

eTiQa



Download the Etika Smile App right away!



First Time Login

Step 1: Key in Mobile no to request OTP

The image displays two smartphone screens side-by-side, both showing the 'Smile' app interface. The screens are black with a white home button at the bottom. The background of the app is a gradient of yellow and orange.

Left Screen (REQUEST OTP):

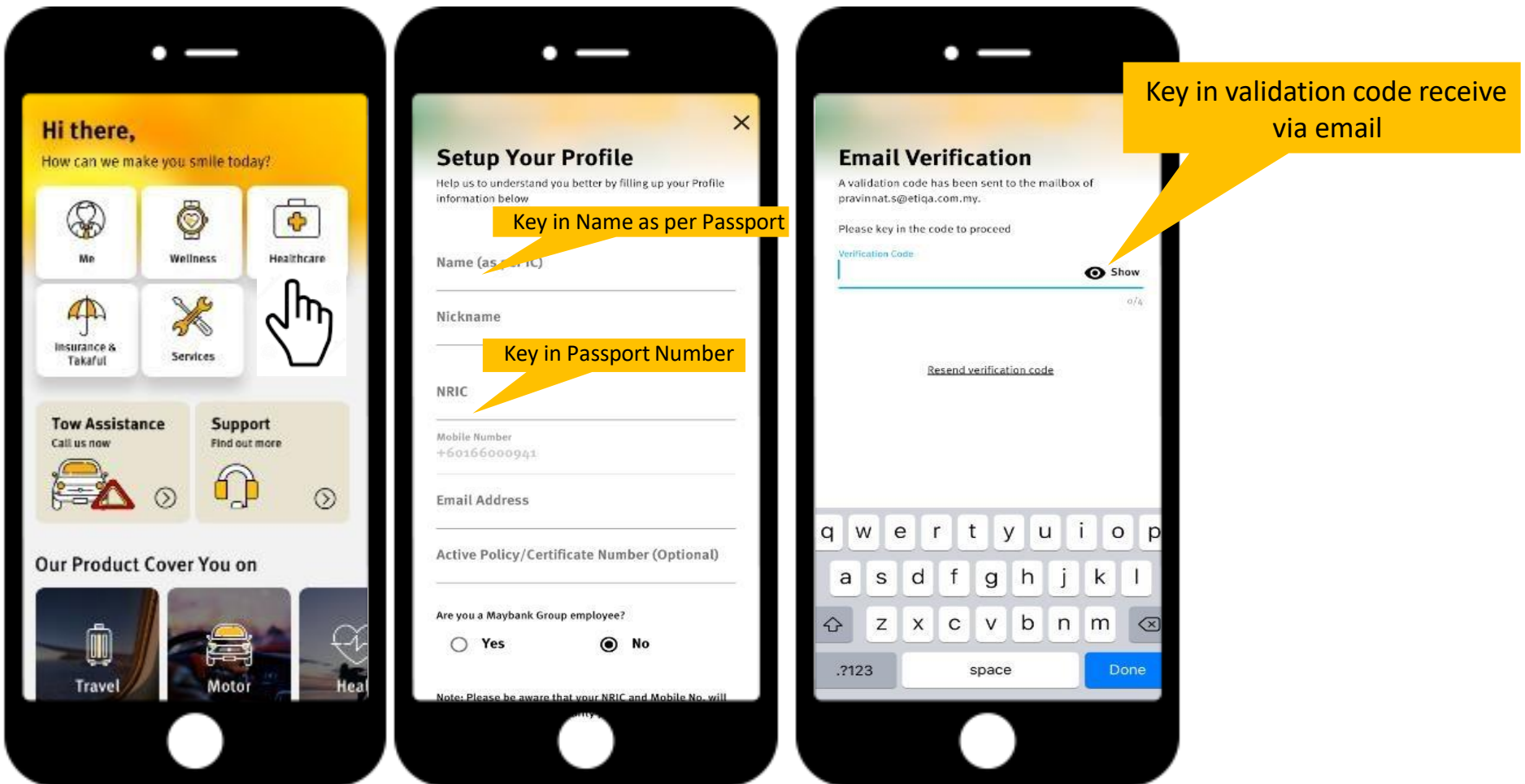
- Logo: *Smile*
- Greeting: **Hello There,**
- Text: Please go through a simple sign up then you are set to go.
- Form: **PHONE NUMBER** with the value **0132656316**.
- Consent: A checked checkbox with the text: "I consent to the processing of my personal data (including sensitive personal data) in accordance with [eTiqa's Privacy Notice](#)".
- Button: A large yellow button labeled **REQUEST OTP**.
- Footer: Two buttons: **Tow Assist** (with a tow truck icon) and **Support** (with a speech bubble icon).

Right Screen (LOGIN):

- Logo: *Smile*
- Greeting: **Hello There,**
- Text: Please go through a simple sign up then you are set to go.
- Form: **PHONE NUMBER** with the value **010 360 0000**. A small button labeled **Resend TAC** is to the right of the input field.
- Form: **OTP** with a masked input field showing *********.
- Button: A large yellow button labeled **LOGIN**.
- Footer: Two buttons: **Tow Assist** (with a tow truck icon) and **Support** (with a speech bubble icon).

First Time Login

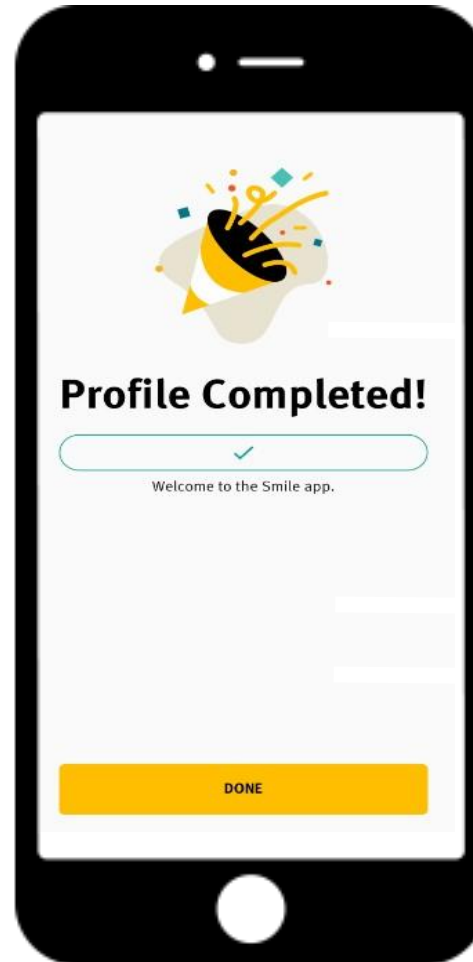
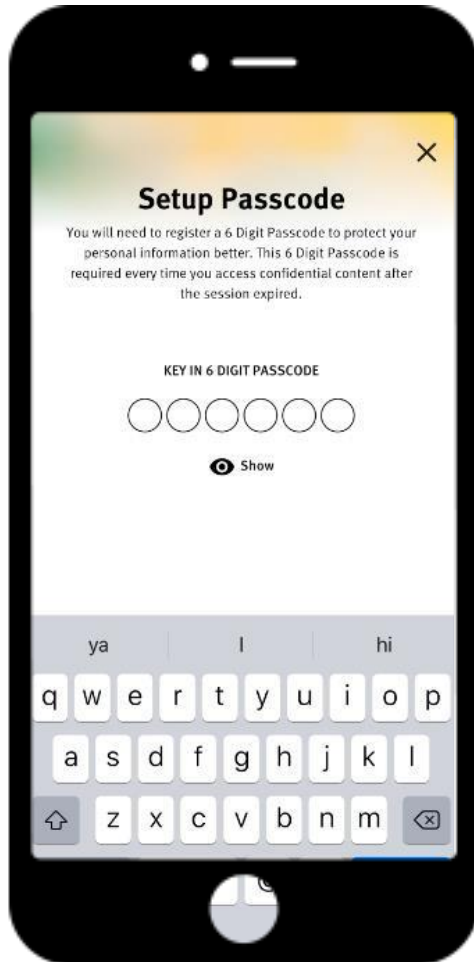
Step 2: Click “Healthcare” to Setup Profile



First Time Login

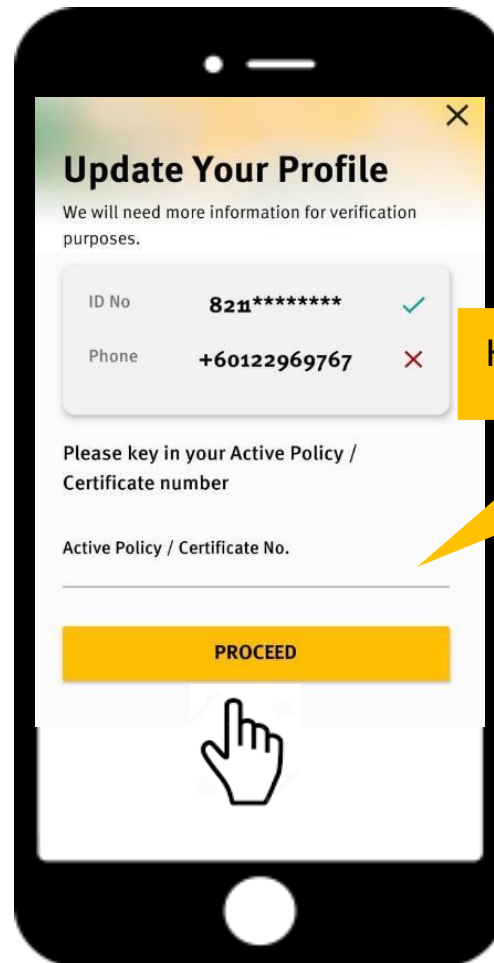
Step 3: Setup Passcode

*This 6 digit passcode is required every time you access the Healthcare Module



First Time Login

Step 4: Click “Healthcare” to update policy/ certificate no



Key in Policy/ Certificate No: TGWH001029

Smile App for members covered with Etiqa



Healthcare Module

- ✓ To navigate nearest Panel Providers
- ✓ View GL & Status
- ✓ View Room Entitlement (if applicable)
- ✓ View Outpatient Balance limit (if applicable)
- ✓ Request Outpatient GL (if applicable)

