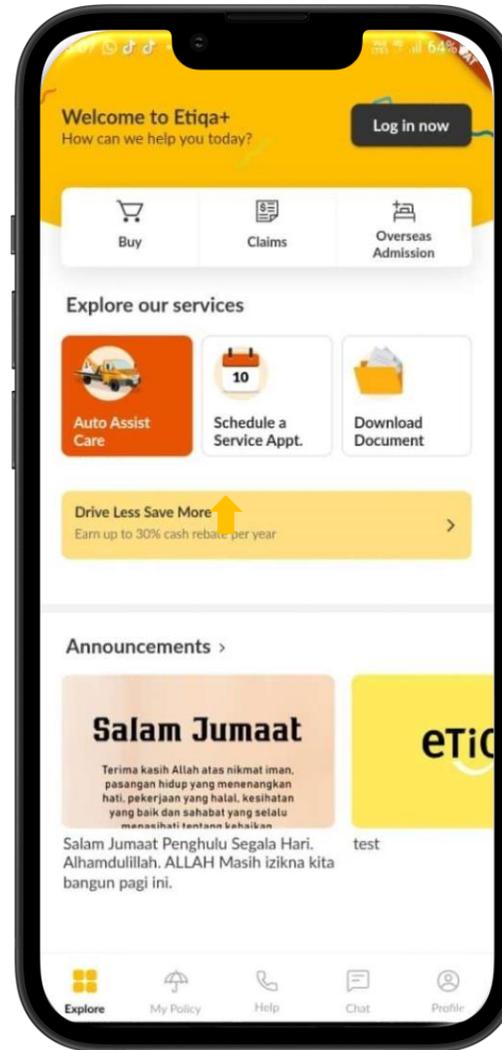
eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' in the 'eTiQa+' text.

Auto Assist Care Module

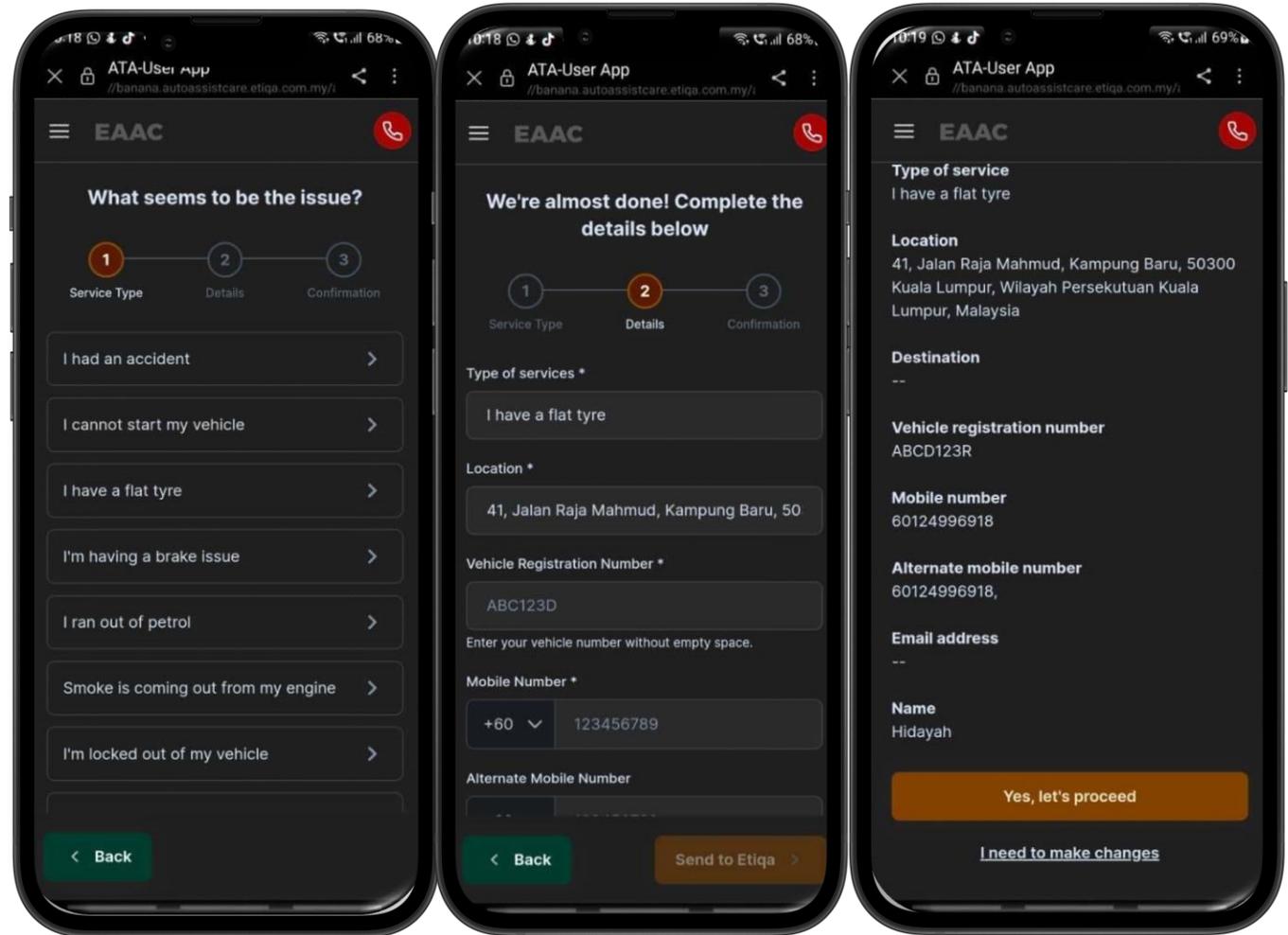
Use Auto Assist Care Button

- You may request for immediate assistance for towing or other emergency assistance
- You may filled in required details such as your location and vehicle type
- You also able to locate our nearest panel for further assistance



