



Direct submission of claims and access to your Health Insurance Plans

- The ability to submit your claims electronically through the eClaims Service regarding your Health Plans, simply and quickly
- Access your data regarding your Health Plans and your Dependents by presenting your electronic Health Insurance card and obtain medical assistance through the application
- Access your Insurance Policies containing all the information you may need such as your Policy Number, Start Date, Net Redemption Value, Total Premium, Payment Frequency, Date of Next Premium, Insurance Coverage and Benefits
- Ability to download the Income Tax Certificate (LAPC)
- Be informed about your Funds such as the unit value and the cash value of the fund as well as the Purchase Price and the Redemption Price, together with a performance graph
- Contact details of your Insurance Agent
- Contact details of the Customer Service Department



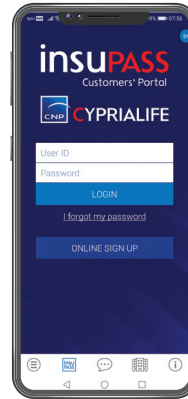
1



Download the **INSUPASS** application on your mobile and activate it.



2

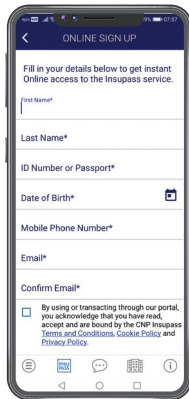


Select:
Greek (GR) / English (ENG)

Access the CNP CYPRIALIFE Customer Portal to enter your **USER NAME** and password. Then press **ENTER**.

If you are not an existing subscriber, click on **ONLINE SIGN UP**.

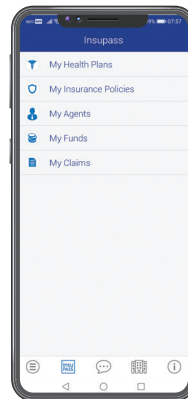
3



Register your personal details by entering name, surname, ID or passport number, date of birth, mobile phone and email.

Read and accept the terms and conditions in order to proceed with the registration. An OTP SMS will be sent to you confirming your registration.

4



View all your Health Plans, your Insurance Policies, Funds and all Claims.

Choose:
My Claims
- **INDIVIDUAL**
- **GROUP**

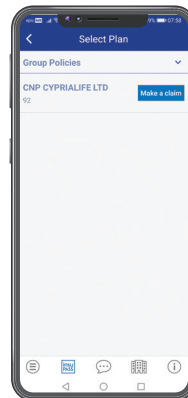
5



Example:

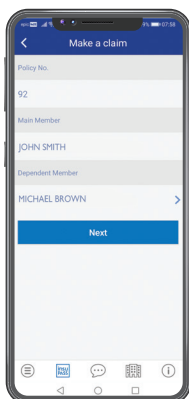
To submit a new claim select **+** at the bottom right handside of your screen.

6



Carefully select the type of Claim you want to submit.

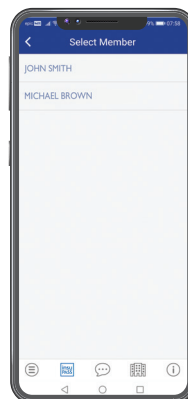
7



- **INDIVIDUAL**
- **GROUP**

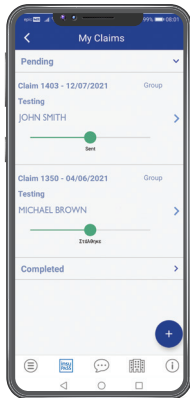
Choose the Policy under which you will submit the Claim.

8



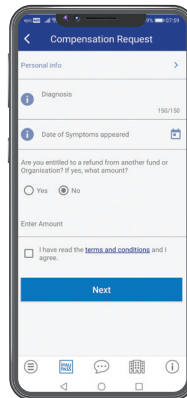
Select the Member for whom you will submit the Claim.

9



Confirm your data and click **NEXT**.

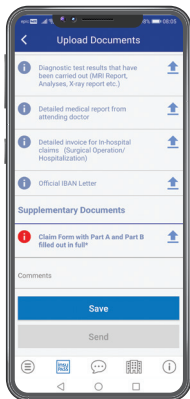
10



Fill in the diagnosis and the date of onset of symptoms.

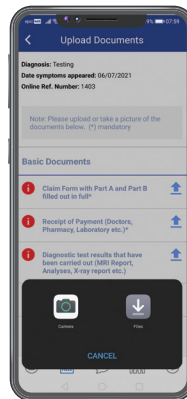
Read and accept the Terms and Conditions click **NEXT**.

11



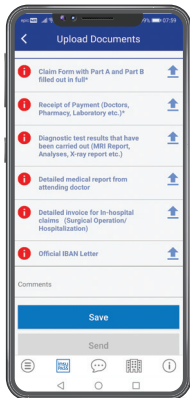
Upload the necessary / mandatory forms (*) and other supporting documents required under the relevant fields in the Application.

12



Take photos of your forms or upload them from your mobile history.

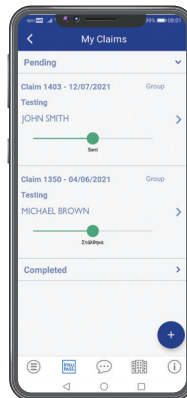
13



If all fields have been completed, then proceed with final **SUBMISSION**.

If you are waiting for other documents, select **SAVE** before completing the submission of the Claim.

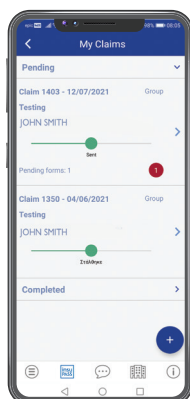
14



Your Claim has been saved in the system history and you will be informed accordingly about its via the status process bar until its completion.

You will be notified of any additional actions needed or whether your claim has been completed

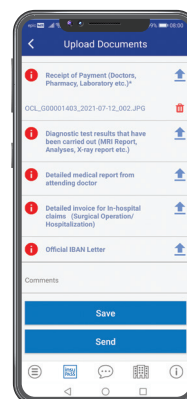
15



BE AWARE

In case of additional actions required on your behalf, you will receive a notification message.

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Scroll down to the Additional Forms shown in red, take a photo or upload them from your mobile history and then click **SEND** to complete.



Submit your claims electronically through the INSUPASS customer portal.

This simple and easy to use navigation is offered by the INSUPASS portal where its unique design enables customers to submit their claims and to monitor their progress.



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www.cnpcyprus.com



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