Submit Claims

- ✓ Submit Reimbursement Medical Claims

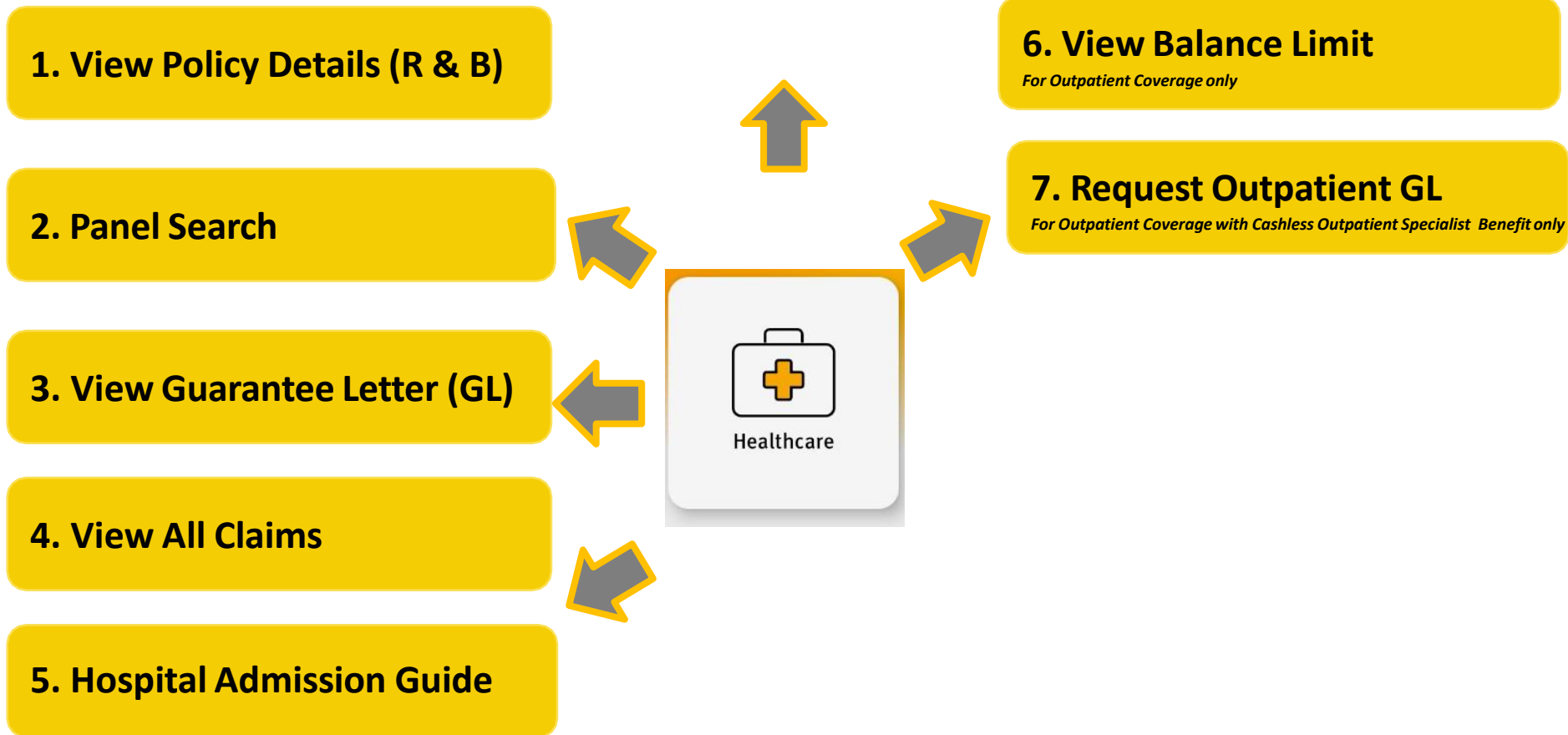
Medication & Health Product Deals

For Corporate Outpatient members only.

- ✓ Request for Long Term Medication Refill

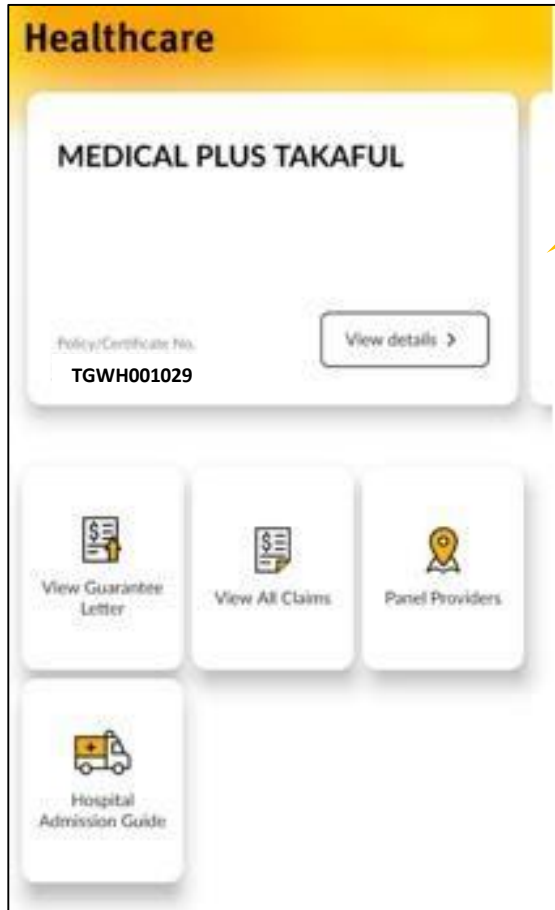
Healthcare Module Features

Restricted



Healthcare Module Features

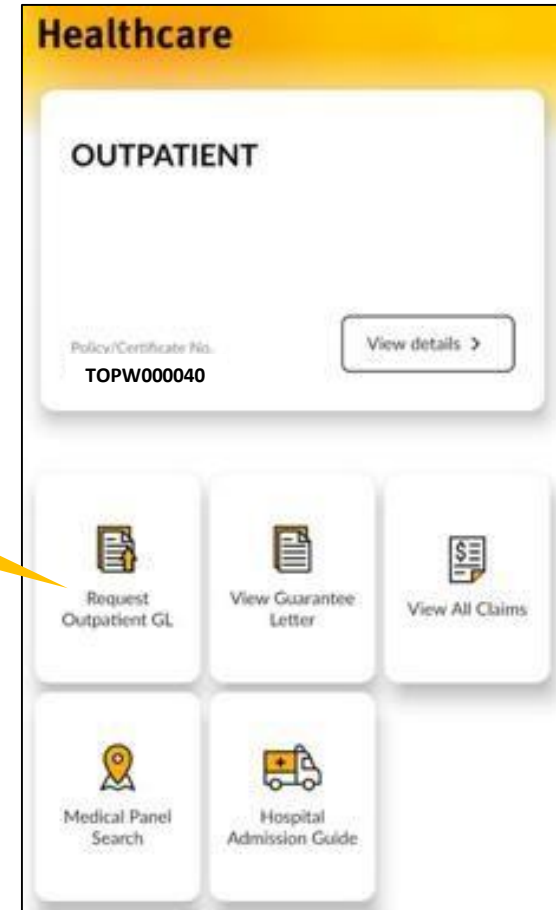
Inpatient



Swipe left to view other Medical Coverage with Etiqa

Only for Group Outpatient Coverage

Outpatient



Healthcare Module Features_Inpatient Coverage

Healthcare

MEDICAL PLUS TAKAFUL

Policy/Certificate No.
TGWH001029

View details >

View Guarantee Letter

View All Claims

Panel Provider

Hospital Admission Guide

Me My Dependents

ID NF IN more

Click to view your dependent's coverage.

Click to view Annual Limit & Room Entitlement

Click View Guarantee Letter (GL) to view GL's issued for admission
Click View to view reimbursement claims
Click Panel Providers to navigate to the nearest panel hospital
Click Hospital Admission guide to watch a video on hospital admission

Healthcare Module Features_Outpatient Coverage

Healthcare

OUTPATIENT

Policy/Certificate No.
TOPW000040

View details >

Request Outpatient GL

View Guarantee Letter

View All Claim

Medical Panel Search

Hospital Admission Guide

Me My Dependents

ID NF IN more

Click to view your dependent's coverage.

Click to outpatient entitlement and balance

Click View Guarantee Letter (GL) to view GL's issued for outpatient specialist
Click View to view Clinical and reimbursement claims
Click Panel Providers to navigate to the nearest panel hospitals and clinics
Click Hospital Admission guide to watch a video on hospital admission

Reimbursement Medical Claim Submission via SMILE App



Submit your Medical Claims via SMILE App now!

- ✓ Do not need to submit original hardcopy documents
- ✓ Claims can be submitted immediately after the visit
- ✓ Claims payment within 5 working days

Reimbursement Medical Claim Submission via SMILE App

09:14 4G

←

Submit a claim

SELECT A CLAIM TYPE

You want to make a claim for

Hospital & Clinic Bill Claim

Submit Reimbursement Claims for Hospital and Clinic receipts

Required Document:
Original Receipt

Flight Delay

Claim compensation for your flight delay

Required Document:
None

Hospital Allowance Claim

Submit claim on total number of days admitted to hospital

Required Document:
Discharge Summary

Death Claim

Submit a death claim

Required Document:
Death Summary

Click to submit medical claims

All medical eligible for medical claims will be displayed for member to select. Member only allowed select ONE policy to claim from.