Use Auto Assist Care Button

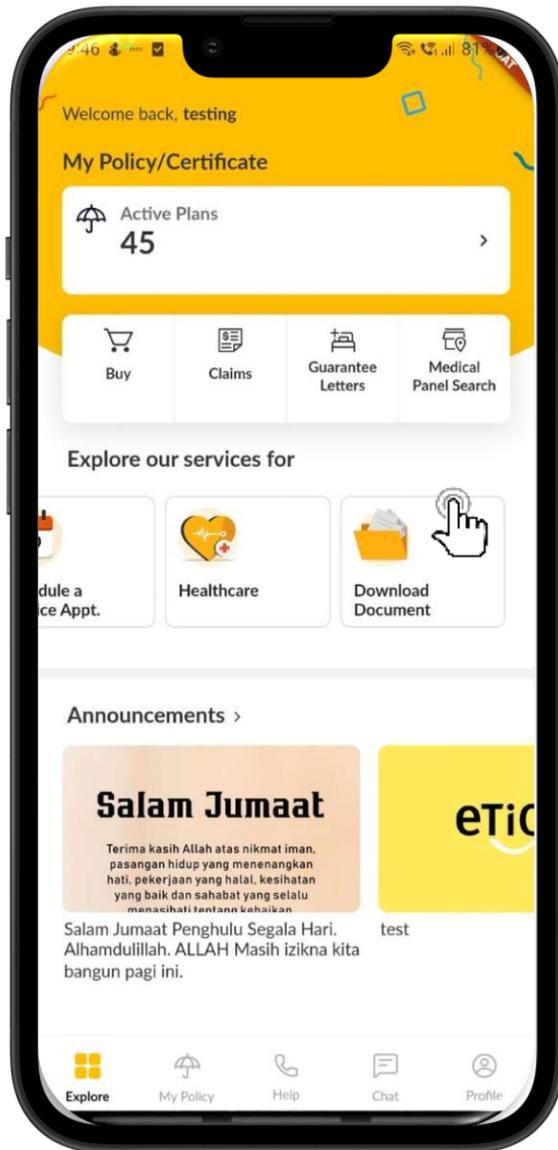
- You may choose the service type based on their issues
- You may need to fill in all required details as shown in image attached
- You may verify all the details and tap on button “Yes, let’s proceed”
- Your request will be directly sent to respective team for their further action



eTiQa+

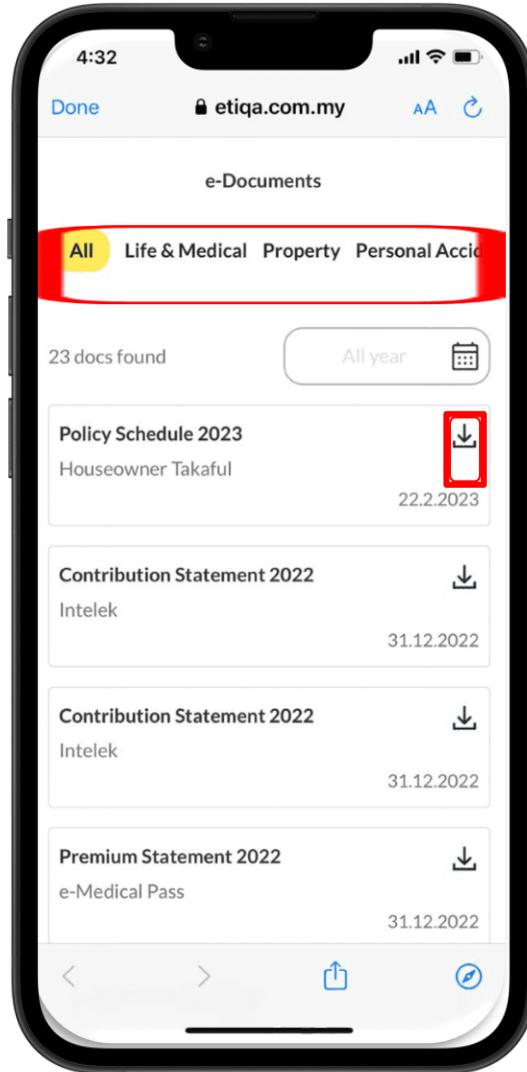
A yellow curved line resembling a smile, positioned below the 'i' and 'Q' of the 'eTiQa+' text.

E-Document Module



Step 1: Go to

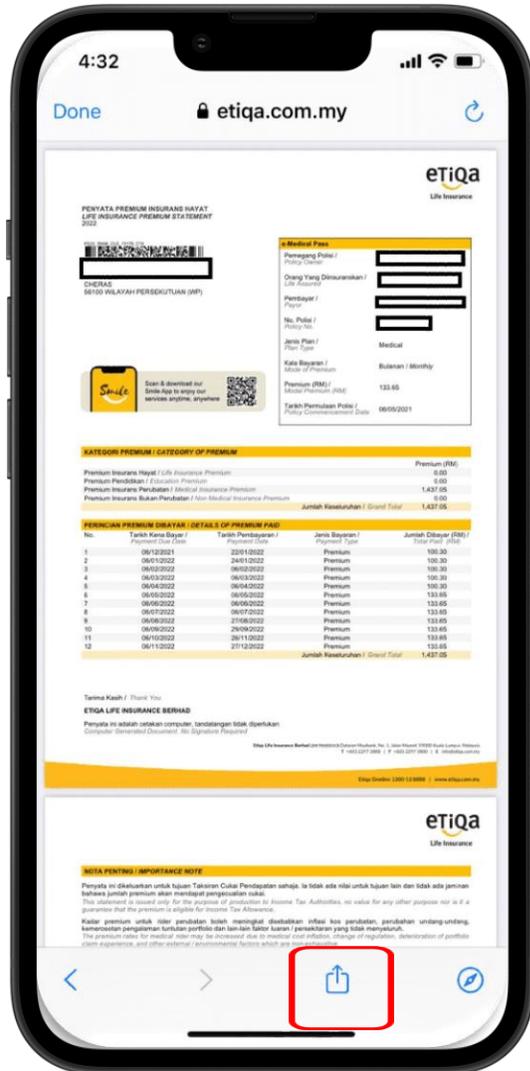
Tap on “Download Document”



Step 2: It will list all documents available for customer

Customer may also select by product category

Then click the download arrow to download the document



Step 3: It will display the documents as per sample

Customer may also share the document via other application ie whatsapp or save at their own handphone storage



