Policyholder guide to the guard.me experience

REAL PEOPLE. REAL SOLUTIONS. **REAL LIFE.**

guard.me® International Insurance

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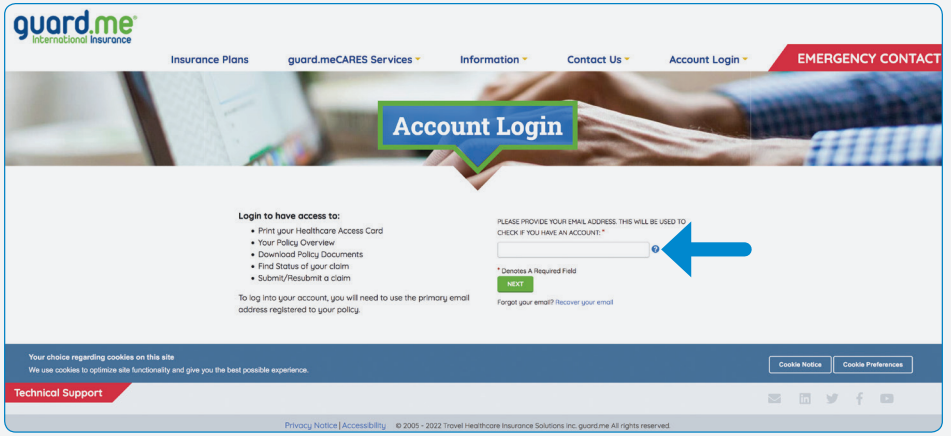
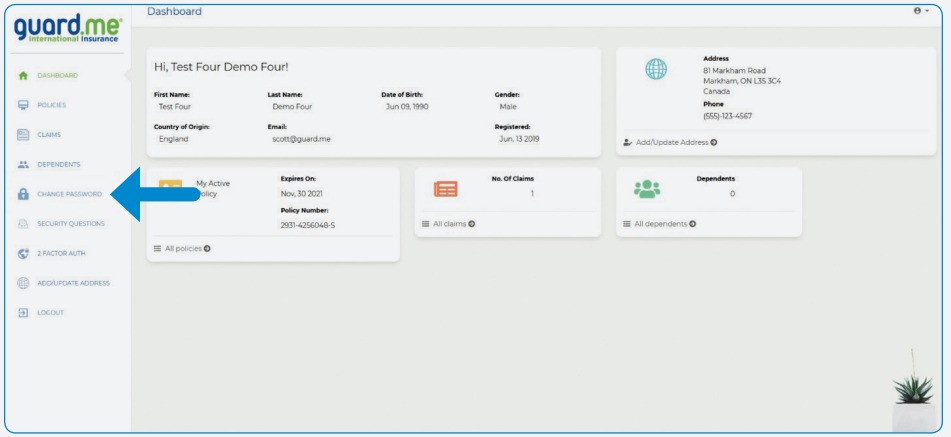
Change your account password

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.

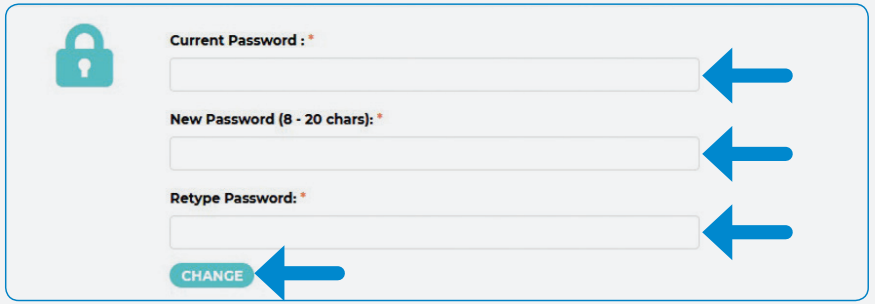


Step 2: From the Dashboard, click on **CHANGE PASSWORD** from the menu on the left-hand side of the screen.

