



WELCOME! TO SELF-SERVICE

Funeral & Life Insurance

From 1 July 2021,
Jet is partnering with IUA Business Solutions to bring you SELF-SERVICE.
Managing your policy and claims will be faster and easier than ever!
Let's take you through how this works!

The logo for Hollard, featuring the word "Hollard" in a purple, rounded, sans-serif font. A small orange dot is positioned at the end of the word.

Underwritten by Hollard Life Assurance Company Limited (Reg No. 1993/001405/06), a Licensed Life Insurer and an authorised Financial Services Provider. Terms and Conditions apply. Standard rates apply.

In Partnership with:

The logo for iua Business Solutions, featuring the lowercase letters "iua" in a bold, black, sans-serif font. The letter 'i' has a dot above it. To the right of "iua" is a stylized graphic element consisting of two curved lines that resemble a lowercase 'a' or a similar shape.

Business Solutions

An Authorised Financial Services Provider • FSP 15737

SELF-SERVICE GUIDE

Let's go through how this works!

HOW TO CLAIM ON SELF-SERVICE

STEP 1: GO TO THE SELF SERVICE PORTAL

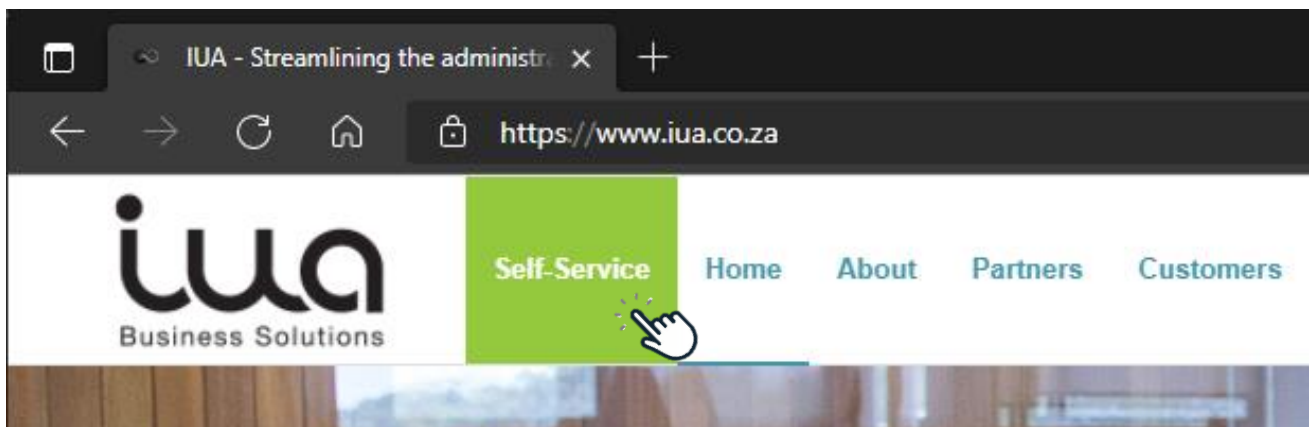
Go to the New Client Self-Service Portal using the follow web address or QR Code:

If you need to claim on a policy that was owned by someone who has passed away, before you follow the below steps, you will need to phone IUA call centre so we can make sure it is okay for you to claim for them. We will change to your number or email address so you can get the One Time Pin (OTP) you are going to need for authentication. After that you will carry on with the steps below.