Exit

Choose coverage for claim

You can select either one coverage

Maybank Group Employee Benefit

Employee Name

Mohd Ali

PF No.

00012345

Individual Benefit

Product Name

RTMIM1

Policy Owner

Mohd Ali

Life Assured

Mohd Ali

Policy/Certificate No.

CT0000000001

CONTINUE

Reimbursement Medical Claim Submission via SMILE App

To select member and update claim details as per below screens.

← Exit

Claims For

A Mohd Ali ✓

I

N

I

I

N

N

CONTINUE

← Exit

Fill up following details

Claim Details

Claim for

Inpatient/Hospitalization

Date of admission Date of discharge

Provider

Non Panel Provider

Provider Name

Diagnosis

CONTINUE

← Exit

Bill Details

Receipt/Invoice Number

+ Add

Total Receipt/Invoice Amount (RM)

Your Bank Details

Please verify if the bank information below is correct.
Payment will be send to the information below.

No bank details registered yet
+ Add my bank details >

CONTINUE

Your Contact Details

Reimbursement Medical Claim Submission via SMILE App

Documents required is customized based on claim type selected.

The image displays three sequential screenshots of the SMILE app interface for medical claim submission.

Screenshot 1: Upload Document

- Header: Back arrow, Exit
- Title: Upload Document
- Text: You can snap a picture of the mandatory documents to be uploaded
- Text: Total size not exceed 10MB and format - jpg, png only
- Form Fields:
 - Original Bill: Upload file
 - Original Receipt: Upload file
- Text: * Diagnosis to be indicated by the doctor
- Text: * To indicate "SUBMITTED TO ETIQA" on original receipt.
- Text: Remarks
- Text: CONTINUE

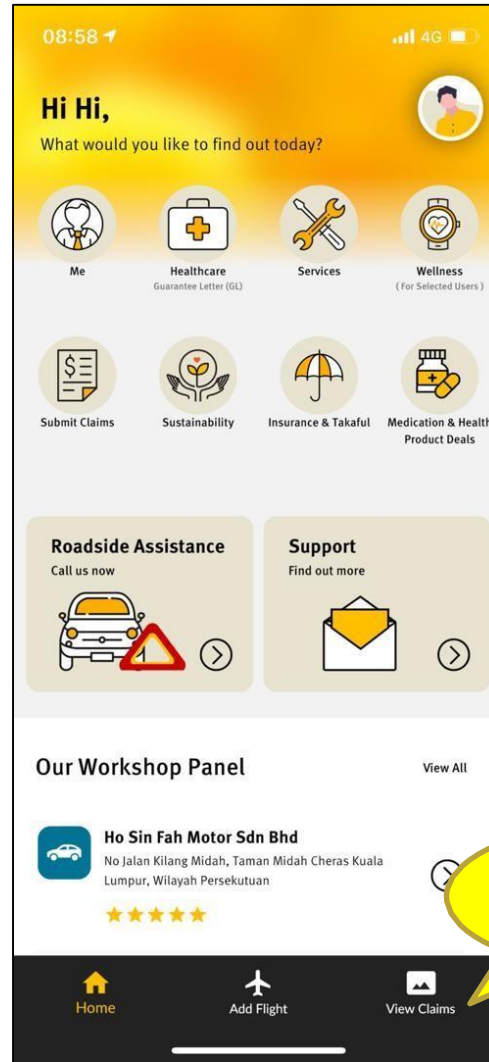
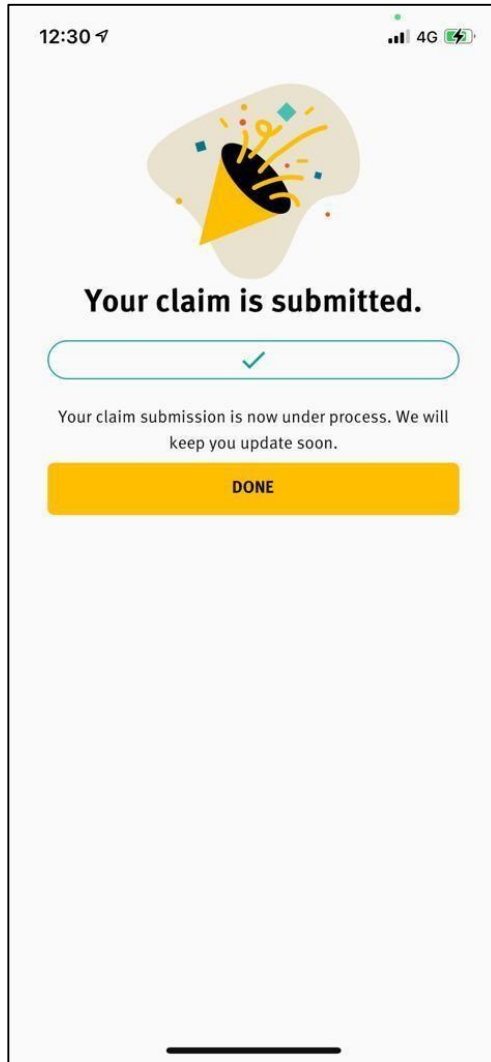
Screenshot 2: Upload Document

- Header: Back arrow, Exit
- Title: Upload Document
- Text: You can snap a picture of the mandatory documents to be uploaded
- Text: Total size not exceed 10MB and format - jpg, png only
- Form Fields:
 - Original Bill: Upload file
 - Image Placeholder: img.jpg
 - Original Receipt: Upload file
- Text: * Diagnosis to be indicated by the doctor
- Text: * To indicate "SUBMITTED TO ETIQA" on original receipt.
- Text: CONTINUE

Screenshot 3: Summary Review

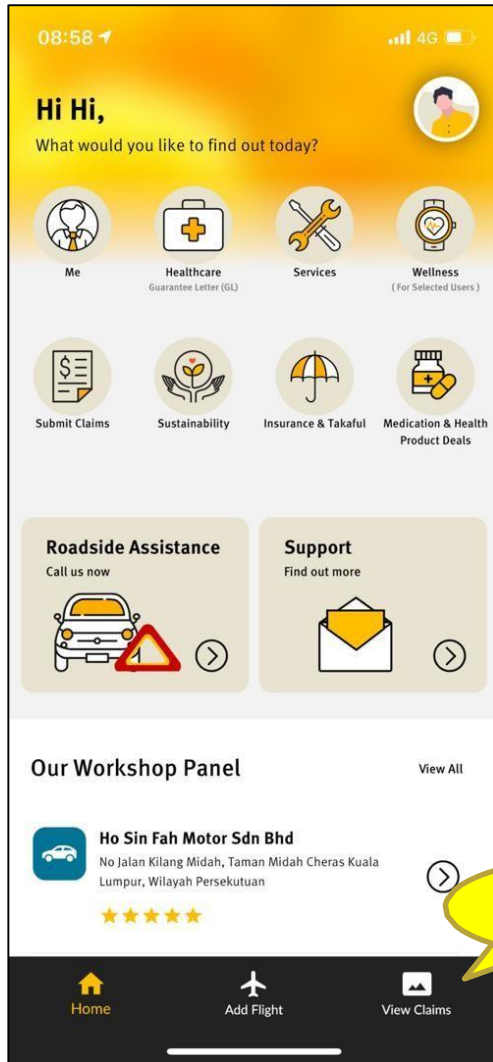
- Header: Back arrow, Exit
- Title: Summary Review
- Text: Here is the summary of your submission. Please verify if everything is correct before submitting.
- Section: Claim Details
- Text: Claiming for
- Text: Claim Type
- Text: Date of event
- Text: Provider
- Text: Provider Name
- Text: Diagnosis
- Text: Receipt/Invoice No.
- Text: Receipt/Invoice Amount (RM)
- Text: I hereby confirm that the information provided herein is accurate, correct and complete and that the documents submitted along with this claim application are genuine.
- Text: I am aware that I am required to keep all records, original receipts and other supporting documents in relation to this claim for a period of seven (7) years.
- Text: I am aware that Etiqa may request me to submit the original receipt or other supporting documents for verification or audit purposes.
- Text: CONTINUE

