ERGO

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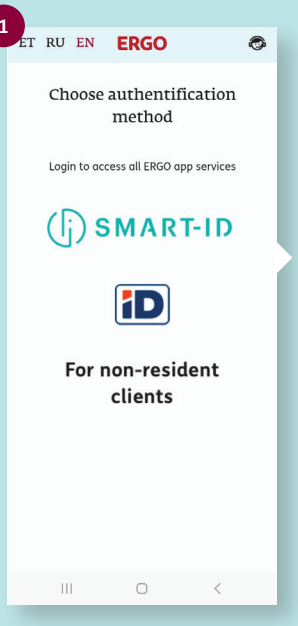
Mobile app useage guide for private persons

Guide for Mobile ID or Smart ID users

Start the app

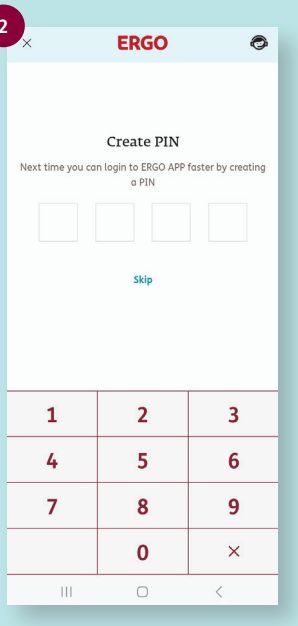
1



Select authentification method

Sign in to access all ERGO app services.

2

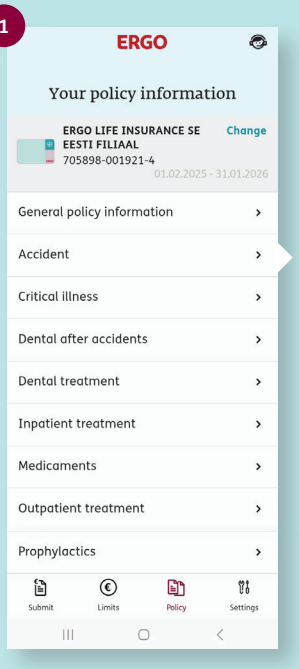


Create PIN

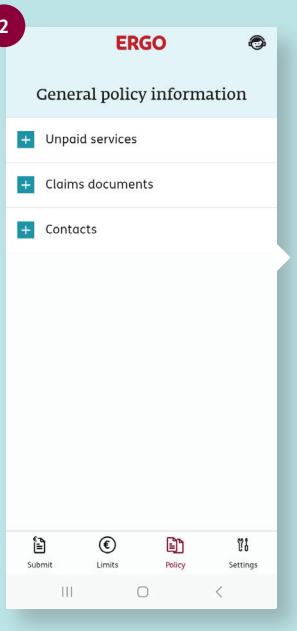
Once you've created the PIN, you can sign in to the mobile app faster next time.

After you sign in, the following options are available:

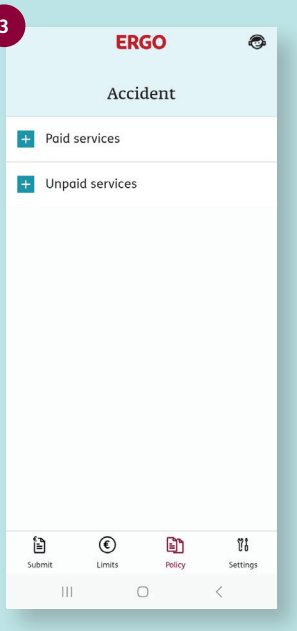
1



2



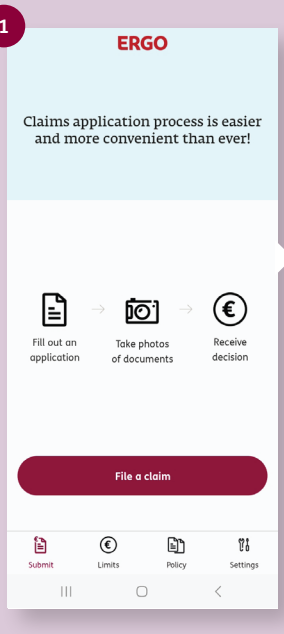
3



In the "Policy" section, you can read the description of your insurance policy and see your covers

