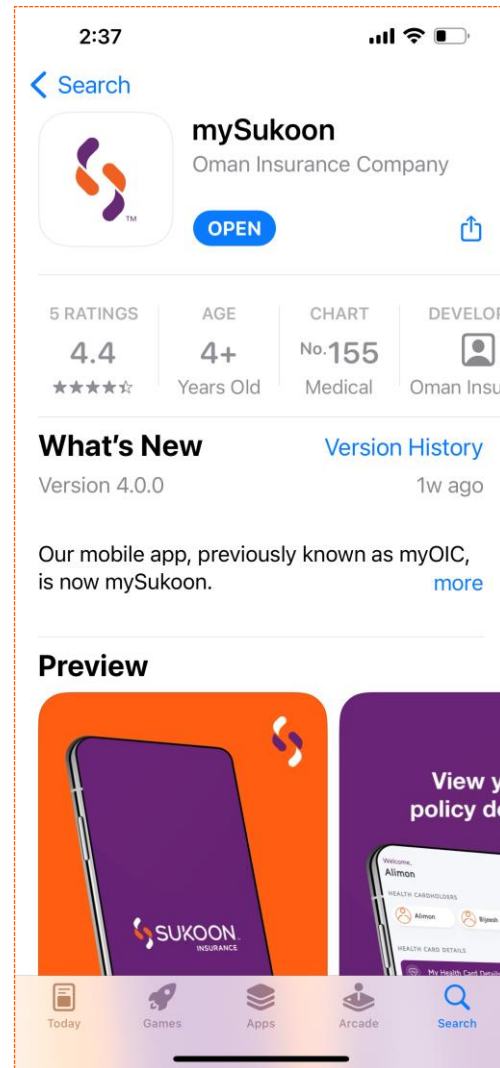
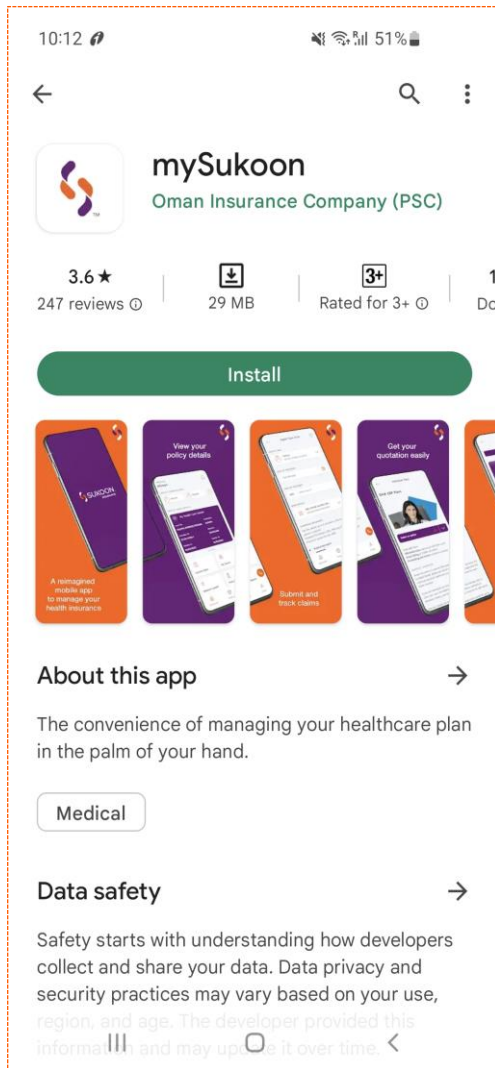