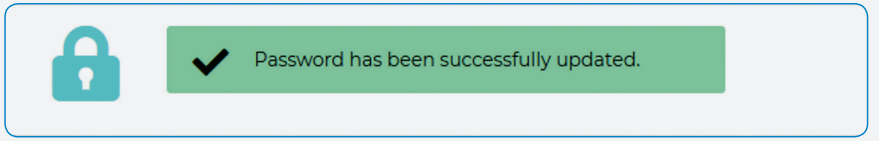


Change your account password

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



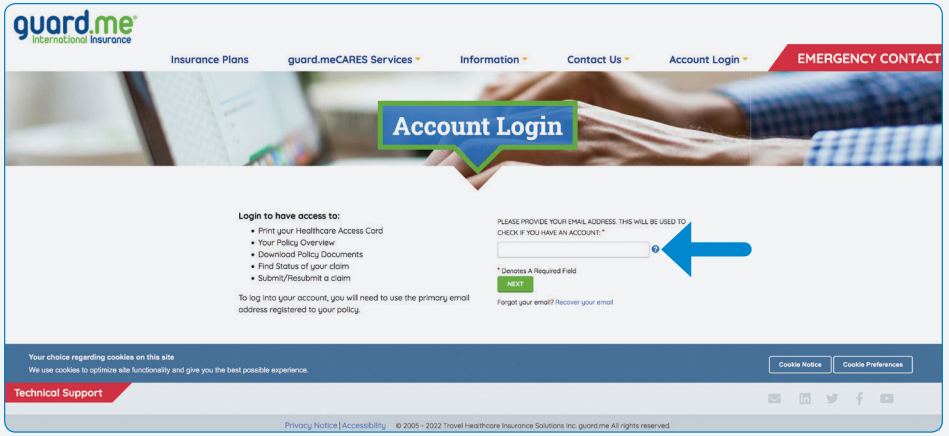
Step 4: If successfully updated, you will receive confirmation.



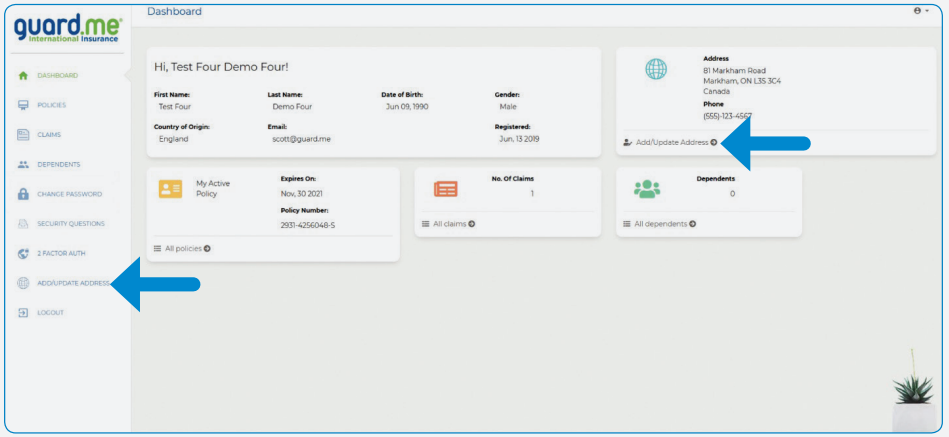
Change your mailing address

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.



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.

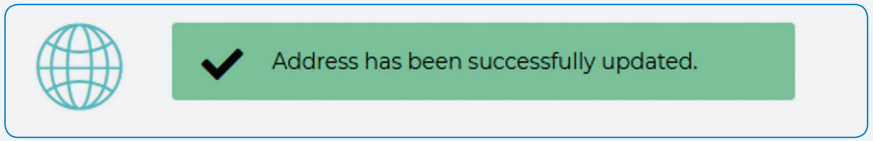


Change your mailing address

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.

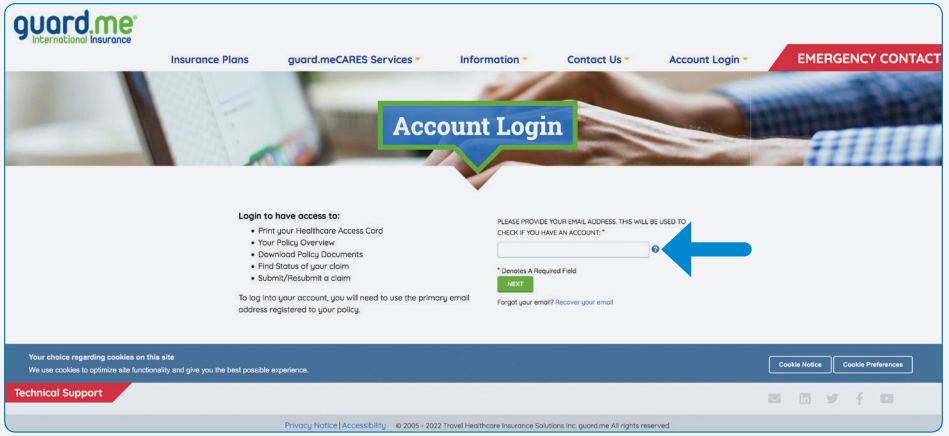
Step 4: If successfully updated, you will receive confirmation.