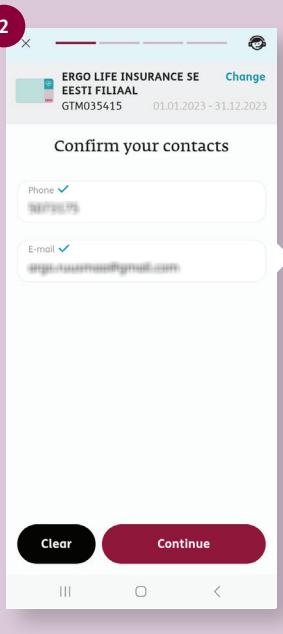
Submission of claim notice

1



Select "File a claim"

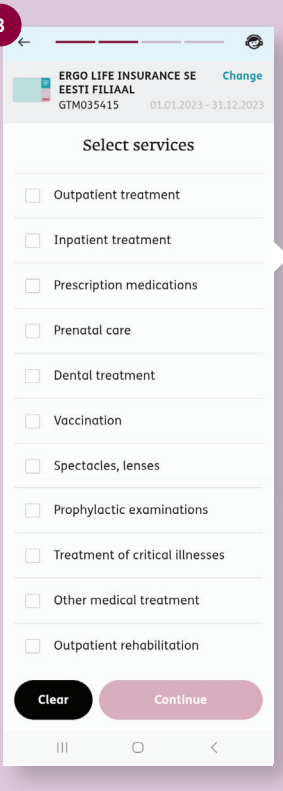
2



Enter your contact information

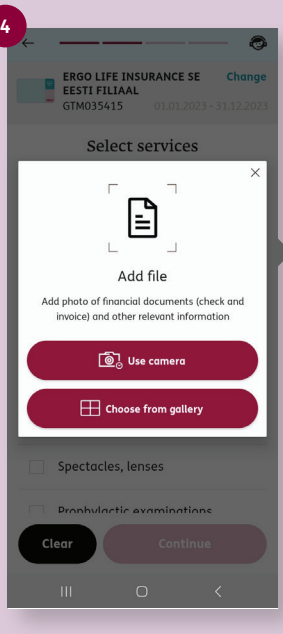
Phone, Email. If you're signed in, your data is automatically filled in.

3



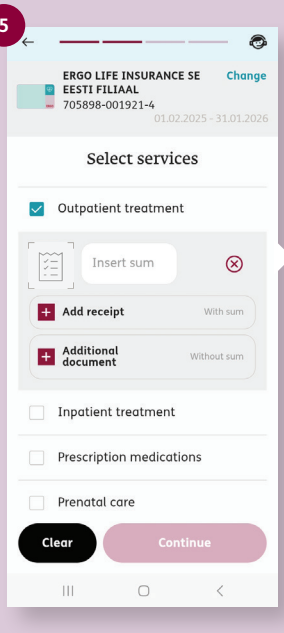
Mark the treatment you are seeking compensation for

4



Take a photo of the payment document or select it from your phone gallery

5

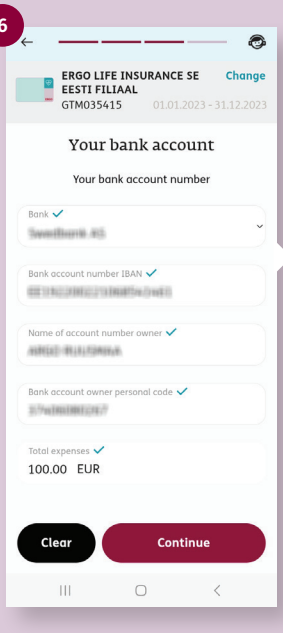


Enter the amount paid for the treatment service and add the documents

If there are several payment documents, click “Add invoice” under the appropriate cover.

If you want to add e.g. a referral, click “Additional Document”.

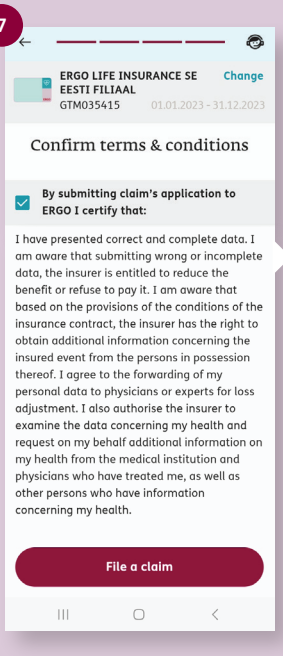
6



Your bank account to which indemnity will be paid

Enter and/or verify your bank account information and total expenses.

