



POLMED[®]

OUR INVESTMENT OUR HEALTH OUR FUTURE



Guide for **POLMED Chat**



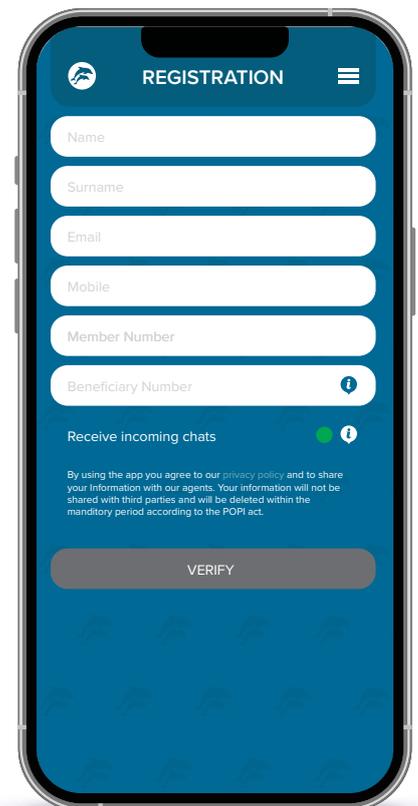
Guide for POLMED Chat Application

POLMED Chat allows POLMED members to communicate effectively and efficiently with POLMED Client Service Centre Consultants. You can use POLMED Chat both via the Internet on your computer, or your smartphone as it also allows members to send short text messages directly to the Client Service Centre, which will then be answered by a consultant in real time.

WHAT ARE THE BENEFITS?

- It's less costly than a phone call.
- You have faster feedback in comparison to an email.
- You can chat on-line to a person, rather than an automated system.
- You can be anywhere without anyone listening to their conversation which further promotes confidentiality of telephonic discussions. What can members do with this application?
- Clarify simple enquiries without having to call the Client Service Centre or sending emails.
- Ask benefit and/or claims-related questions.
- Attach documentation to a message and forward it directly to the consultant.
- Request an electronic version of their membership card.

POLMED Chat Consultants are available during office hours (from 08:30 to 17:00, Mondays to Fridays, excluding public holidays).



WHAT MUST YOU DO TO USE THIS APPLICATION?

Smartphones

The POLMED Chat functionality is currently available on Android, Apple iOS, and Blackberry platforms. Simply download POLMED Chat free from the following link: <http://bit.ly/1YHAtwu> or via your mobile app store and start chatting!

Computers

This service is also available to registered users in the logged-in zone on the POLMED website by clicking on the POLMED Chat widget/icon.





Validation (first time opening the application)

Upon opening the application for the first time you would need to insert your POLMED details in the respective field, and tap “**Validate**”.

The fields include:

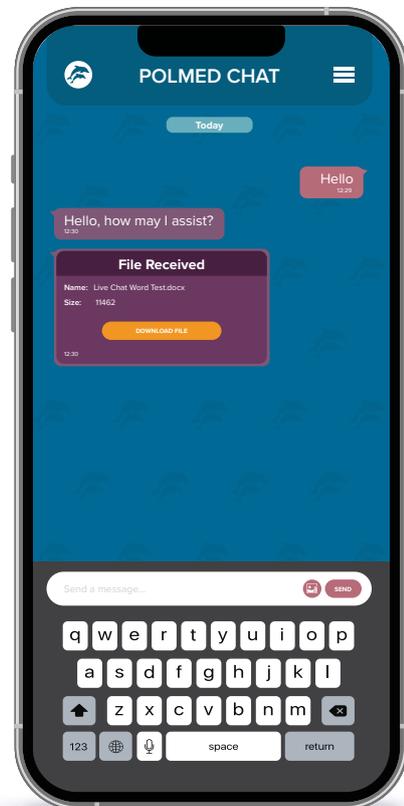
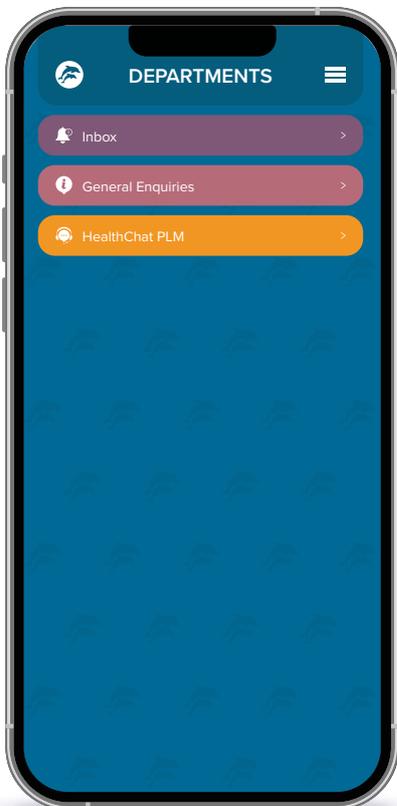
- Member Number
- Member Name
- Beneficiary Number
- Member Surname
- Email address
- Cellphone Number

If you have validated the application and then open the application again, the verification process would automatically use the previous details entered to validate the application.

STARTING A CHAT

When the validation is successful, you can now engage in a chat. Depending on your query, select the department which is most relevant.

