

TRAVEL VIP APP

USER GUIDE



WHAT IS THE **TRAVEL VIP APP?**



Travel VIP App from VUMI® is an application for travelers that transforms your phone into the only tool you'll need to access all the benefits and coverage of your plan. The app is available in three languages: English, Spanish and Portuguese. Its intuitive features allow easy access to services and procedures from anywhere, including:

- **Telemedicine Service**
- **Medical notifications via free call within the app**
- **Letter of Guarantee generator**
- **Online claims**
- **Provider finder with geolocator**
- **Access to policy documents**

HOW CAN YOU **ACCESS** THE APP?

Log in to the application with the **Policy Number** and **Password** credentials you received by email in the Welcome Kit.

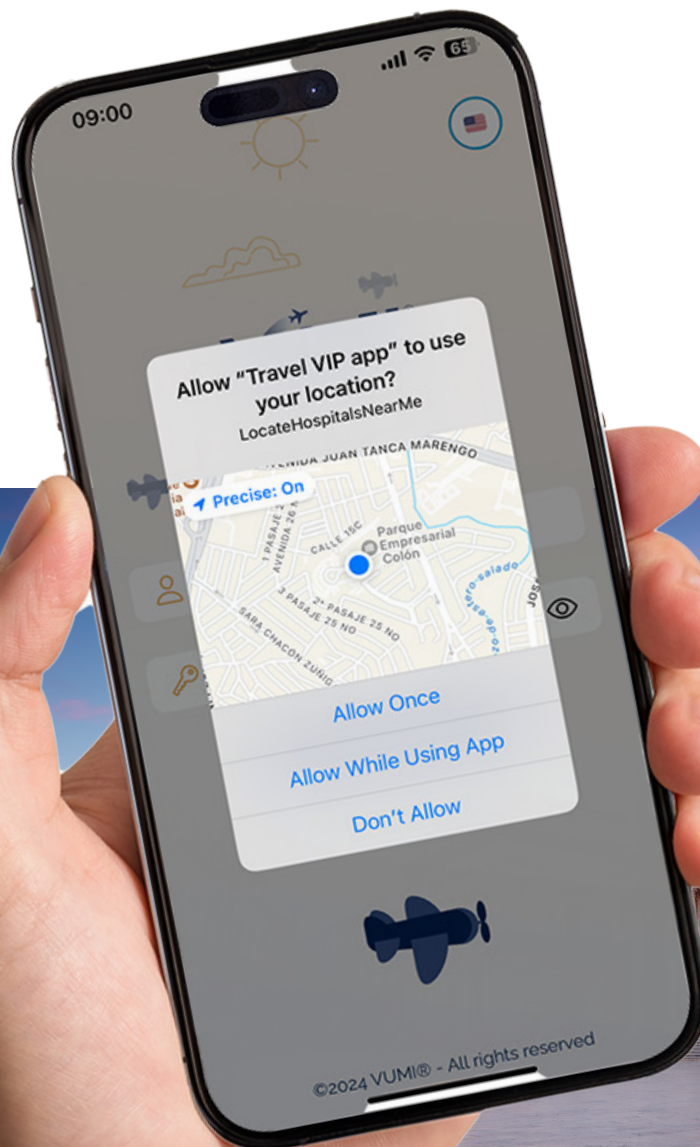
If you Forgot the Password, log in to update it using the policy number and your date of birth.

