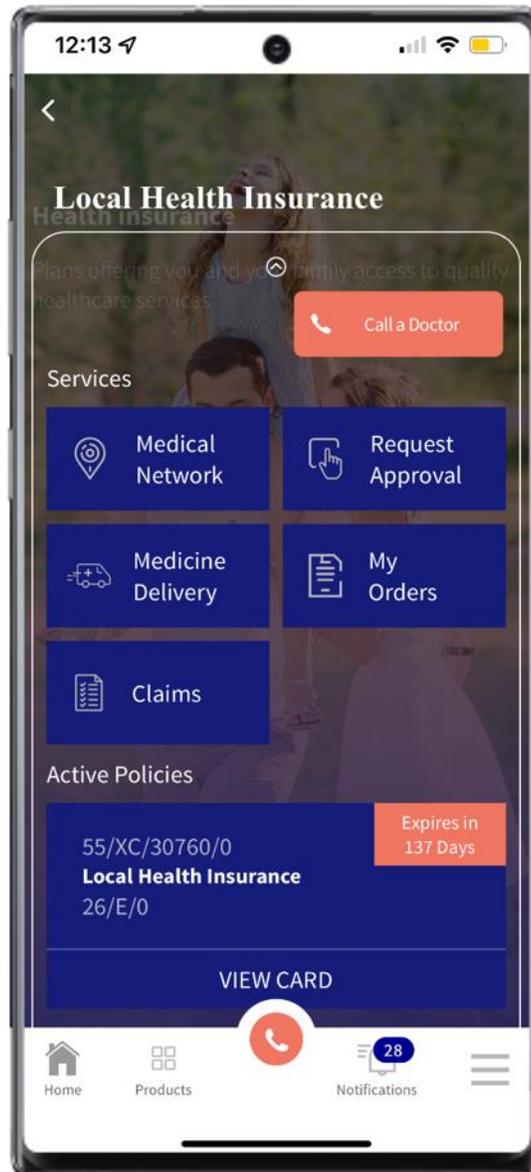




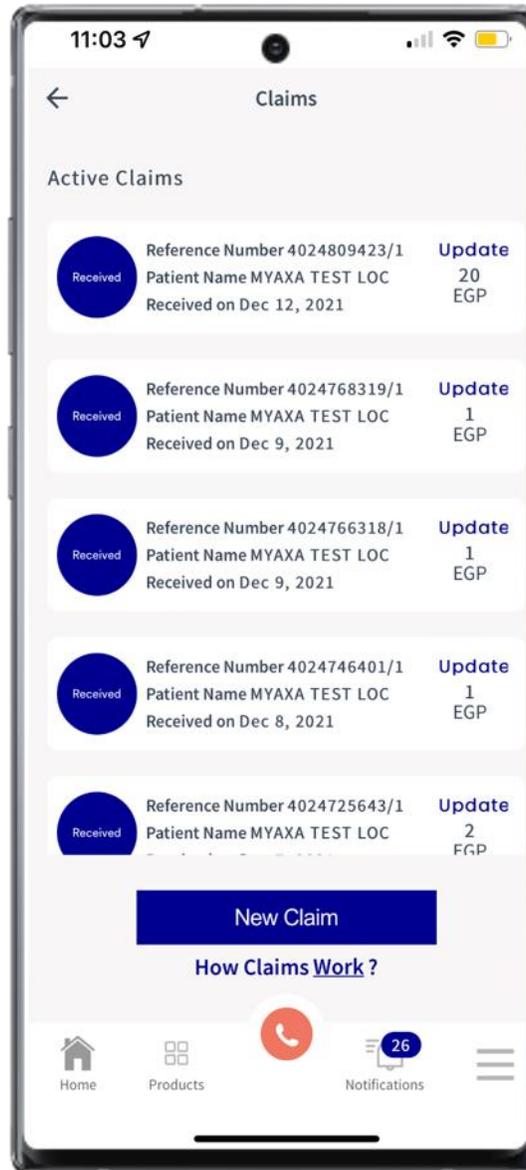
MyAXA Claims Guide

1. Click claims from the product page (Global & Local Health) based on the policy type





2. Select New Claim





3. Choose the policy you'd like to submit a claim for (you can submit a claim for a family member on the same policy)





4. Enter the required data

The screenshot shows a mobile application interface for filing a claim. At the top, the status bar displays the time 11:03, signal strength, Wi-Fi, and battery icons. The app header shows a back arrow and the title 'Claims'. Below the header, the instruction 'Complete the required information' is displayed. The form contains the following fields:

- Patient Name:** A text input field containing 'MYAXA TEST LOC'.
- Treatment Date:** A date picker field showing 'Dec 13, 2021' with a calendar icon.
- Claim Value:** A text input field containing '1000'.
- Currency:** A dropdown menu showing 'EGP' with a downward arrow.