MySUKOON App - Manual

October 2022



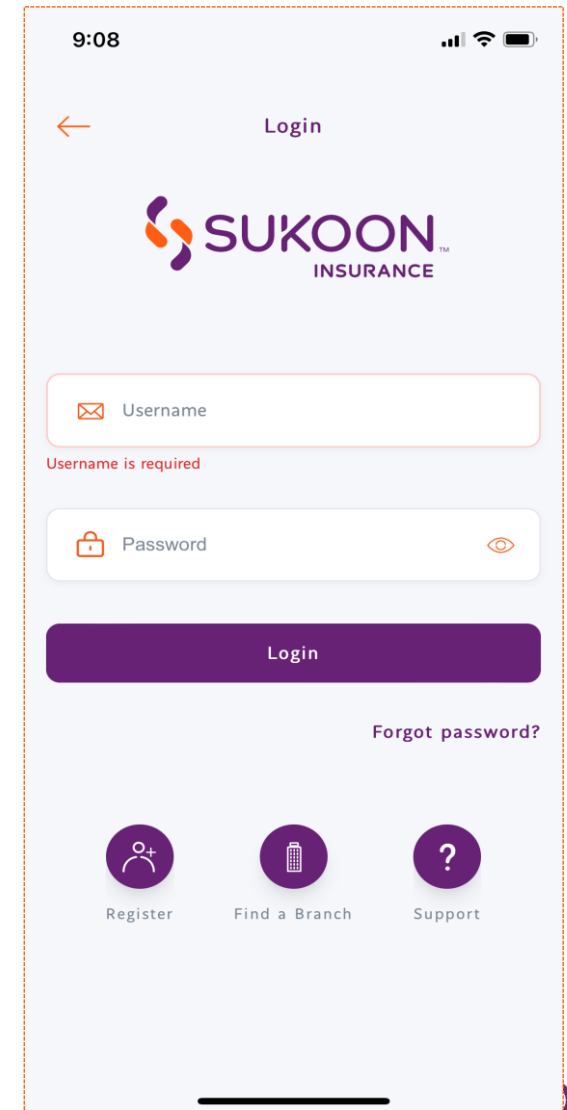
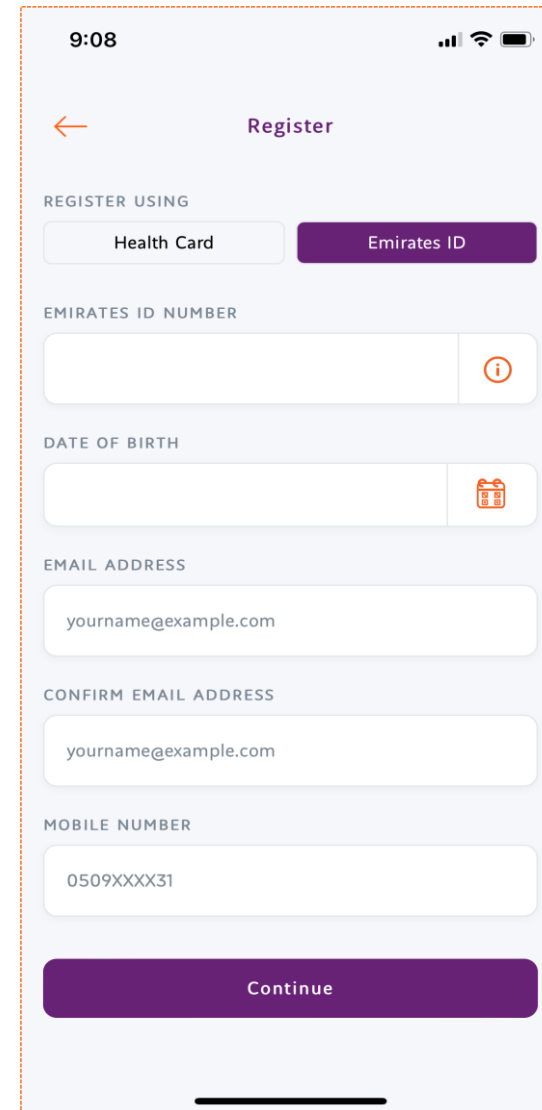
