

# USER GUIDE FOR ADMINISTRATORS OF CONTRACTOR POLICIES IN MYVUMI<sup>TM</sup>





This guide provides policy administrators with step-by-step information on how to manage their VUMI<sup>®</sup> Travel VIP Affinity policy for employees, members and/or clients.

# MyVUMI<sup>™</sup> FOR THE INSURED:



Functionalities of MyVUMI<sup>™</sup> for the insured:

- Print policy documents including the certificate of coverage and ID cards
- Submit claims or medical notifications
- Contact VUMI®

# MyVUMI<sup>™</sup> FOR THE CONTRACTING PARTY:

The contracting party's policy administrator has access to the MyVUMI™ portal to:

- Register insured's trips
- Print policy documents including the certificate of coverage and ID cards
- Extend policy coverage

- Submit an insured's claim or medical notification
- Cancel the policy
- Contact VUMI<sup>®</sup>



# MyVUMI<sup>™</sup> FOR THE CONTRACTING PARTY (continued):



The contracting party must use the MyVUMI<sup>™</sup> online platform to register each insured in the system.

**IMPORTANT:** make sure all details of the coverage (such as the period of coverage, etc.) have been saved correctly in the system.

Only then will VUMI<sup>®</sup> be able to recognize insureds and provide them with the company's iconic VIP service.

### SIGNING INTO THE MyVUMI<sup>™</sup> PORTAL:

- 1. Access MyVUMI<sup>™</sup> via: <u>https://myvumiportal.com/</u>
- 2. Enter the group number in the first field
- 3. An additional field will automatically be displayed in between the group number field and the password field where the group's "Default" username will appear
- 4. Click on the password field





Administrators should place the group number here.



For the rest of the users who manage the group, it is necessary to enter the username that has been created by VUMI<sup>®</sup>.



# AVAILABLE MODULES IN MYVUMITM:

Once in MyVUMI<sup>™</sup>, you will find different modules:



- 1. Manage Group
- 2. Policy Documents
- 3. My Plan
- 4. Buy Additional Coverage
- 5. Contact VUMI®
- 6. My Profile

#### MANAGE GROUP:

In the "**General Information**" tab, for Affinity Groups (Association) and Travel Agencies, the administrator user will be able to view:

- •Group number
- •Group name
- Current period
- Days purchased
- •Days used
- Days available

The number of days will be adjusted every time a new trip is created.

In the "General Information" tab, the administrator for **Affinity Groups** (Association) and **Travel Agencies** will be able to view

- •Group number
- Group name
- Current period
- Amount purchased
- Amount used
- Amount available

The amount information will update each time a new trip is created.

| un #: 7001000000<br>rent period: 06/05/2022 - 06/04/2023 |  | Days purchased: 3000<br>Days used: 305<br>Days available: 2695  |       |
|--|--|---|-------|
| ieneral Information Policies Detail                      | Trips Detail Payments Management         |   |       |
| Group number   | 7001000000                               |   |       |
| Company name   | the second of                            |   |       |
| Agent name   | 100.000                                  |   |       |
| Plan   | Corporate Travel VIP                     |   | -     |
| Status   | Active                                   |   | -     |
| Coverage start date                                      | 06/05/2022                               |   |       |
| Coverage end date  | 06/04/2023                               | Contraction of the second s | NIN'S |
| Country  | Ecuador                                  |   |       |
| Language   | English                                  |   |       |
| Address  | Test address                             |   |       |
| Telephone  | 0959044987                               |   |       |
| Email address  |  |   |       |
| Premium  | 29310                                    |   |       |
| Days purchased   | 3000                                     |   |       |
| Days used  | 305                                      |   |       |
| Days available   | 2695                                     |   |       |
| Riders   | Trip cancellation and Non-medical covers | rage  |       |

| pup #: 2700110000<br>rrent period: 06/02/2022 - 06/01/2023 |                                  | Amount purchased: \$21,600.00<br>Amount used: \$0.00<br>Amount available: \$21,600.00 |                        |  |  |
|--|----------------------------------|---|------------------------|--|--|
| ionoral Information Policies Detail                        | Trips Detail Payments Management | Payments Management   |                        |  |  |
| Group number   | Z700110000                       |   |                        |  |  |
| Company name   |                                  |   |                        |  |  |
| Agent name   |                                  |   | A                      |  |  |
| Plan   | TRAVEL VIP AFFINITY              |   |                        |  |  |
| Status   | Active                           |   |                        |  |  |
| Coverage start date  | 06/02/2022                       |   |                        |  |  |
| Coverage end date  | 06/01/2023                       |   | CAP IN MILLING MILLING |  |  |
| Country  | México                           |   |                        |  |  |
| Language   | ingles                           |   |                        |  |  |
| Address  | Test address                     |   |                        |  |  |
| Telephone  |                                  |   |                        |  |  |
| Email address  |                                  |   |                        |  |  |
| Premium  | 21600                            |   |                        |  |  |
| Amount purchased   | 21600                            |   |                        |  |  |
| Amount used  |                                  |   |                        |  |  |
| Amount available   | 21 600.00                        |   |                        |  |  |
| Riders   | Trip Cancellation and Non-Medi   | cal Coverage  |                        |  |  |