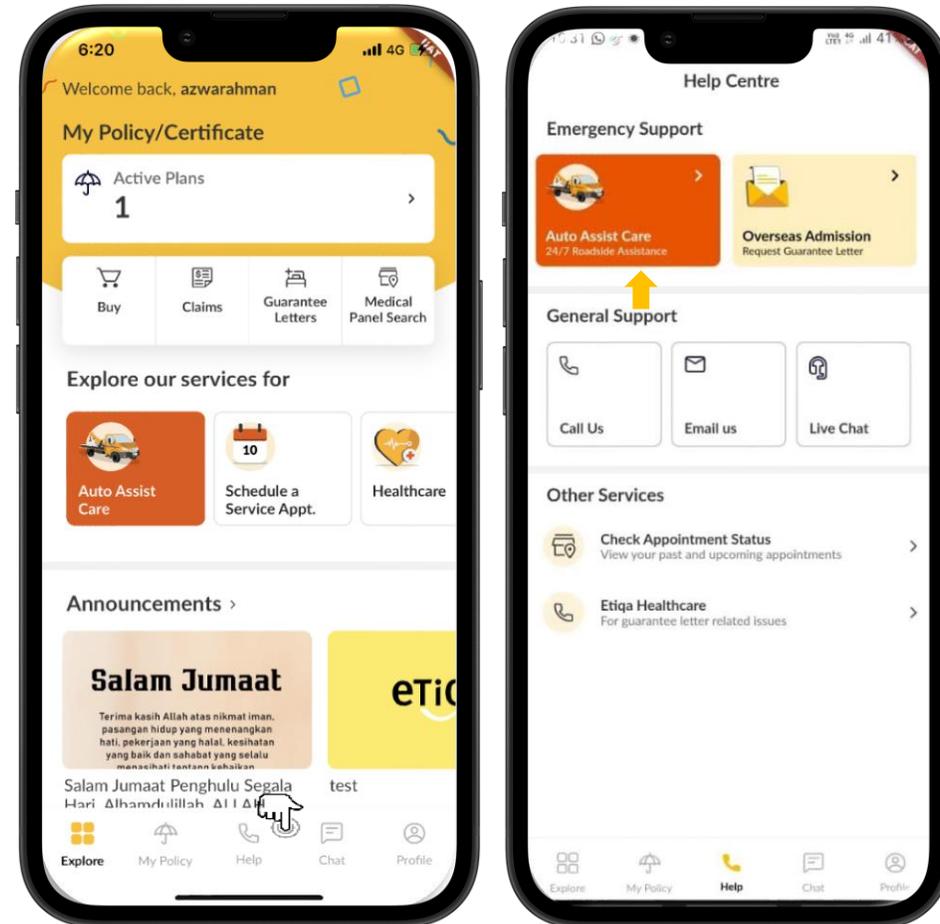
Multiple Customer Touchpoints Module

Multiple Customer Touchpoints

- Tap on the Help button.
- It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
- For **Emergency Support**, you can tap on the button **Auto Assist Care** or **Overseas Admission**.

Use Auto Assist Care Button

- You may request for immediate assistance for towing or other emergency assistance
- You may filled in required details such as your location and vehicle type
- You also able to locate our nearest panel for further assistance



Multiple Customer Touchpoints Module

Use Auto Assist Care Button

- You may choose the service type based on their issues
- You may need to fill in all required details as shown in image attached
- You may verify all the details and tap on button "Yes, let's proceed"
- Your request will be directly sent to respective team for their further action

The image displays three sequential screenshots of the EAAC mobile application interface, illustrating the process of reporting a vehicle issue and providing details.

Screenshot 1: "What seems to be the issue?"
This screen shows a progress indicator with three steps: 1. Service Type, 2. Details, and 3. Confirmation. Under "Service Type", there are seven selectable options, each with a right-pointing arrow:

- I had an accident
- I cannot start my vehicle
- I have a flat tyre
- I'm having a brake issue
- I ran out of petrol
- Smoke is coming out from my engine
- I'm locked out of my vehicle

A "Back" button is located at the bottom left.

Screenshot 2: "We're almost done! Complete the details below"
This screen shows the "Details" step of the process. It includes the following fields:

- Type of services ***: A text input field containing "I have a flat tyre".
- Location ***: A text input field containing "41, Jalan Raja Mahmud, Kampung Baru, 50".
- Vehicle Registration Number ***: A text input field containing "ABC123D". Below this field is a note: "Enter your vehicle number without empty space."
- Mobile Number ***: A field with a dropdown menu set to "+60" and a text input field containing "123456789".
- Alternate Mobile Number**: An empty text input field.

A "Back" button is at the bottom left, and a "Send to Etiqa" button is at the bottom right.

Screenshot 3: Confirmation screen
This screen shows the "Confirmation" step. It displays the information entered in the previous steps:

- Type of service**: I have a flat tyre
- Location**: 41, Jalan Raja Mahmud, Kampung Baru, 50300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia
- Destination**: --
- Vehicle registration number**: ABCD123R
- Mobile number**: 60124996918
- Alternate mobile number**: 60124996918,
- Email address**: --
- Name**: Hidayah

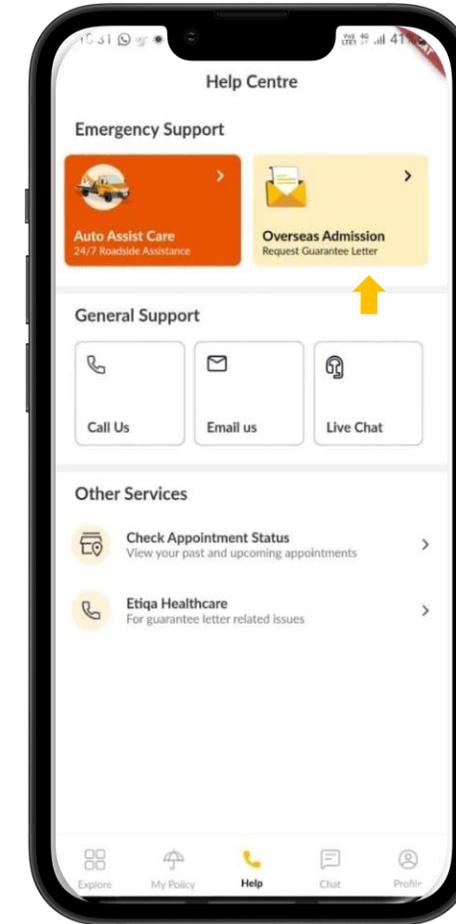
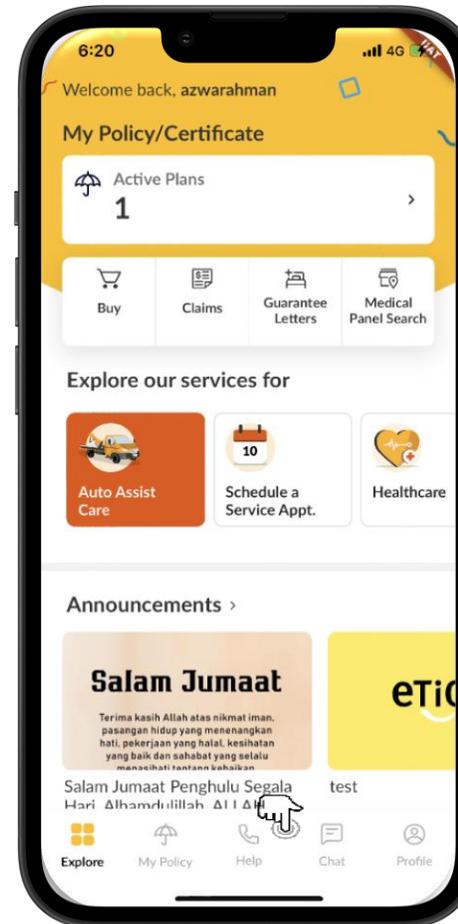
A large orange button labeled "Yes, let's proceed" is at the bottom, and a link labeled "I need to make changes" is at the very bottom.