www.jetonline.co.za/insurance

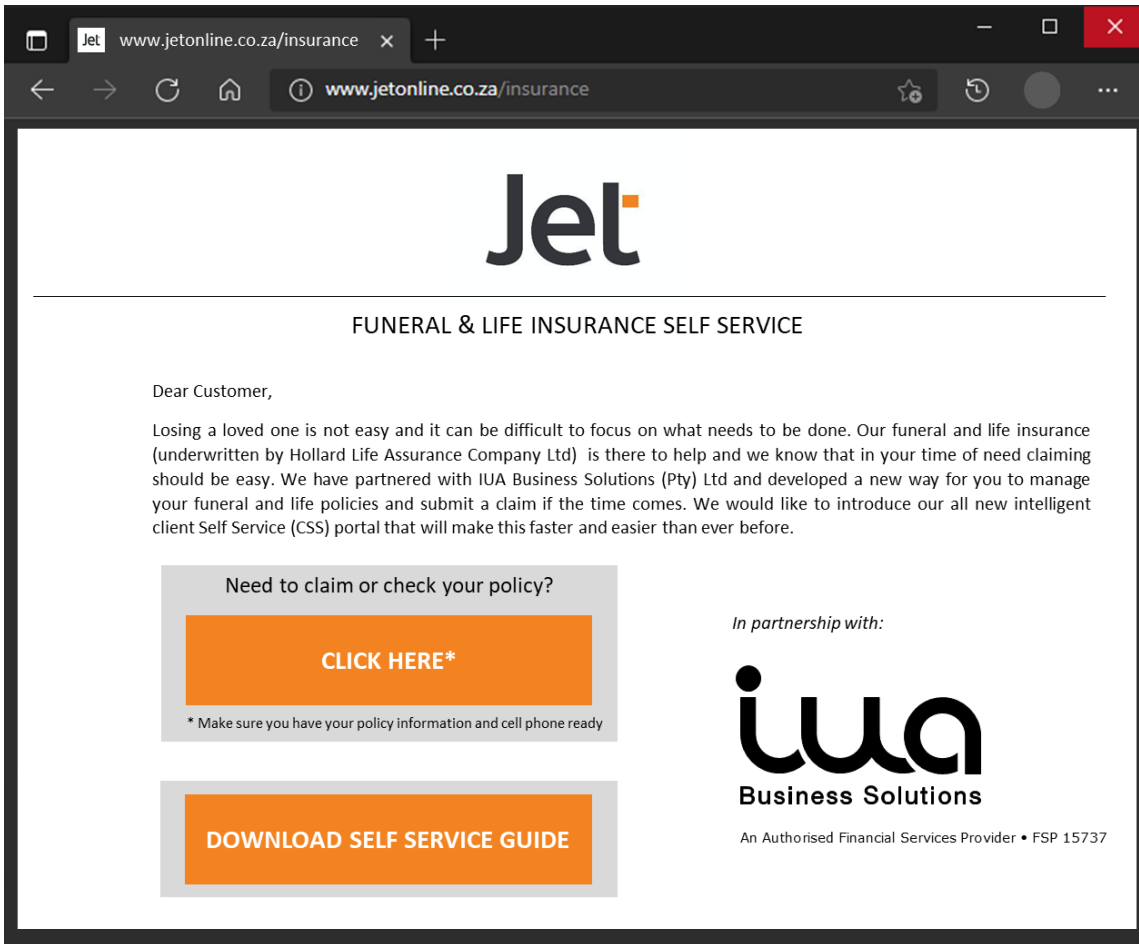


You can also go to www.iua.co.za and then clicking on the Self-Service link on the top left hand menu item



