

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



**Submit a claim**

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

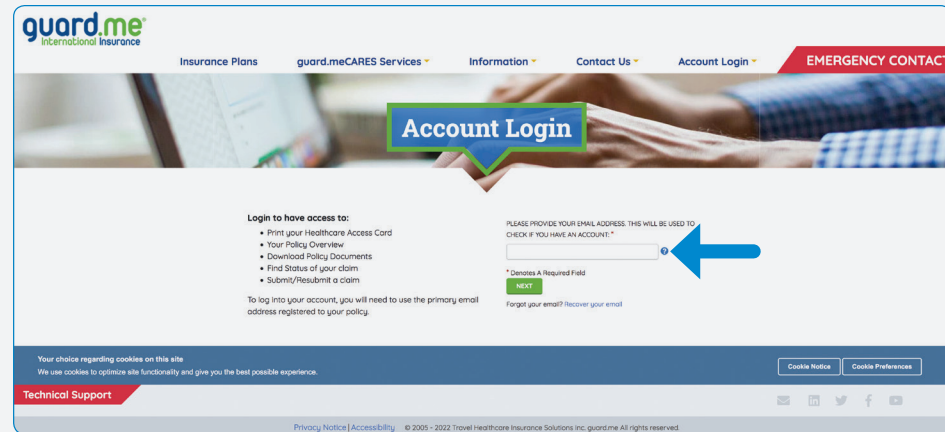
Last updated: 22/08/2022

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

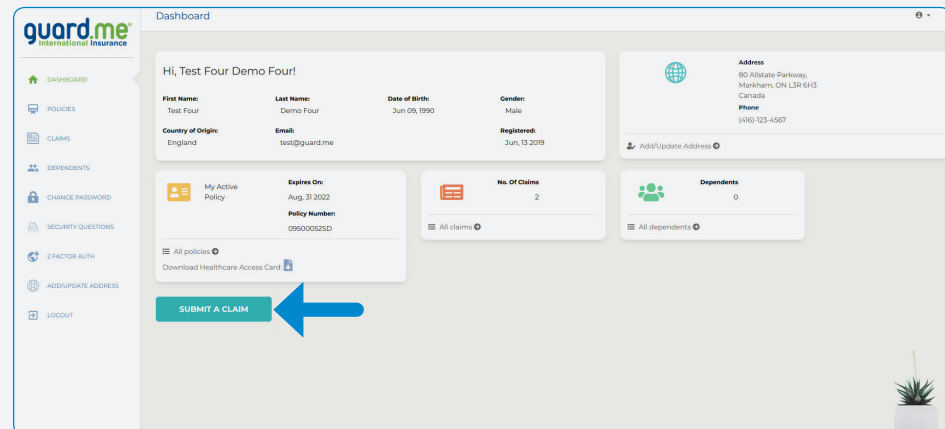
# Submit a claim

**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 the **SUBMIT A CLAIM** button.



# 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 **select policy** link beside the policy number. 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.

The screenshot displays the 'Select Policy' page in the Guard.me system. The sidebar on the left contains the following navigation items: DASHBOARD, POLICIES, CLAIMS, DEPENDENTS, CHANGE PASSWORD, SECURITY QUESTIONS, and 2 FACTOR AUTH. The main content area is titled 'Select Policy to Submit a Claim' and shows client information: Client Name: Test Four Demo Four, Date of Birth: Jun 09, 1990, and Email Address: test@guard.me. Below this is a table of policies with columns for POLICY NUMBER, STATUS, START DATE, and END DATE. Two blue arrows point to the 'select policy' links in the first two rows of the table.

POLICY NUMBER	STATUS	START DATE	END DATE
09500052SD <a href="#">select policy</a>	Open	Jun 10, 2022	Aug 31, 2022
09092396SD <a href="#">select policy</a>	Expired	Jan 01, 2022	Apr 30, 2022
2931-4256048-5 <a href="#">select policy</a>	Expired	Dec 01, 2020	Nov 30, 2021
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