

# Policyholder guide to the **guard.me** experience



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International Insurance

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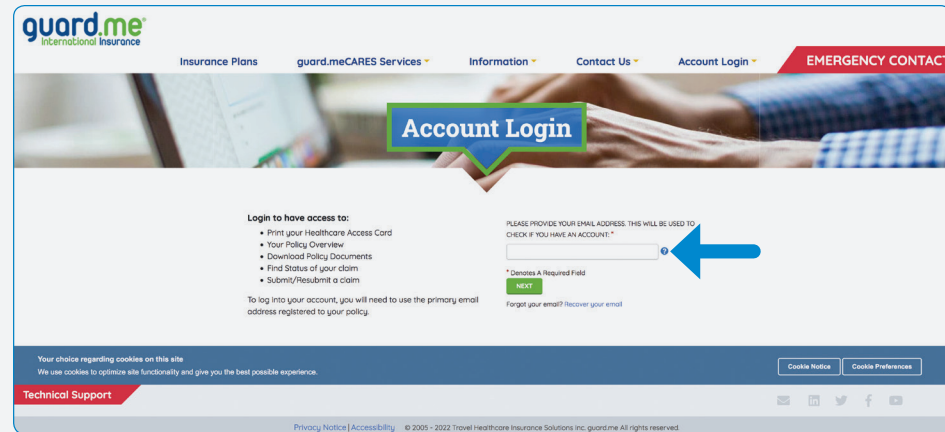


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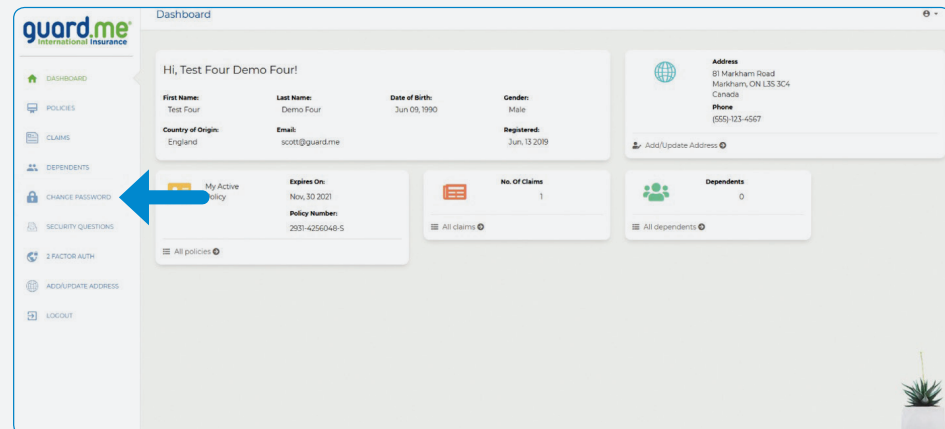
# Change your account password

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

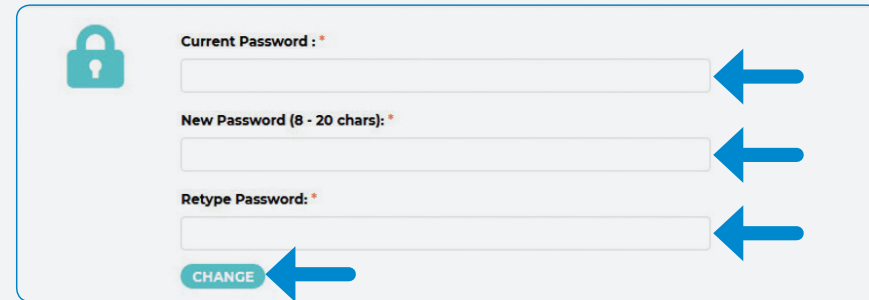


**Step 2:** From the Dashboard, click on **CHANGE PASSWORD** from the menu on the left-hand side of the screen.



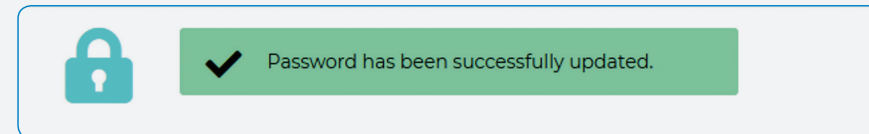
# Change your account password

**Step 3:** Enter your current password and your new password twice. Once the password has been entered, click **CHANGE**.