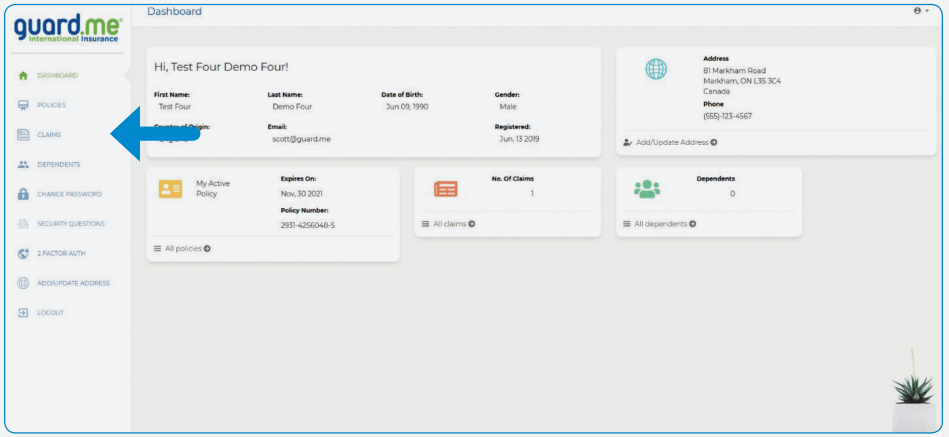
Check claim status

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

Download a healthcare access card

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

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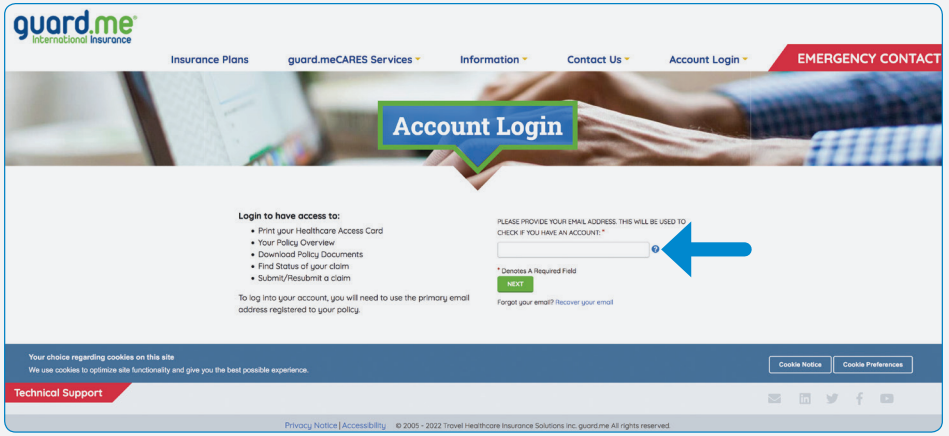
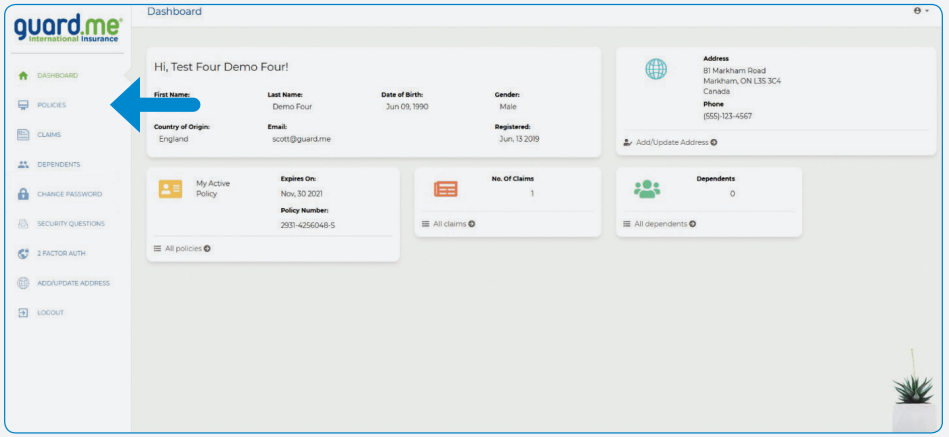
