

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



**Submit a claim on behalf of a minor (under 19 yrs)**

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**guard.me**<sup>®</sup>  
International Insurance

# Submit a claim on behalf of a minor (under 19 yrs)

**Step 1:** You can access the online claim form in three ways at [www.guard.me](http://www.guard.me)

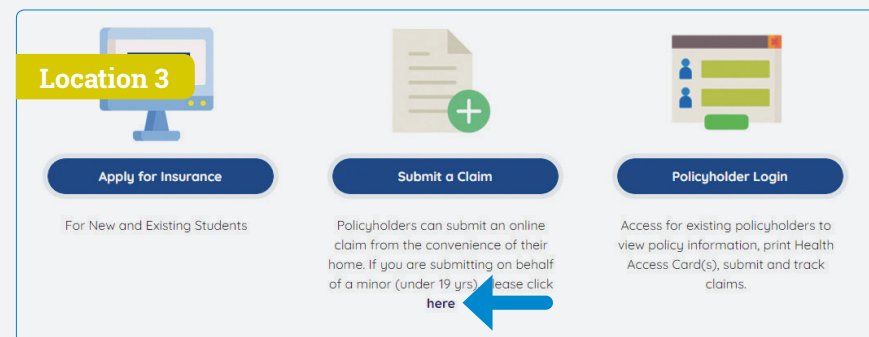
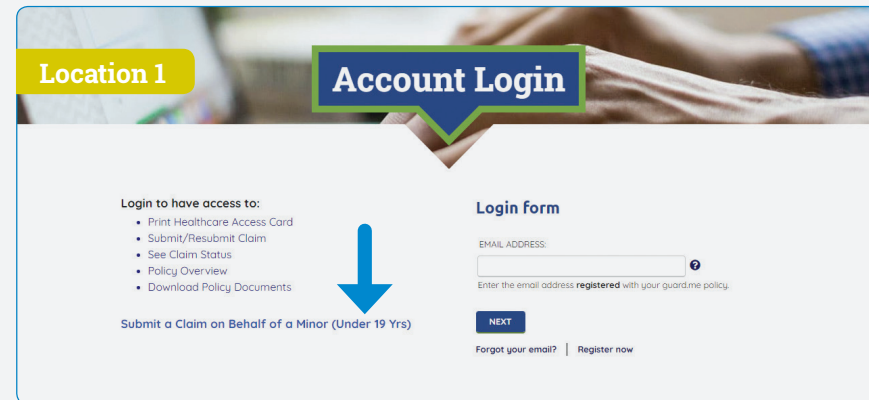
**Note:** Ensure that you have accepted all cookie preferences for the account login to be visible.

**Location 1:** Select Account Login from the main menu. Click on the link **Submitting a claim on behalf of a minor (under 19 yrs)?**

**Location 2:** Select Information from the main menu. Click on the link **Submitting a claim on behalf of a minor (under 19 yrs)?**

**Location 3:** Scroll down to Submit a Claim. Click on the link [here](#).

**Note:** A prompt will appear asking: Are you submitting on behalf of a minor (under 19 yrs)? Click Yes.



# Submit a claim on behalf of a minor (under 19 yrs)

## Homestay/Custodian Info

**Step 1:** Fill out all mandatory fields indicated by \*.

**Step 2:** A consent box will appear. Click the **check box** that says: I consent to the stated agreement above.

**Step 3:** Select the **NEXT** button.

The screenshot shows a web form titled "Homestay/Custodian Info" with a navigation bar containing "Homestay/Custodian Info", "Insured Info", "Claim Type", "Payment Details", and "Claim Details". Below the navigation bar, the text "Please enter the information below" is displayed. The form is divided into two sections: "Homestay/Custodian Info" and "Consent".

The "Homestay/Custodian Info" section contains four input fields, each with a blue arrow pointing to it from the right, indicating they are mandatory fields:

- First Name\*: Custodian
- Last Name\*: Demo
- Email Address\*: custodiandemo@guard.me
- Phone Number\*: 9057752600

The "Consent" section contains a paragraph of text and a checkbox:

I **Custodian Demo**, confirm that I have full custodianship and have been given consent to submit this claim on behalf of the insured. I declare that all the information provided in this Claim Form is true and complete. I acknowledge receipt of Travel Healthcare Insurance Solutions / guard.me International Insurance's **privacy notice**. I confirm that the insured has given their consent and authorization to any hospital, physician, other medical provider or insurer to provide by any secure means their complete medical record to Travel Healthcare Insurance Solutions Inc. / guard.me International Insurance and its insurers for the purpose of administering claims. All information is to be held in complete confidentiality and is not to be released to any party apart from those listed above. Use of my email address will be restricted to insurance inquiries unless I initiate email contact. A photocopy or facsimile transmission of this Claim Form is as valid as the original. I assign my right to payment to the party indicated above.

I consent to the stated agreement above

A blue arrow points to the checkbox, and another blue arrow points to the "NEXT" button at the bottom right of the form.

# Submit a claim on behalf of a minor (under 19 yrs)

## Insured Information

**Step 1:** Fill out all mandatory fields, indicated by \*.

**Note:** Please fill out the policy number as it appears on the Healthcare Access Card (HAC).

**Step 2:** If the policy holder is currently a student in British Columbia, check off the next section and attach their study permit in the box indicated (if applicable).