Multiple Customer Touchpoints

- Tap on the Help button.
- It will bring you to the Help Centre page, and at this page, you are able to choose the assistance type that you require.
- For **Emergency Support**, you can tap on the button **Auto Assist Care** or **Overseas Admission**.

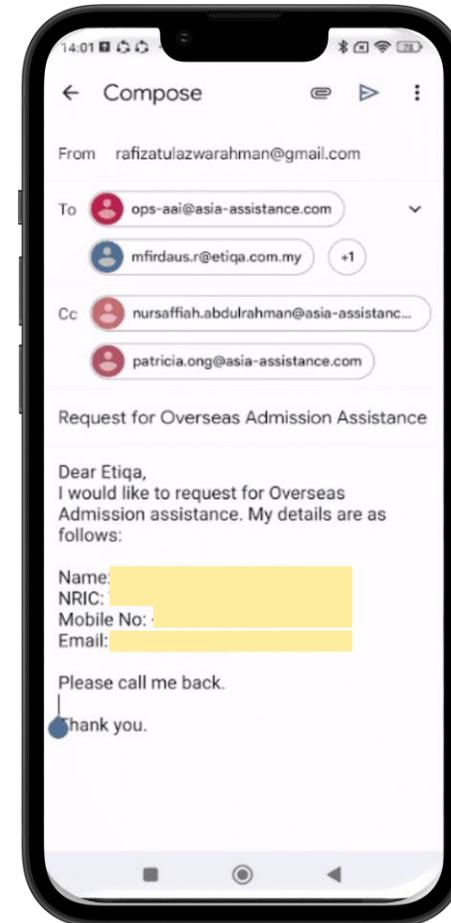
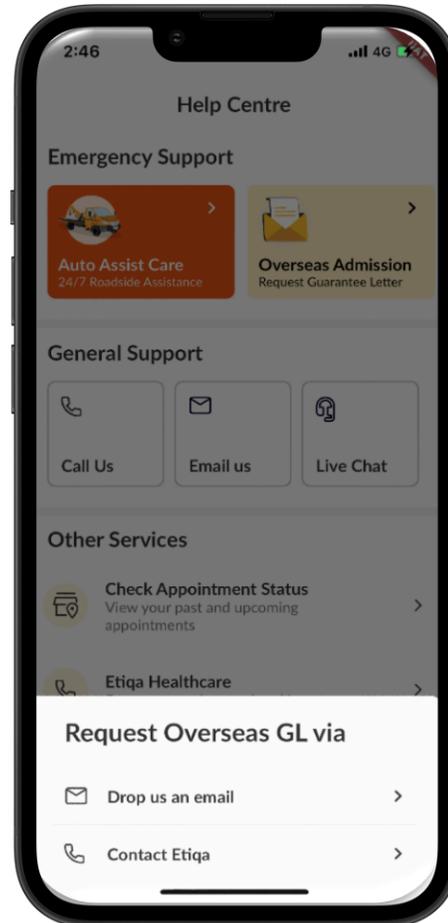
Use Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Send an email for a callback by the Travel Assistance team to call the customer back.



Overseas Admission

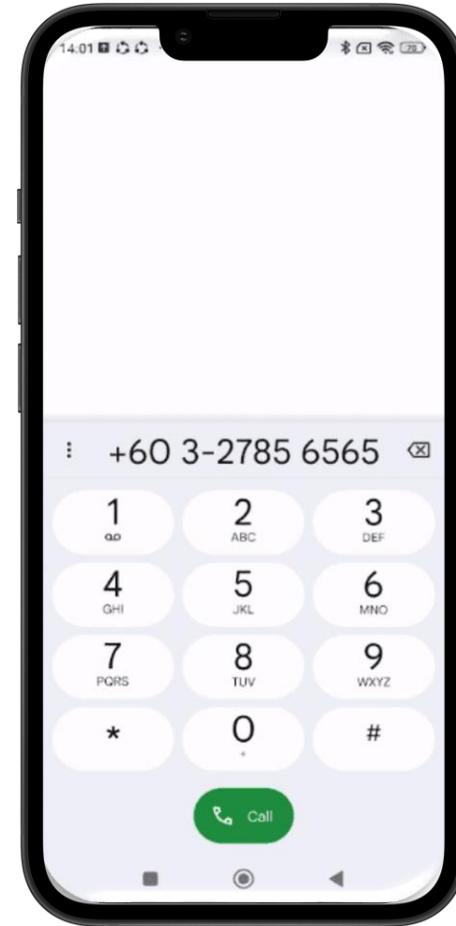
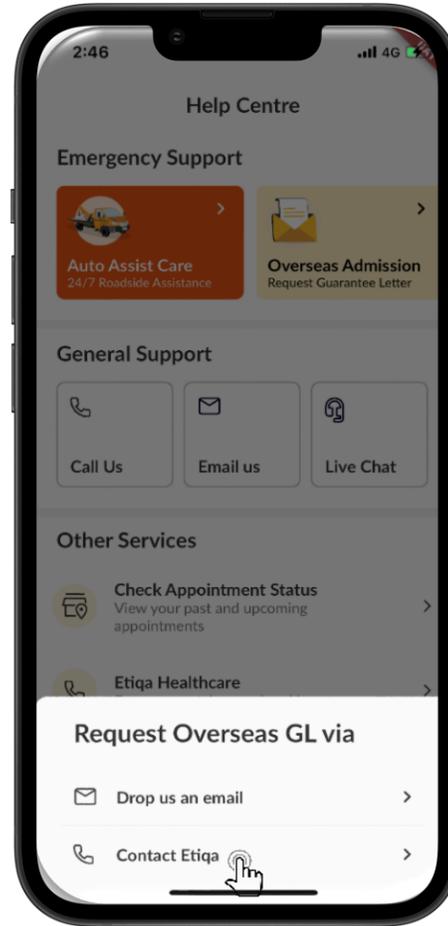
- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- Send an email for a callback by the Travel Assistance team to call the customer back.