Below the form, the text 'Upload the required documents as a single file or multiple files' is shown. Underneath, it says 'Upload the following documents:' followed by a bulleted list:

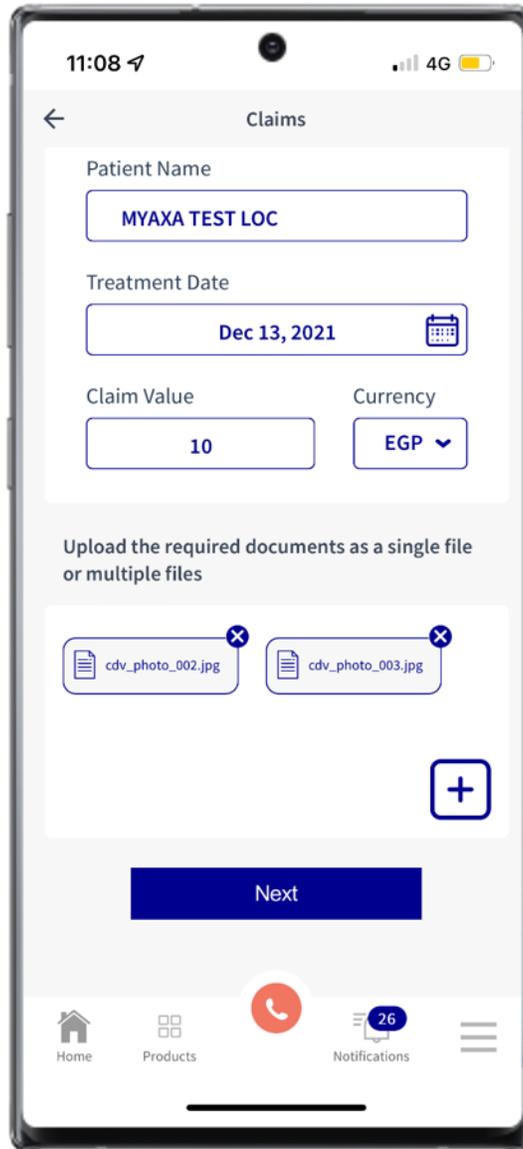
- Final original dated stamped invoices including cost and date of each performed services
- Investigations result's / medical reports / prescriptions / referrals mentioning diagnosis / signs & symptoms of each medical conditions

A note follows: 'Note: Please visit the link below to find detailed requirements based on the claim type for assisting you before claim submission'. A partially visible URL is shown: 'www.axa-eg.com/...requirements'.

The bottom navigation bar includes icons for Home, Products, a red circular call button, Notifications (with a '26' badge), and a menu icon.

