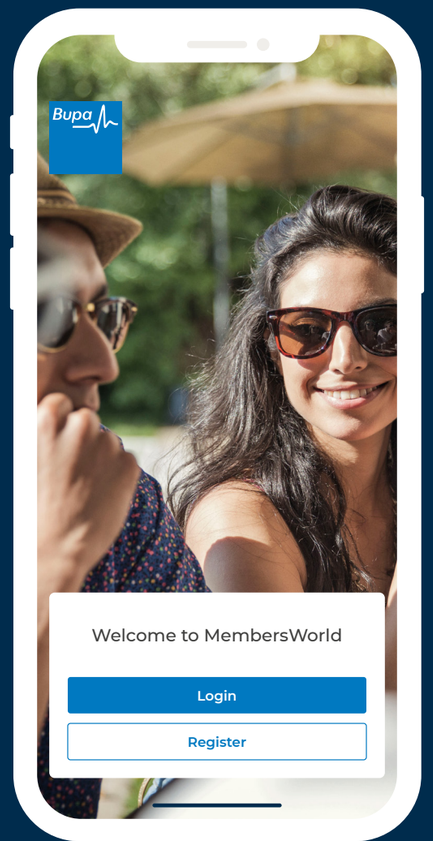
Administered by

Bupa

Membersworld App

What is MembersWorld App?

It's a new app for our customers, making it easier for them to check their policy details, view their membership card and make a claim on the go.

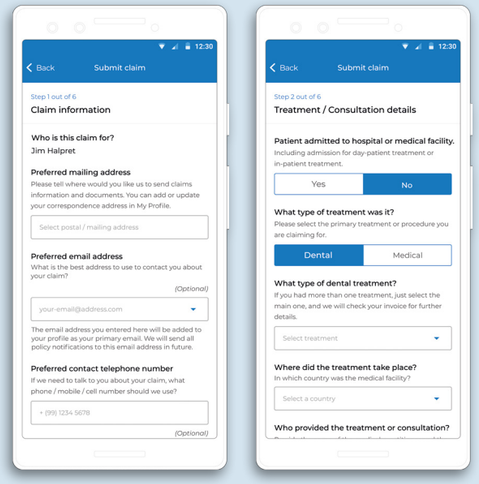


What does it do?

- Your Bupa Global account at your fingertips, anytime, anywhere
- Manage your claims and pre-authorisation
- Discreet and secure access using your MembersWorld login
- Keep your account information up to date
- View and manage dependants
- Available to applicants and dependants over 16

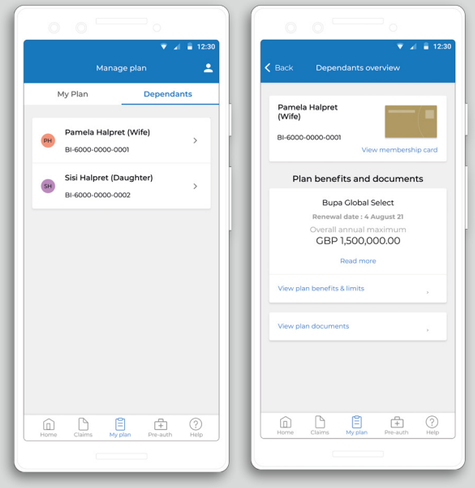
Claims and pre-authorisations

- Submit claims
- Request pre-authorisation
- View and track progress
- Review and send additional or missing information



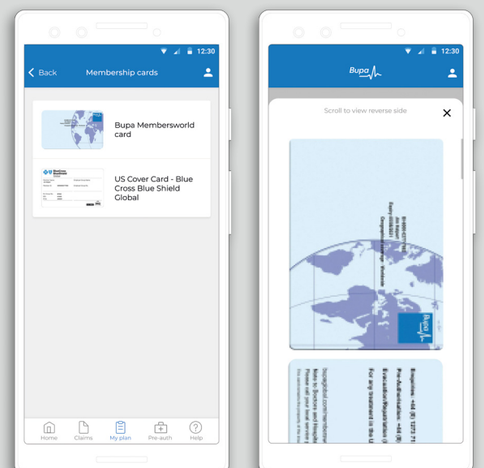
Dependants

- View dependants' plans, documents and membership cards
- Submit and view claims
- Allow applicants to manage a dependants' account