A screenshot of a password change form. On the left is a teal padlock icon. To its right are three input fields: 'Current Password: \*', 'New Password (8 - 20 chars): \*', and 'Retype Password: \*'. Below the fields is a teal button labeled 'CHANGE'. Four blue arrows point to the right side of each input field and to the 'CHANGE' button.

**Step 4:** If successfully updated, you will receive confirmation.



A screenshot of a confirmation message. On the left is a teal padlock icon. To its right is a green box containing a white checkmark and the text 'Password has been successfully updated.'

# Change your mailing address

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

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## Account Login

Login to have access to:

- Print your Healthcare Access Card
- Your Policy Overview
- Download Policy Documents
- Find Status of your claim
- Submit/Resubmit a claim

To log into your account, you will need to use the primary email address registered to your policy.

PLEASE PROVIDE YOUR EMAIL ADDRESS. THIS WILL BE USED TO CHECK IF YOU HAVE AN ACCOUNT: \*

\*Denotes A Required Field

NEXT

Forgot your email? Recover your email

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**Step 2:** From the Dashboard, click on **ADD/UPDATE ADDRESS** from the menu on the left-hand side of the screen or in the Address widget on the upper-right side of the screen. This will open the Add/Update Address section.

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Dashboard

Hi, Test Four Demo Four!

**Address**  
81 Markham Road  
Markham, ON L3R 3C4  
Canada  
Phone  
(555) 123-4567

Add/Update Address

**First Name:** Test Four  
**Last Name:** Demo Four  
**Date of Birth:** Jun 09, 1990  
**Gender:** Male  
**Country of Origin:** England  
**Email:** scott@guard.me  
**Registered:** Jun 13 2019

**My Active Policy**  
Expires On: Nov 30 2021  
Policy Number: 2031-4256048-5

**No. Of Claims**  
1

**Dependents**  
0

ADD/UPDATE ADDRESS

# Change your mailing address

**Step 3:** Enter a new Canadian mailing address or change an existing one. After entering the address, click **CHANGE**.

**Note:** All fields with an \* are mandatory fields.

The screenshot shows the 'Add/Update Address' form in the guard.me user interface. The form is titled 'ADD/UPDATE ADDRESS' and includes a search bar. The fields are: Street Number\* (with '80' entered), Street Name\* (with 'Markham Road' entered), Unit/Apt/Suite\* (with a dropdown menu), Number, Country (with 'Canada' selected), Province/State\* (with 'Ontario' selected), City\* (with 'Markham' entered), Postal/Zip Code\* (with 'L3S 3C4' entered), and Phone\* (with a redacted number). A 'CHANGE' button is located at the bottom left of the form. Blue arrows point to the Street Number, Street Name, Unit/Apt/Suite, Postal/Zip Code, and Phone fields, and the CHANGE button.