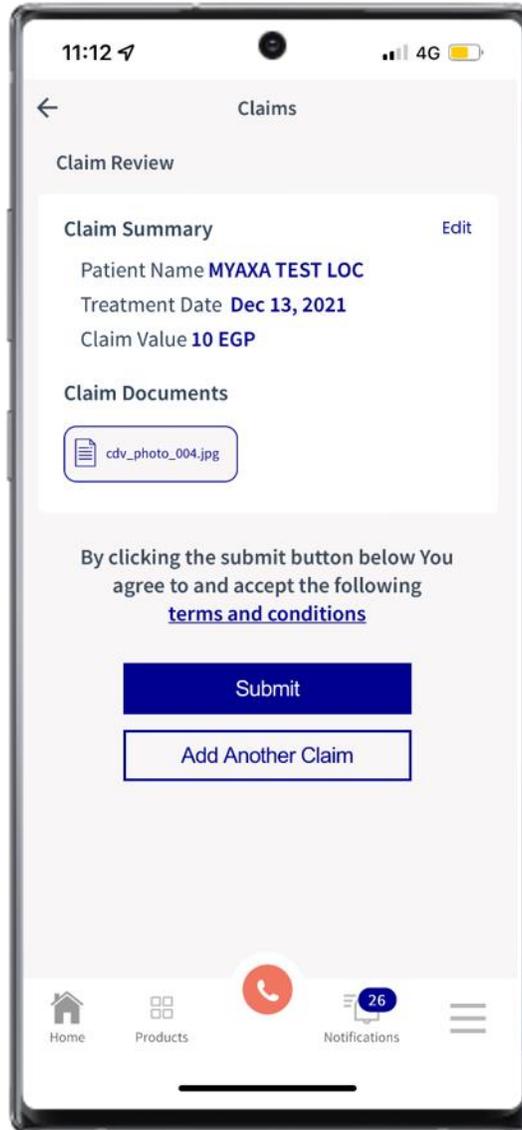


5. Upload the required documents



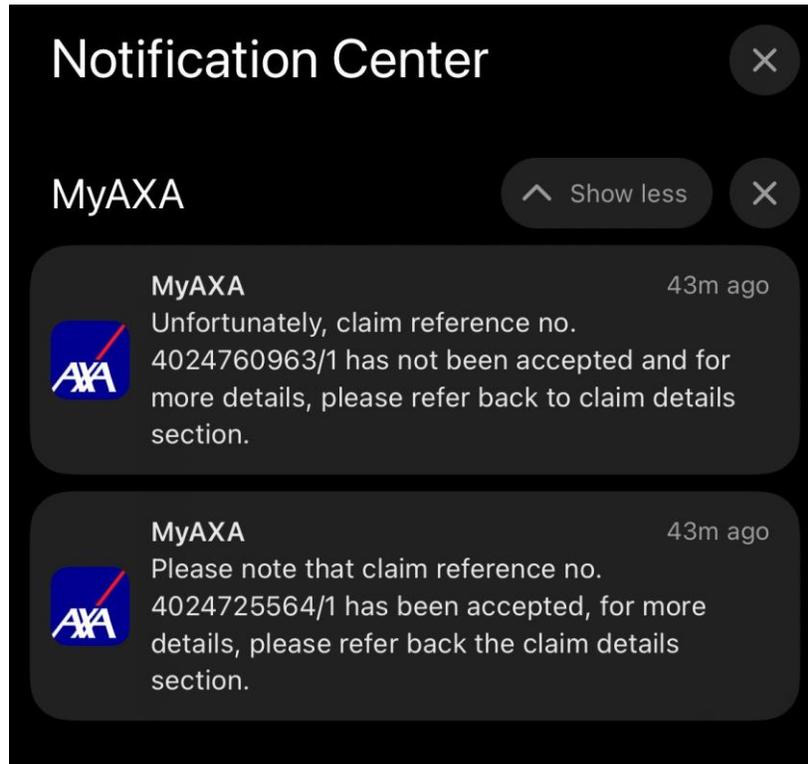


6. You can submit your claim or add another claim



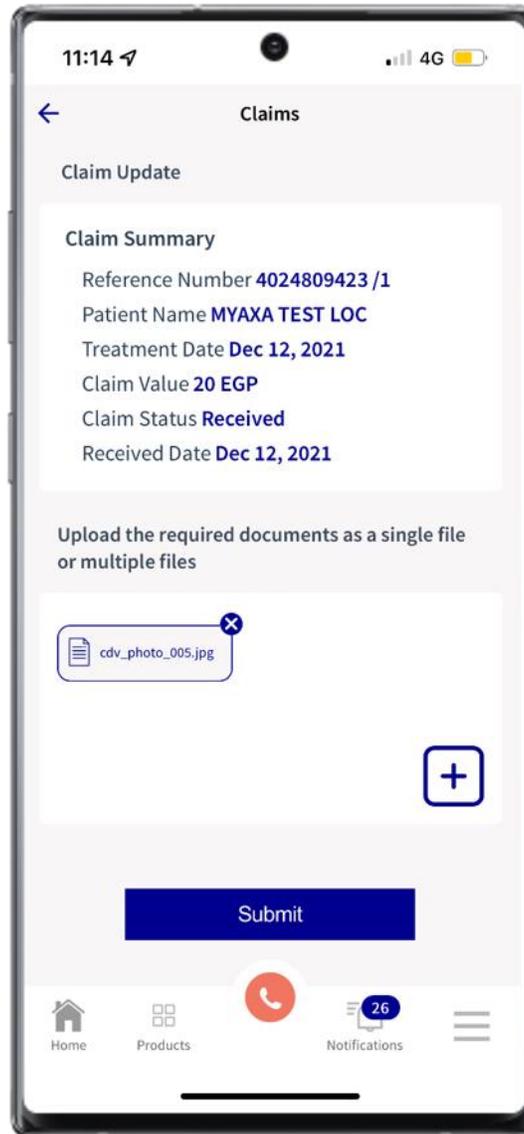


7. You will receive notifications upon any update to your claim



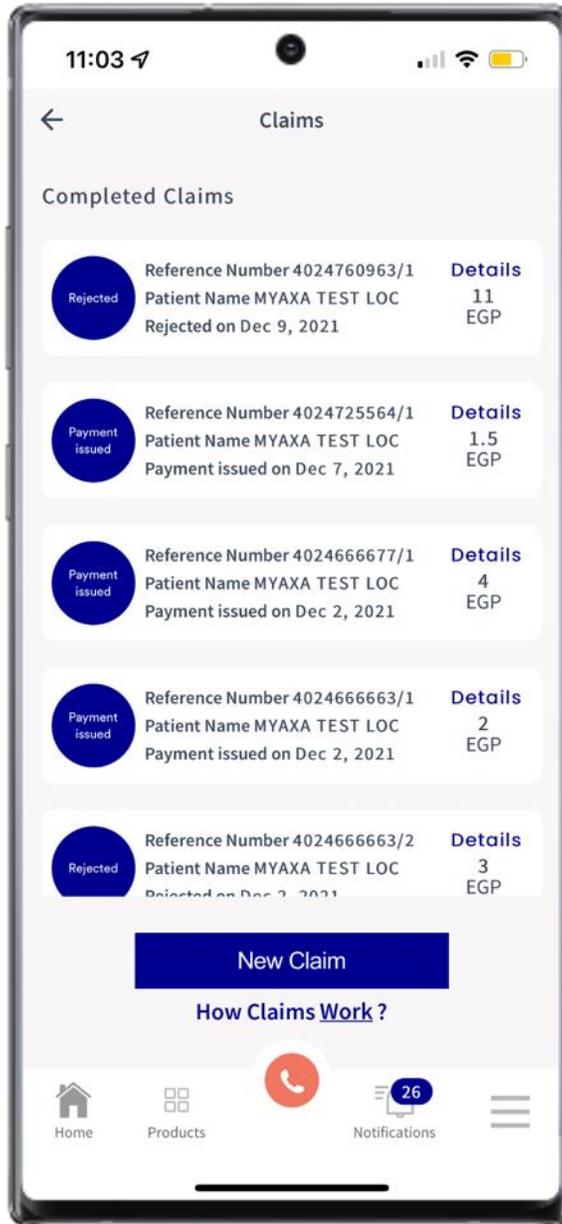


