

Policyholder guide to the guard.me experience



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International Insurance

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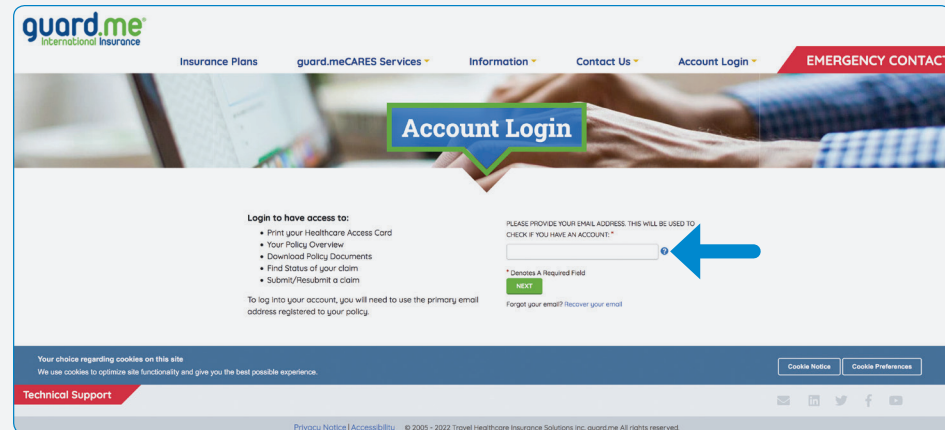


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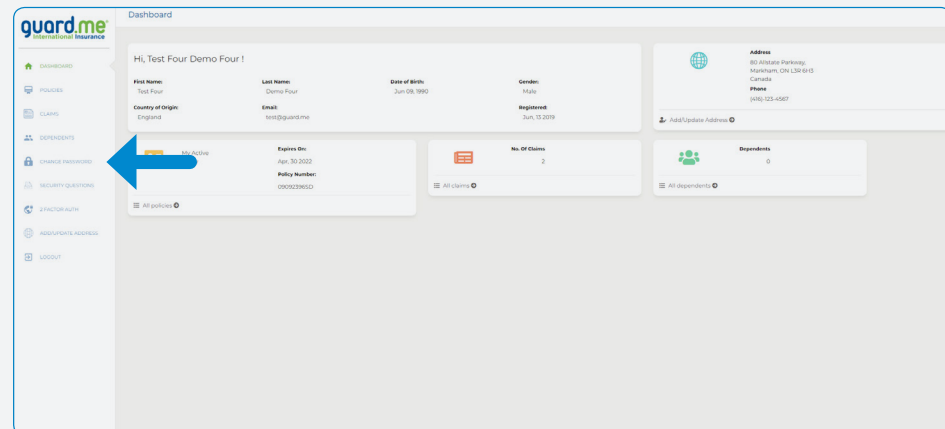
Change your account password

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.

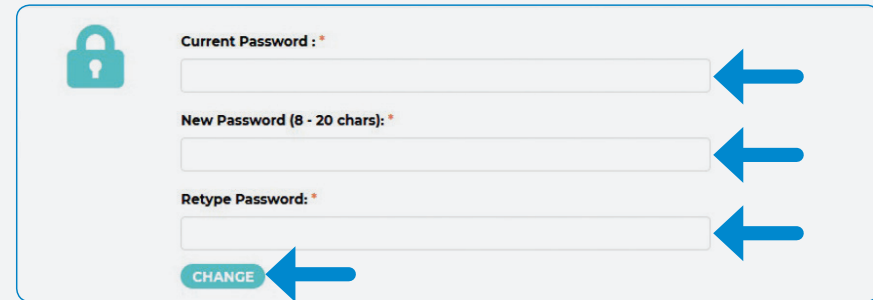


Step 2: From the Dashboard, click on **CHANGE PASSWORD** from the menu on the left-hand side of the screen.