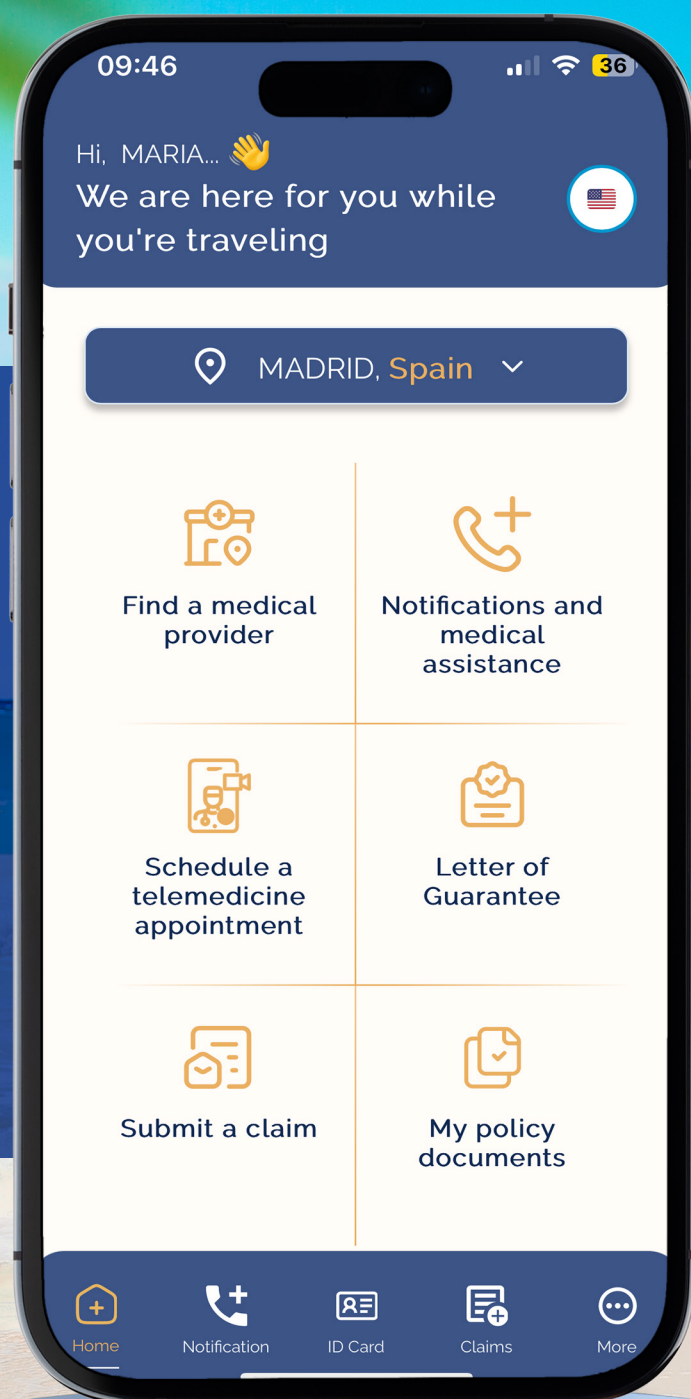
The system allows the creation of a new password by following the prompts. Once done, press the **Update Password** button.



LOCALIZATION SETUP

Once you're logged in, the first thing to do is to set up your location. This can be done by entering the **Country** where coverage is required. You may also try the **Use My Location** according to your preference (Allow Once/Allow While Using the App, or Do Not Allow) to find a nearby medical service provider.