**Step 4:** If successfully updated, you will receive confirmation.

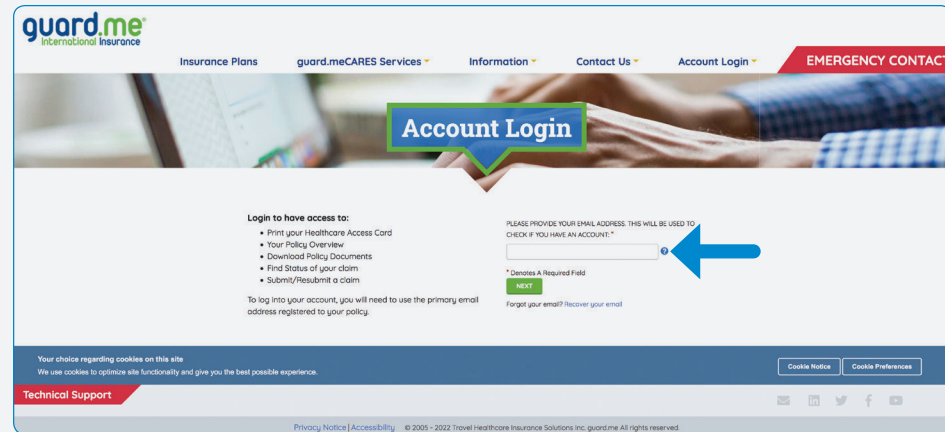


Address has been successfully updated.

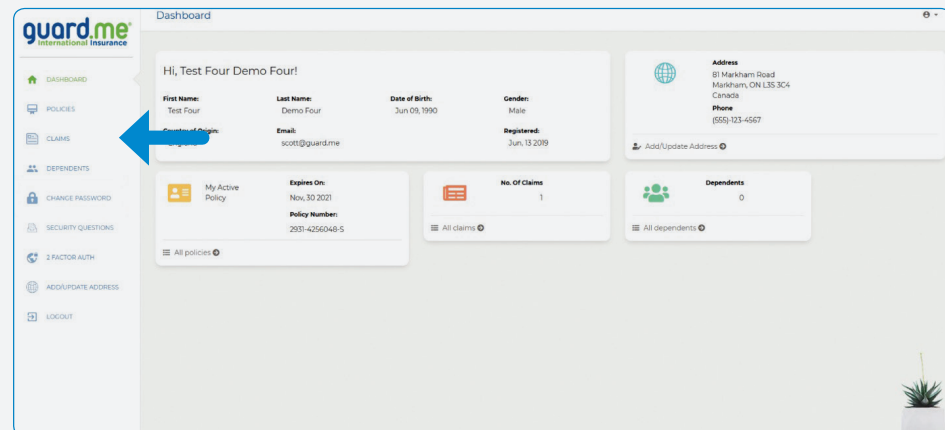
# Check claim status

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.



**Step 2:** From the Dashboard, click on **CLAIMS** from the menu on the left-hand side of the screen.



# Check claim status

**Step 3:** Here is a list of all the claims submitted under each of your policies. You will see each claim ID, the amount claimed, the amount paid out\*, the service date of the claim, the date the claim was received by guard.me, the date payment was issued\*, the payment method\*, who the payment was made to\*, payment status\*, and the claim's current status.

\* If applicable

The screenshot shows the 'My Claims' section of the guard.me portal. The sidebar on the left contains navigation links: DASHBOARD, POLICIES, CLAIMS (highlighted), DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, 2 FACTOR AUTH, ADD/UPDATE ADDRESS, and LOGOUT. The main content area is titled 'Claims' and shows 'My Claims' for Policy Number: 2931-3125823-S (Jun 06, 2019 - Oct 31, 2019). A table lists one claim with the following details:

CLAIM ID	CLAIMED	PAID	SERVICE	RECEIVED	DATE PAID	PAID METHOD	PAID TO	PAYMENT STATUS	STATUS
706799	\$600.00	\$0.00	Jun 26, 2019	Jun 27, 2019					Submitted