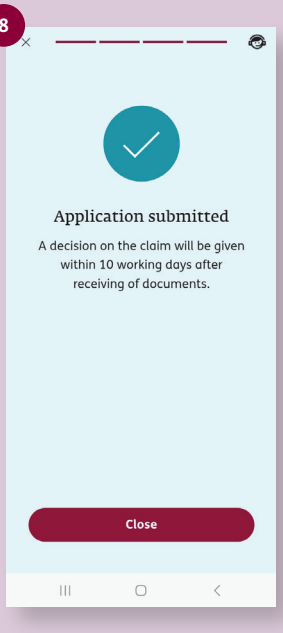
7



Confirm Terms & Conditions

Click “File a claim” to submit the claim notice.

8

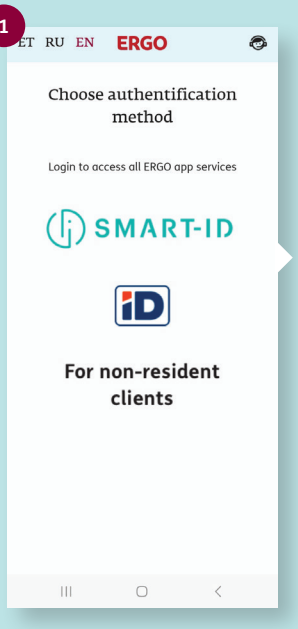


Confirmation of received claim notice will be sent to you by email

Mobile app log in guide for customers who do not have access to Mobile ID nor Smart ID

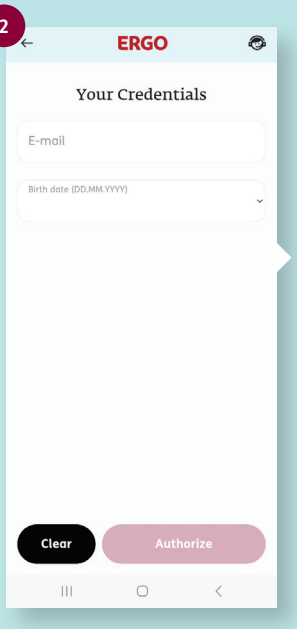
Open the application

1



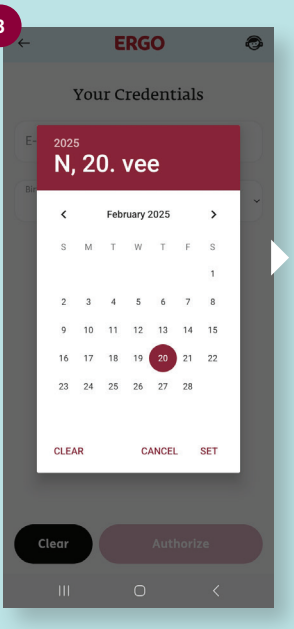
Use authorization button “For non-resident clients”

2



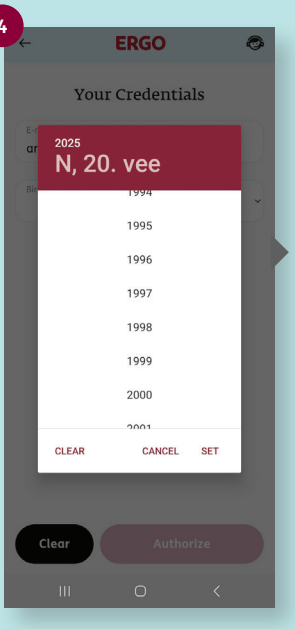
Enter your e-mail address and your date of birth

3



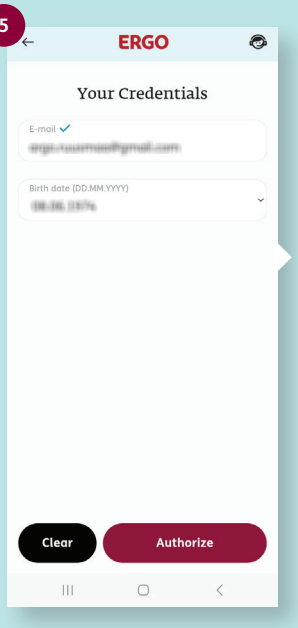
For coosing your date of birth first choose year

4



Choose year of birth and after that date of birth

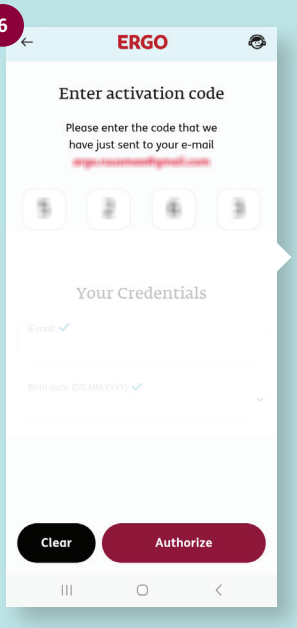
5



After insertion of e-mail and date of birth

Click the button “Authorize”. You will receive a password – PIN code to access your profile. PIN code will be valid for 15 minutes.