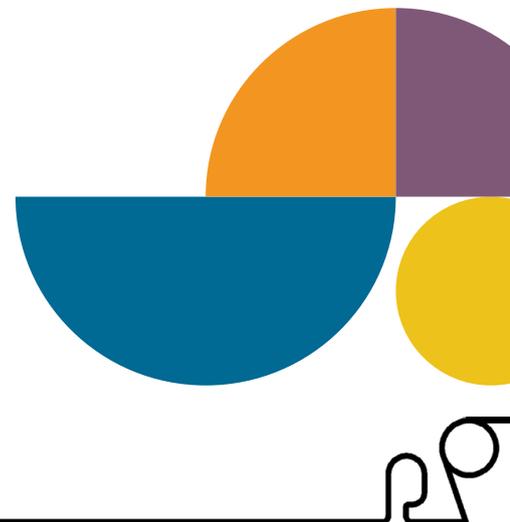
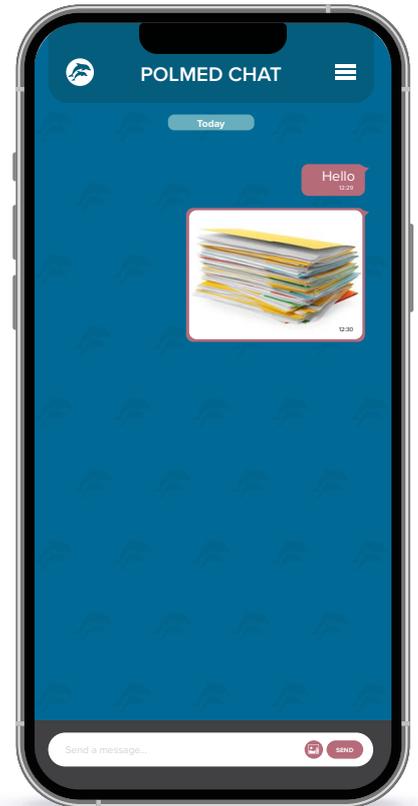
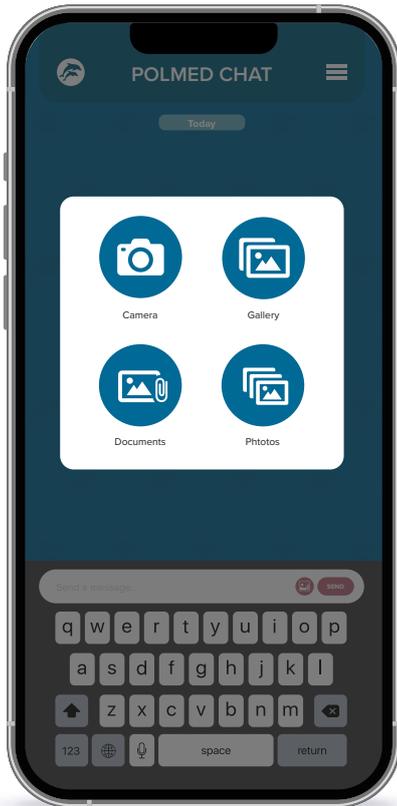
Once the department is selected, you can now send and receive messages from a Client Service Consultant who would attend to your query.





SENDING A PHOTO

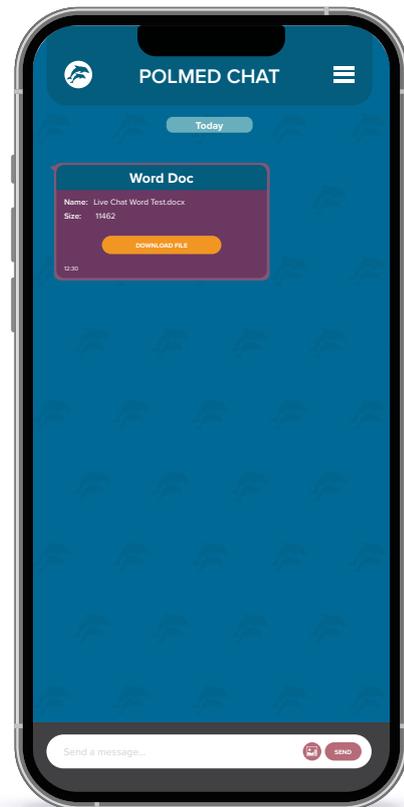
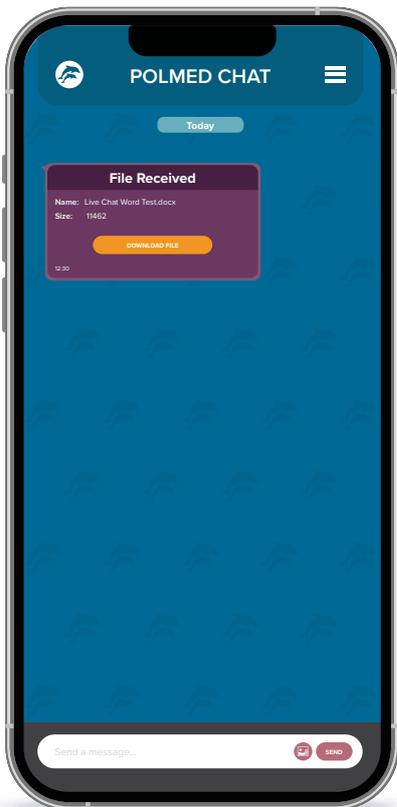
To send a photo of a document, you would need to select the paper clip icon in the **“Send a Message”** field. Select the camera option, take the photo, and then tap the tick button to approve and send the photo.





RECEIVING AN ATTACHMENT

When you receive an attachment, a message showing that a file has been received will be shown. You would need to tap the **“Download File”** button in order for the file to be downloaded. Once the download is complete, you can tap on **“Open File”** which would display the file that has been sent.





VIEWING THE MEMBER CARD

From the department screen you would access the menu button and then select **“Member Card”**. The member card will now display.

To share the member card, you would select the menu button, tap on **“Share Member Card”** and then select which sharing method is preferred.