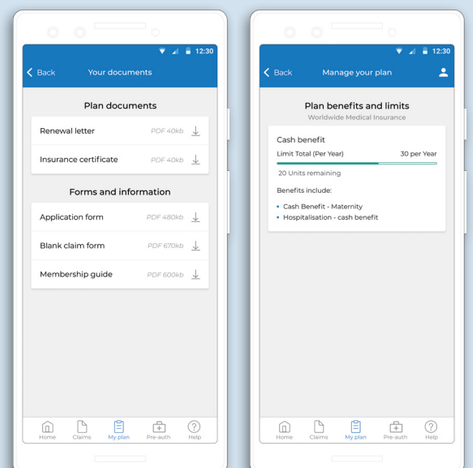
Membership cards

- Access to your membership cards whenever you need then



Policy documents

- View and download documents for your plan



How to access the app

Search for "Membersworld" on the App Store or Google Play

Login with your MembersWorld account or register for access

Download on the App Store

GET IT ON Google Play

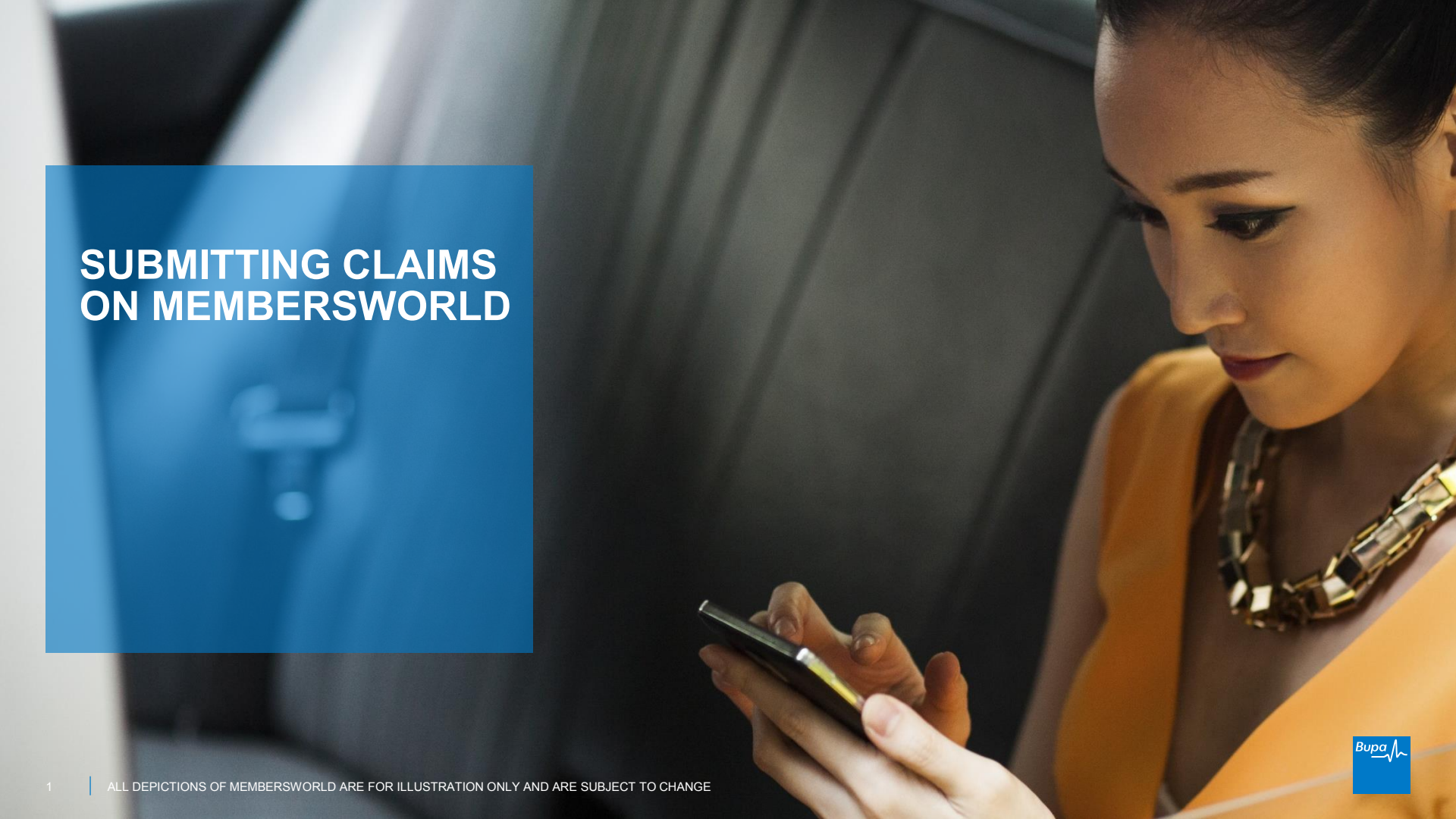
Insured by

RafflesHealthInsurance

Raffles Health Insurance Pte Ltd ("RHI") (Company Registration Number: 200413569G) is the insurer and Bupa Global, the trading name of Bupa Insurance Services Limited, is the administrator of RHI international health insurance plans in Singapore.