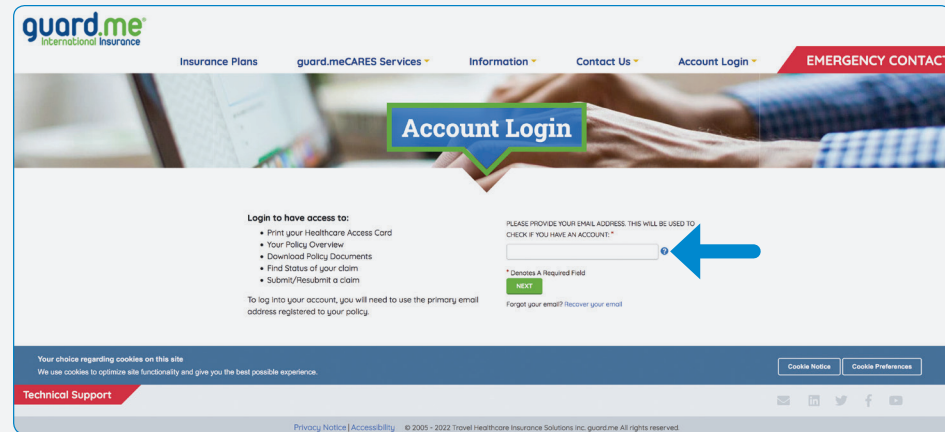
Below the table, a message states: 'Your claim has been forwarded to our international claims office for processing. Please contact directly for claims status. Toll-Free Telephone: 1-888-831-2222. Email: [guardmeclaims@oldrepublicgroup.com](mailto:guardmeclaims@oldrepublicgroup.com)'. There is a pagination control showing 'Previous 1 Next'. A section titled '\*Estimated Payment Processing Times:' provides details for different payment methods: Cheque, Wire Transfer, Direct Deposit, and Prepaid Debit Card. Below this is a 'Dependents Claims' section which states 'This account has no family members attached.'