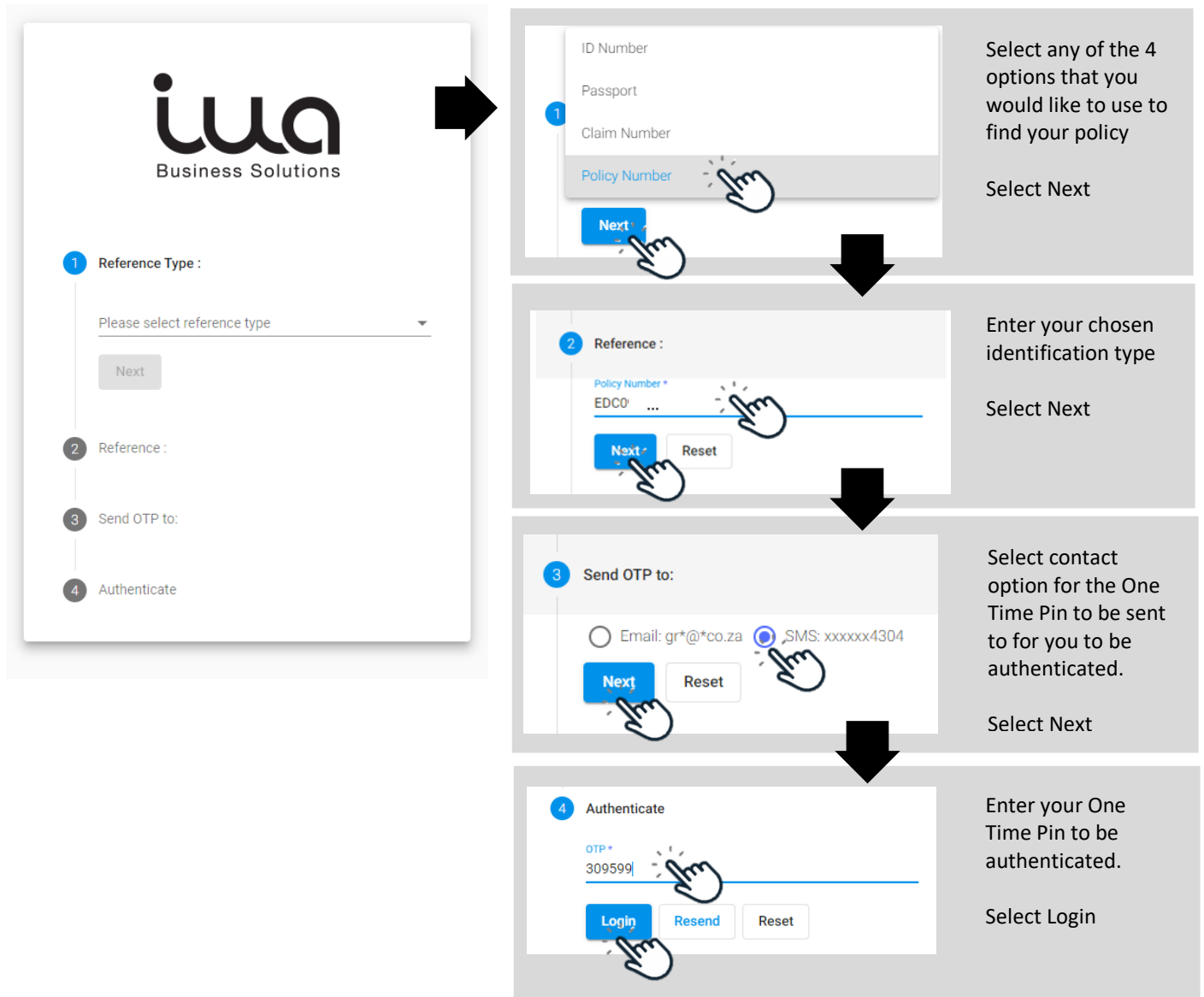
You will be taken to a landing page explaining the handover to IUA Business Solutions. Click the link to be redirected to the Self-Service Portal.

PLEASE NOTE: THIS IS AN EXAMPLE AND NOT THE FINAL PAGE



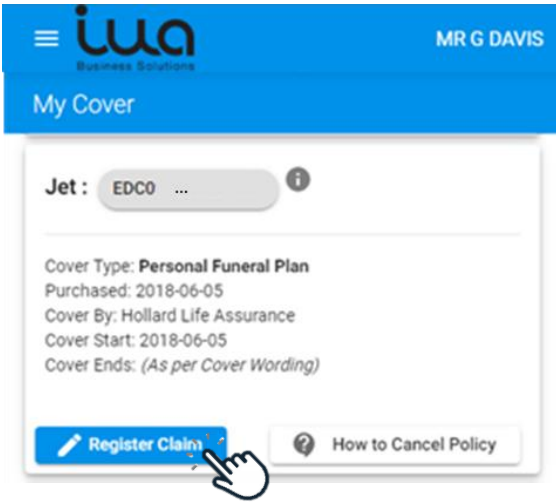
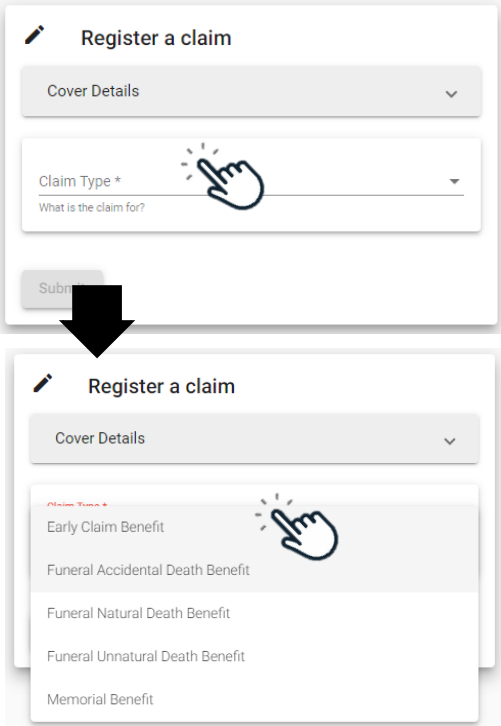
STEP 2: LOG IN TO SELF SERVICE

Once on the self-service portal, customers will enter the following details and be authenticated by receiving a One-Time Pin via SMS.



