

4 October 2021

Mr Sophronis Sophroniou
UNIVERSITY OF CYPRUS
1 Panepistimiou Avenue
2109 Aglantzia
Nicosia

Dear client,

Subject: Electronic Claims Submission for Group Health Insurance Members

We are contacting you today with regards to the above subject matter and are happy to inform you that all Insured Members of the Group Health Insurance Schemes and their dependents can now submit their claims online.

For this purpose we have developed two electronic services as follows:

Online Registration of Insured Members in Insupass Portal

The Insured members can become subscribers of the Insupass Portal either via CNP Cyprialife web address <https://www.cnpcyprusinsupass.com> or via the CNP Cyprialife Insupass application which can be downloading from the App Store or Google Play directly to their mobile phones. A step by step procedure is attached for ease of reference.

Please be informed that the use of physical biometrics is also available accessing the application, avoiding the repetitive need of entering the subscriber number and pin each time the member wishes to access the application.

Electronic Submission of Claims (eclaims)

Once the registration has been completed successfully, the user can submit their claims accessing the application and selecting the relevant option. A detailed explanation on how to do this is also included in our step by step guide.

In addition to the above, the Insupass Portal provides immediate, personal, reliable and comprehensive services to all the Insured Members of CNP Cyprialife, whether they are covered under an individual or under a Group Policy. Other advantages include, accessing the Tax Certificates (LAPC) for the last 6 years, the policy was in force.

The Insupass Portal is easy to use, easy to navigate and easy to access personal information.

For this purpose, we kindly ask you to complete all the information required on the attached excel spreadsheet for each member and return to us. This is in order to update our records with the relevant information necessary, enabling the Insured Members to proceed with the above electronic applications.

Do not hesitate to contact us for any clarifications.

Yours sincerely

Manolis Ioannides
Manager Group Business