Reimbursement Medical Claim Submission via SMILE App

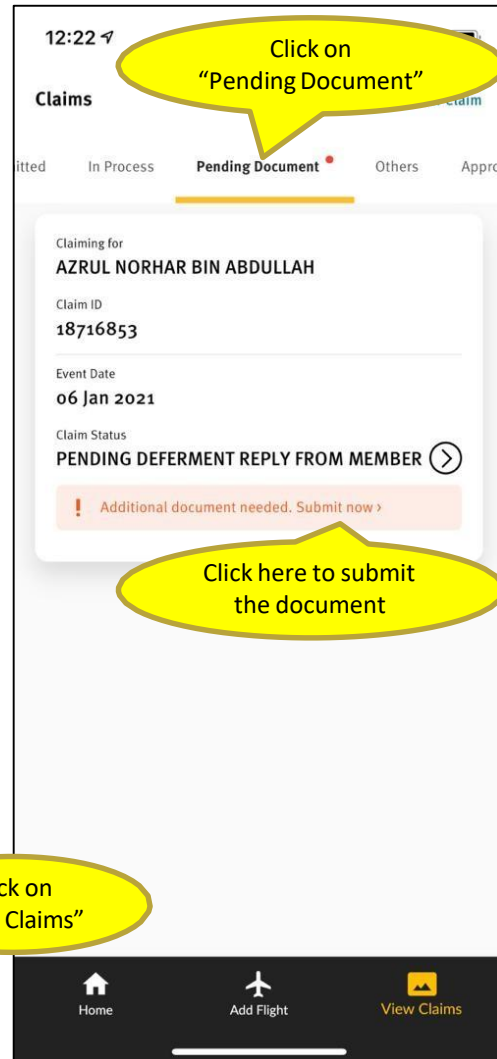


Claim status can be tracked over here

Pending Claim Submission

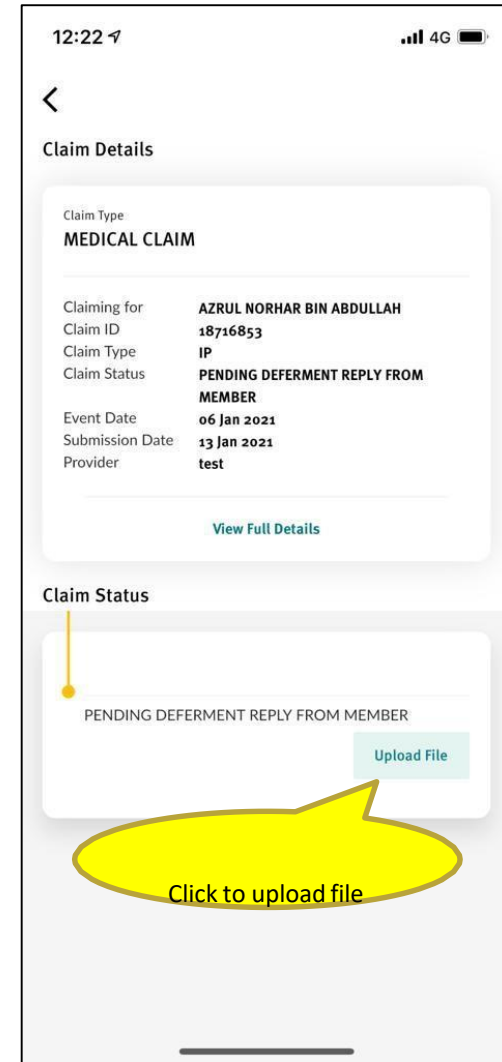


Click on
"View Claims"



Click here to submit
the document

Click on
"Pending Document"



Click to upload file

Pending Claim Submission

12:22 4G

<

Upload Document

You can snap a picture of the mandatory documents to be uploaded

Total size not exceed 10MB and format - jpg or png only

Pending Letter	View Letter
CLAIM FORM-HOSPITALISATION & SURGICAL BY CLAIMANT	Upload File
ORIGINAL BILL(S)	Upload File

SUBMIT


Click to view pending letter


Click to upload file


08:58 4G


Hi Hi,


What would you like to find out today?



Me



Healthcare
Guarantee Letter (GL)



Services



Wellness
(For Selected Users)



Submit Claims


Sustainability



Insurance & Takaful



Medication & Health Product Deals


Roadside Assistance
Call us now



Support
Find out more


Our Workshop Panel [View All](#)


Ho Sin Fah Motor Sdn Bhd
No Jalan Kilang Midah, Taman Midah Cheras Kuala Lumpur, Wilayah Persekutuan
★★★★★

 Home

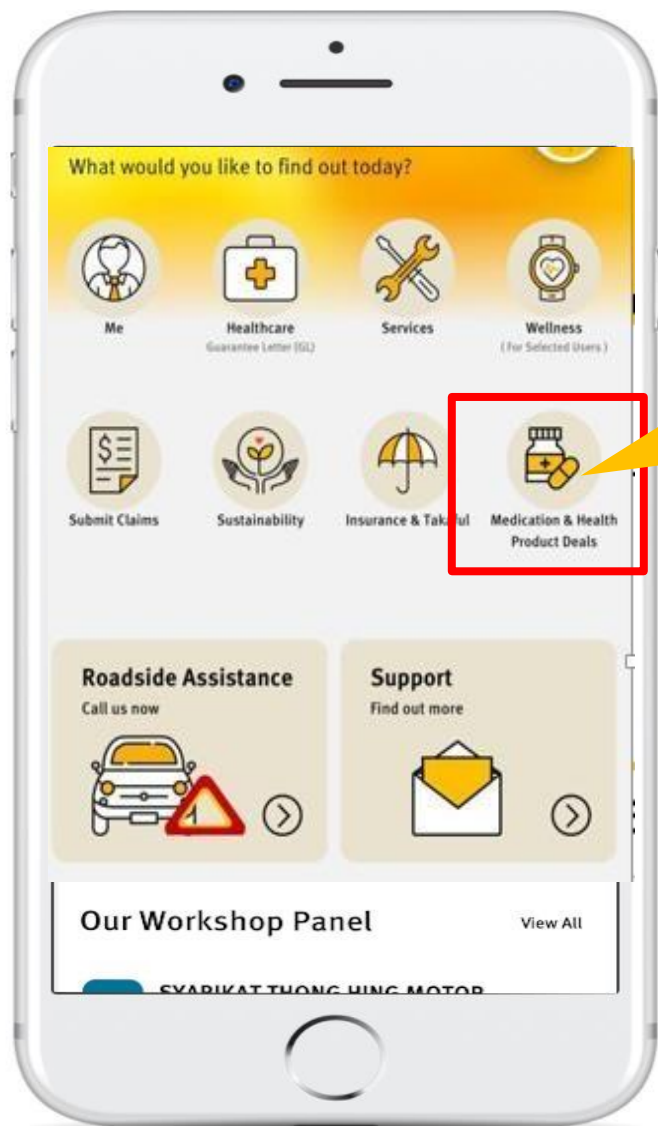
 Add Flight

 View Claims

Claim status can be tracked over here upon submission

Long Term Medication Refill via SMILE App

NEW

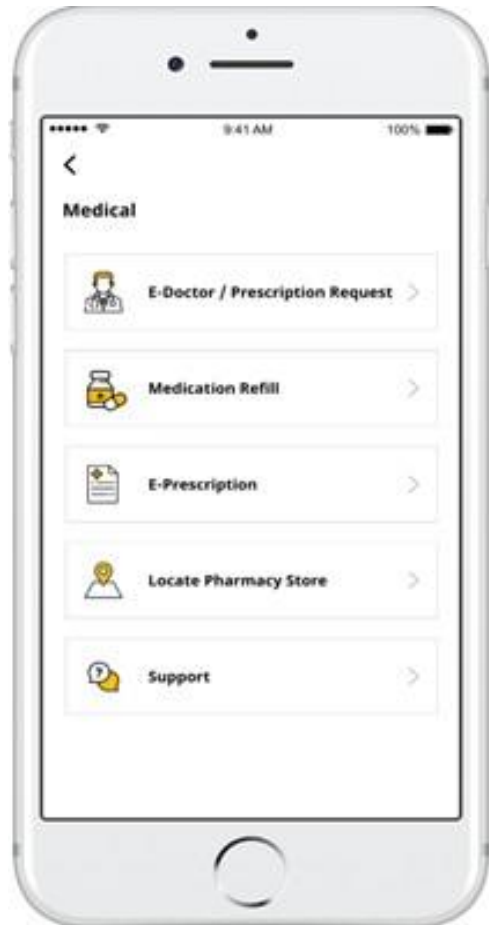


You can now request for your long term medication refill via SMILE App and get it delivered to your doorstep with no extra cost.

Benefits of using Panel Pharmacy (Big Pharmacy)

- ✓ Average saving of 30% for Long Term Medications
- ✓ Savings on Consultations Fee
- ✓ Medication delivered to your doorstep
- ✓ Annual Limit can be managed better

Medication Module_SMILE APP



- i. e-Doctor/Prescription Request
- ii. Medication Refill (With prescription)
- iii. e-prescription
- iv. Locate Pharmacy
- v. Support

e-Doctor/ Prescription Request

Select Panel Doctor

Select Doctor from
Panel Doctor on Duty



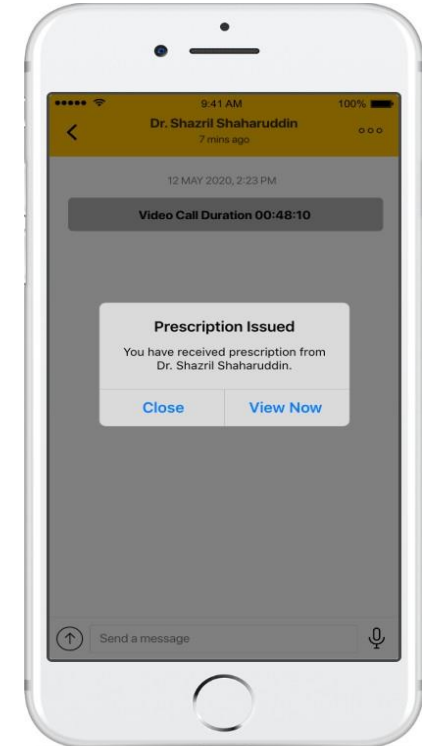
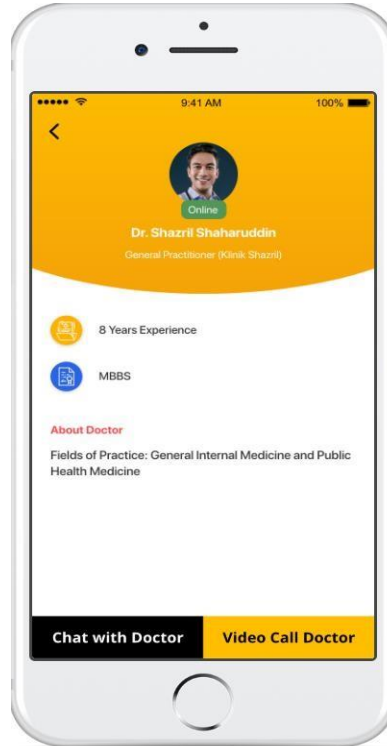
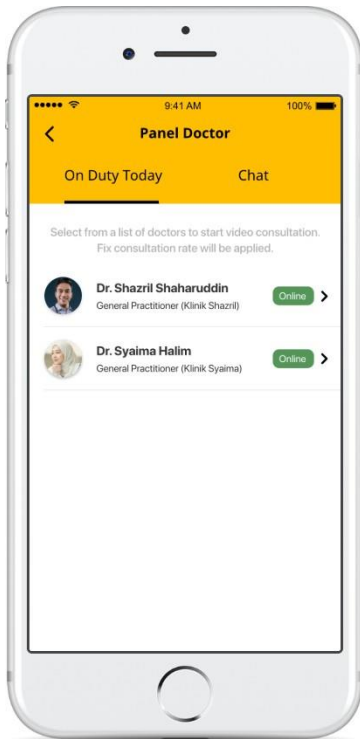
Start Video/ Chat Consult