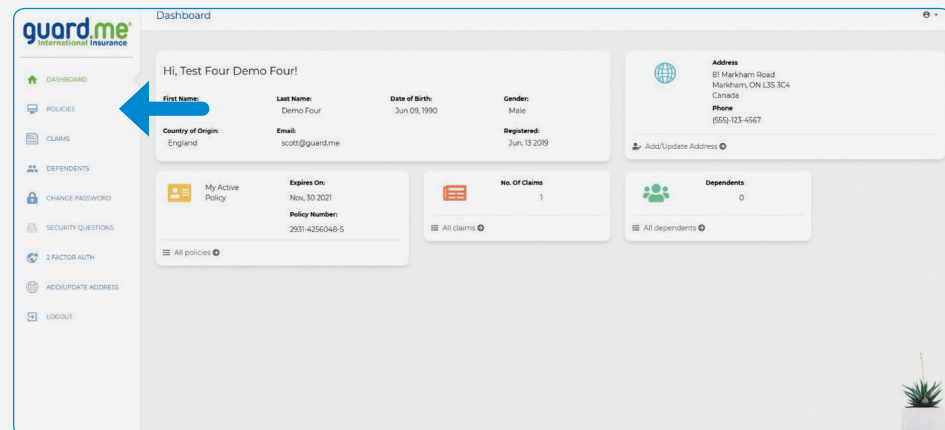
# Download a healthcare access card

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

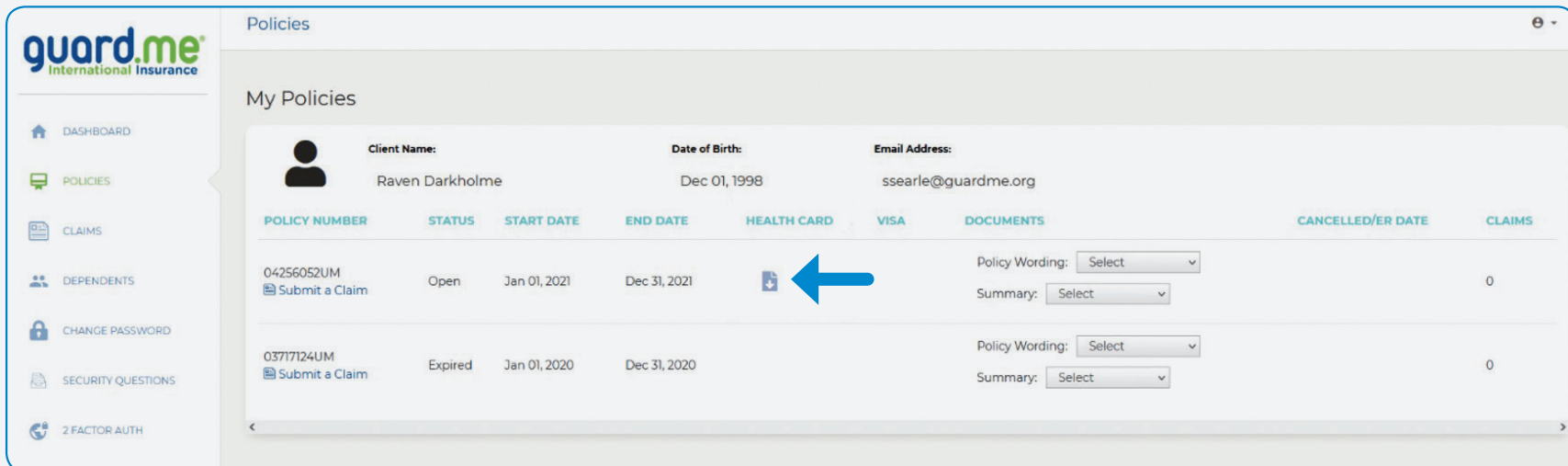


**Step 2:** From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.




# Download a healthcare access card

**Step 3:** Here are a list of your policies. Locate the required policy and click the blue icon under the **HEALTH CARD** column. Your healthcare access card will open in your browser or a download prompt will appear (depending on the settings of your browser.)



The screenshot displays the 'My Policies' section of the Guard.me user interface. At the top, there is a navigation sidebar with options: DASHBOARD, POLICIES, CLAIMS, DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, and 2 FACTOR AUTH. The main content area shows the user's profile information: Client Name: Raven Darkholme, Date of Birth: Dec 01, 1998, and Email Address: ssearle@guardme.org. Below this is a table of policies:

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
04256052UM Submit a Claim	Open	Jan 01, 2021	Dec 31, 2021			Policy Wording: Select Summary: Select		0
03717124UM Submit a Claim	Expired	Jan 01, 2020	Dec 31, 2020			Policy Wording: Select Summary: Select		0

# Download policy wording or summary

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

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## Account Login

**Login to have access to:**

- Print your Healthcare Access Card
- Your Policy Overview
- Download Policy Documents
- Find Status of your claim
- Submit/Resubmit a claim

To log into your account, you will need to use the primary email address registered to your policy.

PLEASE PROVIDE YOUR EMAIL ADDRESS. THIS WILL BE USED TO CHECK IF YOU HAVE AN ACCOUNT: \*

\* Denotes a Required Field

**NEXT**

Forgot your email? Recover your email

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**Step 2:** From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.

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### Dashboard

Hi, Test Four Demo Four!

**First Name:** [Empty] | **Last Name:** Demo Four | **Date of Birth:** Jun 09, 1990 | **Gender:** Male

**Country of Origin:** England | **Email:** scott@guard.me | **Registered:** Jun 13 2019

**Address:** 81 Markham Road, Markham, ON L3R 3C4, Canada | **Phone:** (555) 423-4567

[Add/Update Address](#)

**My Active Policy:** Expires On: Nov 30 2021 | Policy Number: 2031-4256048-5

**No. Of Claims:** 1 | [All claims](#)

**Dependents:** 0 | [All dependents](#)

[Logout](#)

**Navigation Menu:** DASHBOARD, POLICIES, CLAIMS, DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, 2 FACTOR AUTH, ADD/UPDATE ADDRESS, LOGOUT

# Download policy wording or summary

**Step 3:** Here are a list of all your policies. Locate the required policy and use the dropdown menus under the **DOCUMENTS** column to select your preferred language. The policy wording or summary will either open in your browser or a download prompt will show up (depending on the settings of your browser).