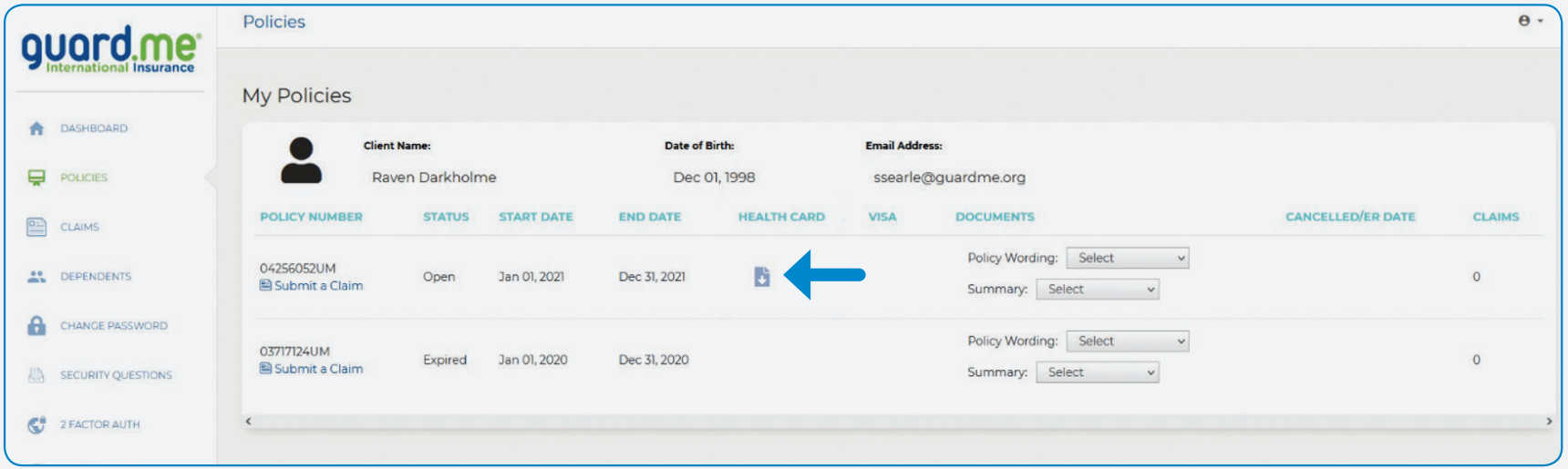


Step 2: From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.



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.)



Download policy wording or summary

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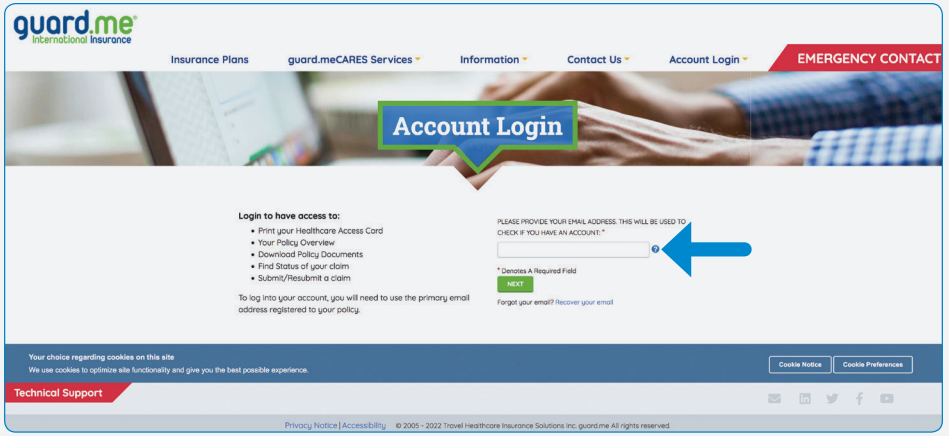