Multiple Customer Touchpoints Module

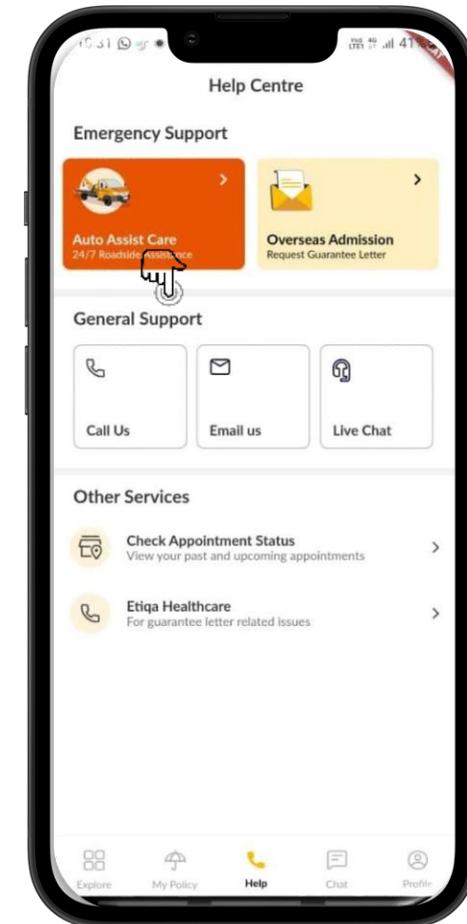
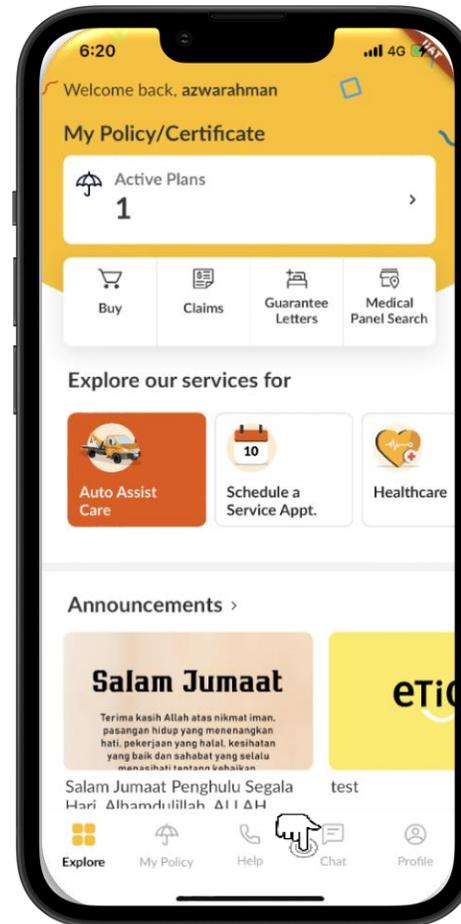
Overseas Admission

- Tap on Overseas Admission Assistance for Trip Care 360 GL Request:
- **Send an email for a callback by the Travel Assistance team to call the customer back.**



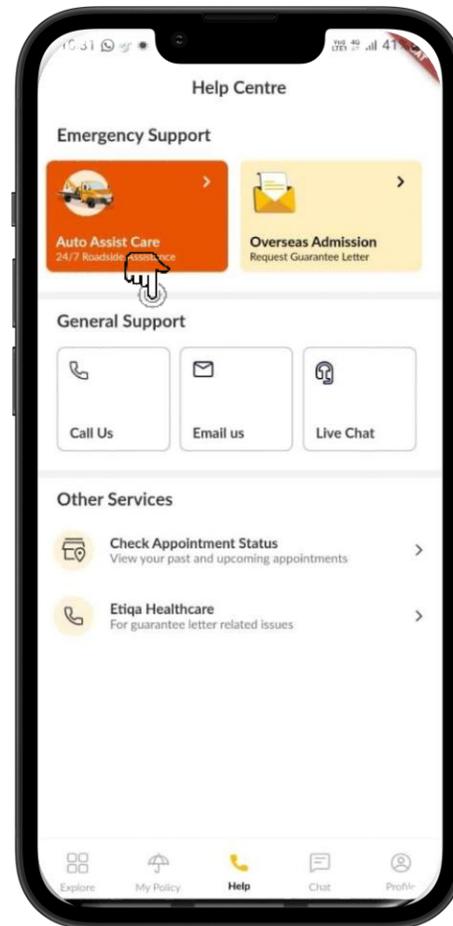
Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:
 - Call our Call Center at 1300-13-8888.
 - Email us at etiqamysupport@etiqa.com.my for further assistance based on your issues.
 - Or chat with us at Etiqua Live Chat for real-time assistance.
- For **Other Services**:
 - You can tap on "**Check Appointment Status**" to view your past and upcoming appointments.
 - Aside from that, you can also tap on the "**Etiqua Healthcare**" button to call Etiqua Healthcare at 1800-88-9998 for guarantee letter-related issues.



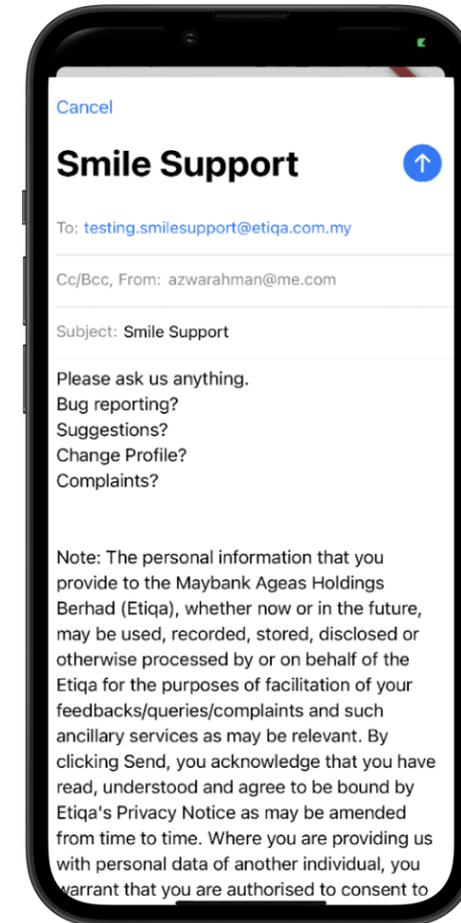
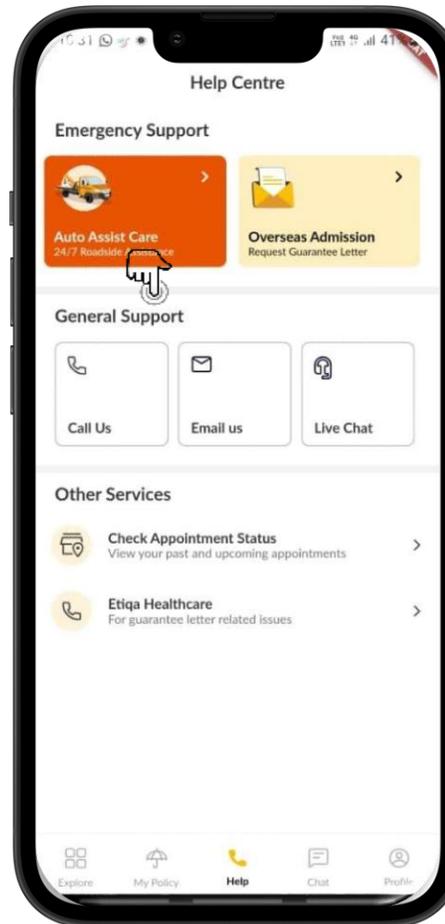
Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:
 - Call our Call Center at 1300-13-8888.