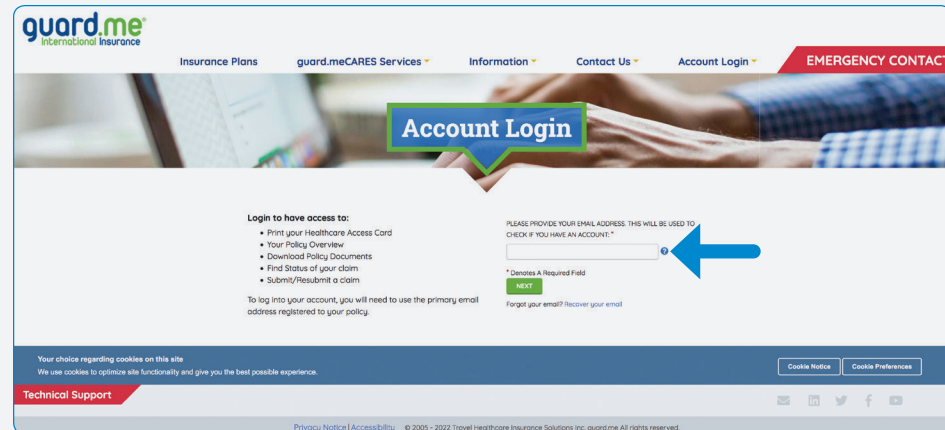
The screenshot shows the 'My Policies' section of the Guard.me user interface. At the top, there is a header with the Guard.me logo and the title 'Policies'. Below this, a 'My Policies' section displays client information: Client Name: Test Four Demo Four, Date of Birth: Jun 09, 1990, and Email Address: scott@guard.me. A table lists two policies with columns for Policy Number, Status, Start Date, End Date, Health Card, Visa, Documents, Cancelled/ER Date, and Claims. The first policy (2931-4256048-S) is 'Expired' and has a 'Submit a Claim' link. The second policy (2931-3125823-S) is also 'Expired'. In the 'DOCUMENTS' column for the first policy, there are two dropdown menus: 'Policy Wording' and 'Summary', both currently set to 'Select'. Two blue arrows point to these dropdown menus. A 'Dependents' section is partially visible at the bottom of the page.

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
2931-4256048-S <a href="#">Submit a Claim</a>	Expired	Dec 01, 2020	Nov 30, 2021			Policy Wording: Select Summary: Select		0
2931-3125823-S <small>*Cannot submit a claim on policies that have ended over a year ago</small>	Expired	Jun 06, 2019	Oct 31, 2019					1