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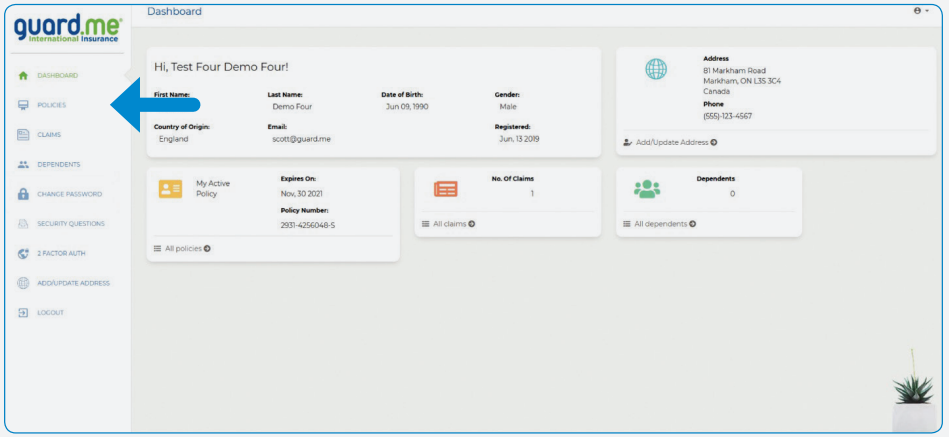
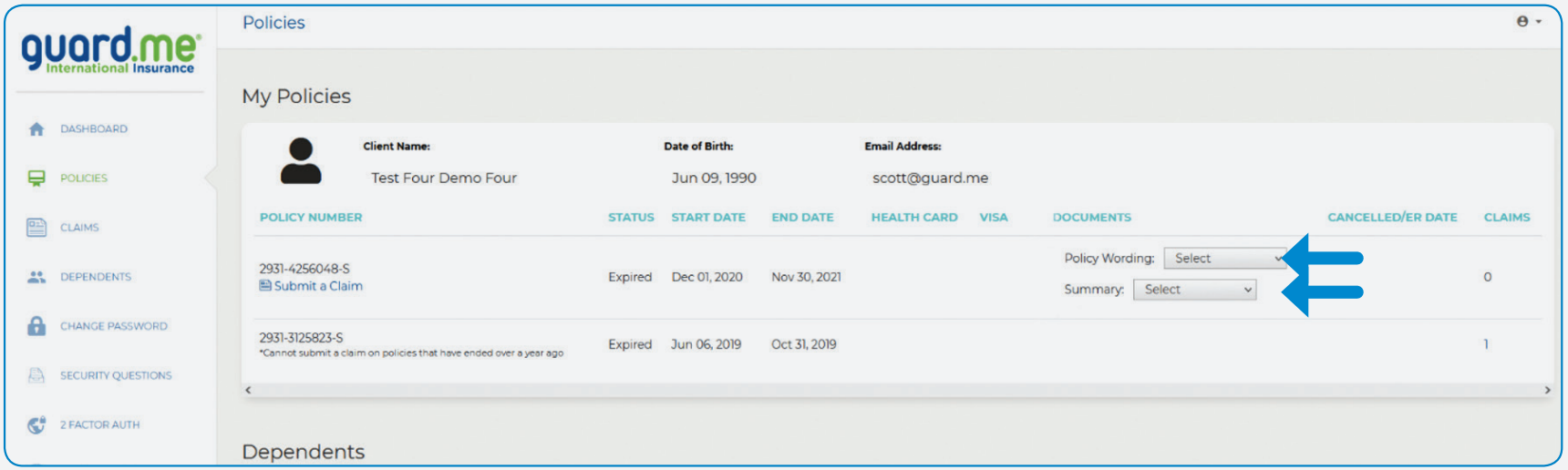


Download policy wording or summary

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).