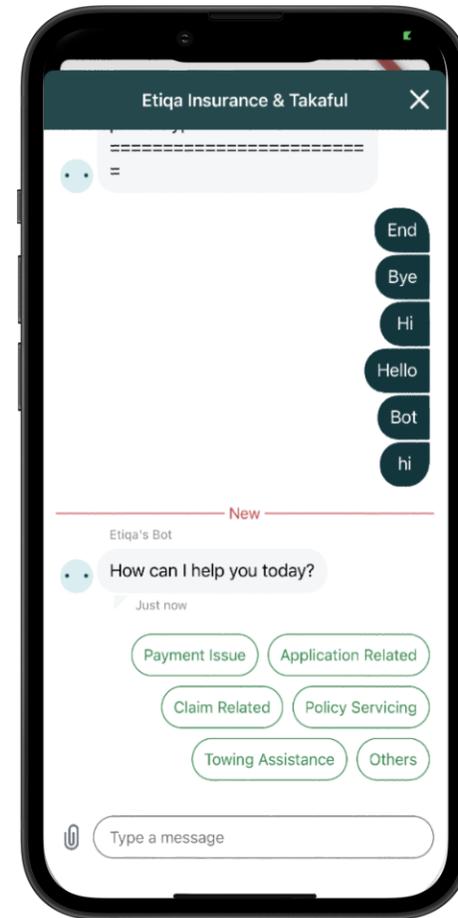
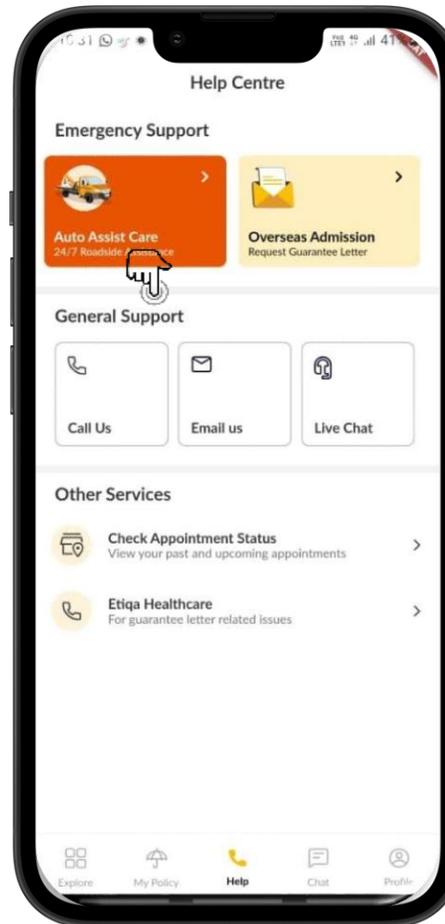
Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:
 - Email us at etiqamysupport@etiqa.com.my for further assistance based on your issues.



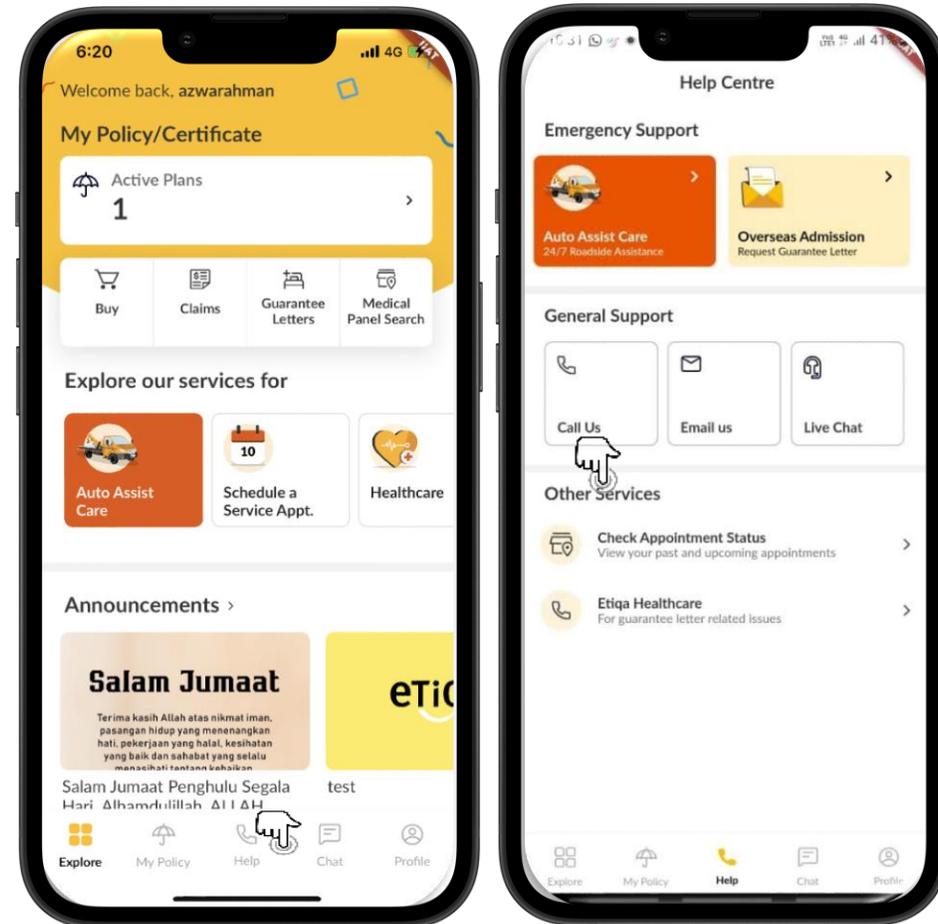
Multiple Customer Touchpoints

- Tap on the Help button.
- For **General support**, you can choose to:
 - Or chat with us at Etiqua Live Chat for real-time assistance.