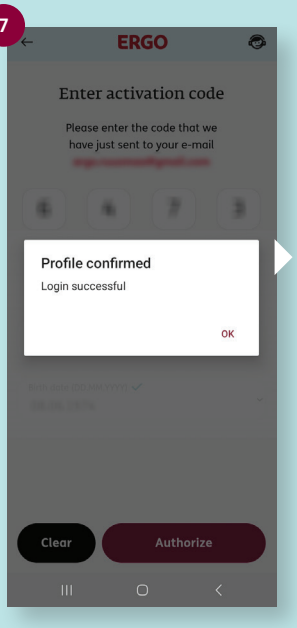
6



Enter PIN that was sent to your e-mail and press

Click the button “Authorize”.

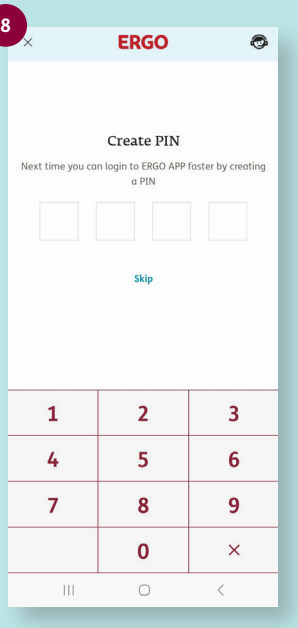
7



If the code is correct then press OK

In case you receive an error pease insert the code one more time.

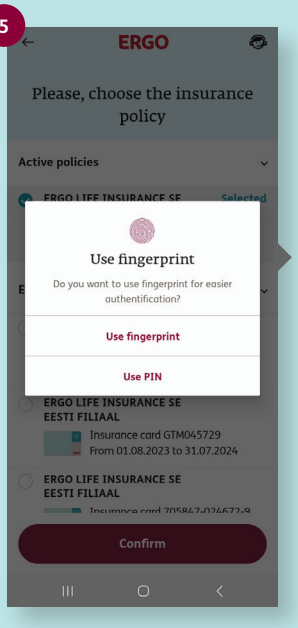
8



For faster login you can create PIN code

You may also skip this step.

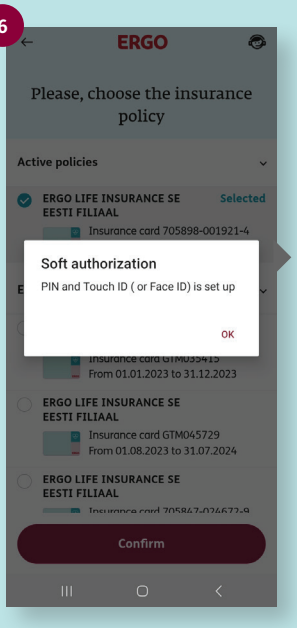
5



After PIN is created you can choose entering mobile application with your fingerprint

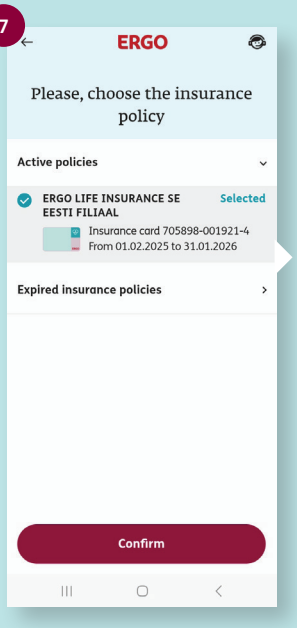
If you do not want to use fingerprint then please use PIN code for logging into mobile application.

6



Press OK

7



Choose the policy in effect and press Confirm

If you are not able to access the mobile app, please contact ERGO Customer Service at 610 6677 or email elukindlustus@ergo.ee

- check whether your insurance contract is valid;
- specify whether the data submitted about you are correct in the ERGO customer base.

Health Insurance is provided by ERGO Life Insurance SE Eesti Branch. See terms and conditions at **www.ergo.ee/en**. Consult with ERGO specialists when needed.