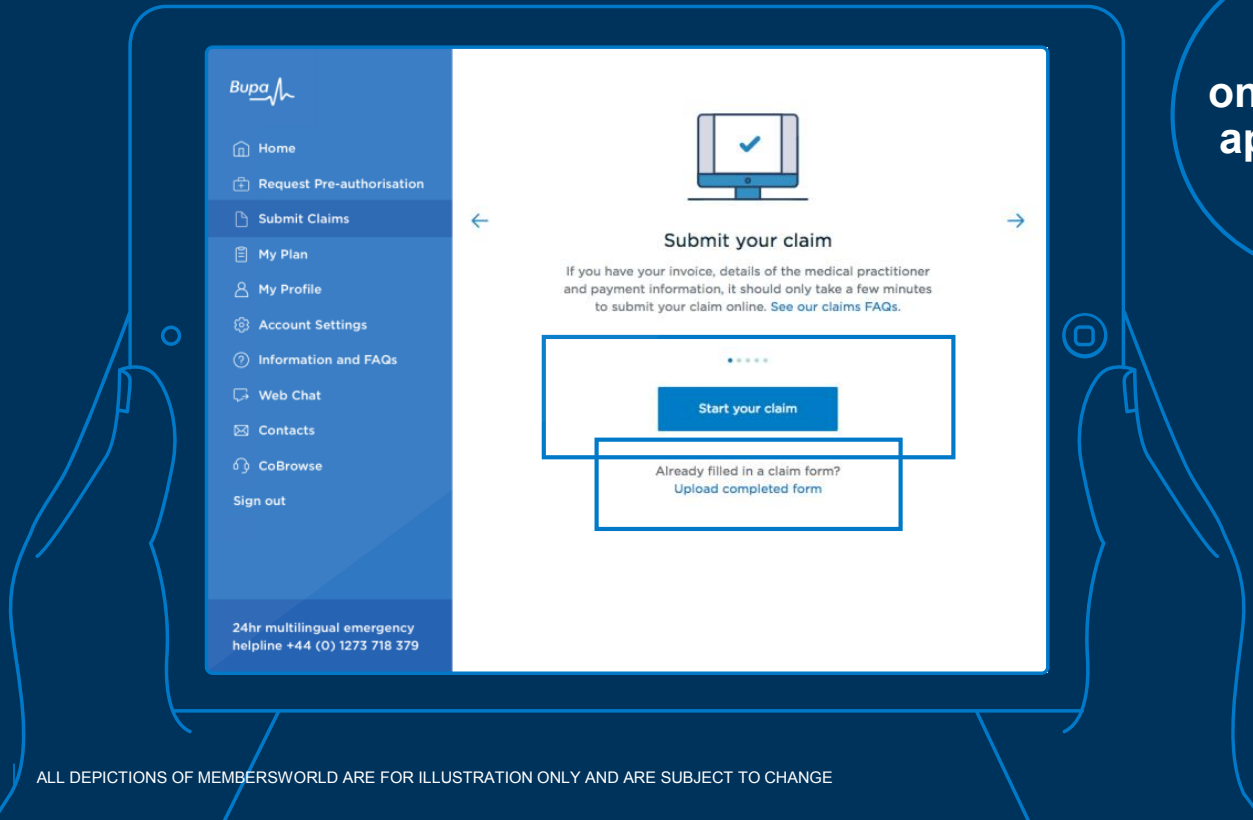
SGP-NOPR-FLYR-EN-XXXX-2011-0026270

SUBMITTING CLAIMS ON MEMBERSWORLD



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

SUBMITTING CLAIMS: AN OVERVIEW



Submit online claim application

Option 1

Upload a completed claim form

Option 2

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

OPTION 1

SUBMIT AN ONLINE CLAIM APPLICATION

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

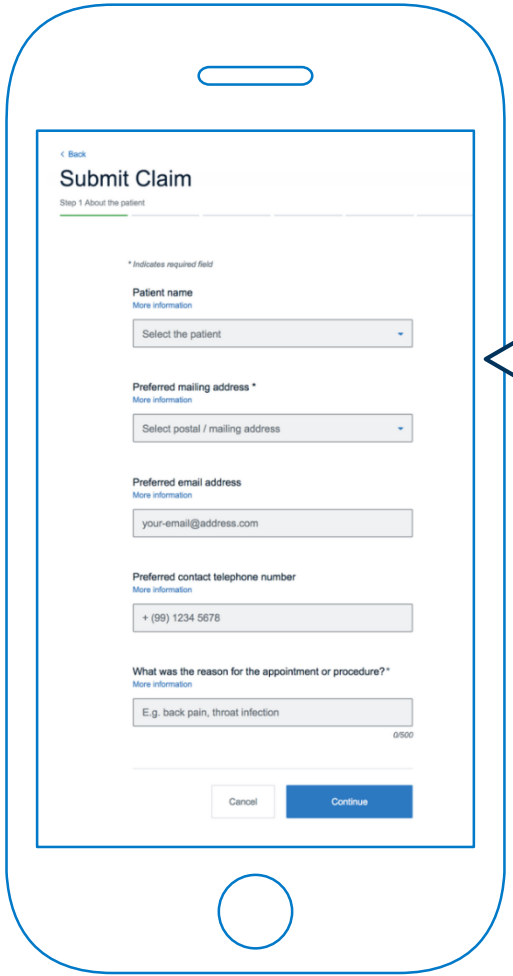
SUBMIT ONLINE CLAIM APPLICATION

STEP 1: ENTER YOUR PERSONAL DETAILS

You can complete your claim application from start to finish online if you have the necessary information and the receipts and other documentation to support it. You can now upload these from your mobile phone camera for ease.

Please note the policyholder must submit claim applications for dependants under 16.

Also, only the policyholder can submit claims on behalf of other policy members.