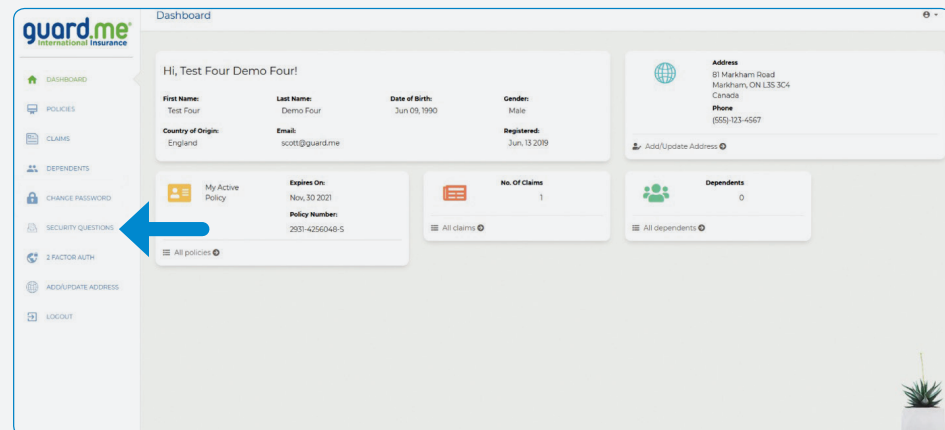
# Update security questions

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

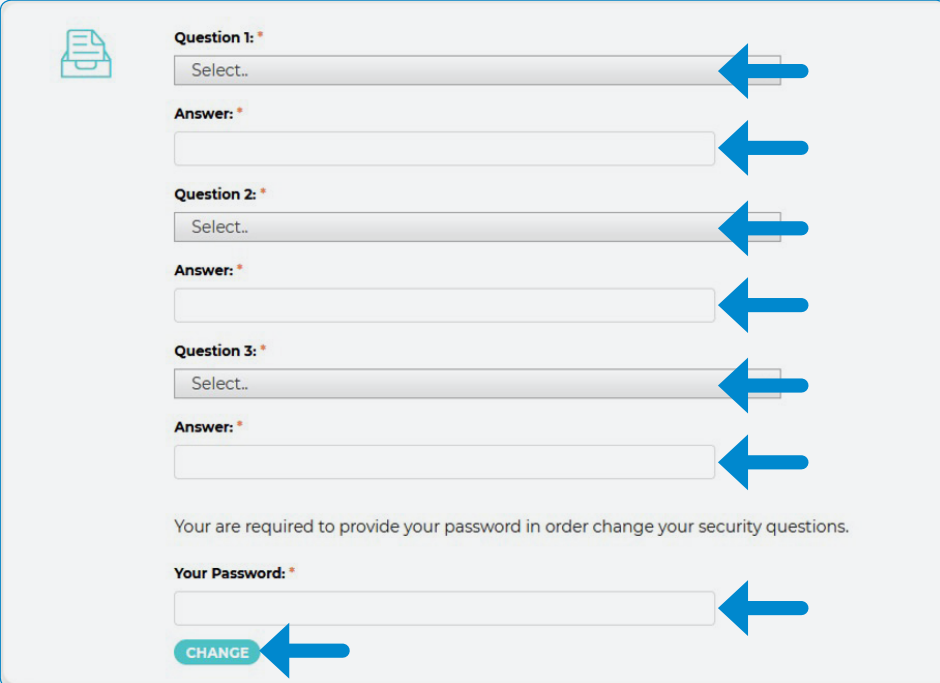


**Step 2:** From the Dashboard, click on **SECURITY QUESTIONS** from the menu on the left-hand side of the screen.



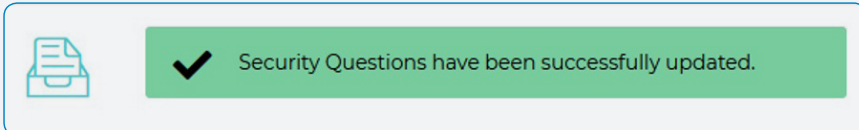
# Update security questions

**Step 3:** Select new security questions and answers or update answers to your existing security questions. Enter your account password then click **CHANGE**.



The screenshot shows a form for updating security questions. It includes three question entries, each with a dropdown menu for the question and a text input for the answer. Below these is a password field and a 'CHANGE' button. Blue arrows point to each of these elements. A note states: 'You are required to provide your password in order change your security questions.'