Update security questions

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

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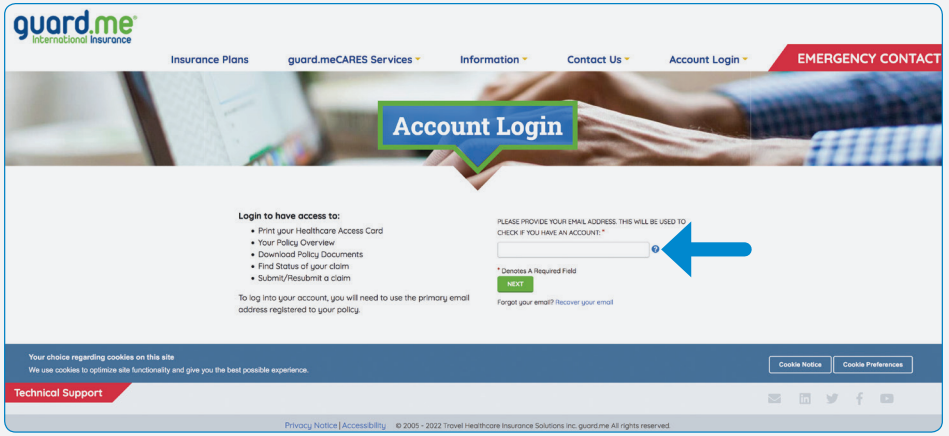
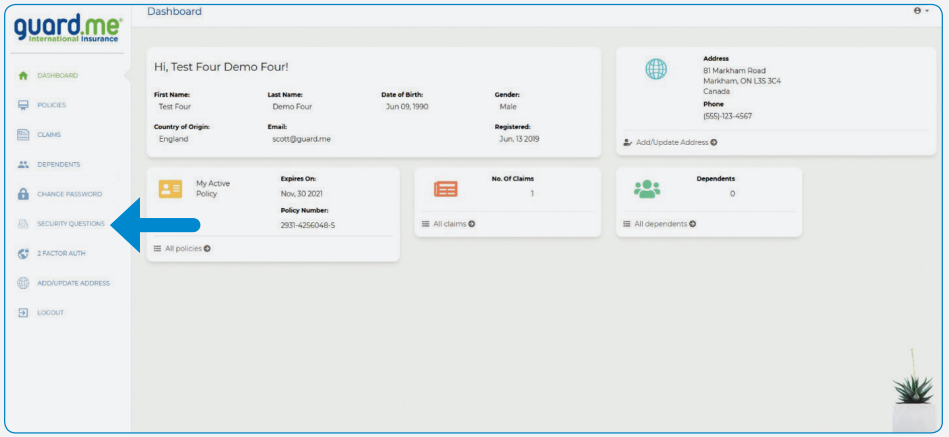
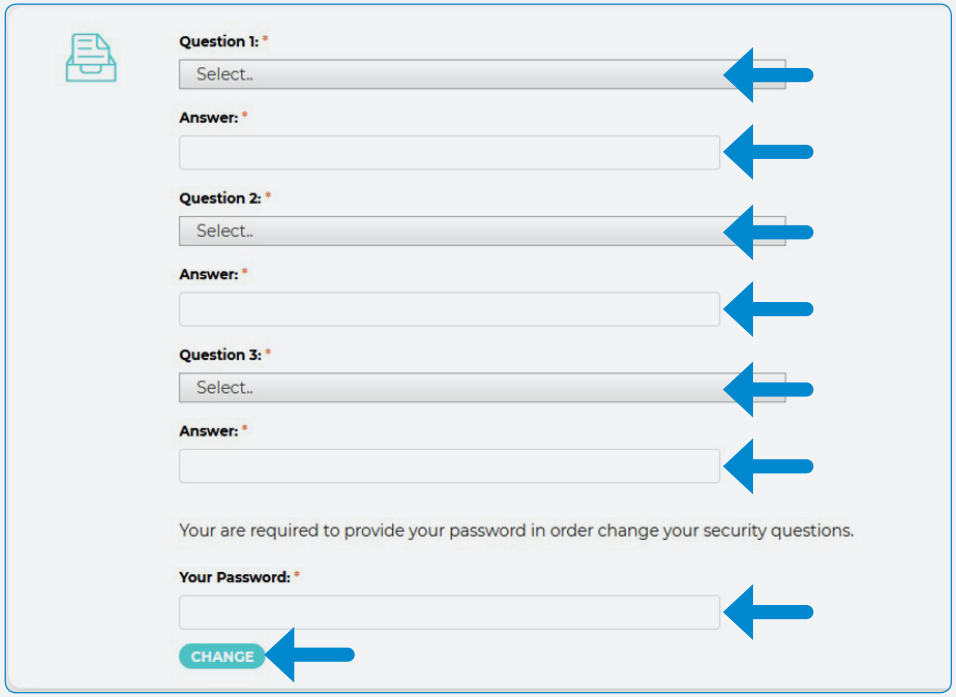


Step 2: From the Dashboard, click on **SECURITY QUESTIONS** from the menu on the left-hand side of the screen.