- Select Patient name
- Select Preferred mailing address
- Enter the reason for the medical appointment or procedure

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

SUBMIT ONLINE CLAIM APPLICATION

STEP 2: TREATMENT / CONSULTATION DETAILS

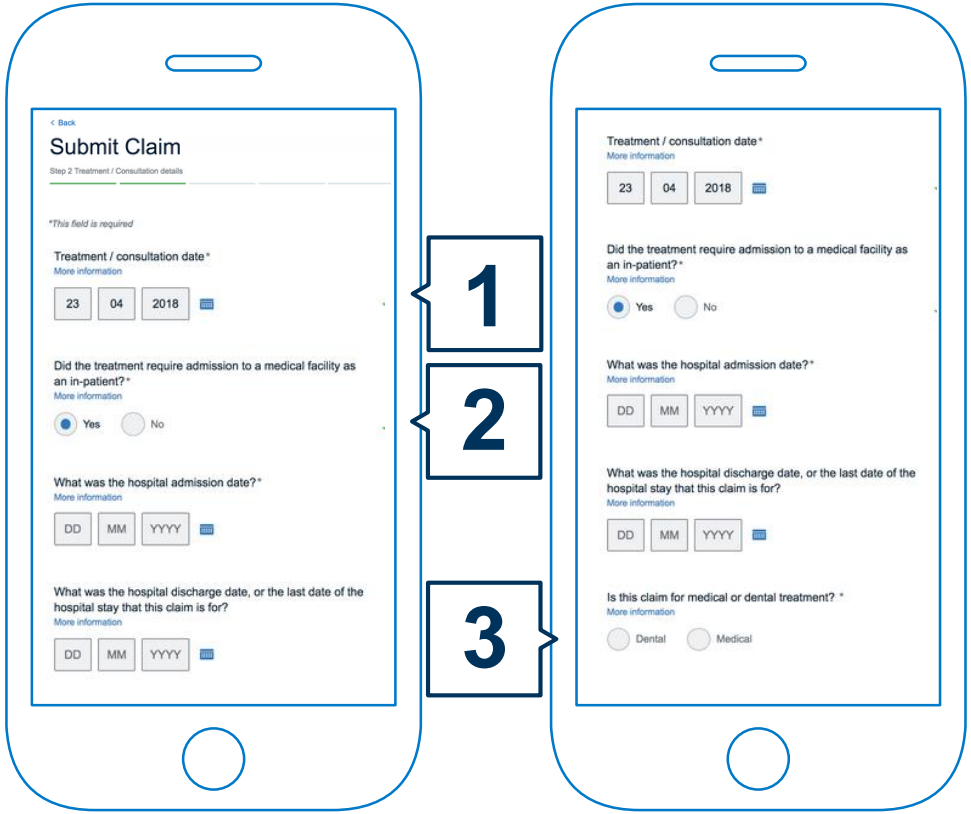
1. Add your treatment / appointment date

2. Tick **Yes** if your treatment required admission to a medical facility or hospital. If not, tick **No**

   If **Yes,** add your:

   a) hospital admission date
   b) hospital discharge date

3. Choose your **claim type**



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

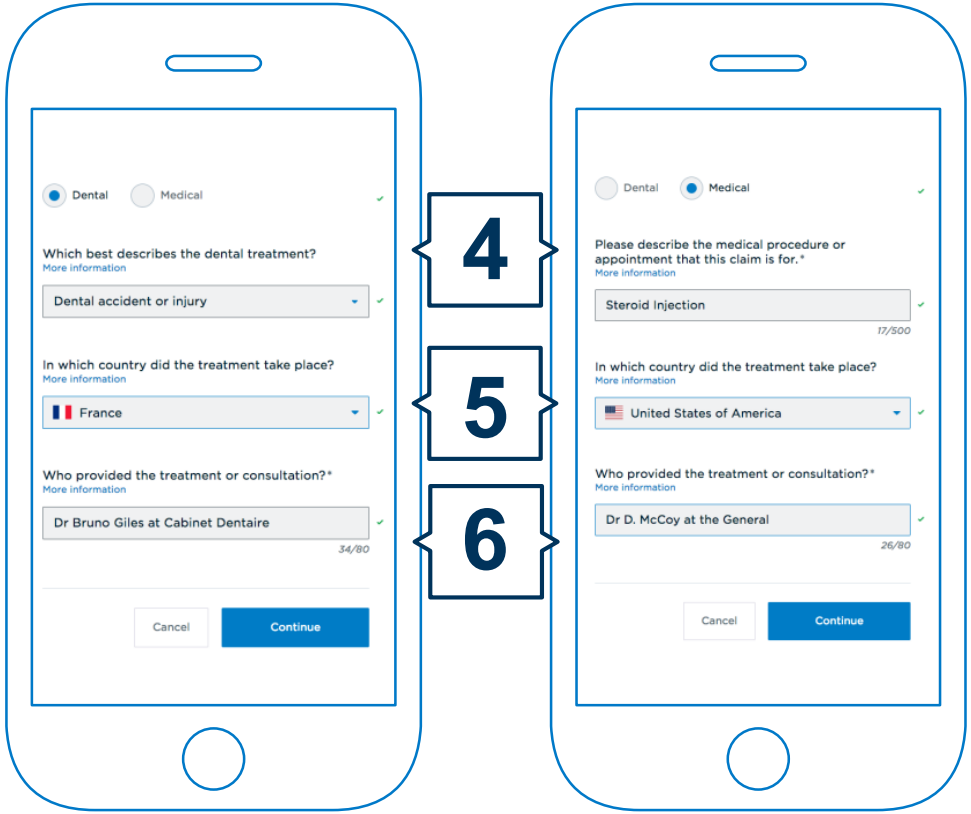
SUBMIT ONLINE CLAIM APPLICATION

STEP 2: TREATMENT / CONSULTATION DETAILS

4. Choose or enter the **best description** of your treatment

5. Select **country** where the treatment took place

6. Let us know **who** provided the treatment



DENTAL **MEDICAL**

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

STEP 3: PAYMENT DETAILS

1. Select the currency of the invoice

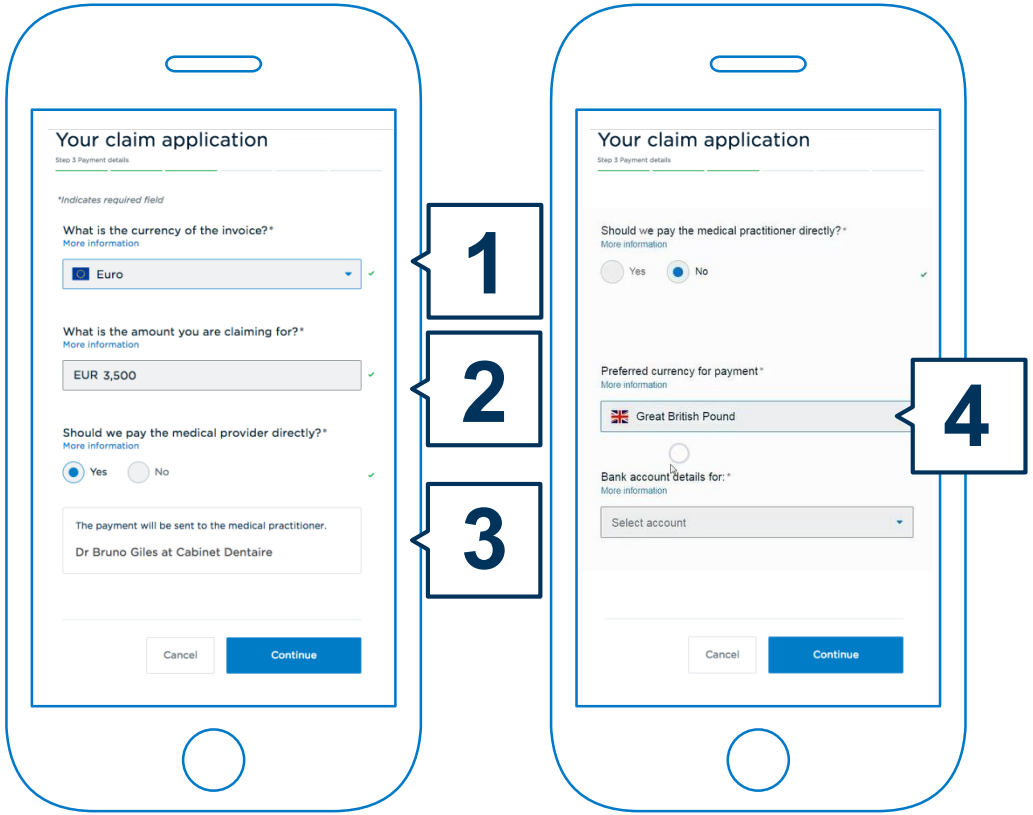
2. Input the claim amount

3. Choose **Yes** if we should pay the medical provider directly (i.e. if they haven't yet been paid)

OR

3. Choose **No** if you want us to pay you instead (you have already settled the bill and want to be reimbursed)

4. Select the currency in which you would like to be reimbursed and choose bank account details or add a new account



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

STEP 4: UPLOAD YOUR DOCUMENT OR SAVE YOUR COMPLETED FORM

1. Upload documents

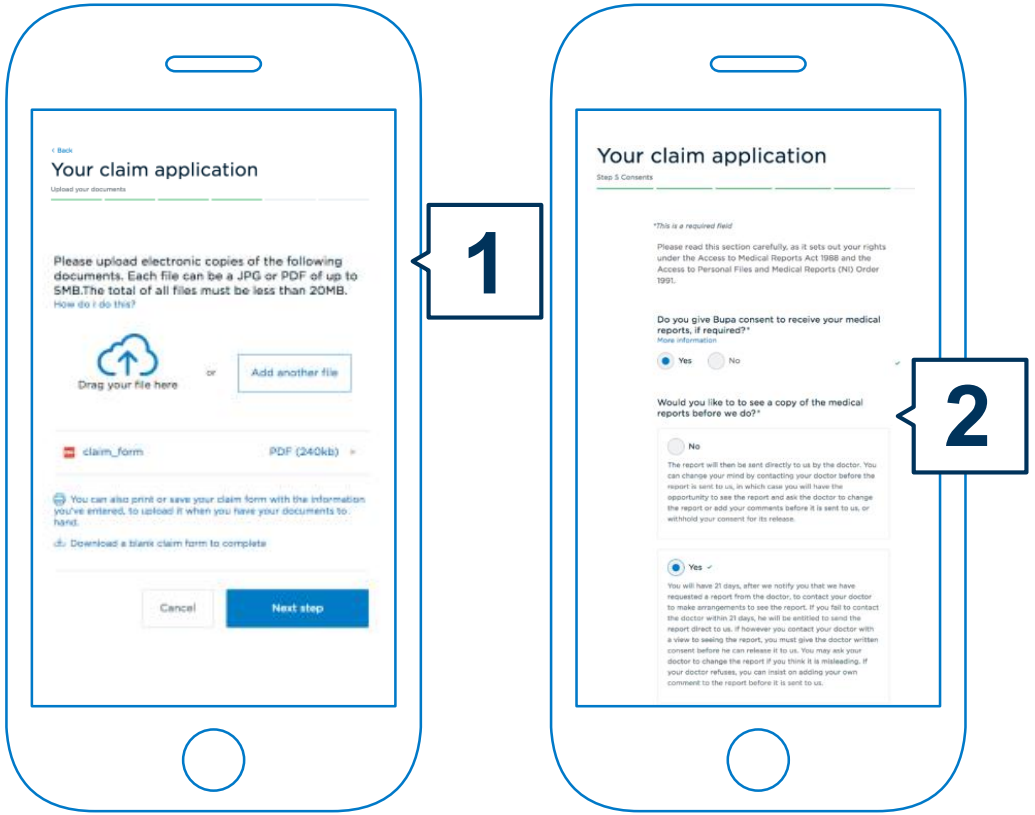
- Upload electric copies of all documents related to your claim, such as receipts and prescriptions
- You can upload saved files, or use photo upload from your camera
- Click **Next Step** to proceed