Multiple Customer Touchpoints

- Tap on the Help button.
- For **Other Services**:
 - You can tap on "Check Appointment Status" to view your past and upcoming appointments.
 - Aside from that, you can also tap on the "Etiqa Healthcare" button to call Etiqa Healthcare at 1800-88-9998 for guarantee letter-related issues.



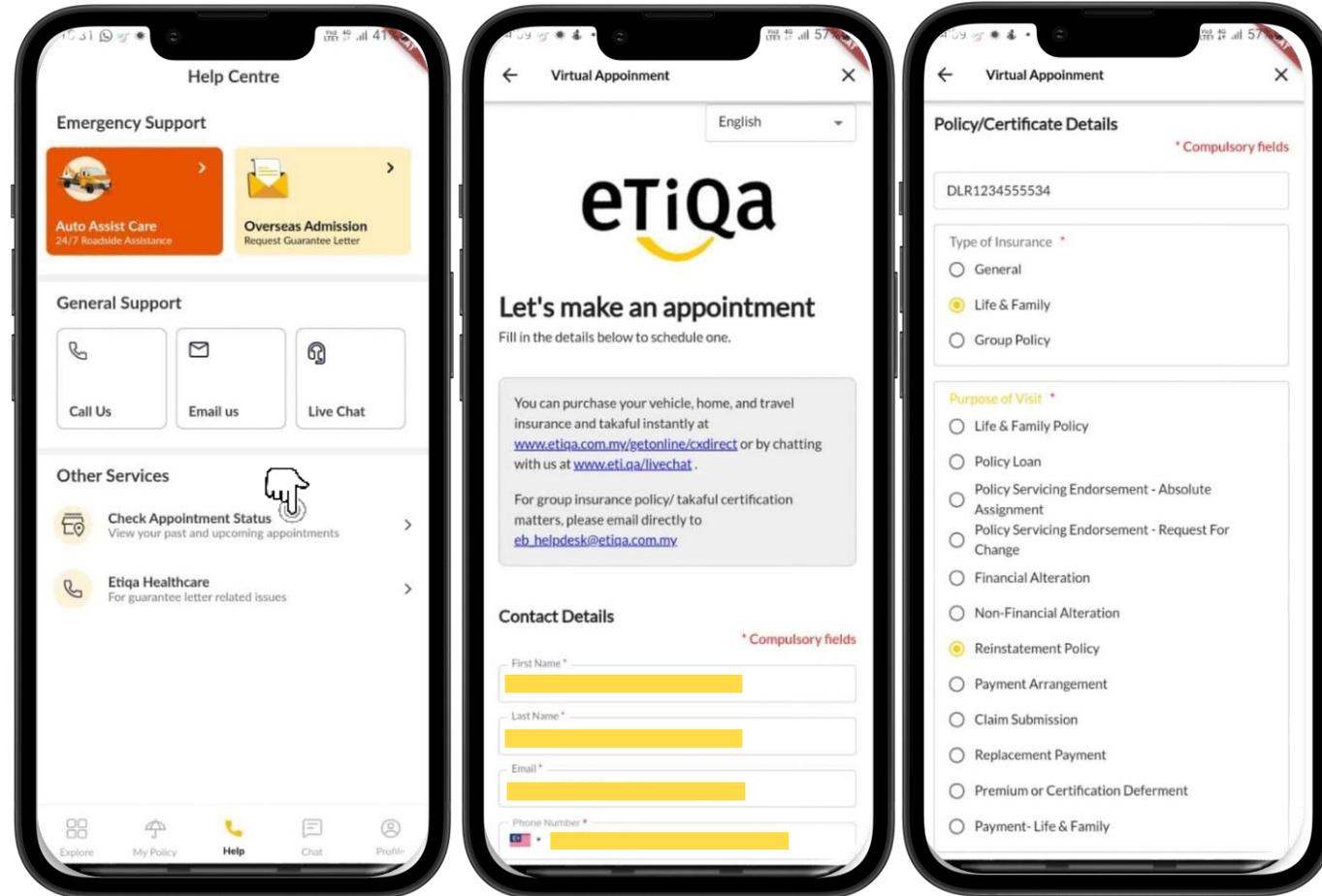
Multiple Customer Touchpoints Module

- For Other Services:

- You can tap on "Check Appointment Status" to view your past and upcoming appointments.

Use Schedule A Service Appointment

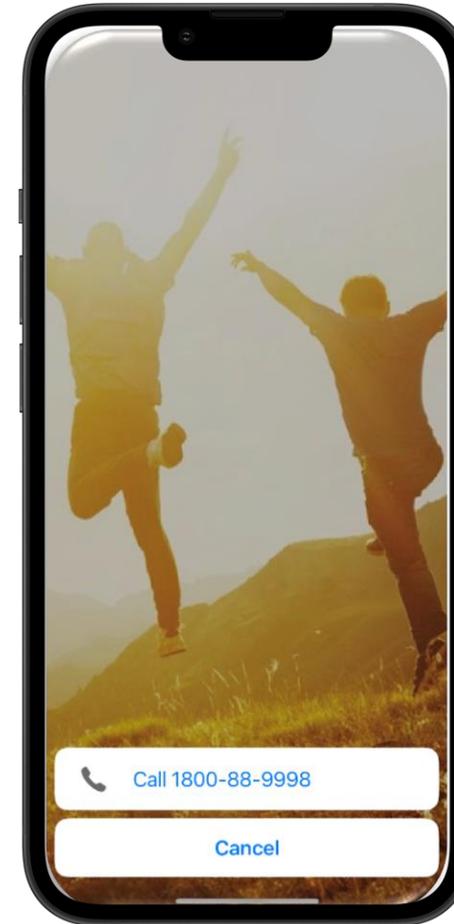
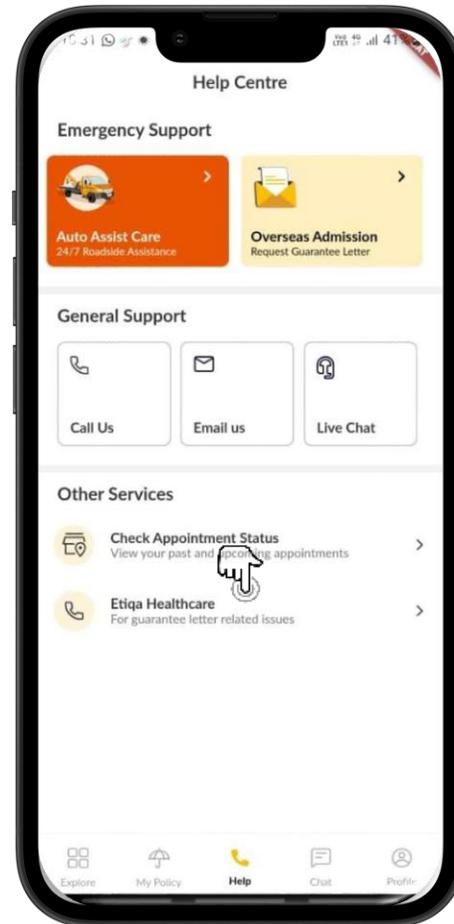
- You may request to schedule a Service Appointment for their policy
- You required to fill in the contact details such as First Name, Last Name, Email and Phone Number
- Fill in the policy/certificate details such as Type of Insurance and Purpose of the Visit
- You may filled in the details based on their needs



Multiple Customer Touchpoints Module

- For **Other Services**:

- Aside from that, you can also tap on the "**Etiqa Healthcare**" button to call Etiqa Healthcare at 1800-88-9998 for guarantee letter-related issues.

