



## 1 Get Started on MyPolicy

Log into your **MyPolicy** account and go to **"My Claims"** to begin. If you're new, click **"Register now"** to set up your account. From here, you can track recent online claims, download your policy Terms and Conditions, or request a Personal Accident form by calling 020 7928 6662. When you're ready, click **"Start a Claim"**.

## 2

### Gather What You Need

To complete your claim, you'll need the patient's name, the **practitioner's name** and **qualifications**, the **treatment type**, **date**, and **cost**, along with an **itemised receipt** and your **bank details**.

If you're claiming for a **birth or adoption**, you'll need a full certificate. For **hospital stays**, please have your discharge summary and the hospital's name and address ready.



## 3 Confirm Bank Details

Check or update your bank info. **Tick to confirm** ☒ these are correct. Read and agree to the **Terms & Conditions** — this allows us to verify your documents if needed. ✏

## 4

### Pick a Claimant

Choose who the claim is for: yourself, a partner or a dependent.



## 5

### Complete Your Claim Details

Select the relevant **benefit category** (e.g. Practitioners) and **subcategory** (e.g. physiotherapy) —your balance will appear in the top right—then add a **brief description** or **diagnosis** and the **symptom start date**, **upload your receipt(s)** with treatment dates and amounts, use the **+** to add more items or the **-** to remove any, and if needed, upload a second receipt before clicking Next to continue.

## 6

### Review & Submit

You'll receive a **confirmation email** once your claim is submitted, and you can track its progress in **"My Claims"**, **start a new claim** for the **same** or a **different claimant**, or **return to your claims dashboard**.



**Claim Submitted!** ✓