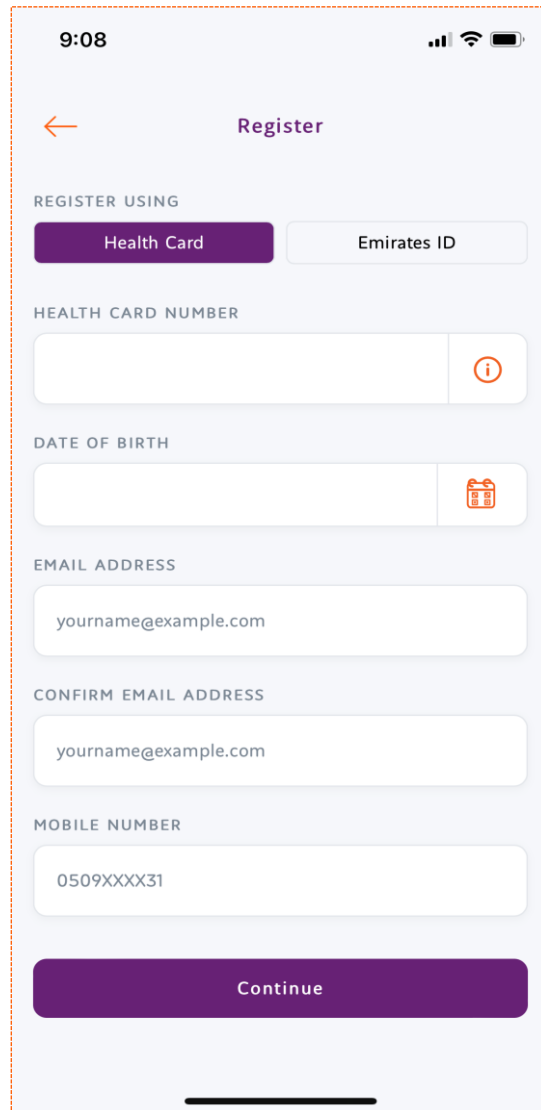
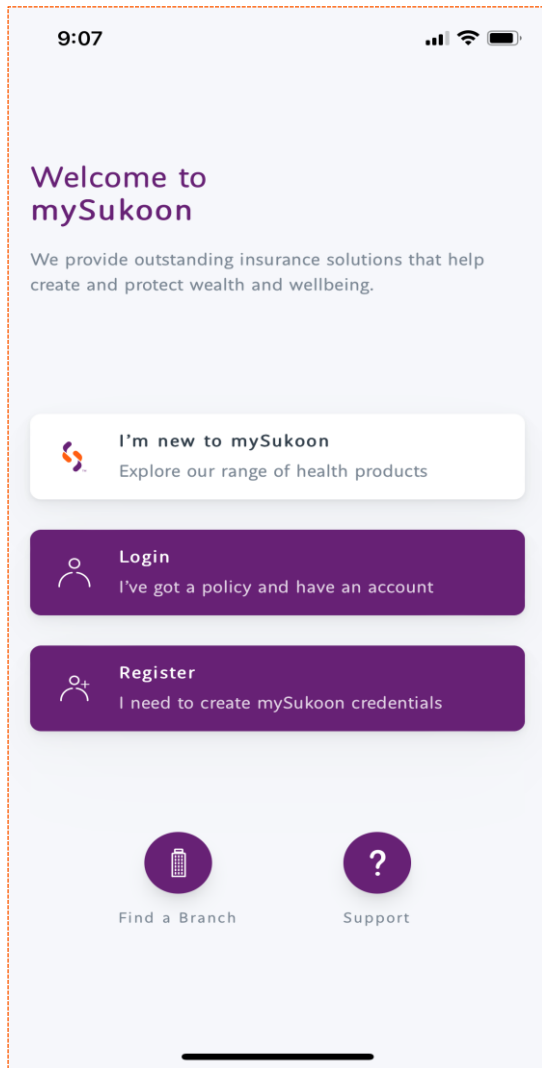
MySUKOON – My Sukoon Insurance Companion