OR

- save your claim form, with the information you have, to upload later

2. Choose/confirm consents

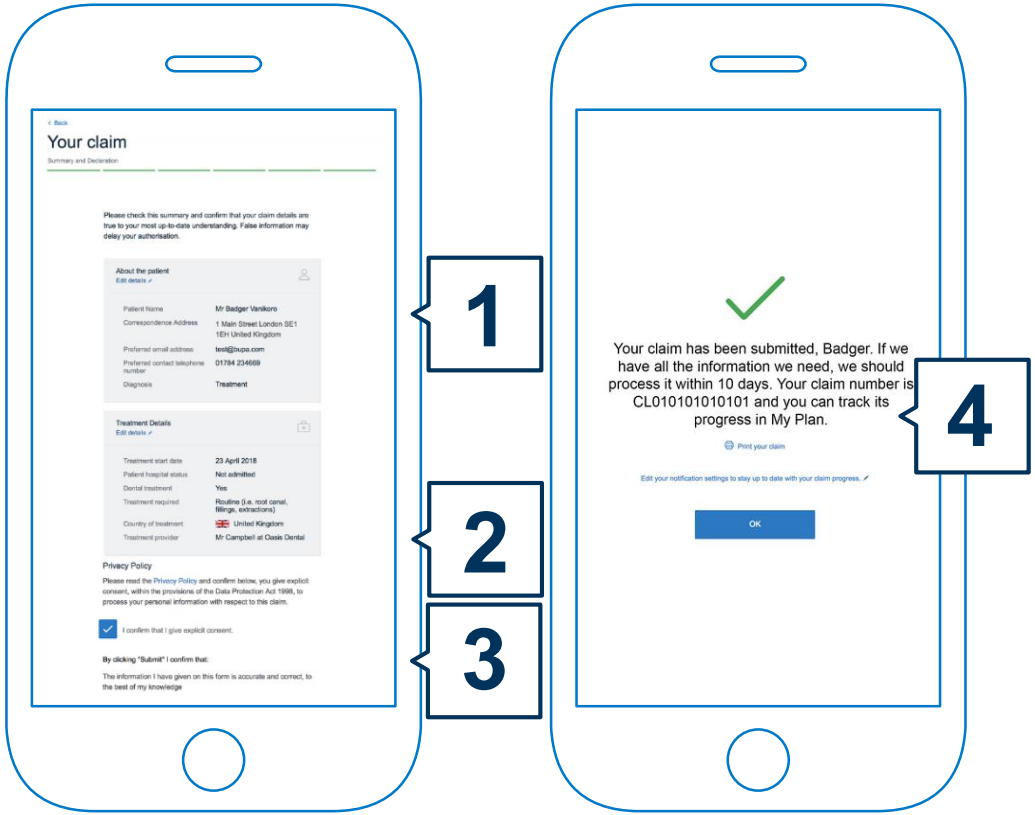
- Tick **Yes** to give us consent to receive your medical reports or we cannot accept the online claim
- Indicate whether you would like to see a copy of the medical reports before Bupa does



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

STEP 5: SUMMARY, DECLARATION AND SUBMISSIONS

1. Review the summary of your claim information
2. Read the Privacy Policy
3. Tick to give your consent
4. Click **Submit** to complete the claim