In the "Details of Policies" tab, the administrator can view and manage all the policies created by the group for each trip.

| Policy Number |               |
|---------------|---------------|
|               | C Parting     |
| Status        | . Secultes    |
| All           |               |
|               | Policy Number |

The user can filter a policy search by:

- Policyholder name
- Policy number
- Trip start or end dates (ongoing, future or completed)
- Policy status

|                  | Policy number | Insured                  | Passport  | Date of birth | Age | Start of trip | End of trip | Days | Address                     | Status    |
|------------------|---------------|--------------------------|-----------|---------------|-----|---------------|-------------|------|-----------------------------|-----------|
|                  | Filtrar       | Filtrar                  | Filtrar   | All 🗸         | 0   | Filtrar       | Filtrar     | F    | Filtrar                     | Filtrar   |
| •                | 780000033     | the second carries the f | mattern . | 1994-06-14    | 27  | 2022-06-07    | 2022-06-14  | 8    | test                        | Cancelado |
| •                | 780000014     | 107 40410 107            | 10400     | 1974-06-11    | 47  | 2022-06-06    | 2022-06-13  | 8    | test                        | Cancelado |
|                  | 780000091     | 100010-001000            | -         | 1990-08-19    | 31  | 2022-06-20    | 2022-07-03  | 14   | test address test test      | Activo    |
|                  | 780000090     | 100000-000711-0          | months    | 1959-05-19    | 63  | 2022-06-20    | 2022-06-28  | 9    | test address test test test | Activo    |
|                  | 780000063     | 100.000                  |           | 1980-08-19    | 41  | 2022-06-23    | 2022-06-27  | 5    | test address                | Activo    |
|                  | 780000062     | 1000111-0000             | -         | 1990-05-19    | 32  | 2022-06-23    | 2022-06-27  | 5    | test adsresss               | Activo    |
|                  | 780000031     |                          | mante     | 1980-02-01    | 42  | 2022-07-13    | 2022-07-20  | 8    | test                        | Activo    |
|                  | 780000002     | 107-06480-1107           | -         | 1969-12-31    | 52  | 2022-11-08    | 2022-11-23  | 16   | test                        | Activo    |
| 000              | 780000001     | 1001100                  | *****     | 1969-12-31    | 52  | 2022-11-08    | 2022-11-23  | 16   | test                        | Activo    |
| Showing 1 to 9 o | of 9 records  |                          |           |               |     |               |             |      | (                           | 1 >       |

In this section, in the "**General Information**" tab, you'll find different buttons for each policy

When clicking the following buttons, the policy administrator can:

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**Extension of coverage:** Extend the coverage of the traveler (policy) and assign more days.

Medical notification: Send medical notifications for the selected policy.



Claims: Submit a claim for the selected policy.



**Modify policy:** Open a tab in the following fields: passport, name, address, etc., then make changes to this information



When entering a policy, view the data of: **General Information, Travel History** and **Coverage Extension.** 

In the "**Travel History**" tab, view all the information of the policy's registered trips from inception, as well as the current premium for each trip.

The status of a trip can be:

- · Completed (trip completed).
- Active (trip currently in progress or future trips scheduled).
- · Canceled (trip canceled).

| General Infor | mation Travel | History Coverage Ext   | ension               |                 |           |
|---------------|---------------|------------------------|----------------------|-----------------|-----------|
| Trip number   | Days assigned | Start date of coverage | End date of coverage | Current premium | Status    |
| 2206000097    | 16            | 2022-11-08             | 1969-12-31           | 104.30          | Cancelled |
| 2206000109    | 8             | 2022-06-06             | 2022-06-20           | 58.60           | Finalized |
| 2206000120    | 8             | 2022-07-13             | 2022-07-22           | 34.20           | Active    |
| 2206000121    | 7             | 2022-06-08             | 2022-06-14           | 24.50           | Active    |
| 2206000122    | 8             | 2022-05-07             | 2022-06-15           | 34.20           | Actove    |
| 2206000145    | 5             | 2022-06-23             | 2022-07-02           | 51.78           | Active    |

| General Inion  | mauon Traver r       | Cove            | rage Extension  |         |                    |                  |
|----------------|----------------------|-----------------|-----------------|---------|--------------------|------------------|
| Trip<br>number | Number of extensions | Insured<br>Name | Additional days | Current | Trip start<br>date | Trip end<br>date |
| 2206000120     | 1                    | SEBAS<br>GUZMAN | 5               | 40.20   | 2022-06-23         | 2022-07-02       |
| 2206000120     | 2                    | SEBAS<br>GUZMAN | 5               | 40.20   | 2022-06-23         | 2022-07-07       |

In the **"Coverage Extensions"** tab, find all coverage extensions the policy has had for different registered trips.

#### **POLICY DOCUMENTS:**

In the "Policy Documents" section, the group administrator will be able to see all policies found "IN PROGRESS" OR "FUTURE" trips. "COMPLETED" trips will not be found here.

