

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



## Check claims status

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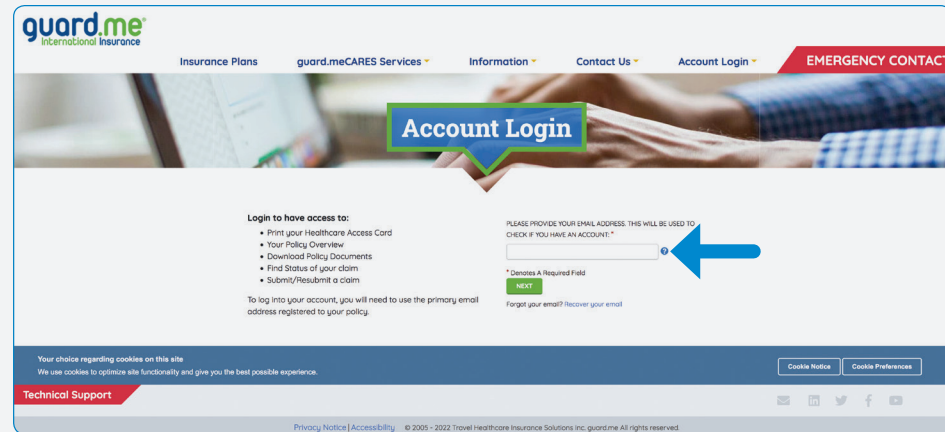
Last updated: 22/08/2022

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International Insurance

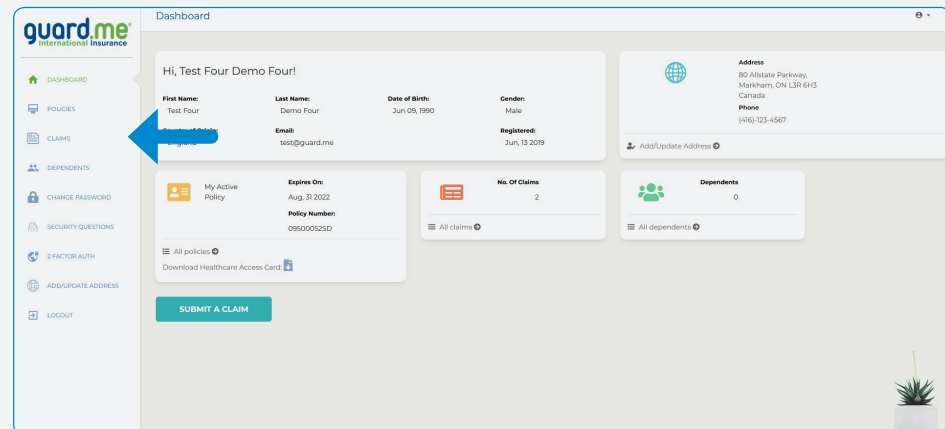
# Check claim status

**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 'Claims' page in the guard.me user interface. On the left is a sidebar with 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 features a 'SUBMIT A CLAIM' button. Below this is the 'My Claims' section, which displays the policy number '09500052SD (Jun 10, 2022 - Aug 31, 2022)' and a table of claims.

CLAIM ID	CLAIMED	PAID	SERVICE	RECEIVED	DATE PAID	PAID METHOD	PAID TO	PAYMENT STATUS	STATUS
1169063	\$500.00	\$0.00	Aug 10, 2022	Aug 17, 2022					In Process
1169062	\$200.00	\$200.00	Aug 10, 2022	Aug 17, 2022					Approved
1169059	\$100.00	\$0.00	Jul 18, 2022	Jul 18, 2022					Need Information

Claim requires further information. Please contact our office for claims status.  
Toll-Free Telephone: 1-888-756-8428. Email: [customer@guard.me](mailto:customer@guard.me). Please include your name + policy number on all written correspondence.

**\*Estimated Payment Processing Times:**  
Cheque: A cheque is mailed using Canada Post and if the address provided is accurate, the cheque will arrive in three to five business days.  
Wire Transfer: Funds will be available in your account between three and five business days from the "Date Paid".  
Direct Deposit: Funds will be available in your account between two and three business days from the "Date Paid".  
Prepaid Debit Card: Funds on previously registered cards will be available the next business day after the "Date Paid".

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