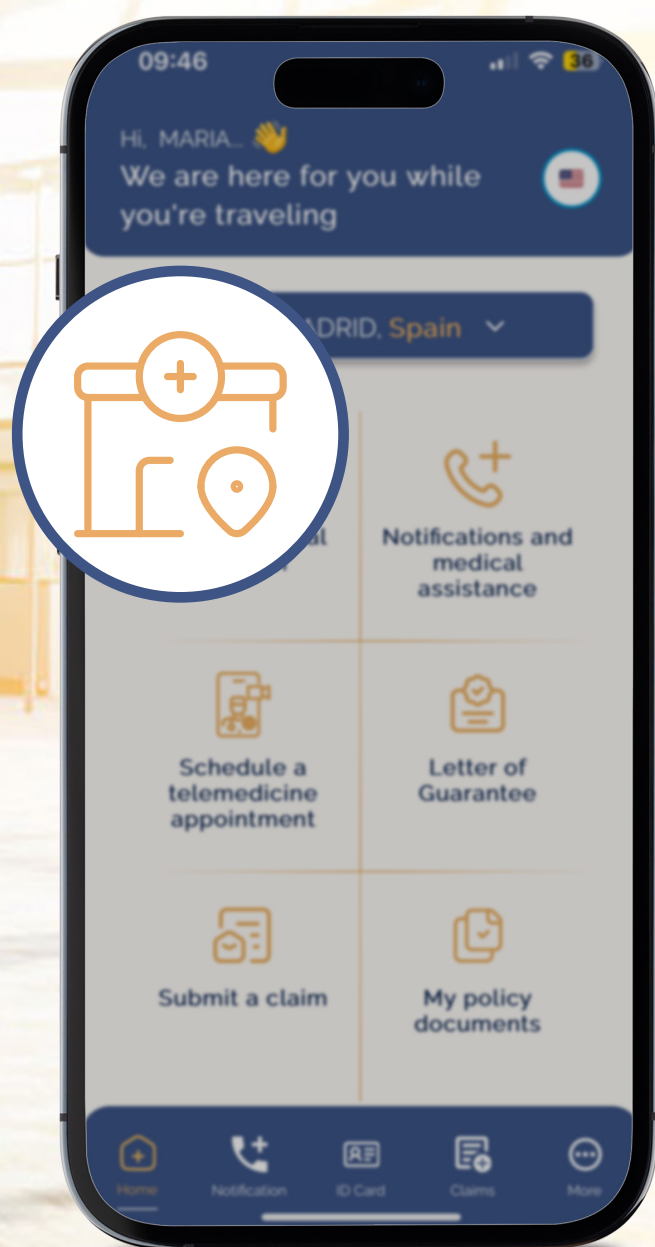




GETTING TO KNOW THE MAIN BUTTONS OF THE APP

The following screen shows the main buttons that provide access to specific functions and services:

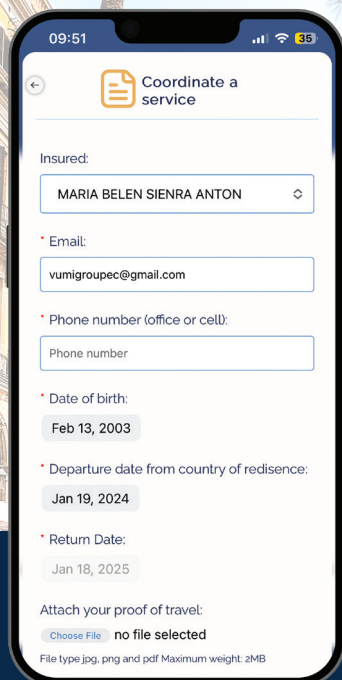
FIND A MEDICAL PROVIDER



How to find a provider?

Tap to enter the **Provider Network**. A search can be performed, and the results can be viewed in List format, or on a map showing proximity.

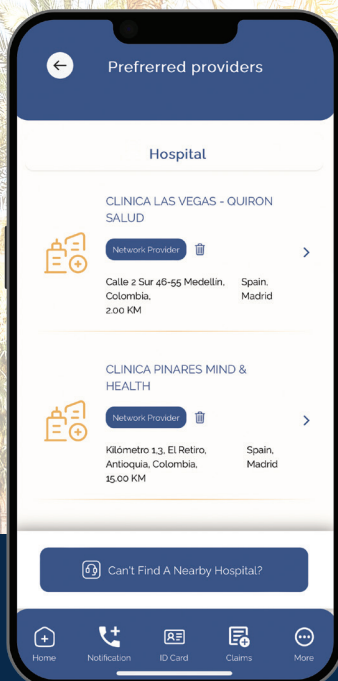
The app provides results with names of hospitals, their addresses and distances - starting with the closest facility. It also shows profiles of the providers with all relevant information so you can make an informed choice.



SCHEDULE AN APPOINTMENT

Tap to enter the **Provider Network**. A search can be performed, and the results can be viewed in List format, or on a map showing proximity.

The app provides results with names of hospitals, their addresses and distances - starting with the closest facility. It also shows profiles of the providers with all relevant information so you can make an informed choice.



FAVORITE PROVIDERS

If you require a medical appointment with the selected provider, you can click on the Schedule an Appointment button. You can fill out an online form to generate a Letter of Guarantee that will handle the coverage of the selected provider.



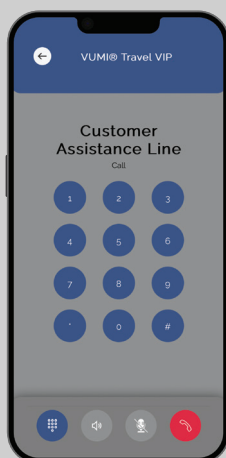
GET HELP

If you need more personalized assistance, you can click on the **Need help?** button, which allows you to contact the Travel VIP Customer Service team via a toll-free number.