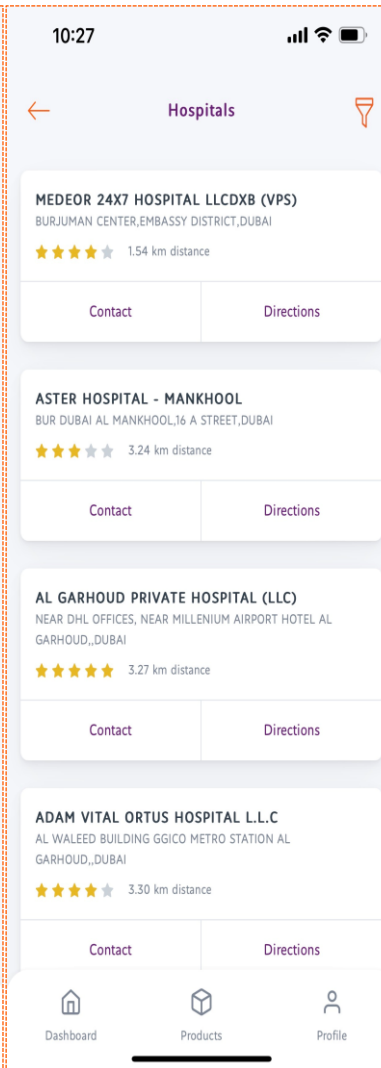
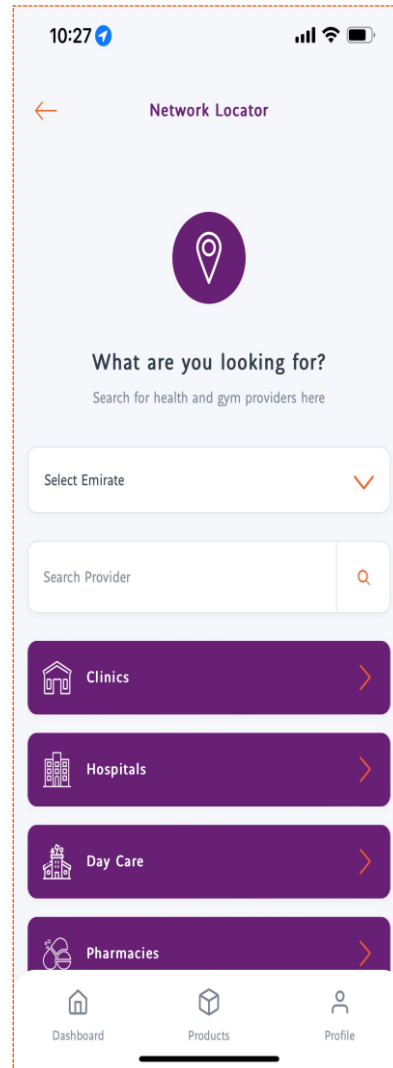
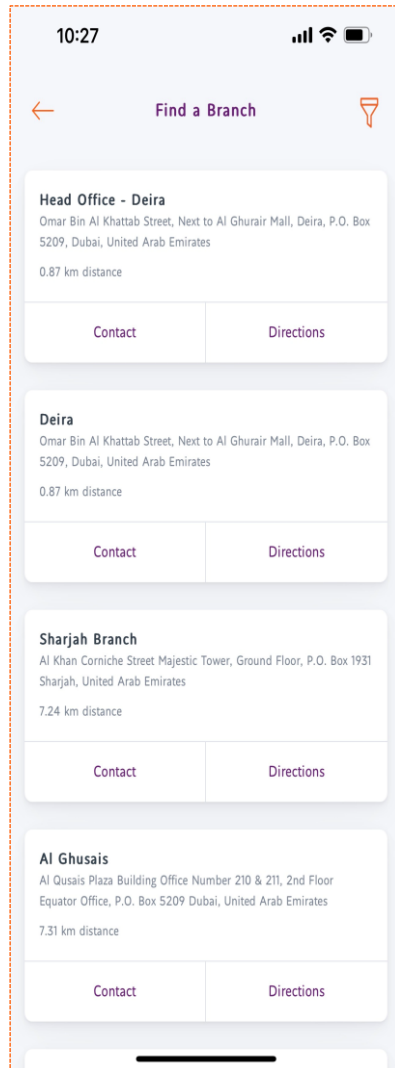
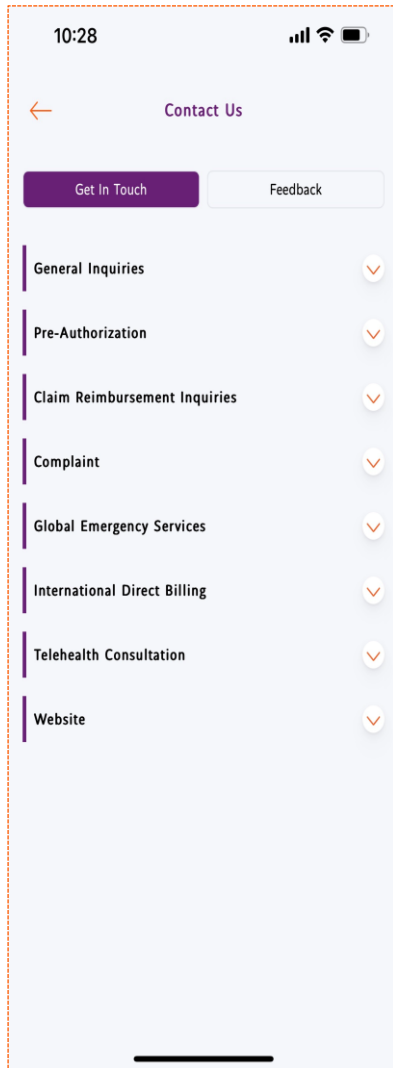
The app is available on Apple App Store and Android Play Store as “mySukoon”