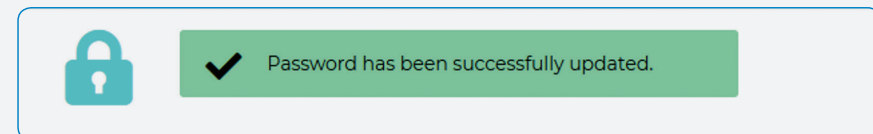
Change your account password

Step 3: Enter your current password and your new password twice. Once the password has been entered, click **CHANGE**.



A screenshot of a password change form. On the left is a teal padlock icon. To its right are three input fields. The first is labeled 'Current Password: *'. The second is labeled 'New Password (8 - 20 chars): *'. The third is labeled 'Retype Password: *'. Each input field has a blue arrow pointing to it from the right. Below the input fields is a teal button labeled 'CHANGE' with a blue arrow pointing to it from the right.

Step 4: If successfully updated, you will receive confirmation.

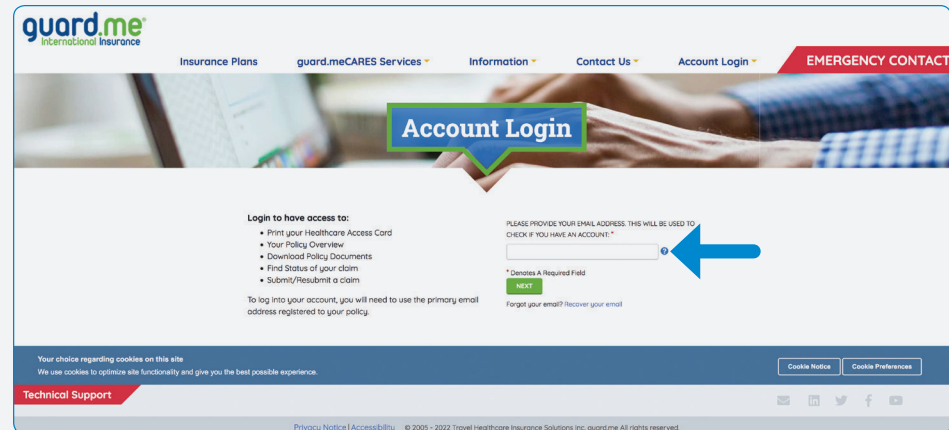


A screenshot of a confirmation message. On the left is a teal padlock icon. To its right is a green rectangular box containing a black checkmark and the text 'Password has been successfully updated.'

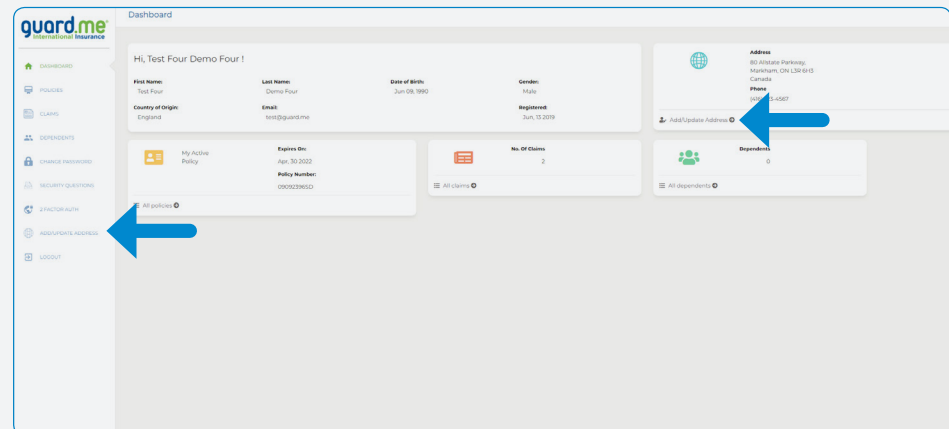
Change your mailing address

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.



Step 2: From the Dashboard, click on **ADD/UPDATE ADDRESS** from the menu on the left-hand side of the screen or in the Address widget on the upper-right side of the screen. This will open the Add/Update Address section.



Change your mailing address

Step 3: Enter a new Canadian mailing address or change an existing one. After entering the address, click **CHANGE**.