NOTIFICATIONS AND ASSISTANCE



In this section, you'll be able to contact the Medical Notification team to coordinate **coverage and benefits** through different channels, such as:

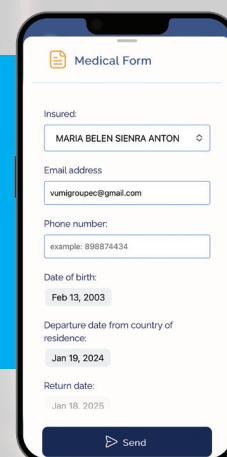
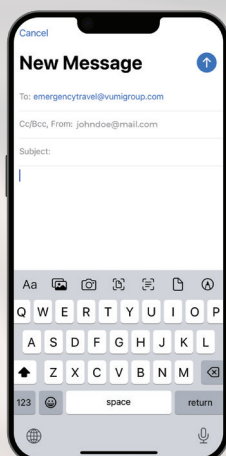


FREE EMERGENCY CALL

Allows you to contact the VUMI® Travel VIP Medical Assistance Team. You'll need an internet connection to generate the phone call through the app.

ONLINE FORM

In this option, you can register to receive a call within one hour.

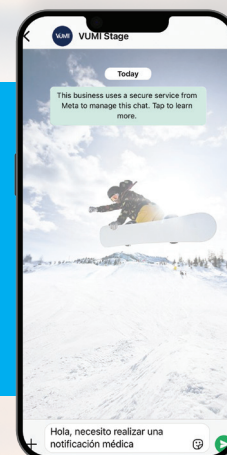




E-MAIL

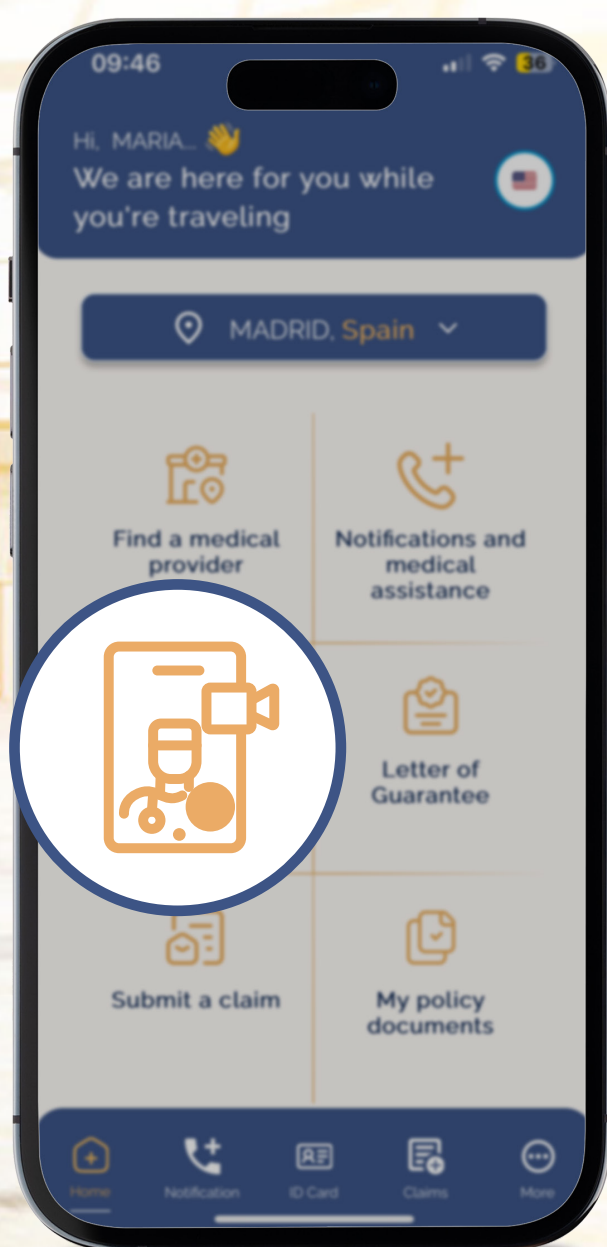
In this option, you can attach all details of your medical notification from the application itself.