MySUKOON – Registration and Login

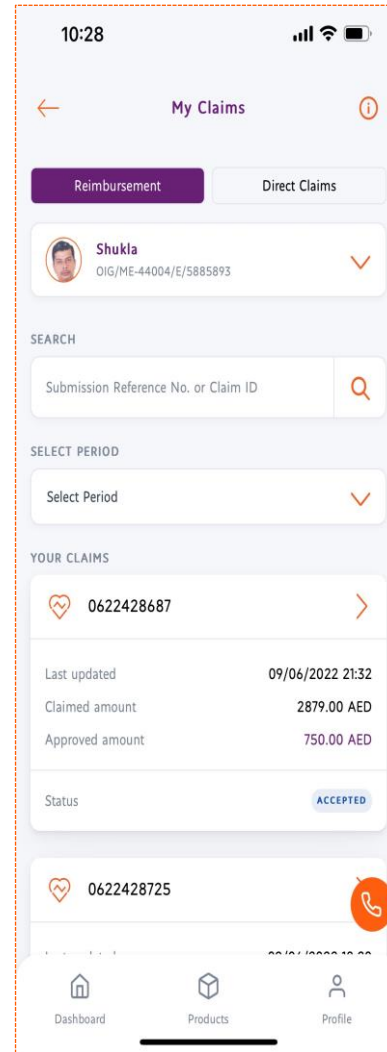
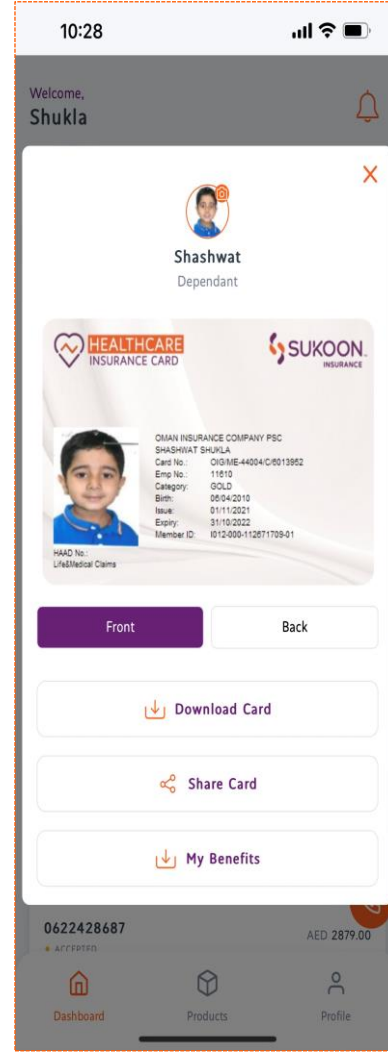
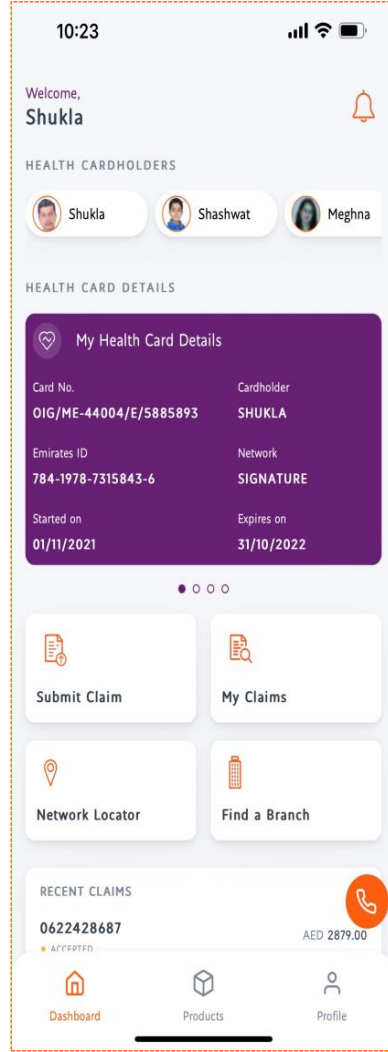


