



# LIFE & SAVING USER GUIDE

## Registration (Sign Up)

The Sign-Up flow is easy, just follow the below steps:

### Step 1 of 6: Your Name

- Enter your **First Name** and **Last Name**.
- Read and agree to the **Terms & Conditions** and **Privacy Policy**.
- Click "**NEXT**".

### Step 2 of 6: National ID

- Select your **Nationality** (Egyptian or Foreigner).
- Enter your **National ID**, or **Passport Number** if you selected "Foreigner".
- Click "**NEXT**".

Let's start with your first and last name

First Name Last Name

First name Last name

By continuing, you agree to MYAXA's Terms & Conditions and Privacy Policy.

☐ Agree to MYAXA's Terms & Conditions

☐ Agree to MYAXA's Privacy Policy.

NEXT

1

Enter your ID to complete the registration

Nationality

Egyptian Foreigner

Formal ID

Enter your formal ID

NEXT

2

Provide your date of birth and select your gender

Date of Birth

Enter your date of birth

Gender

Male Female

NEXT

3

### Step 3 of 6: DOB & Gender

- Enter your **Date of Birth**.
- Select your **Gender** (Male or Female).
- Click "**NEXT**".

Provide your email address to continue

Email

Enter your email

Using your personal email is recommended for smoother processing. We'll send you an email to verify your email address.

NEXT

We sent a code to f.edward@yodawy.com. Enter it to continue.

1 2 3 4 5 6

Didn't get the code? [SEND AGAIN](#)

NEXT

4

### Step 4 of 6: Email

- Enter your **Email Address**. "A personal email is recommended".
- Click "**NEXT**".
- Enter the **verification code** sent to your email to proceed.



### Step 5 of 6: Phone Number

- Enter your **Mobile Number** for verification (starting with +20).
- Click "**NEXT**".
- Enter **the verification code** sent to your mobile number to continue.

### Step 6 of 6: Password

- Create and confirm a **strong password** (minimum 8 characters, including uppercase and lowercase letters, at least one number, and at least one special character).
- Click "**CREATE ACCOUNT**".
- A "**Registration Successful**" message will appear. Click "**GO TO LOGIN**".

5

6

## Sign In

### Signing In & Access

- Enter your registered Email or Phone Number and Password to "**LOGIN**".
- If you forget your password, click "**FORGOT PASSWORD**" and follow the steps (**Phone verification, new password creation**).
- After the first successful login, you may be prompted to enable **Biometric Login** (**fingerprint or face ID**) for quick access.



## Home Screen Services

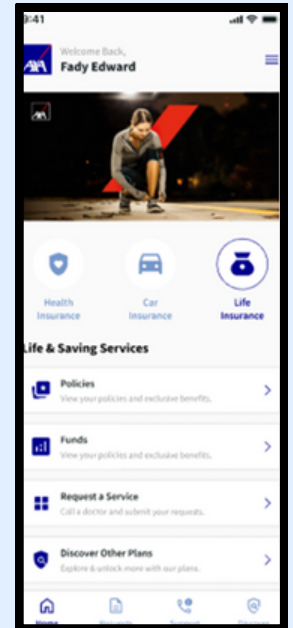
- The home screen displays services relevant to your active insurance products.

### General Service Access

- The bottom menu allows navigation between Home, Requests, Support, and Discover.

## Life & Saving Services

- **Policies:** View your policies and exclusive benefits.
- **Funds:** View your policies and exclusive benefits.
- **Projections (Available on some screens):** Estimate your future savings growth.
- **Request a Service:** Call a doctor and submit your requests.
- **Discover Other Plans:** Explore & unlock more with our plans.

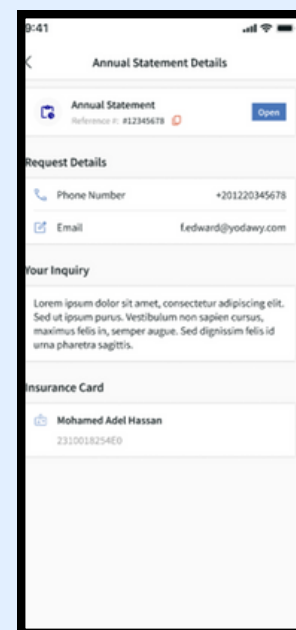
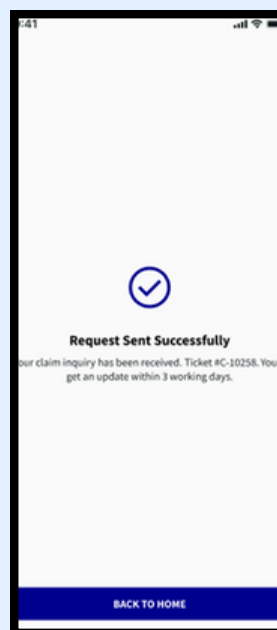
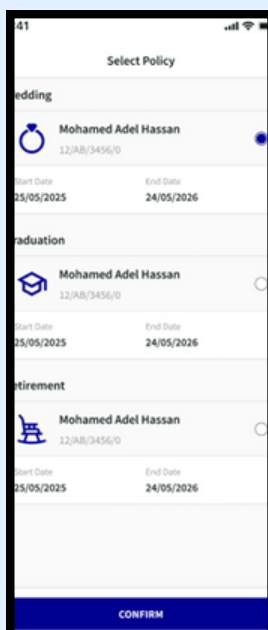


## Requesting an Annual Statement and Tax Letter (Life & Savings)

These requests are typically accessed via the Other Services menu for Life & Savings products.