WHATSAPP

Contact the Medical Notification team through the instant messaging application and share the details of the notification.



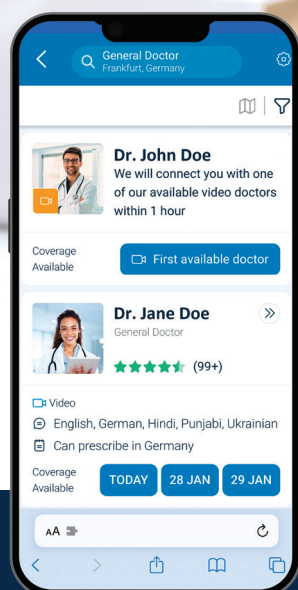
TELEMEDICINE SERVICE



This important service is supported by Air Doctor, a globally recognized platform that helps travelers find trusted local doctors for treatment anywhere, anytime, using the VUMI® Telemedicine service.

The Telemedicine Service provides access to:

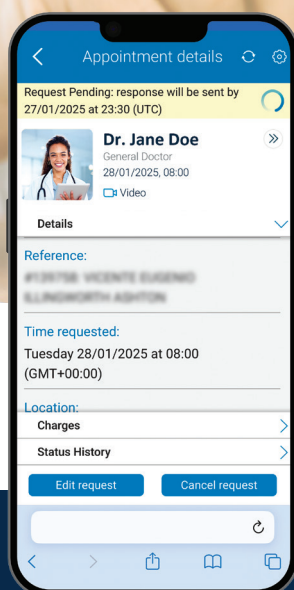
- A global network of 20,000 doctors
- Easy access to specialists
- Video consultation available in more than 21 languages
- Multilingual 24/7 support
- Ability to prescribe medicines (according to regional or country regulations)



SCHEDULE AN APPOINTMENT

After logging in and providing the necessary access and location permissions to the platform, the insured must select the specialty, the doctor, day and time to receive the video consultation.

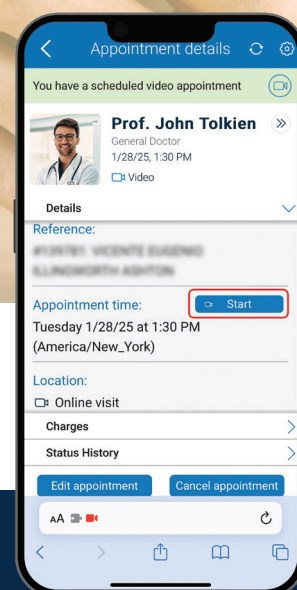
They must answer all questions completely and accept the conditions of service.



MODIFY OR CANCEL THE APPOINTMENT

At the bottom of the menu, go to the Calendar Icon where you'll find the history of past appointments next to the appointment just scheduled.

The future appointment details are located at the bottom, where the **Edit Request** button can be found to modify the date, time or appointment information; as well as the **Cancel Request** button to cancel the appointment by explaining the reason for cancellation.



ACCESS THE VIDEO CONSULTATION

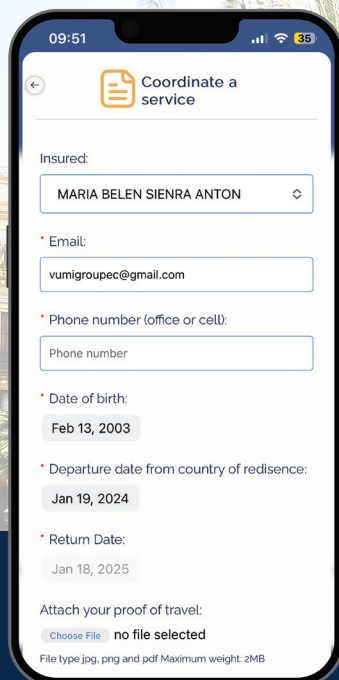
In the same Calendar Icon, enter the scheduled appointment. Within the appointment details, you'll find the **Start button** to initiate the video consultation.

Find the simple Step-by-Step Guide to Telemedicine Service by **clicking here**.

LETTER OF GUARANTEE



This allows you to generate a **Letter of Guarantee**. Then you'll be able to access medical care services without having to worry about paying immediately for the care received.