- You can update your claim by adding more documents as long as the claim is not in processing



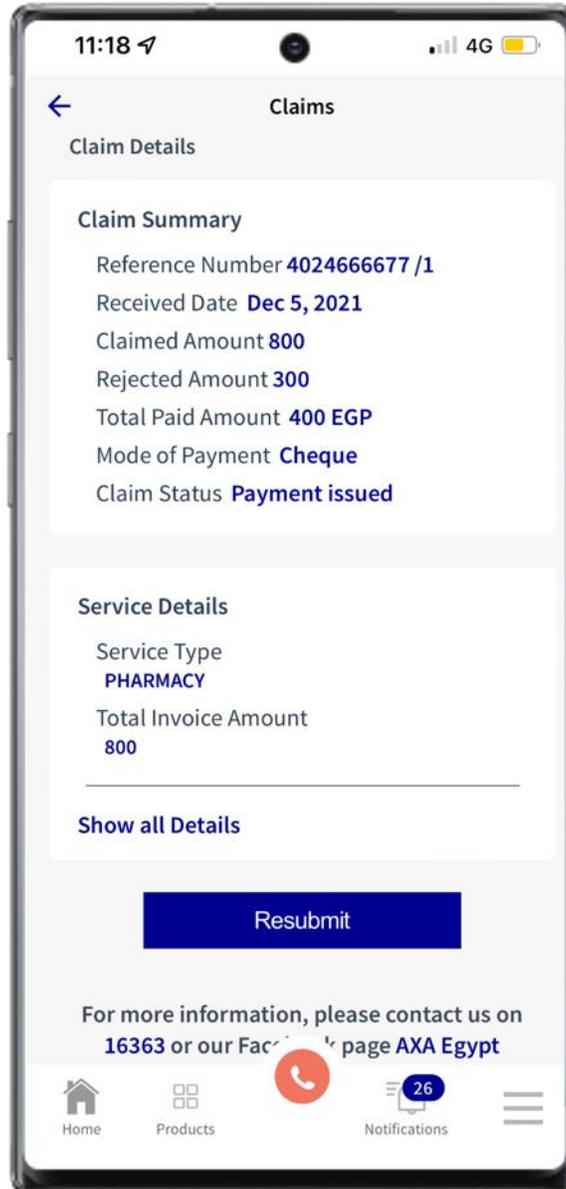


9. The status of the claim will change from active to completed





10. Completed claims include the option to view the claim details





11. You can re-submit your claim after receiving a rejected or a partially accepted claim.