Note: All fields with an * are mandatory fields.

The screenshot shows the 'Add/Update Address' form in the guard.me portal. The form is titled 'ADD/UPDATE ADDRESS' and includes a sidebar with navigation links: DASHBOARD, POLICIES, CLAIMS, EXPERIENCES, CHANGE PASSWORD, SECURITY QUESTIONS, 2-FACTOR AUTH, ADD/UPDATE ADDRESS, and LOGOUT. The form fields are: Address Search, Street Number* (with a blue arrow pointing to it), Street Name* (with a blue arrow pointing to it), Alternate Pathway, Unit/Apt/Store (with a dropdown arrow), Number, Country (Canada), Province/State (Ontario), City* (Markham), Postal Zip Code* (L3R 6L5), and Phone* (with a blue arrow pointing to it). A 'CHANGE' button is at the bottom. Blue arrows also point to the 'CHANGE' button and the 'Unit/Apt/Store' dropdown.

Step 4: If successfully updated, you will receive confirmation.

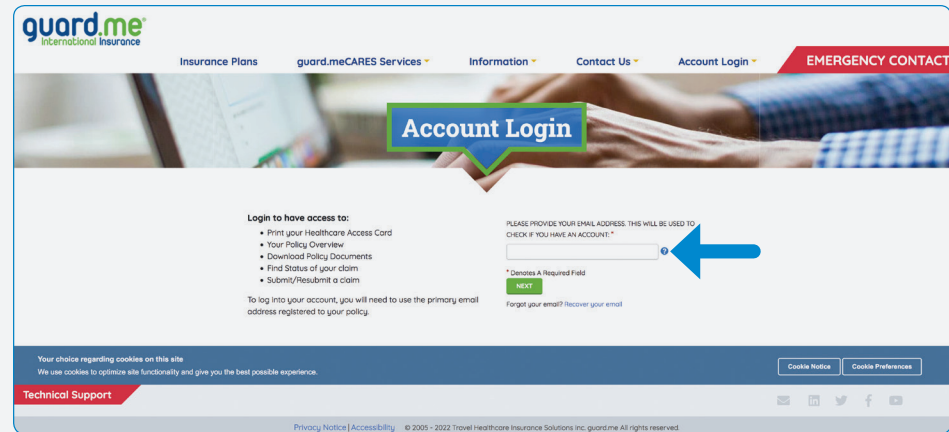


Address has been successfully updated.

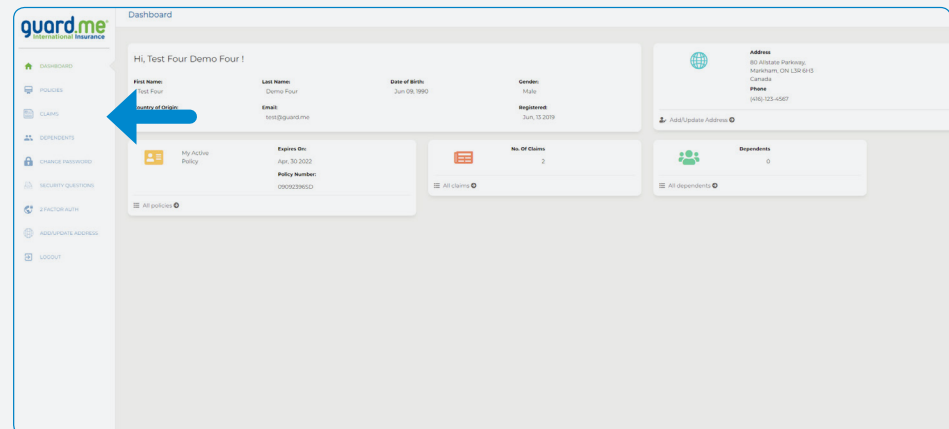
Check claim status

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.



Step 2: From the Dashboard, click on **CLAIMS** from the menu on the left-hand side of the screen.