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

OPTION 2

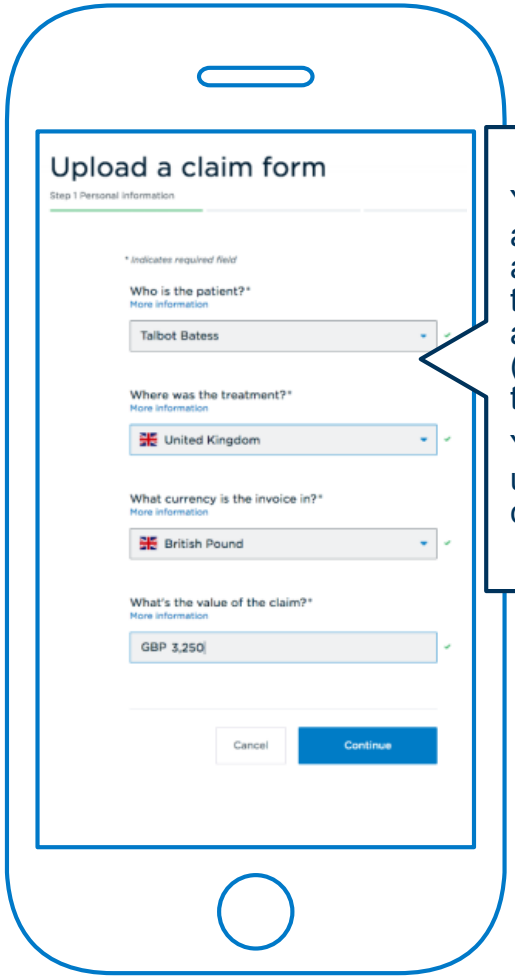
UPLOAD A COMPLETED CLAIM FORM

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

SUBMIT ONLINE CLAIM APPLICATION

STEP 1: INPUT PERSONAL INFORMATION

- Select the person who received the treatment / consultation
- Select the country in which the treatment / appointment took place
- Select the currency on the invoice
- Input the value of the claim



You can also upload a completed claim application if you have the required information and supporting documents (receipts, prescriptions, etc.) to hand.

You can upload documents using your mobile device camera, for convenience.

ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

SUBMIT ONLINE CLAIM APPLICATION

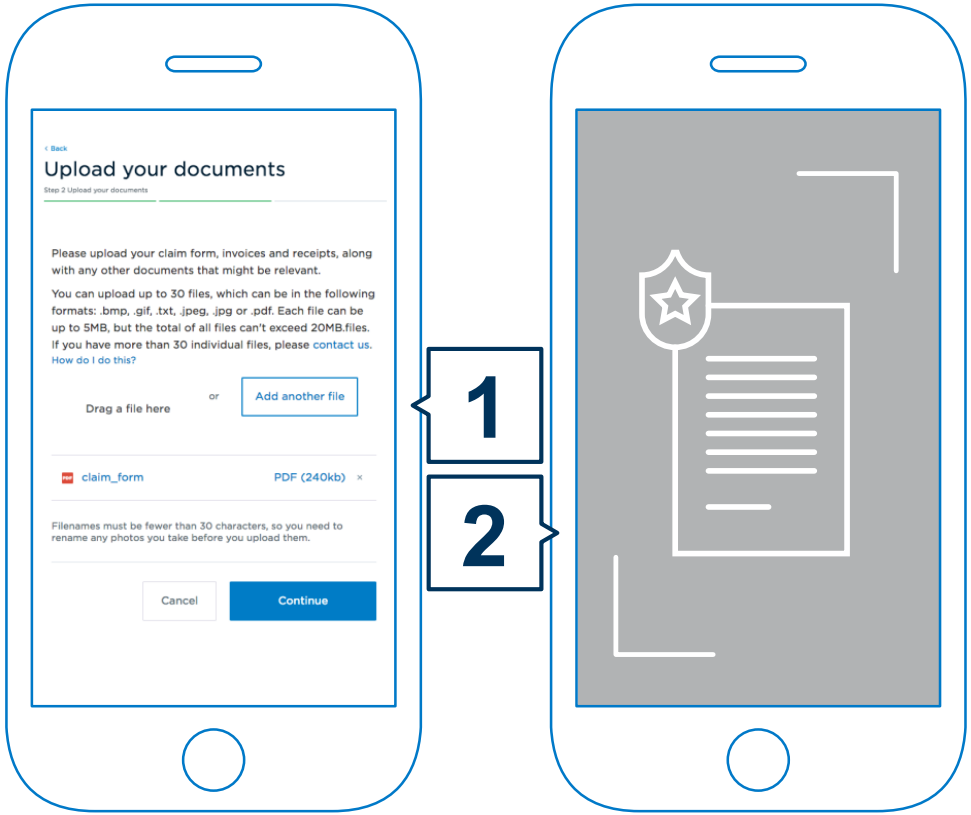
STEP 2: UPLOAD YOUR DOCUMENTS

Upload your claim form, receipts, invoices and prescriptions, noting the guidelines provided for file type and size.

EITHER:

1. Search for saved files from your computer or device

2. Take photos of the documents with your mobile device to upload



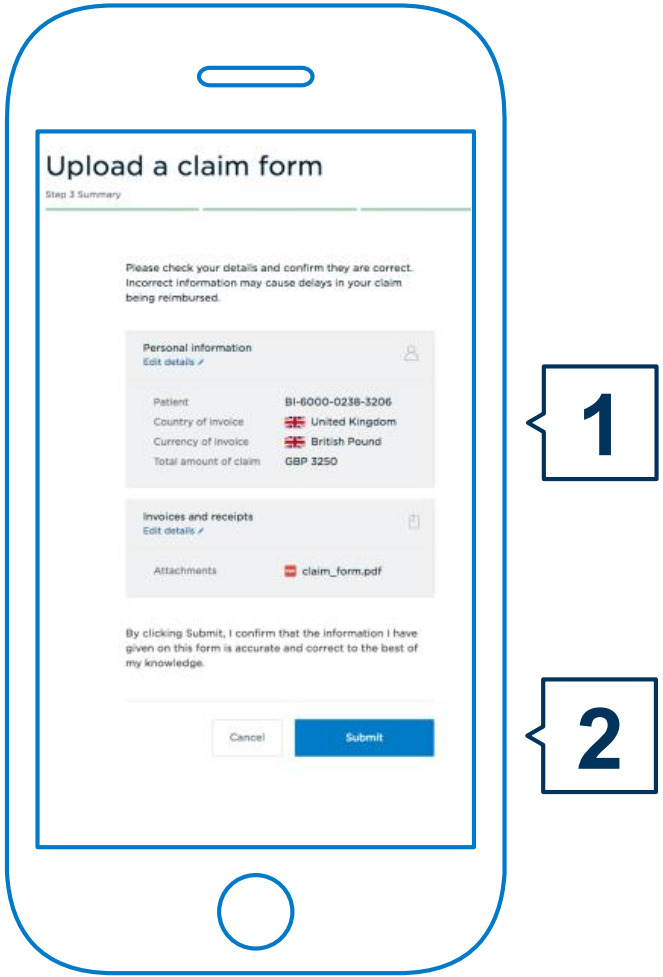
ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE

SUBMIT ONLINE CLAIM APPLICATION

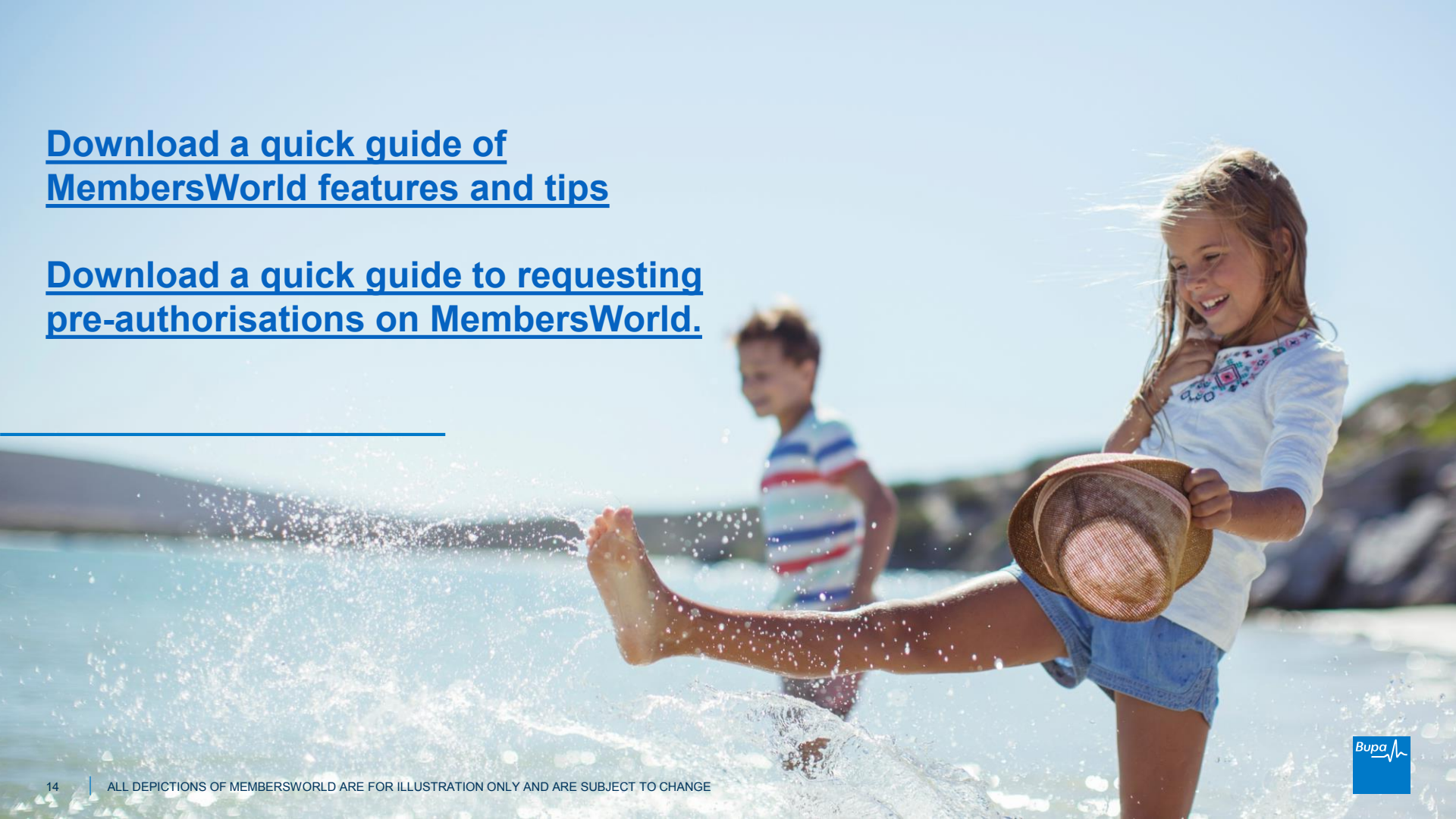
STEP 3: SUMMARY AND SUBMISSION

1. Check your details and confirm they are correct

2. Click **Submit** to proceed



ALL DEPICTIONS OF MEMBERSWORLD ARE FOR ILLUSTRATION ONLY AND ARE SUBJECT TO CHANGE



Download a quick guide of MembersWorld features and tips

Download a quick guide to requesting pre-authorisations on MembersWorld.