09:51

Coordinate a service

Insured:

MARIA BELEN SIENRA ANTON

* Email:

vumigroupec@gmail.com

* Phone number (office or cell):

Phone number

* Date of birth:

Feb 13, 2003

* Departure date from country of residence:

Jan 19, 2024

* Return Date:

Jan 18, 2025

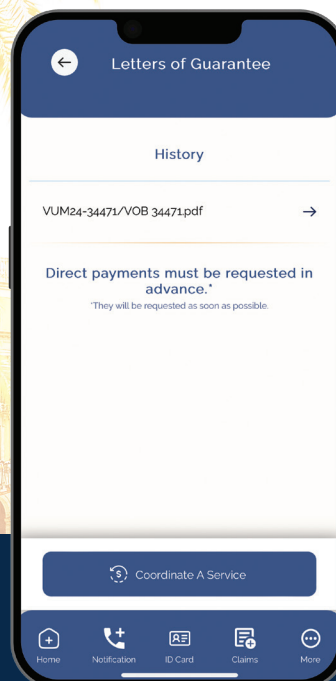
Attach your proof of travel:

Choose File no file selected

File type jpg, png and pdf Maximum weight: 2MB

GENERATE A LETTER OF GUARANTEE

Simply fill in the required fields and you'll have the peace of mind that comes from knowing you will not have to make any type of disbursement at the time of treatment.



Letters of Guarantee

History

VUM24-34471/VOB 34471.pdf

Direct payments must be requested in advance.*

*They will be requested as soon as possible.

Coordinate A Service

Home Notification ID Card Claims More

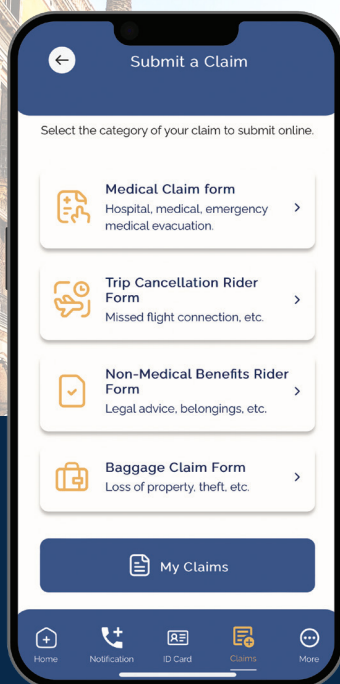
DISPLAY LETTER HISTORY

This function shows you previously generated Letters of Guarantee in chronological order, for review and submission as backup if necessary.

FILE A CLAIM

Submit claims online according to the type of claim, choosing the appropriate format.





TYPES OF CLAIMS

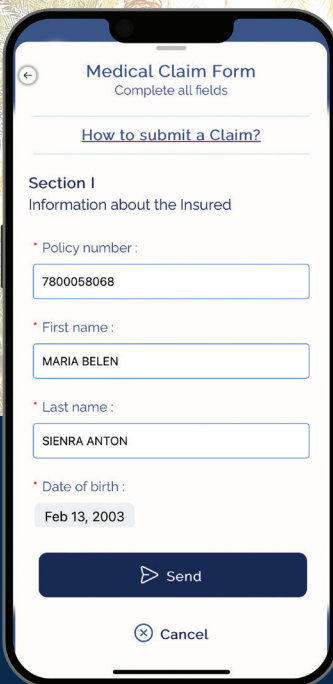
Find options that best suit your claim. Choose between:

Medical: involving hospitalization, medical emergency or evacuation.

Trip cancellation: for missed flight or connection.

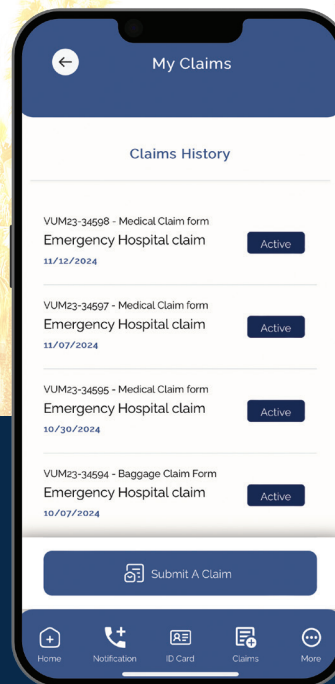
Non-medical benefits: for legal assistance and security.