Consult and get Prescription at
the comfort from your
Home/Office



Prescription Issued

e-Prescription issued
after consultation



e-Doctor/ Prescription Request

Select Panel Doctor

Select Doctor from
Panel Doctor on Duty



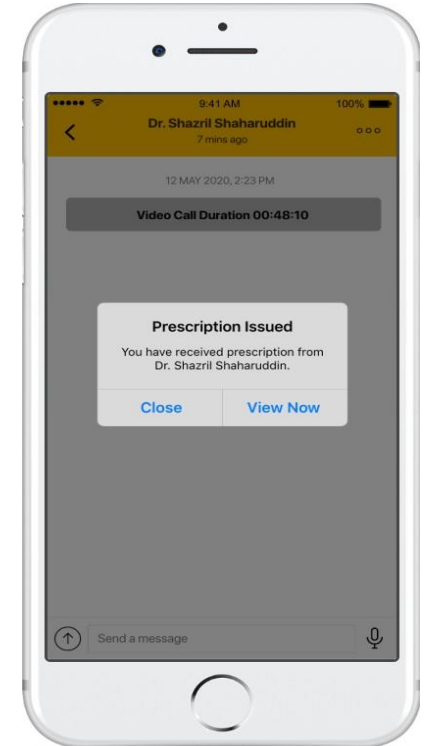
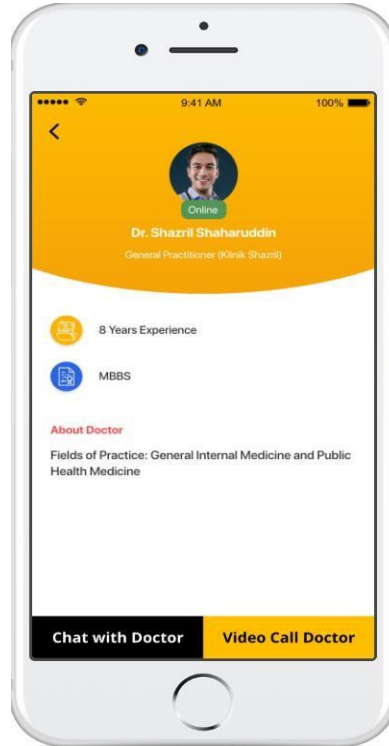
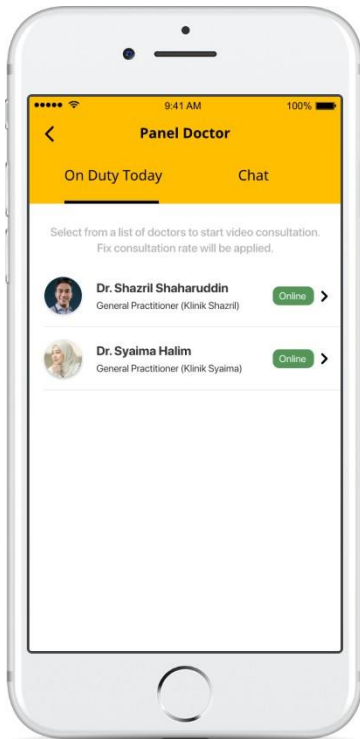
Start Video/ Chat Consult

Consult and get Prescription at
the comfort from your
Home/Office



Prescription Issued

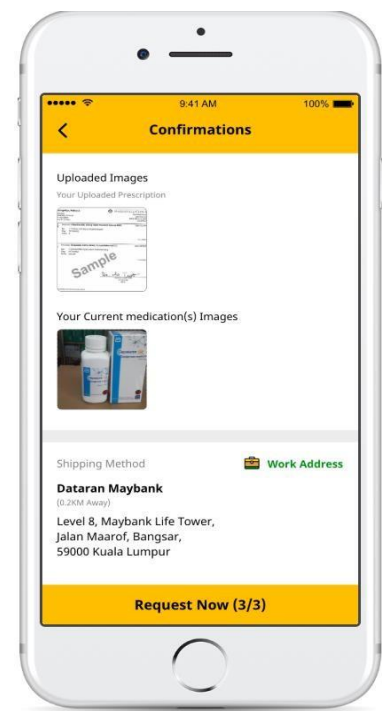
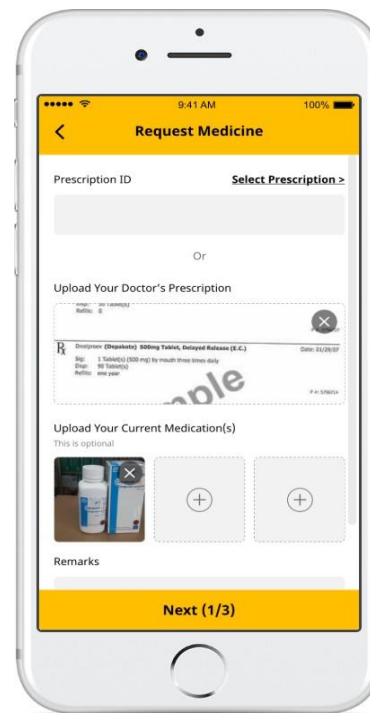
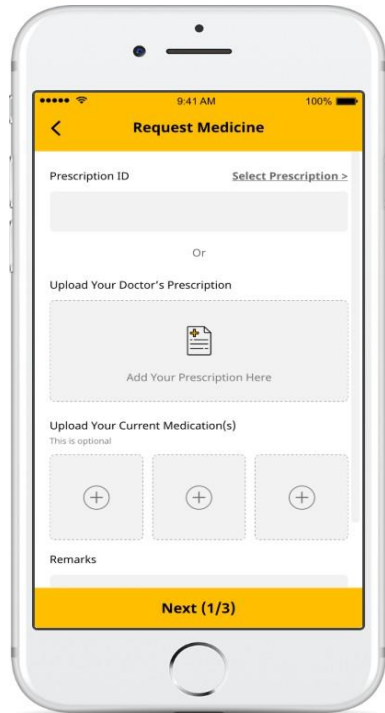
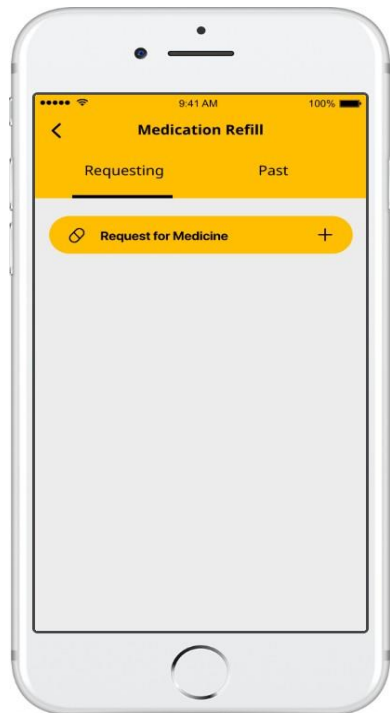
e-Prescription issued
after consultation



Medication Refill Request

Request For Medicine **Upload Prescription** **Upload Other Images** **Submit Request**

If you have Prescription from your Doctor ➡ Snap OR attach prescription photo ➡ Add picture of appointment card/current medications ➡ Click Request Now upon confirmation



Medication Delivery

Office Delivery

The first screen, titled "Fill Up Office Address Details", shows a form with three sections: "Receiver Name" with the value "Wong Chee Yuan", "Office Address" with the value "Dataran Maybank, Level 8, Maybank Life Tower, Jalan Maarof, Bangsar, 59000 Kuala Lumpur", and "Phone Number" with the value "0167656754". A yellow "Confirm" button is at the bottom.

The second screen, titled "Delivery Options", shows two options: "Office Address" (selected with a green checkmark) and "Home Address" (unselected with a grey circle). The "Office Address" section shows "Dataran Maybank (0.2KM Away)", "Level 8, Maybank Life Tower, Jalan Maarof, Bangsar, 59000 Kuala Lumpur", "Receiver Name WONG CHEE YUAN", and "Phone No. 0167656754" with an "[EDIT]" link. The "Home Address" section shows a red house icon and the text "Our pharmacists will review and approve your prescription. (Operating hours: Monday - Friday 9.00am - 6.00pm). Once approved, your medication will be ready within 2-3 working days." A yellow "Next (2/3)" button is at the bottom.