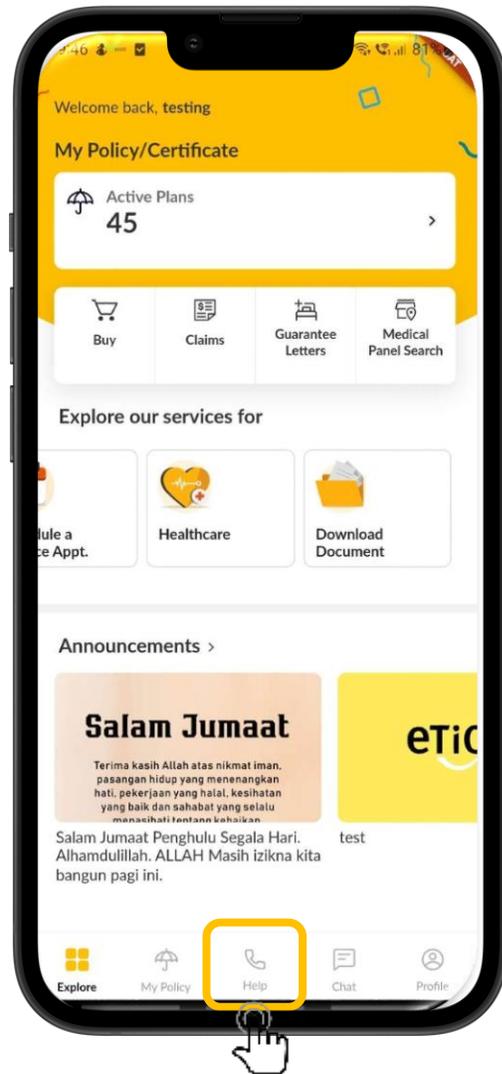




Having an issue?

Don't worry, we are here to help you...

Support

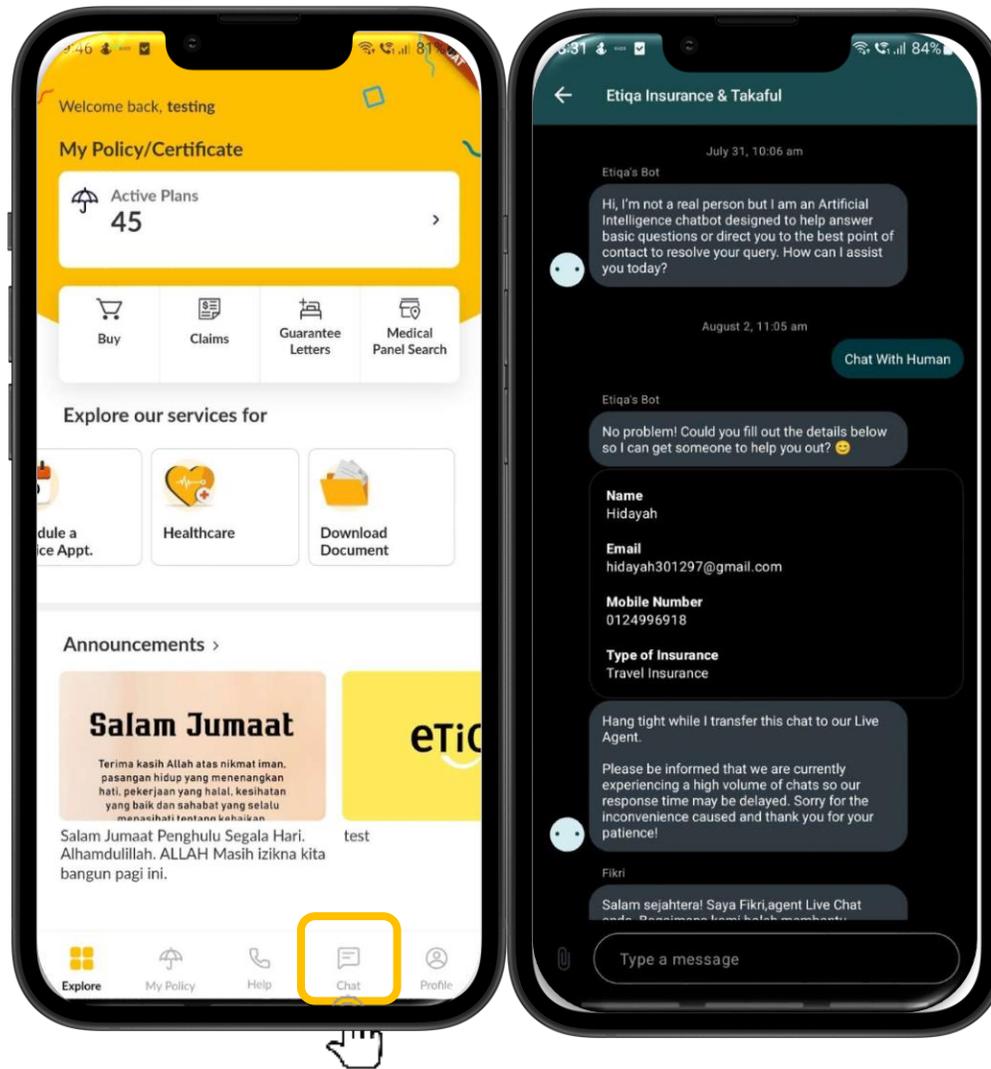


Press “Help” button on the app

or

e-mail to etiqamysupport@etiga.com.my

Support



You also can Press **“Chat”** button to chat with our **Etika Livechat consultant** for fast assistance

eTiQa+

A yellow curved line resembling a smile, positioned below the 'i' and 'Q' in the text 'eTiQa+'.

Thank You