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**.



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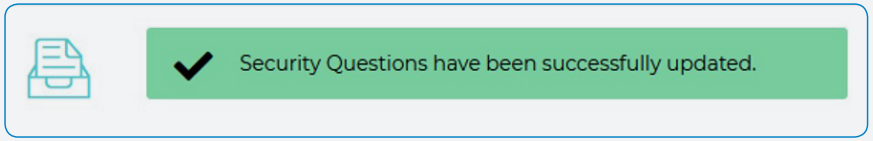

Submit a claim

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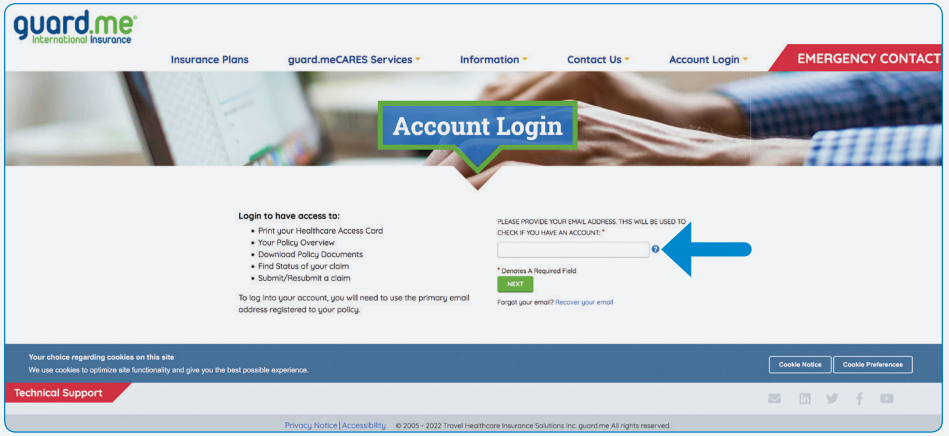
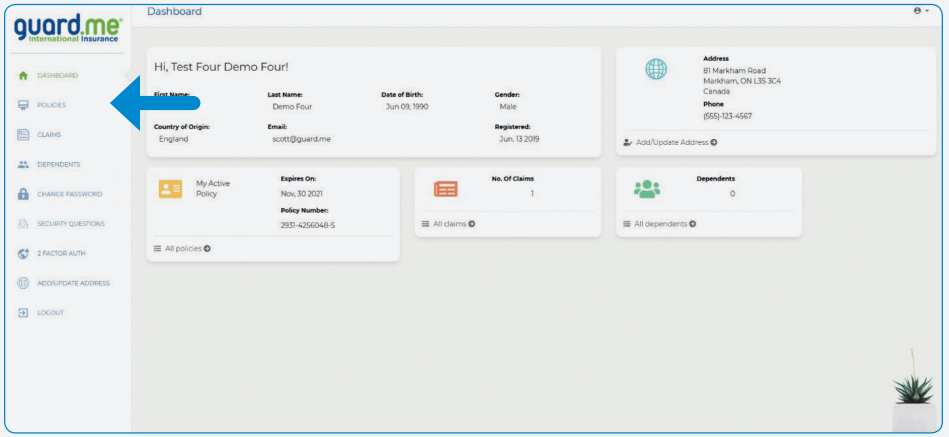
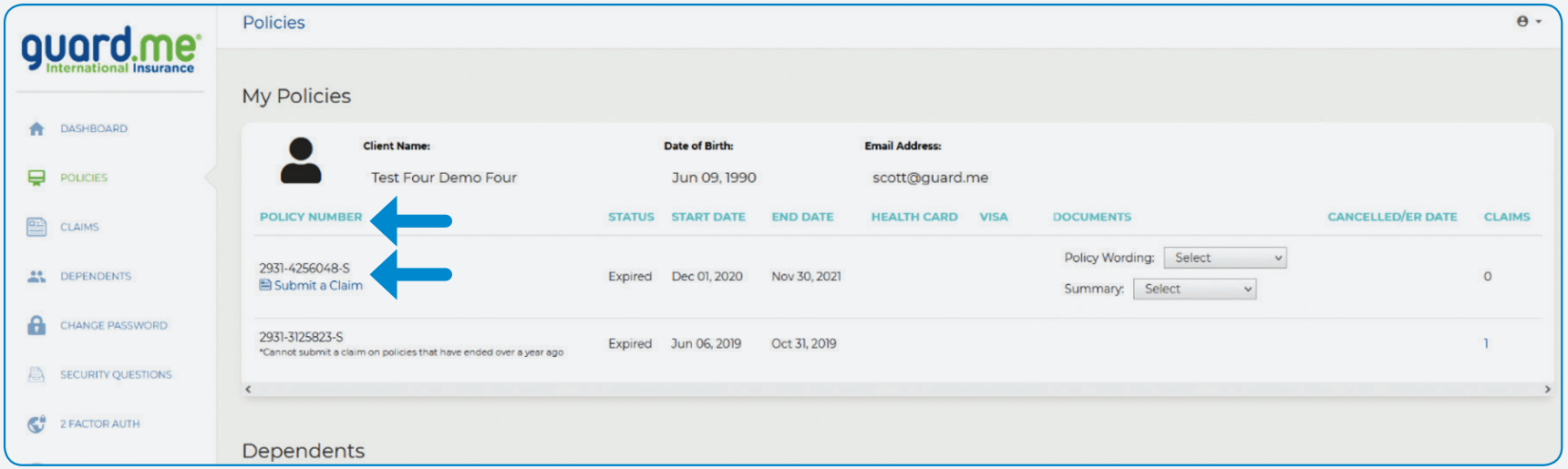