**Step 4:** If successfully updated, you will receive confirmation.

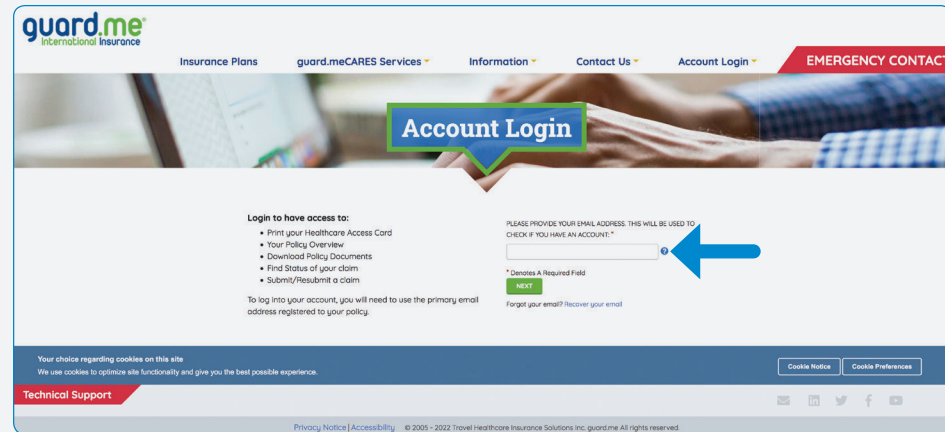


The screenshot shows a confirmation message in a green box with a checkmark icon: 'Security Questions have been successfully updated.'

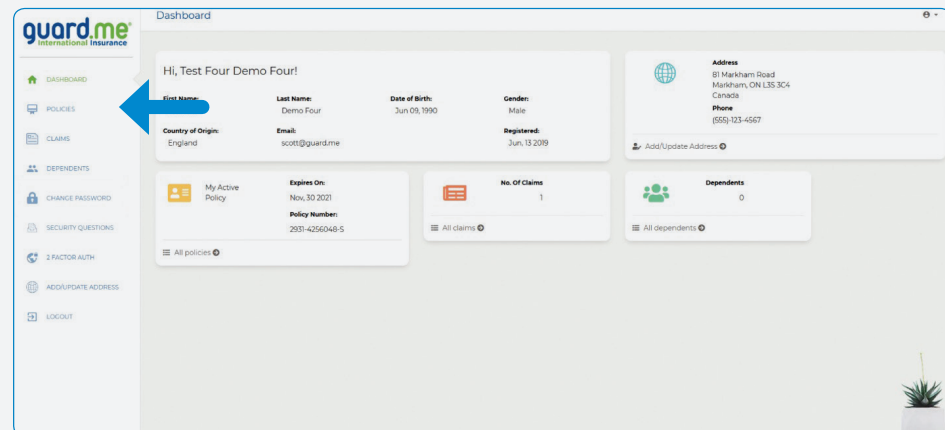
# Submit a claim

**Step 1:** Log in to your account using the following link:  
<https://www.guard.me/login.php>

**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.



**Step 2:** From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.



# Submit a claim

**Step 3:** Here are a list of all your policies. Under the **POLICY NUMBER** column, locate the required policy and click the **Submit a Claim** link below the policy number.

**My Policies**

Client Name: Test Four Demo Four      Date of Birth: Jun 09, 1990      Email Address: scott@guard.me

POLICY NUMBER	STATUS	START DATE	END DATE	HEALTH CARD	VISA	DOCUMENTS	CANCELLED/ER DATE	CLAIMS
2931-4256048-S <a href="#">Submit a Claim</a>	Expired	Dec 01, 2020	Nov 30, 2021			Policy Wording: <input type="text" value="Select"/> Summary: <input type="text" value="Select"/>		0
2931-3125823-S <small>*Cannot submit a claim on policies that have ended over a year ago</small>	Expired	Jun 06, 2019	Oct 31, 2019					1



# Submit a claim

**Step 4:** Answer the filter questions and follow the on-screen prompts to submit your claim. Should you need assistance, our Customer Care Team can be reached 24/7 at 1-877-873-8447 (Toll Free) or 905-752-6200.

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Submit A Claim

Hello, Test Four Demo Four  
To make your claim process as easy as possible we need you to answer a few questions. Please have ready your receipts or any other supporting documentaion.

Is this claim related to a car accident or work injury?

Yes

No

NEXT