



Health
Plan®



Claim Online

Your Step-by-Step Guide with MyPolicy

Welcome to your guide for making claims online with ease

Making a claim just got way simpler — follow these steps to:

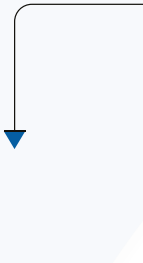
- ✓ Access your account
- ✓ Prepare everything you need
- ✓ Complete and submit your claim with confidence



1

Get Started on MyPolicy

Log into your [MyPolicy](#) account and go to “**My Claims**” to begin. If you’re new, click “**Register now**” to set up your account. From here, you can track recent online claims, download your policy Terms and Conditions, or request a Personal Accident form by calling **020 7928 6662**. When you’re ready, click “**Start a Claim.**”

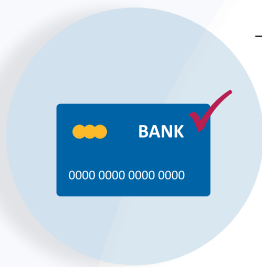


2

Gather What You Need

To complete your claim, you’ll need the patient’s name, the **practitioner’s name and qualifications, the treatment type, date, and cost**, along with an **itemised receipt** and **your bank details**.

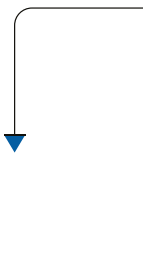
If you’re claiming for a **birth or adoption**, you’ll need a full certificate. For **hospital stays**, please have your discharge summary and the hospital’s name and address ready.



3

Confirm Bank Details

Check or update your bank info. **Tick to confirm** these are correct. ✓
Read and agree to the **Terms & Conditions**—this allows us to verify your documents if needed. ✎



4

Pick a Claimant

Choose who the claim is for: yourself, a partner or a dependent.



5

Complete Your Claim Details

Select the **relevant benefit category** (e.g. Practitioners) and **subcategory** (e.g. physiotherapy) —your balance will appear in the top right—then add a **brief description** or **diagnosis** and the **symptom start date**, **upload your receipt(s)** with treatment dates and amounts, use the **+** to add more items or the **-** to remove any, and if needed, upload a second receipt before clicking Next to continue.



6

Review & Submit

You’ll receive a **confirmation email** once your claim is submitted, and you can track its progress in “**My Claims**”, **start a new claim for the same** or a **different claimant**, or **return to your claims dashboard**.

Claim Submitted! ✓