Check claim status

Step 3: Here is a list of all the claims submitted under each of your policies. You will see each claim ID, the amount claimed, the amount paid out*, the service date of the claim, the date the claim was received by guard.me, the date payment was issued*, the payment method*, who the payment was made to*, payment status*, and the claim's current status.

* If applicable

The screenshot displays the 'Claims' section of the guard.me user interface. On the left is a sidebar with navigation links: DASHBOARD, POLICIES, CLAIMS (highlighted), DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, 2 FACTOR AUTH, ADD/UPDATE ADDRESS, and LOGOUT. The main content area is titled 'Claims' and 'My Claims'. It shows a policy number '2931-3125823-S (Jun 06, 2019 - Oct 31, 2019)' and a table with one claim entry. The table has columns: CLAIM ID, CLAIMED, PAID, SERVICE, RECEIVED, DATE PAID, PAID METHOD, PAID TO, PAYMENT STATUS, and STATUS. Below the table, a message states: 'Your claim has been forwarded to our international claims office for processing. Please contact directly for claims status. Toll-Free Telephone: 1-888-831-2222. Email: guardmeclaims@oldrepublicgroup.com'. A section titled '*Estimated Payment Processing Times:' follows, with details for Cheque, Wire Transfer, Direct Deposit, and Prepaid Debit Card. At the bottom, the 'Dependents Claims' section states 'This account has no family members attached.'

CLAIM ID	CLAIMED	PAID	SERVICE	RECEIVED	DATE PAID	PAID METHOD	PAID TO	PAYMENT STATUS	STATUS
706799	\$600.00	\$0.00	Jun 26, 2019	Jun 27, 2019					Submitted

***Estimated Payment Processing Times:**

Cheque: A cheque is mailed using Canada Post and if the address provided is accurate, the cheque will arrive in three to five business days.
Wire Transfer: Funds will be available in your account between three and five business days from the [Date Paid](#).
Direct Deposit: Funds will be available in your account between two and three business days from the [Date Paid](#).
Prepaid Debit Card: Funds on previously registered cards will be available the next business day after the [Date Paid](#).

Dependents Claims

This account has no family members attached.

Download a Healthcare Access Card

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.

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Account Login

Login to have access to:

- Print your Healthcare Access Card
- Your Policy Overview
- Download Policy Documents
- Find Status of your claim
- Submit/Resubmit a claim

To log into your account, you will need to use the primary email address registered to your policy.

PLEASE PROVIDE YOUR EMAIL ADDRESS. THIS WILL BE USED TO CHECK IF YOU HAVE AN ACCOUNT.*

* Denotes A Required Field

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Step 2: From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.

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Dashboard

Hi, Test Four Demo Four!

My Name: Last Name: Demo Four Date of Birth: Jun 08, 1990 Gender: Male Registered: Jun 12, 2020 Email: test@guard.me Country of Origin: England