Home Delivery

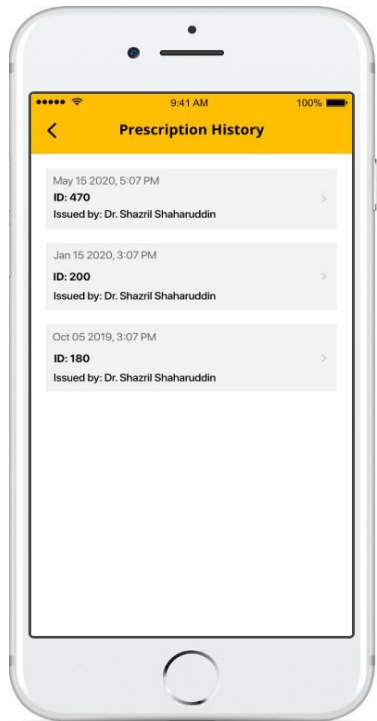
The first screen, titled "Fill Up Home Address Details", shows a form with three sections: "Receiver Name" with the value "Wong Chee Yuan", "Home Address" with the value "No.25 (ground & 1st Floor), Persiaran Ara Kiri, Lucky Garden Bangsar, 59100 Kuala Lumpur.", and "Phone Number" with the value "0167656754". A yellow "Confirm" button is at the bottom.

The second screen, titled "Delivery Options", shows two options: "Office Address" (unselected with a grey circle) and "Home Address" (selected with a green checkmark). The "Home Address" section shows "WONG CHEE YUAN", "No.25 (ground & 1st Floor), Persiaran Ara Kiri, Lucky Garden Bangsar, 59100 Kuala Lumpur.", "Phone No. 0167656754" with an "[EDIT]" link, and the same disclaimer text as the Office Delivery screen. A yellow "Next (2/3)" button is at the bottom.

Other Functions

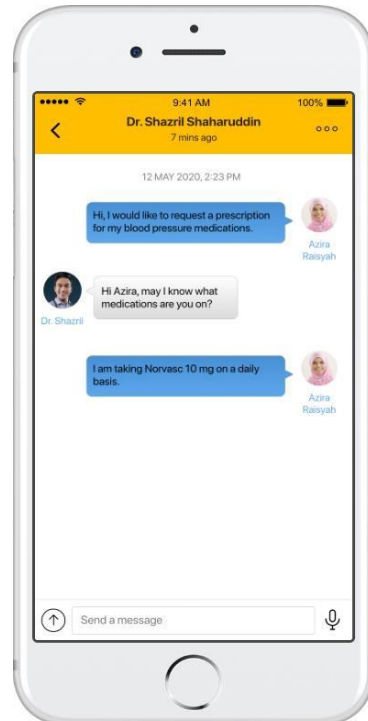
Prescription History

In App prescription records



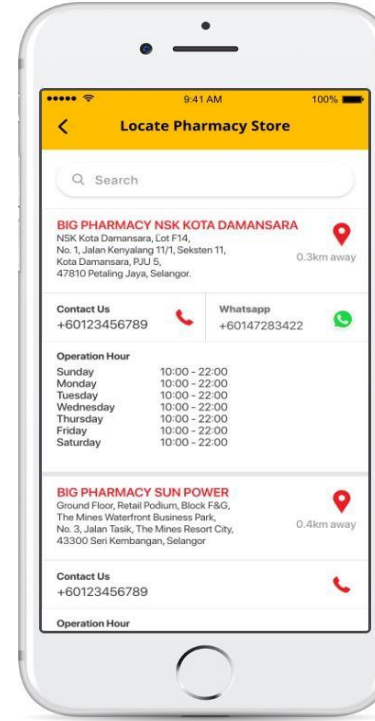
Consult History

View Chat History with Doctor



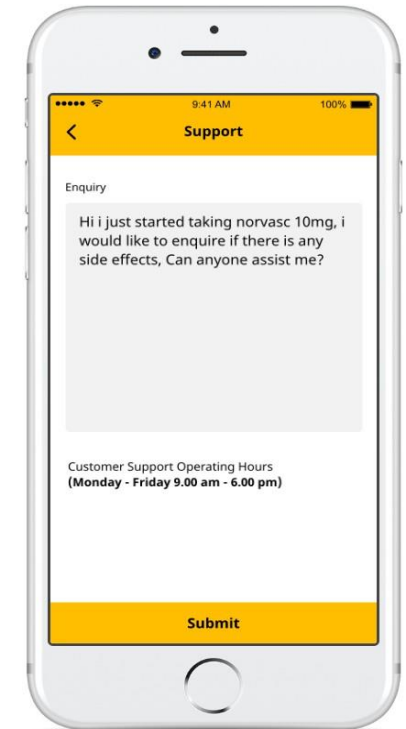
Pharmacy

Locate and Contact nearest BIG Store

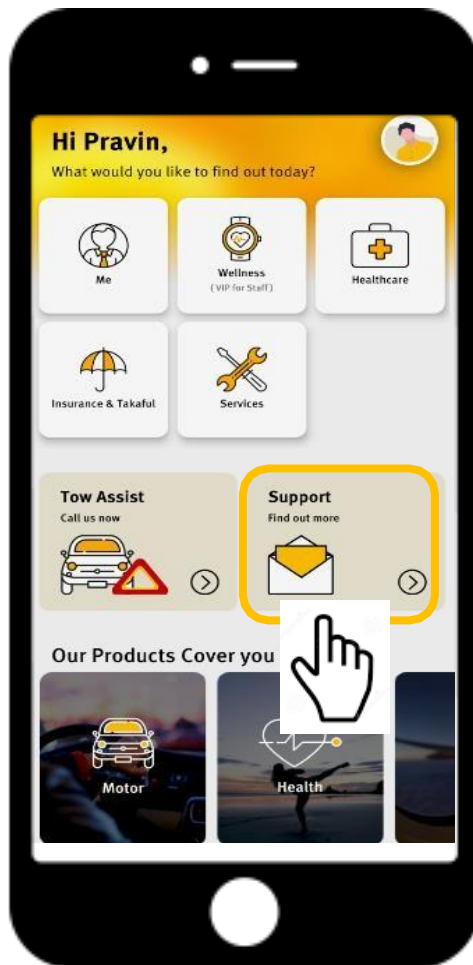


Customer Support

Contact our Pharmacist for any



Support



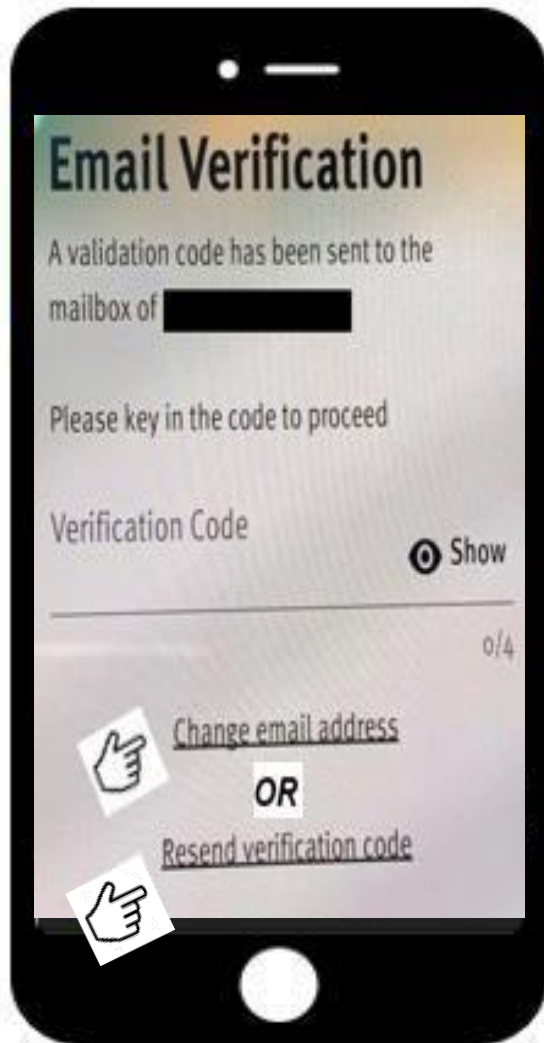
Or Email enquiry to smilesupport@etiq.com.my

** Android devices does not allow user to screenshot*

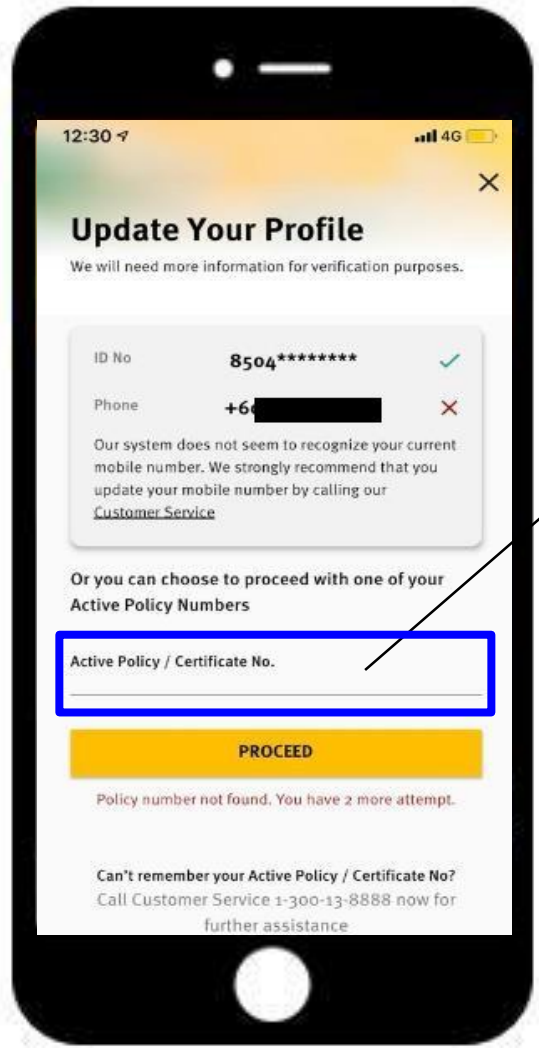
Common Q&A

Q1: I did not received email verification code?