### Annual Statement Request

1. **Access:** Navigate to Other Services and select the request option “Annual Statement Request”
2. **Select Policy:** Choose the policy related to the Life & Savings policy
3. **Write Inquiry:** Clearly state that you are requesting your Annual Statement in the inquiry field.
4. **Submit:** Click "SUBMIT REQUEST".
5. **Tracking:** You will receive a confirmation with a request number. Track the request status under the Requests tab.





## Tax Letter Request

1. **Access:** Navigate to Other Services and select the request option “**Tax Letter Request**”
2. **Select Policy:** Choose the policy related to the Life & Savings policy
3. **Write Inquiry:** Clearly state that you are requesting your Tax Letter in the inquiry field .
4. Choose **Tax Year Range**
5. **Submit:** Click "**SUBMIT REQUEST**"
6. **Tracking:** You will receive a confirmation with a request number. Track the request status under the Requests tab.

The first screenshot shows the 'Select Policy' screen with three options: Wedding, Graduation, and Retirement, each with a policy number and dates. The second screenshot shows the 'Tax Letter' form with fields for Phone Number, Email, Reason for Request, and Tax Year Range. The third screenshot shows a 'Complaint Submitted' confirmation screen. The fourth screenshot shows the 'Tax Letter Details' screen with request details and inquiry text.

## Support and Complaints

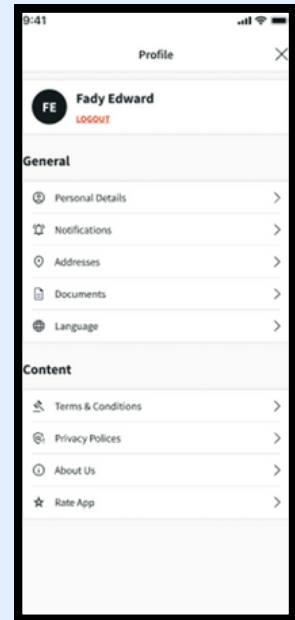
- **Complaints:**(for all products) Submit a complaint via the dedicated "Complaints" entry in Other Services or via the Support tab and track it easily.

The first screenshot shows the 'Select Card' screen with two sections: 'Your Individual Cards' and 'Your Corporate Cards'. The second screenshot shows the 'Complaint Service' form with fields for Department, Complaint Content, and Request Number.



## Profile and Settings Management

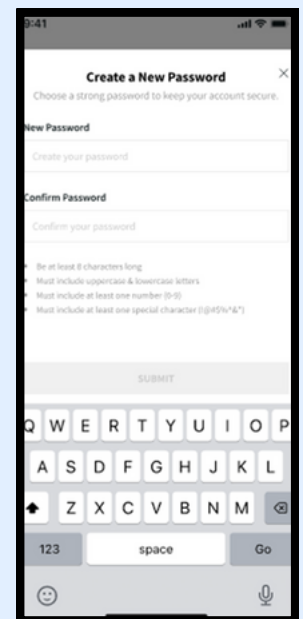
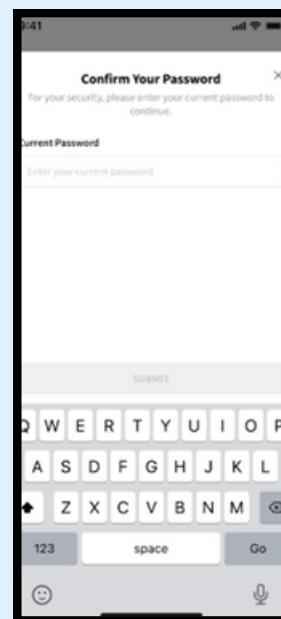
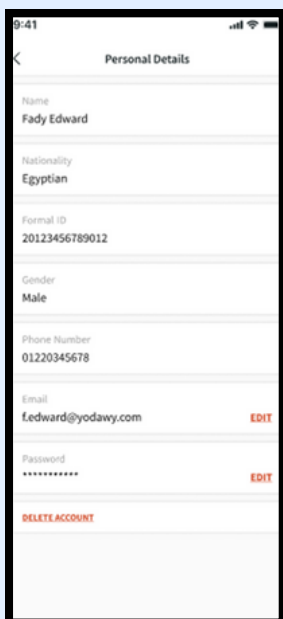
- Access these options by tapping the **side bar icon** in the upper right section of the home screen.



## General Settings

### Personal Details:

- View or edit your **personal data** (Name, Nationality, Formal ID, Gender, Phone Number, Email, and Password).
- You can **EDIT** your email (requires phone verification code) or password (requires current password confirmation).



Edit Email

New Password