My Active Policy Expires On: Apr. 30, 2022 Policy Number: 09090239650

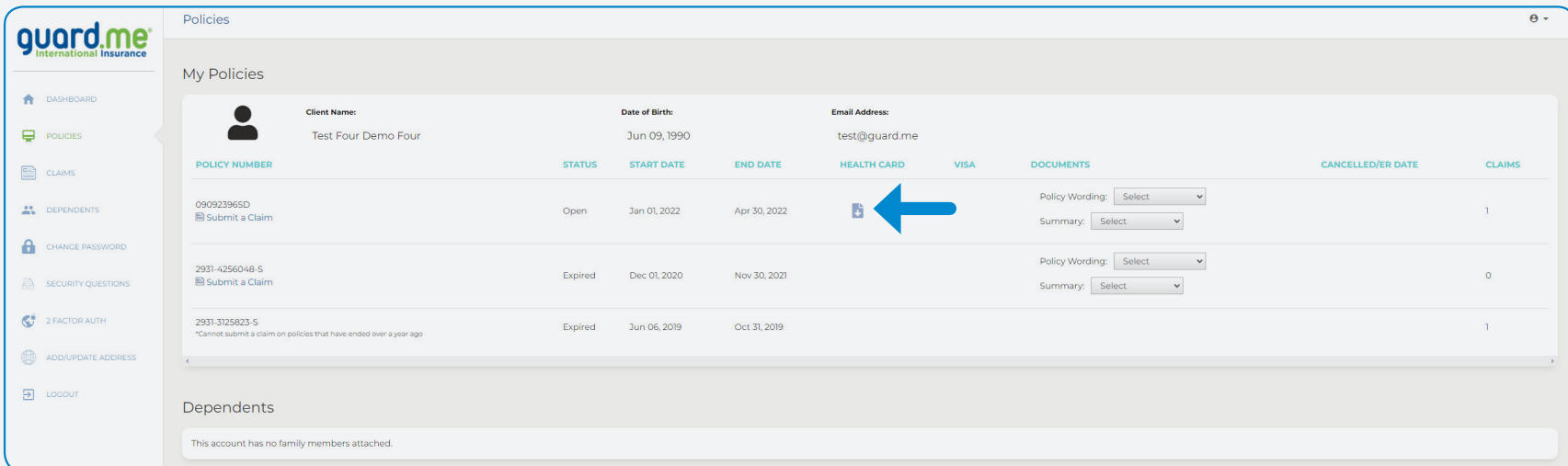
No. Of Claims: 2

Dependents: 0


All policies

Download a Healthcare Access Card

Step 3: Here are a list of your policies. Locate the required policy and click the blue icon under the **HEALTH CARD** column. Your Healthcare Access Card will open in your browser or a download prompt will appear (depending on the settings of your browser.)



The screenshot shows the 'My Policies' page in the Guard.me portal. The page includes a sidebar with navigation links: DASHBOARD, POLICIES, CLAIMS, DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, 2 FACTOR AUTH, ADD/UPDATE ADDRESS, and LOGOUT. The main content area displays client information (Test Four Demo Four, Jun 09, 1990, test@guard.me) and a table of policies. A blue arrow points to a blue icon in the 'HEALTH CARD' column for the first policy.

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
09092396SD Submit a Claim	Open	Jan 01, 2022	Apr 30, 2022			Policy Wording: Select Summary: Select		1
2931-4256048-S Submit a Claim	Expired	Dec 01, 2020	Nov 30, 2021			Policy Wording: Select Summary: Select		0
2931-3125823-S <small>*Cannot submit a claim on policies that have ended over a year ago</small>	Expired	Jun 06, 2019	Oct 31, 2019					1

Dependents
This account has no family members attached.

Download policy wording or summary

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.

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Account Login

Login to have access to:

- Print your Healthcare Access Card
- Your Policy Overview
- Download Policy Documents
- Find Status of your claim
- Submit/Resubmit a claim

To log into your account, you will need to use the primary email address registered to your policy.

PLEASE PROVIDE YOUR EMAIL ADDRESS. THIS WILL BE USED TO CHECK IF YOU HAVE AN ACCOUNT.*

* Denotes A Required Field

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Step 2: From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.

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Dashboard

Hi, Test Four Demo Four!

Policy Name: My Active Policy

Last Name: Demo Four

Date of Birth: Jun 08, 1990

Gender: Male

Registered: Jun 10, 2019

Address: 80 Adelaide Parkway, Markham, ON L3R 9V5, Canada

Phone: 905-523-4567

Policy Number: 0000239652

No Of Claims: 2

Dependents: 0

Left-hand menu: Dashboard, POLICIES, CLAIMS, DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, FACTOR AUTH, ADDITIONAL INSURANCE, LOGOUT

Download policy wording or summary

Step 3: Here are a list of all your policies. Locate the required policy and use the dropdown menus under the **DOCUMENTS** column to select your preferred language. The policy wording or summary will either open in your browser or a download prompt will show up (depending on the settings of your browser).