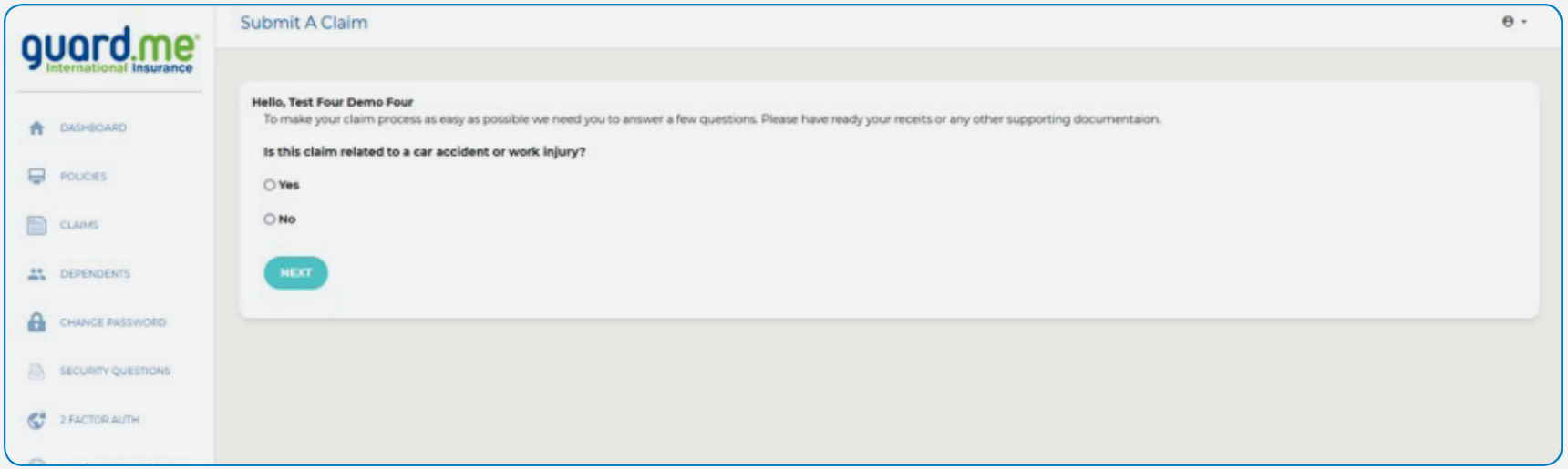
Step 2: From the Dashboard, click on **POLICIES** from the menu on the left-hand side of the screen.



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.



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.