✓ Click on “Resend verification code” **OR** “Change email address”



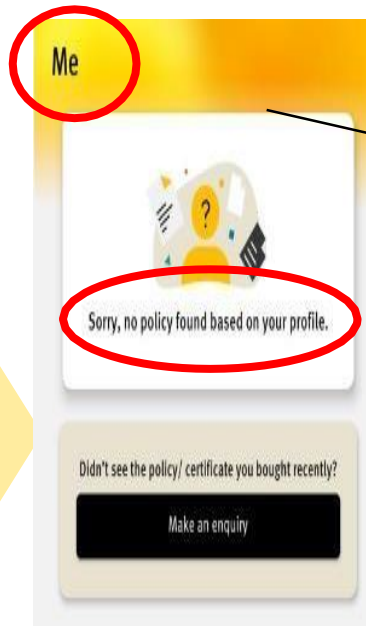
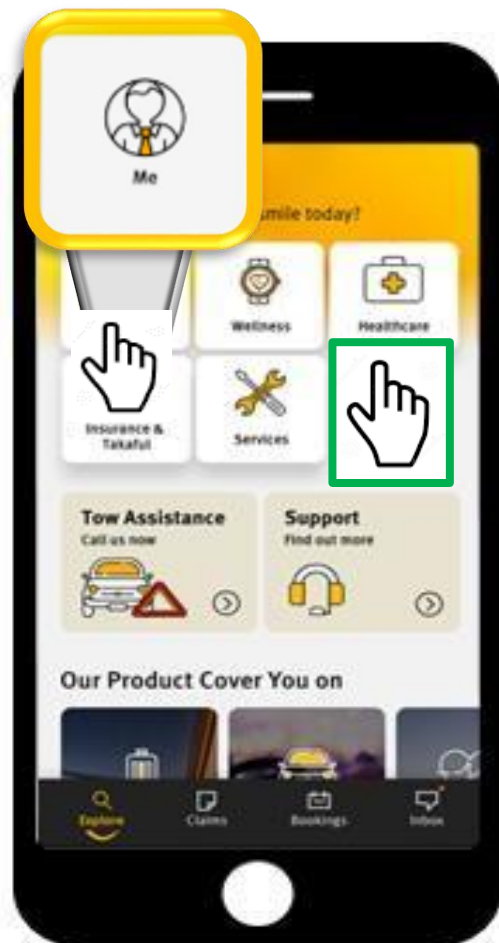
Q2. Do I have to key in each certificate no to access the Healthcare module if I have more than one medical coverage with Etiqa?



Answer:

- *No, just need to key in ONE Certificate numbe & you will be able to view all medical coverage with Etiqa*

Q3: “Sorry, no policy found based on your profile”- (Me tab)

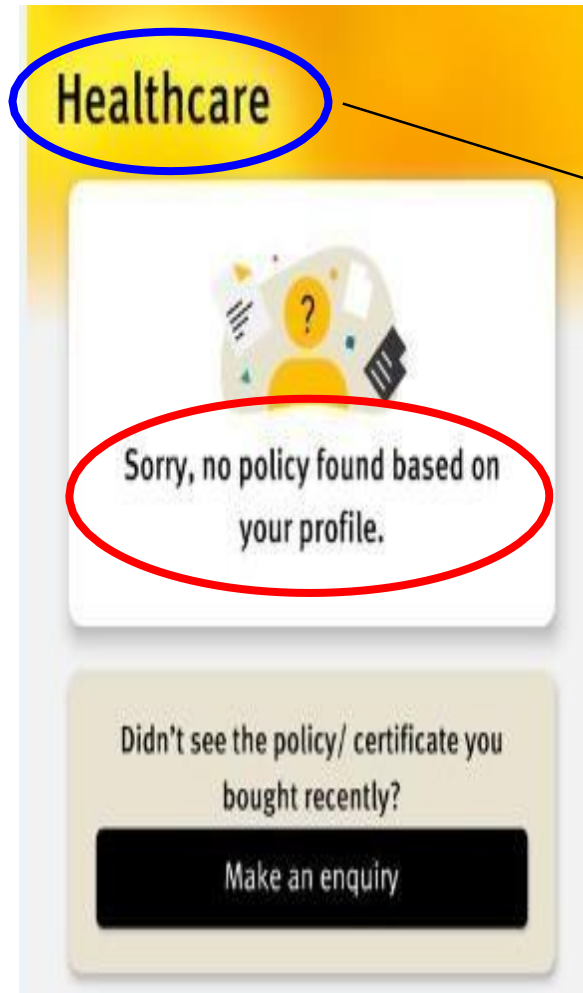


Answer:

- ✓ *Member wrongly clicked on ME module instead of Healthcare.*

**(ME module is accessible for members with Life/ General Policies with Etiqa)*

Q3: “Sorry, no policy found based on your profile” – (Healthcare Tab)



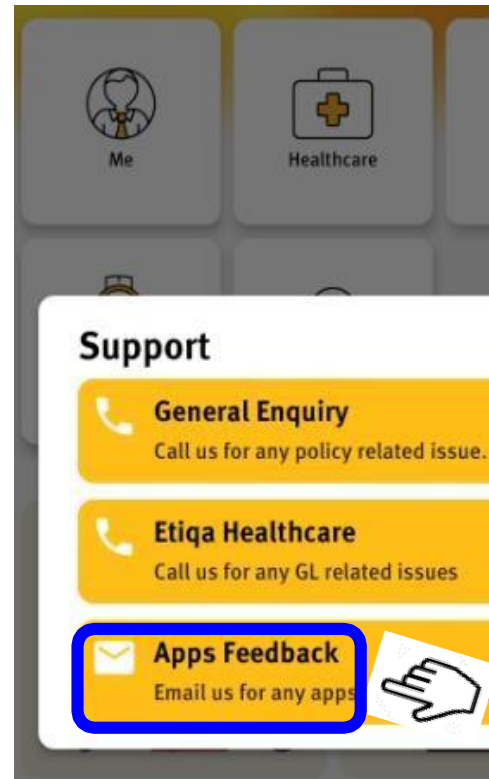
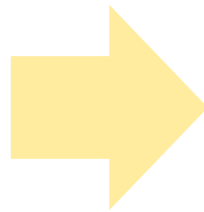
Answer:

- ✓ *Member's data is not in Etiqa's system*
- ✓ *NRIC updated in profile page is incorrect*

Q4: How do I update/correct my NRIC number?

a) *If error in Mobile App (Data entry error during profile update)*

✓ *Click on support on the app and email Etiqa a copy of your NRIC.*

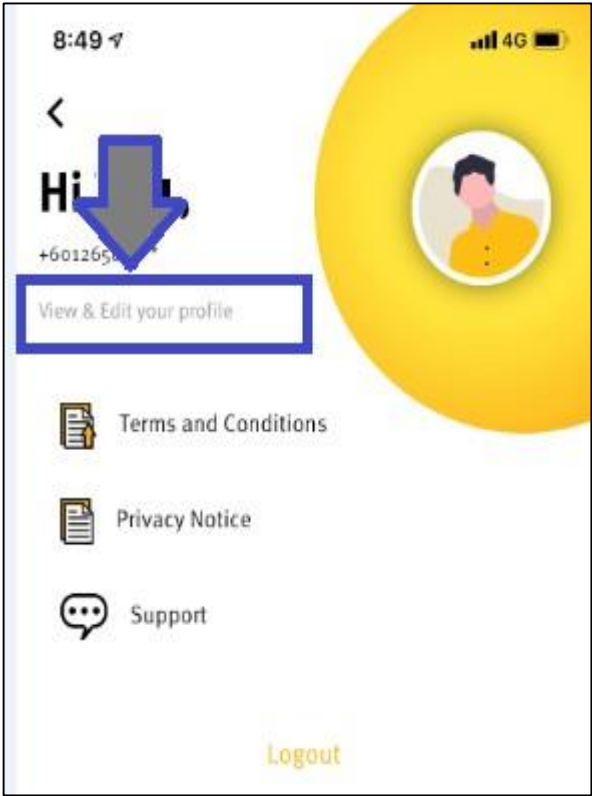


b) *If error due to Incorrect declaration of NRIC by corporate HR*

✓ *Have to update corporate HR*

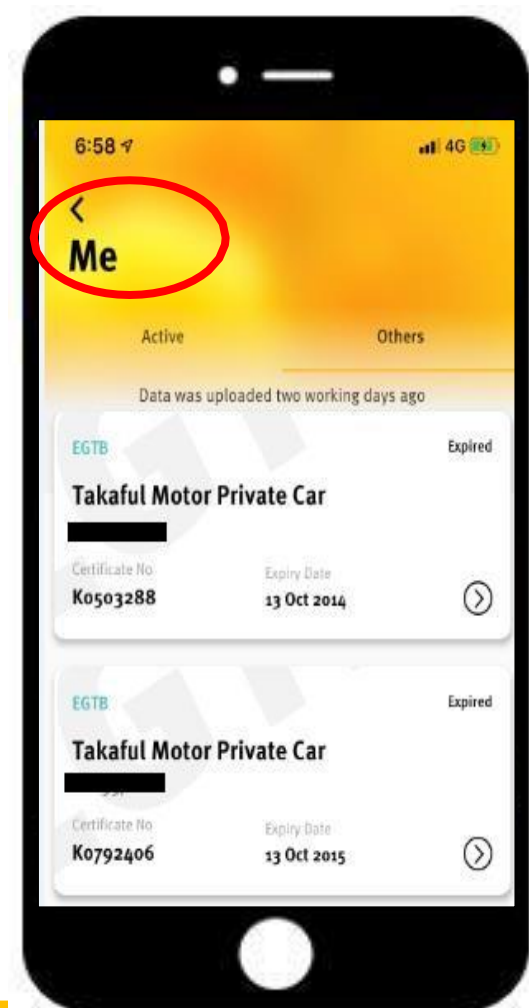
Q5: How do I update/change my email address after login?