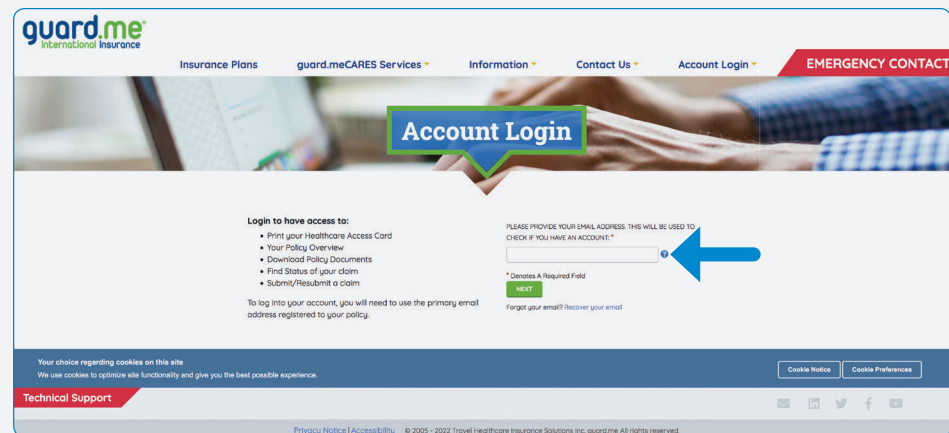
The screenshot shows the 'My Policies' section of the Guard.me dashboard. At the top, client information is displayed: Client Name: Test Four Demo Four, Date of Birth: Jun 09, 1990, and Email Address: test@guard.me. Below this is a table of policies. The first policy is 09092396SD, which is 'Open' and expires on Apr 30, 2022. It has a 'Policy Wording' dropdown set to 'Select' and a 'Summary' dropdown set to 'Select'. Two blue arrows point to these dropdowns. The second policy is 2931-4256048-S, which is 'Expired' and expired on Nov 30, 2021. It also has 'Policy Wording' and 'Summary' dropdowns. The third policy is 2931-3125823-S, which is 'Expired' and expired on Oct 31, 2019. Below the table, there is a 'Dependents' section stating 'This account has no family members attached.'

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
09092396SD Submit a Claim	Open	Jan 01, 2022	Apr 30, 2022			Policy Wording: Select Summary: Select		1
2931-4256048-S Submit a Claim	Expired	Dec 01, 2020	Nov 30, 2021			Policy Wording: Select Summary: Select		0
2931-3125823-S *Cannot submit a claim on policies that have ended over a year ago	Expired	Jun 06, 2019	Oct 31, 2019					1

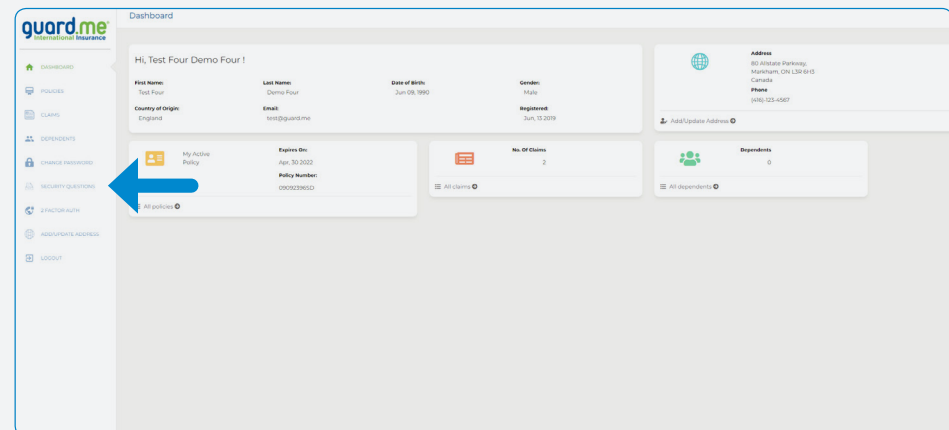
Update security questions

Step 1: Log in to your account using the following link:
<https://www.guard.me/login.php>

Note: Ensure that you have accepted all cookie preferences for the account login to be visible.