Baggage claim: for loss of property, theft or other reason.



HOW TO SUBMIT A CLAIM

Within each claim form, a step-by-step guide is provided to help the insured manage their claim easily and accurately through a list of requirements. It shows how to upload documents and access the claim status, all intuitively and with just a few taps.



VIEW CLAIM STATUS OR HISTORY

Get access to your **Claims History** in chronological order at any time.

MY POLICY DOCUMENTS



This section provides access to documentation you **may need to have on hand** at any given time, such as:

- **Certificate of Coverage:**

PDF document detailing all policy coverage information.

- **Welcome Kit:**

PDF document containing the credentials of your policy.

- **Coverage conditions:**

PDF document with the information, terms and conditions of policy usage.

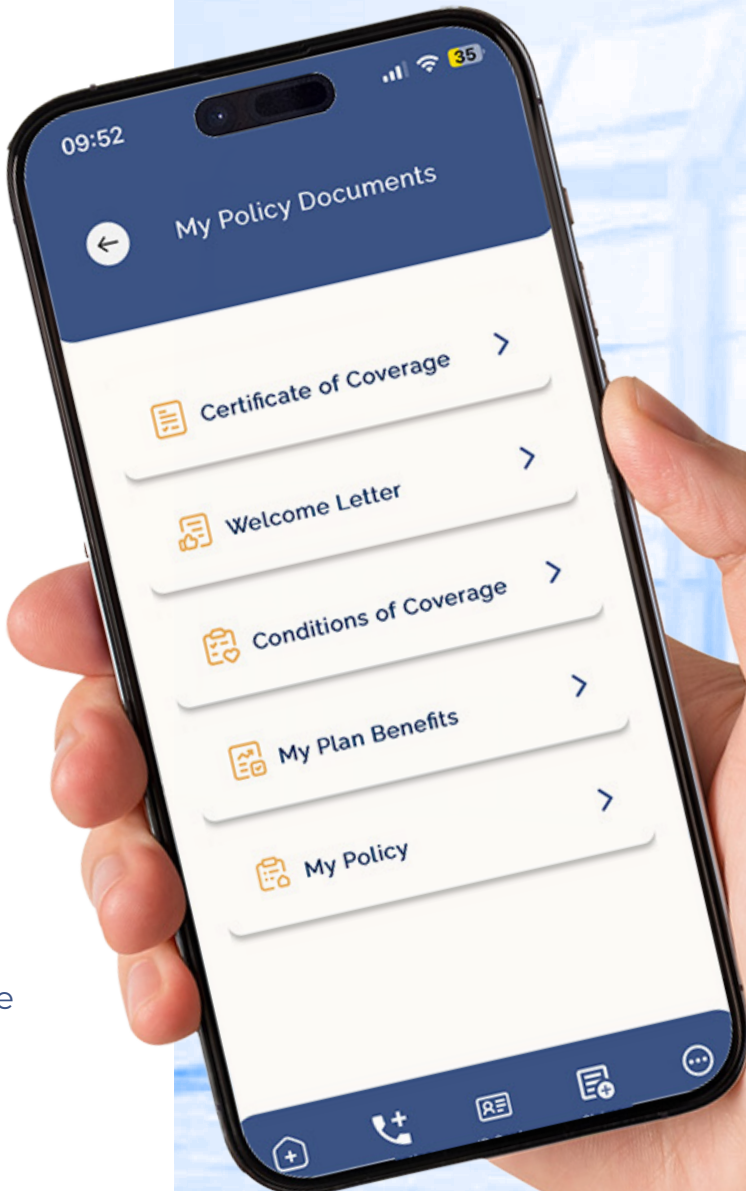
- **My plan benefits:**

Informational booklet with a summary of the scope of coverage and policy benefits.

- **My policy:**

Your personal information and your dependents (if any).

It's important that as an insured you complete all the documents of your policy fully and completely to avoid any type of misinformation or confusion about the policy's benefits and coverage.



LOWER MENU OR SHORTCUTS

This Menu provides immediate access to important sections, such as:

Home:

FREQUENT QUESTIONS