MySUKOON – Available Functions



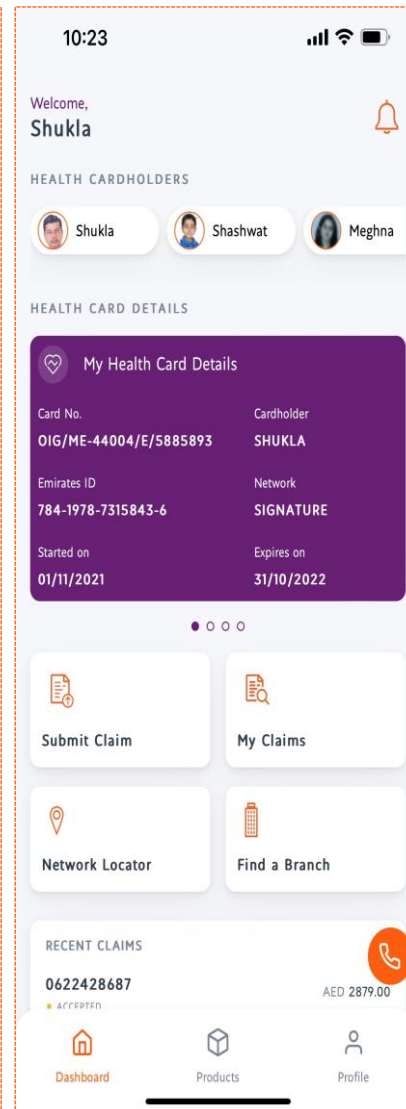
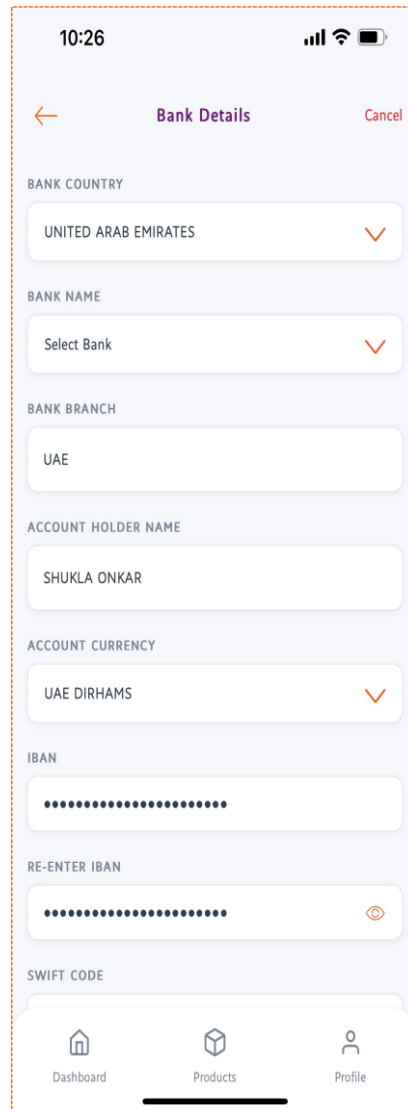
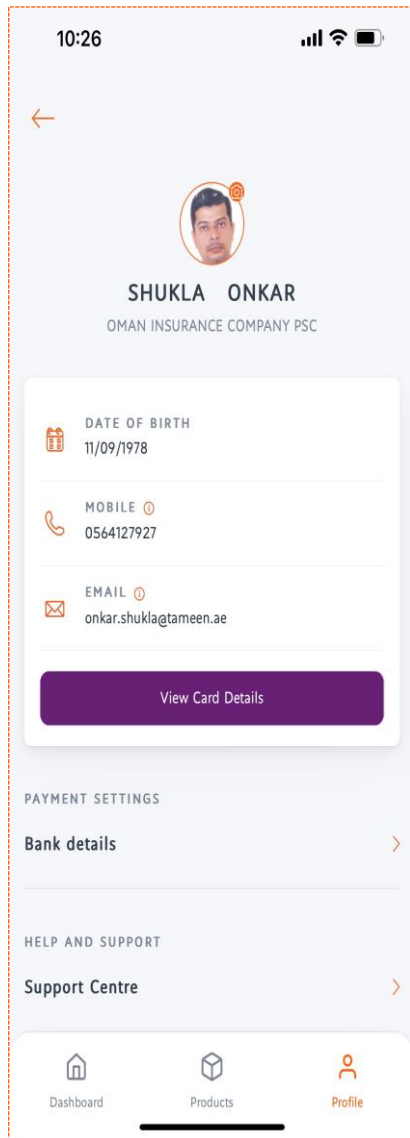
- ✓ Submit, view and track your or dependents healthcare reimbursement claims.
- ✓ Add or Update your bank details.
- ✓ Contact Us & provide us your feedback.
- ✓ Download your claim settlement summary, your or your dependents E-Card.
- ✓ Comprehensive list of network providers segregated by different facility type, Options with filters like distance, area, specialty.
- ✓ Available to facilitate provider search and selection.
- ✓ Call the provider at the click of a button View location of LivFit gyms offering free trials & discounts