**Step 3:** Select the **NEXT** button.

The screenshot shows a web form titled "Insured Information" with a navigation bar at the top containing "Homestay/Custodian Info", "Insured Info", "Claim Type", "Payment Details", and "Claim Details". Below the navigation bar, the text "Please enter the insured's information below" is displayed. The form is divided into two sections by dashed lines. The first section, titled "-- Insured Information --", contains five input fields: "Policy or Certificate Number:\*" (with value "01121345SD"), "Date Of Birth:\*" (with value "Sep 01, 2010"), "First Name:\*" (with value "Insured"), and "Last Name:\*" (with value "Demo"). Each of these four fields has a blue arrow pointing to it from the right. The second section, titled "-- Is the policy holder currently a student in British Columbia? --", has a checked checkbox. Below the checkbox is a text label "Attach Study Permit (if applicable)" and a large dashed box for file upload with the text "Drag 'n' drop files here, or click to select files". A file named "My Study Permit.pdf" is shown in a preview area at the bottom of this section, with a blue arrow pointing to the "x" close button. At the bottom right of the form are two buttons: "PREVIOUS" and "NEXT", with a blue arrow pointing to the "NEXT" button.

# Submit a claim on behalf of a minor (under 19 yrs)

## Claim Type

**Step 1:** Select the claim that applies to both **Claim Type** and **Claim Category**.

**Step 2:** Select the **NEXT** button.

The screenshot shows the 'Claim Type' step of the claim submission process. At the top, there are navigation tabs: 'Homestay/Custodian Info', 'Insured Info', 'Claim Type' (which is highlighted), 'Payment Details', and 'Claim Details'. Below the tabs, there are two main sections: 'Claim Type' and 'Claim Category'. The 'Claim Type' section asks 'Is this claim related to a car accident or work injury?' with radio buttons for 'Yes' and 'No'. A blue arrow points to the 'No' option. The 'Claim Category' section asks 'Please Select the Category of the claim' and lists three options: 'Medical (Doctor Visit, Hospital Visit, X-Rays/Laboratory Tests, Medication, Dental Visit, Eye Exams, etc.)', 'Third Party Liability', and 'Trip Cancellation'. A blue arrow points to the 'Medical' option. At the bottom right, there are two buttons: 'PREVIOUS' and 'NEXT'. A blue arrow points down to the 'NEXT' button.

## Payment Details

**Step 1:** Select the payment that applies to both **Payment Selection** and **Payment Method**.

**Step 2:** Select the **NEXT** button.

The screenshot shows the 'Payment Details' step of the claim submission process. At the top, there are navigation tabs: 'Homestay/Custodian Info', 'Insured Info', 'Claim Type', 'Payment Details' (which is highlighted), and 'Claim Details'. Below the tabs, there are two main sections: 'Payee Selection' and 'Payment Method'. The 'Payee Selection' section asks 'Please select to whom should the funds be payable to?' with radio buttons for 'Other' and 'Health Provider (Clinic / Doctor / Hospital)'. A blue arrow points to the 'Other' option. The 'Payment Method' section asks 'Please select the Payment Method' and lists three options: 'Direct Deposit (Canada Only)', 'Wire Transfer (Outside Canada)', and 'Cheque'. A blue arrow points to the 'Direct Deposit (Canada Only)' option. At the bottom right, there are two buttons: 'PREVIOUS' and 'NEXT'. A blue arrow points down to the 'NEXT' button.

# Submit a claim on behalf of a minor (under 19 yrs)

## Claim Details

**Step 1:** Fill out all mandatory fields, indicated by \*.

**Step 2:** Use the **ADD VISITS** button if you have more than one Visit Document.

**Step 3:** Select **Yes** or **No** for Alternate Insurance.

**Step 4:** Select the **SUBMIT CLAIM** button.

The screenshot shows the 'Claim Details' section of the form. At the top, there are tabs for 'Homestay/Custodian Info', 'Insured Info', 'Claim Type', 'Payment Details', and 'Claim Details'. Below the tabs, it says 'Please provide the details about your claim.' and 'SELECT THE CURRENCY OF YOUR INVOICE OR RECEIPT:\*'. A dropdown menu is set to 'CAD-Canadian Dollar'. Below that, it says 'Tell us WHEN and WHY Insured saw the doctor.' and 'Visit # 1'. There is a 'REMOVE' button. The 'Date:\*' field is set to 'Sep 07, 2022'. The 'Cost:\*' field is set to '300'. The 'Service Type:\*' dropdown is set to 'Diagnostic Test'. Below that, it says 'Please briefly describe the injury or illness:\*' and the text 'diagnostic test' is entered. At the bottom left, the 'ADD VISITS' button is highlighted with a yellow box. Blue arrows point to the currency dropdown, the date field, the cost field, the service type dropdown, the description field, and the 'ADD VISITS' button.

The screenshot shows the 'Visit Documents' and 'Alternate Insurance' sections. Under 'Visit Documents', it says 'Please Provide your Receipts and Medical Records.' and lists requirements: 'All files must be a maximum of 2 MB with a combined maximum of 8 MB', 'The only accepted file types are: .pdf .jpg .jpeg .png .gif', 'Invoices and/or receipts should be scanned individually', and 'Medication claims must be submitted with an Official Prescription Receipt - click [here](#) for an example'. It says 'Browse' and attach all your receipts or invoices (At least one is required)'. Below that, there is a 'Visit Documents' section with a dashed box for file upload and a file named 'receipt and medical record.pdf' is shown. Under 'Alternate Insurance', it says 'Do you have any other insurance plan that covers the expenses being claimed?' and there are two radio buttons: 'No' (selected) and 'Yes'. At the bottom right, there are 'PREVIOUS' and 'SUBMIT CLAIM' buttons. Blue arrows point to the 'No' radio button and the 'SUBMIT CLAIM' button.

## Submit a claim on behalf of a minor (under 19 yrs)

**Step 5:** A confirmation message will appear, as shown below. Click **OK** and you have now successfully submitted a 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.

### Success



Thank you! You have successfully submitted your claim. Please allow 7-10 business days for your claim to be processed.

OK