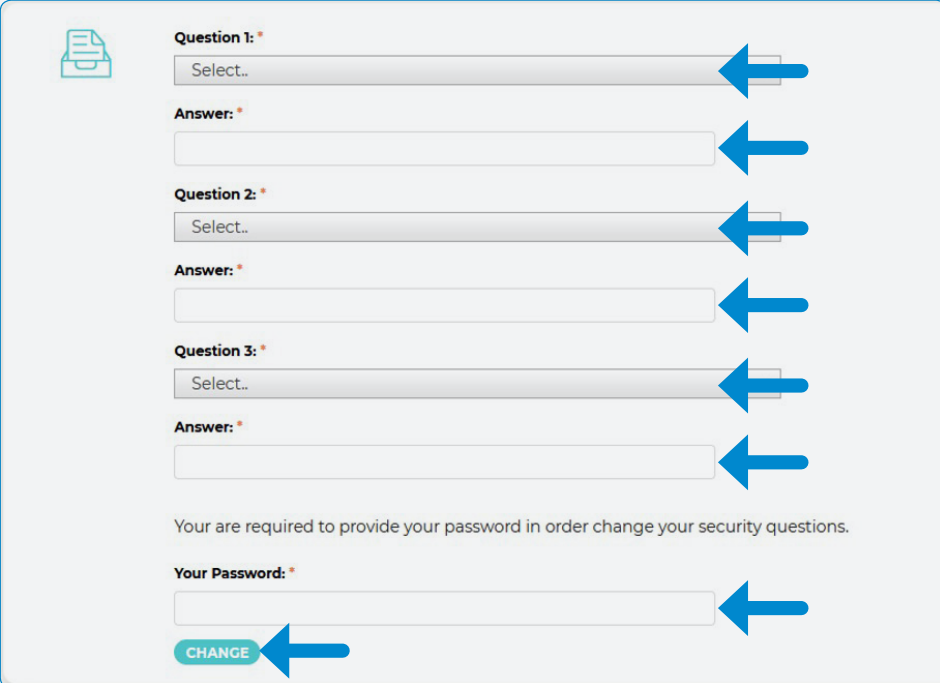


Step 2: From the Dashboard, click on **SECURITY QUESTIONS** from the menu on the left-hand side of the screen.



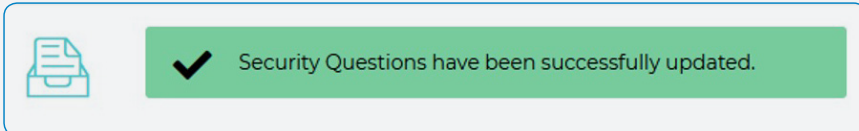
Update security questions

Step 3: Select new security questions and answers or update answers to your existing security questions. Enter your account password then click **CHANGE**.



The screenshot shows a form titled 'Update security questions' with a document icon. It contains three sets of questions, each with a 'Question' dropdown menu and an 'Answer' text input field. Blue arrows point to the 'Select..' dropdowns for 'Question 1', 'Question 2', and 'Question 3', and to the corresponding 'Answer' input fields. Below the questions, a message states: 'You are required to provide your password in order change your security questions.' This is followed by a 'Your Password:' text input field, with a blue arrow pointing to it. At the bottom left is a green 'CHANGE' button with a blue arrow pointing to it.

Step 4: If successfully updated, you will receive confirmation.



The screenshot shows a confirmation message in a green box with a checkmark icon. The text reads: 'Security Questions have been successfully updated.' To the left of the message is a document icon.

Submit a claim

Step 1: Log in to your account using the following link:
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To log into your account, you will need to use the primary email address registered to your policy.

PLEASE PROVIDE YOUR EMAIL ADDRESS. THIS WILL BE USED TO CHECK IF YOU HAVE AN ACCOUNT.*

* Denotes A Required Field

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Step 2: From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.

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Dashboard

Hi, Test Four Demo Four!