MySUKOON – Available Functions



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MySUKOON – Update Profile



- ✓ Update your Bank details.
- ✓ Locate healthcare providers within your network.
- ✓ Submit Reimbursement Claims.
- ✓ View your previous submissions.
- ✓ Download your e-card
- ✓ Scroll dependents details.

MySUKOON – Submit My Claim

10:26 Digital Claim Form

HEALTH CARD
Shukla
OIG/ME-44004/E/5885893

DATE OF TREATMENT
14 Oct 2022

COST OF TREATMENT
AED Enter amount

BANK DETAILS
HSBC
XXXXXXXXXXXXXXXXXXXX001

SUPPORTING DOCUMENTS
You can upload up to 5 documents. Minimum 1 upload is required.
Accepted file formats: JPEG, PNG and PDF
Maximum upload file size: 4MB

- Medical test report Upload
- Paid Invoice & Receipts Upload

10:26 Digital Claim Form

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October 2022 > < >
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1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31
Reset Done

10:27 Digital Claim Form

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OIG/ME-44004/E/5885893

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- Medical test report Upload
- Pa Photo Library
- Take Photo
- Do Choose File

10:27 Digital Claim Form

Upload

- Paid Invoice & Receipts Upload
- Doctor's report Upload
- Medication prescription Upload
- Other Upload

I verify that all submitted documents electronically are true and I have retained all the original documents. I also authorize OMAN INSURANCE COMPANY P.S.C. ("SUKOON") to request original documents at any time during a period of one year from the date of submission.

For claims above AED 5,000 you will need to submit the original documents. All new claims must be submitted within 120 days of receiving treatment or date of discharge. You are requested to retain the original documents related to this claim for at least 120 days from the settlement date, in case required by Sukoon

Submit Claim

- ✓ Select your treatment date
- ✓ Mention the total claim amount
- ✓ Upload your claim documents and submit the claim.