STEP 3: REGISTER A CLAIM

Once successfully authenticated, customers will be logged in their profile & can select the Register claim option.

Client Self Service Portal	Instructions
<p>1.</p> 	<p>Select “Register Claim”</p>
<p>2.</p> 	<p>Select “Claim Type” dropdown menu Then select the relevant claim type</p>

3.

Fill in all the required fields on the claim form and select

“Submit”

If there is missing required information, then the screen will not proceed until all information is completed.

STEP 4: UPLOAD YOUR DOCUMENTS

Client Self Service Portal	Instructions
<p>1.</p> <p>✓ Your claim has been registered</p> <p>! Please check the Document Required List below for any outstanding documents required to process your claim.</p> <p>Documents Required Upload</p> <ul style="list-style-type: none"> ✗ Beneficiary Bank Statement i Outstanding ✗ Beneficiary ID Document i Outstanding ✗ Certified Copy of Death Certificate i Outstanding ✗ Certified Copy of ID Document Outstanding ✗ Funeral Benefit Form i Outstanding 	<p>The required documents for the claim to proceed will be listed according to claim type.</p> <p>Select</p> <p>“Upload documents”</p>

<p>2.</p> <h3>Upload Claim Documents</h3> <p><i>Note: You can upload multiple documents in one go Select the file you wish to add to the Upload Documents Queue. Select a Document Type or Select 'Other' to add a customised document name</i></p> <hr/> <p>Queue Upload</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;">Select Document*</div> <p>File Type *</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;">Add Document</div> <p>Ready For Upload</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th></th> </tr> </thead> <tbody> <tr> <td>-11599149249z25nmnusuc.png</td> <td>Certified Copy of Death Certificate</td> <td></td> </tr> <tr> <td>jet-logo-no-block-01-1-120x80.jpg</td> <td>Certified Copy of ID Document</td> <td></td> </tr> </tbody> </table> <p>Submit Documents Close</p>	Name	Type		-11599149249z25nmnusuc.png	Certified Copy of Death Certificate		jet-logo-no-block-01-1-120x80.jpg	Certified Copy of ID Document		<p>Select: "Select Document" and choose the document</p> <p>If smartphone can upload picture. If computer can upload scans etc.</p> <p>Select: "File Type" From drop down menu</p> <p>Select: "Add Document"</p> <p>NB: You can repeat the above steps on this page and upload multiple documents all at once.</p> <p>When you have selected all the documents you want to upload. Select: "Submit Documents"</p>
Name	Type									
-11599149249z25nmnusuc.png	Certified Copy of Death Certificate									
jet-logo-no-block-01-1-120x80.jpg	Certified Copy of ID Document									
<p>3.</p> <h3>Documents Required Upload </h3> <ul style="list-style-type: none"> ✓ Beneficiary Bank Statement i Received ✓ Beneficiary ID Document i Received ✓ Certified Copy of Death Certificate i Received ✓ Certified Copy of ID Document Received ✓ Funeral Benefit Form i Received 	<p>Once all required documents have been uploaded then you will see a tick next to each document.</p> <p>An administrator will now be triggered to verify that all the documents are correct and communicate if any changes need to be made.</p>									

STEP 5: CLAIM PROCESSED & FINALISED

Once all required documents have been uploaded then you will see a tick next to each document. An administrator will now be triggered to verify that all the documents are correct and communicate if any changes need to be made. Once this is complete, the claim will be processed, and final decision will be made and communicated.

HOW TO GET IN TOUCH WITH US

	Channels – to be used in this order	Detail
1	Client Self Service Portal	www.jetonline.co.za/insurance https://selfservice.iua.co.za/ www.iua.co.za
2	WhatsApp Chat - Customers will be able to register a claim by chatting to a chatbot or agent through WhatsApp if they are more comfortable with that.	031 570 7600
3	Email	funeralclaims@iua.co.za lifecclaims@iua.co.za
4	Call Centre	0878 20 20 24