For each grid header, the user will be able to filter by trip number, status, policy number, insured name, etc. to locate documents for a specific policy.

| Trip number | Status              | Policy number | Holder Name           | Start trip date | End trip date | Assigned days | Fecha de registro |
|-------------|---------------------|---------------|-----------------------|-----------------|---------------|---------------|-------------------|
| Filtrar     | $\bigcirc \bigcirc$ | Filtrar       | Filtrar               | All 👻           | All 👻         | Filtrar       | All               |
| 2206000091  | Active              | 7800000130    | Jonathan Almeida Test | 2022-11-01      | 2022-11-15    | 14            | 2022-06-09        |
| 2206000095  | Active              | 7800000132    | Ana Ycaza Test        | 2022-11-01      | 2022-11-24    | 23            | 2022-06-09        |
| 2206000108  | Active              | 7800000133    | Eduardo Guzman Test   | 2022-07-22      | 2022-07-24    | 2             | 2022-06-10        |
| 206000109   | Active              | 7800000107    | Marco Espinosa Test   | 2022-07-01      | 2022-07-12    | 11            | 2022-06-02        |



#### **MY PLAN:**

In the "My Plan" section, you can view and download the documents corresponding to the group, such as:

# PUNINFORMATION TODI10000 Araptana later Pynet rougit Condition of Corresp Informative Booklet Declasation or Interruption Claim Form Neglation Method Deamstra Kolphanestics Trip Cancellation or Interruption Claim Form Neglation Method Deamstra Other Documents King Documents

- The letter of acceptance, which is the legal proof the group has been accepted under the company's terms.
- The payment receipt (for the purchased days or prepaid amount).
- The contracting party's conditions of coverage.
- Claim forms and other documents.

#### PURCHASE OF ADDITIONAL COVERAGE:

For Corporate Groups, additional days can be acquired after initial purchase.

For Affinity Groups / Travel Agencies, additional days can be purchased after the initial amount.

| 020200000           |            |                                  |                   |      |         |                 |   |
|---------------------|------------|----------------------------------|-------------------|------|---------|-----------------|---|
| Coverage Details    |            |                                  |                   |      |         |                 |   |
| Option              | Simple     |                                  | Days purchased    |      | 5200    |                 |   |
| tart date           | 2022-06-01 |                                  | Days available    |      | 4938    |                 |   |
| and date            | 2023-05-31 |                                  | Days used         |      | 262     |                 |   |
| Roders<br>Buy Days  | 80         | Non-medical<br>Trip Cancellation | Status<br>V<br>V  |      |         |                 |   |
| Additional days 120 |            |                                  | Simple (120 days) | US S | 576.24  |                 |   |
|                     |            |                                  | Non-medical       | USS  | 316.00  |                 |   |
|                     |            |                                  | Trip Cancellation | US S | 476.00  |                 |   |
|                     |            |                                  | Total             | US S | 1368.24 |                 |   |
|                     |            |                                  |                   |      |         | Continue to pay | D |

| conclude becaus                             |            |                   |                      |      |   |  |
|---|------------|-------------------|----------------------|------|---|--|
| Option                                      | (Territe   |                   | Prepaid amount       |      | C 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |  |
| Start date                                  | 3072-06-01 |                   | Amount available     |      | 54,660,00                               |  |
| End date                                    | 2023-05-31 |                   | Amount used          |      | \$340.00                                |  |
|   |            |                   |                      |      |   |  |
| Riders                                      |            |                   |                      |      |   |  |
|   |            |                   |                      |      |   |  |
|   | Ri         | ders              | Status               |      |   |  |
|   |            | Non-medical       | 4                    |      |   |  |
|   |            |                   |                      |      |   |  |
|   |            | Trip Cancellation | 1                    |      |   |  |
|   |            | Trip Cancellation | ~                    |      |   |  |
| Purchase additional                         | USD amount | Trip Cancellation | 4                    |      |   |  |
| Purchase additional                         | USD amount | Trip Cancellation | V                    |      |   |  |
| Purchase additional                         | USD amount | Trip Cancellation | 7                    |      |   |  |
| Purchase additional<br>Select a USD \$5,000 | USD amount | Trip Cancellation | 2                    |      |   |  |
| Purchase additional<br>select a USD 55,000  | USD amount | Trip Cancellation | V<br>Amount selected | US S | \$5,000.00                              |  |



#### **CONTACT VUMI®:**

In this section, the policy administrator can easily find VUMI's contact information, available 24/7 for emergencies, notifications, claims and general assistance.

| assistance, notifications, clair          | is and medical pre-authorization: |  |
|---|-----------------------------------|--|
| By email:<br>travelvip@vumig<br>By phone: | oup.com                           |  |
| Main phone                                | +1-416-744-3870                   |  |
| Main toll-free                            | +1-888-809-3493                   |  |

#### **MY PROFILE:**

In the "My Profile" section, you can view the group's personal information, phone number, email and address.

Additionally, in this section you can change the password and the language of the portal.