My Profile

Last Name:	Demo Four	Date of Birth:	Jun 08, 1990	Gender:	Male
Country of Origin:	England	Email:	test4@guard.me	Registered:	Jun 15, 2020

Address

80 Adelaide Parkway,
Markham, ON L3R 9V5
Canada
Phone: 905-323-4567

My Active Policy

Expires On:	Apr. 30, 2022	Policy Number:	0000239622
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No Of Claims

2

Dependents

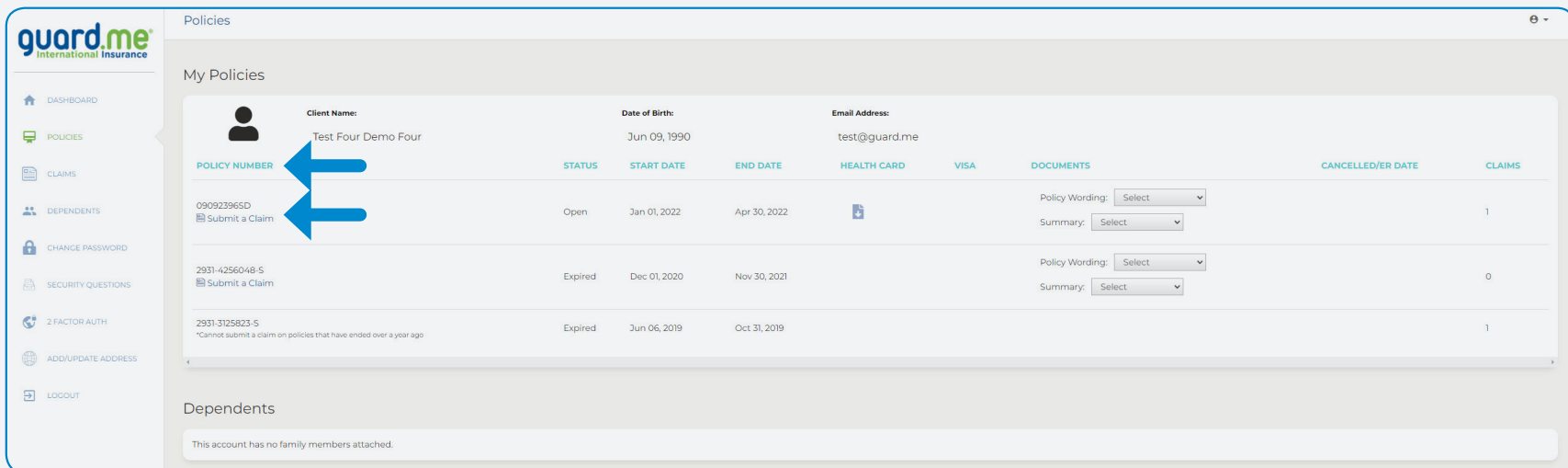
0

Navigation Menu:

- Dashboard
- POLICIES
- CLAIMS
- DEPENDENTS
- CHANGE PASSWORD
- SECURITY QUESTIONS
- 2-FACTOR AUTH
- ADDITIONAL INSURANCE
- LOGOUT

Submit a claim

Step 3: Here are a list of all your policies. Under the **POLICY NUMBER** column, locate the required policy and click the **Submit a Claim** link below the policy number. Answer the filter questions and follow the on-screen prompts to submit your claim. Should you need assistance, our Customer Care Team can be reached 24/7 at 1-877-873-8447 (Toll Free) or 905-752-6200.



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Policies

My Policies

Client Name: Test Four Demo Four
Date of Birth: Jun 09, 1990
Email Address: test@guard.me

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
09092396SD Submit a Claim	Open	Jan 01, 2022	Apr 30, 2022			Policy Wording: <input type="text" value="Select"/> Summary: <input type="text" value="Select"/>		1
2931-4256048-S Submit a Claim	Expired	Dec 01, 2020	Nov 30, 2021			Policy Wording: <input type="text" value="Select"/> Summary: <input type="text" value="Select"/>		0
2931-3125823-S <small>*Cannot submit a claim on policies that have ended over a year ago</small>	Expired	Jun 06, 2019	Oct 31, 2019					1

Dependents

This account has no family members attached.