✓ You may click on your profile page; “View & Edit”



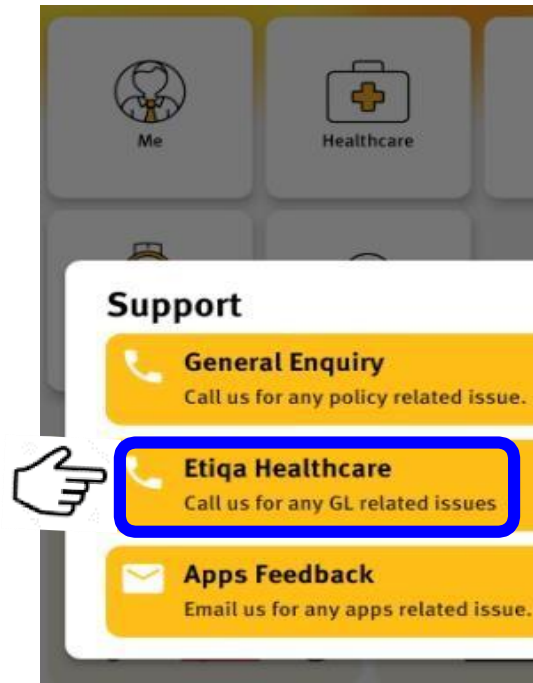
Q6: Can I access ME module in SMILE App?

✓ Yes, if you have ANY active policy with Etiqa Insurance or Takaful; eg: Motor insurance.



Q7. How do I know my inpatient and outpatient medical limits?

- ✓ For outpatient coverage, click on view details to view balance limit
- ✓ For inpatient coverage you may also call Etiqa Healthcare at 1800 88 9998 to check your balance limit.



Q8. Do I need to still submit the original receipt after submitting my reimbursement claims via the app?

- ✓ *No. However if there are any discrepancies, Etiqa may request for the original receipt to be submitted.*
- ✓ **“Submitted to Etiqa” MUST be written in PEN.**

HP HOSPITAL PENAWAR SDN BHD 273244-P
NO 17 & 18, JALAN BANDAR,
PASIR GUDANG BUSINESS CENTRE,
81700 PASIR GUDANG, JOHOR.

Submitted to Etiqa

OFFICIAL RECEIPT

DATE: 14/01/2019
A/C NO: 3000/F23
REF.NO: 37110

RECEIVED FROM: ETIQA TAKAFUL BERHAD
MEDICAL CLAIMS DEPARTMENT
LEVEL 17, TOWER B
NO.1, JALAN MAAROF,
59000 KUALA LUMPUR,
MALAYSIA

THE SUM OF RINGGIT MALAYSIA : FIVE HUNDRED THIRTY FIVE AND CENTS FIFTY

PAYMENT FOR: HPO04511/18

RM 535.50

CHEQUE NO. TT

COMPUTER GENERATED
ISSUED

**To indicate
“Submitted to Etiqa”
on ORIGINAL
RECEIPT**

Q9. I can't find "Maybank" Bank name when I submit reimbursement claim?

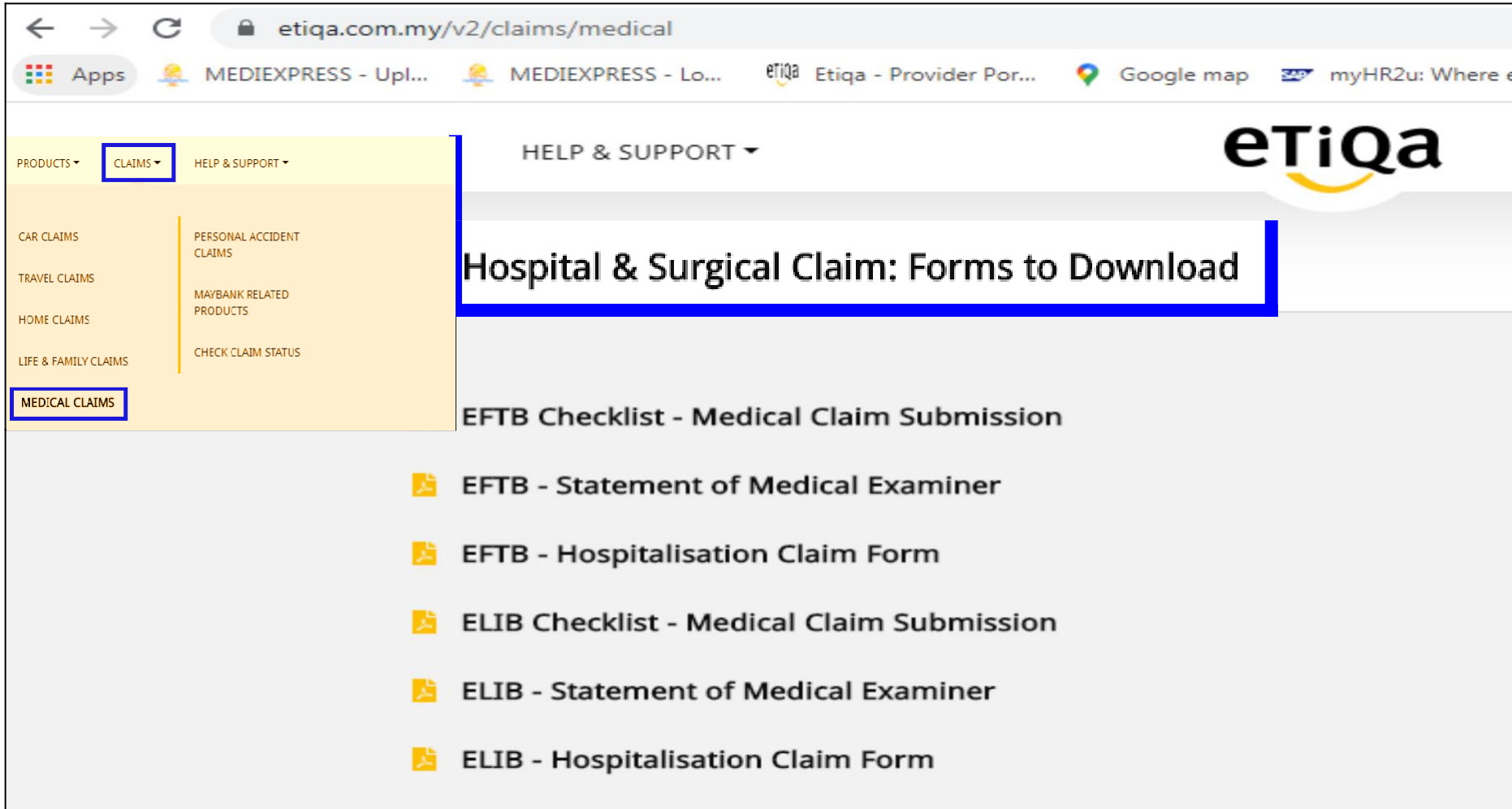
- ✓ *Malayan Banking Berhad = Maybank*
- ✓ *It's the first on the list as that's our preferred bank*

Q10. This is my first time submit claim. I can't upload the image (iOS)

- ✓ *Go to Setting ➡ Privacy ➡ Photos ➡ Smile App ➡ select "Read and Write"*

Q11. Where do I get the claim form for reimbursement?

✓ You can download the medical claim form @ www.etiqa.com.my/v2/claims/medical



The screenshot shows the eTiqa website interface. The browser address bar displays etiqa.com.my/v2/claims/medical. The navigation menu on the left includes 'PRODUCTS', 'CLAIMS', and 'HELP & SUPPORT'. Under 'CLAIMS', there are links for 'CAR CLAIMS', 'TRAVEL CLAIMS', 'HOME CLAIMS', 'LIFE & FAMILY CLAIMS', and 'MEDICAL CLAIMS'. The 'MEDICAL CLAIMS' link is highlighted. The main content area is titled 'Hospital & Surgical Claim: Forms to Download'. Below this title, there is a section for 'EFTB Checklist - Medical Claim Submission' which lists five items: 'EFTB - Statement of Medical Examiner', 'EFTB - Hospitalisation Claim Form', 'ELIB Checklist - Medical Claim Submission', 'ELIB - Statement of Medical Examiner', and 'ELIB - Hospitalisation Claim Form'. Each item is preceded by a document icon.

etika.com.my/v2/claims/medical

Apps MEDIEXPRESS - Upl... MEDIEXPRESS - Lo... etika Etika - Provider Por... Google map myHR2u: Where e

PRODUCTS CLAIMS HELP & SUPPORT

CAR CLAIMS TRAVEL CLAIMS HOME CLAIMS LIFE & FAMILY CLAIMS MEDICAL CLAIMS

PERSONAL ACCIDENT CLAIMS MAYBANK RELATED PRODUCTS CHECK CLAIM STATUS

HELP & SUPPORT

eTiQa

Hospital & Surgical Claim: Forms to Download

EFTB Checklist - Medical Claim Submission

- EFTB - Statement of Medical Examiner
- EFTB - Hospitalisation Claim Form
- ELIB Checklist - Medical Claim Submission
- ELIB - Statement of Medical Examiner
- ELIB - Hospitalisation Claim Form

Q12. What is the minimum mobile device requirement to use the app?

- ✓ The mobile device operating system must be iOS 10.0 and above or Android version 4.0 and above
- ✓ The mobile device must not be jailbroken or rooted
- ✓ The mobile device must have internet connection

Thank you

