Your guide to the guard.me experience

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

REAL PEOPLE. REAL SOLUTIONS. REAL LIFE. REAL TALK.

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guard.me® 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**

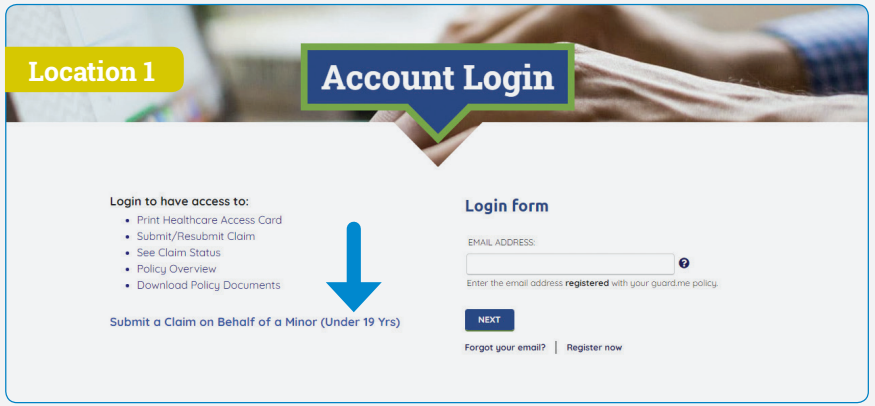
Note: Ensure that you have accepted all cookie preferences for the account login to be visible.

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.



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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.

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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.

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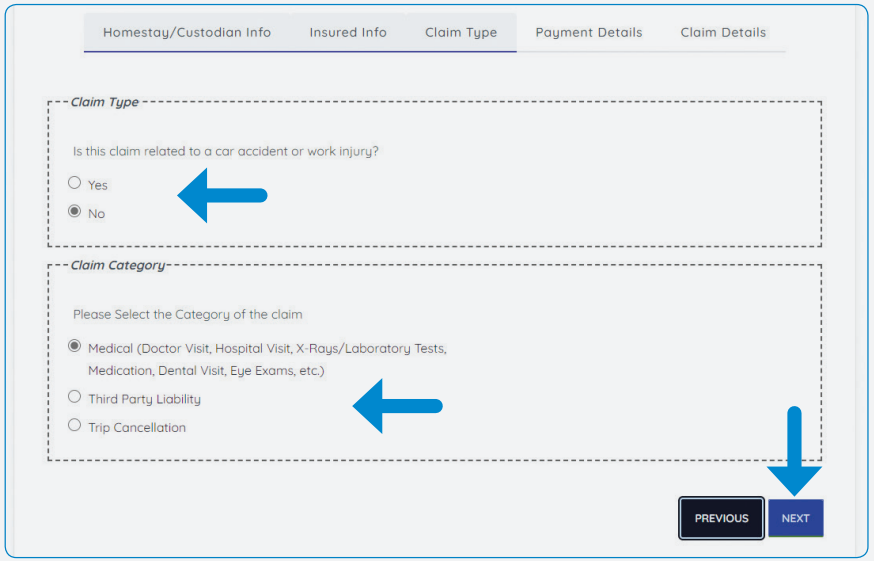
Claim Type

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

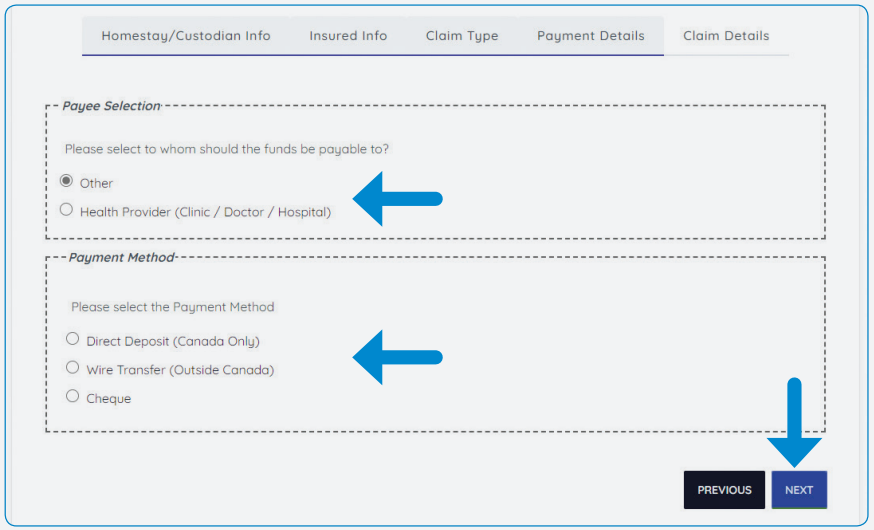
Step 2: Select the **NEXT** button.



Payment Details

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

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



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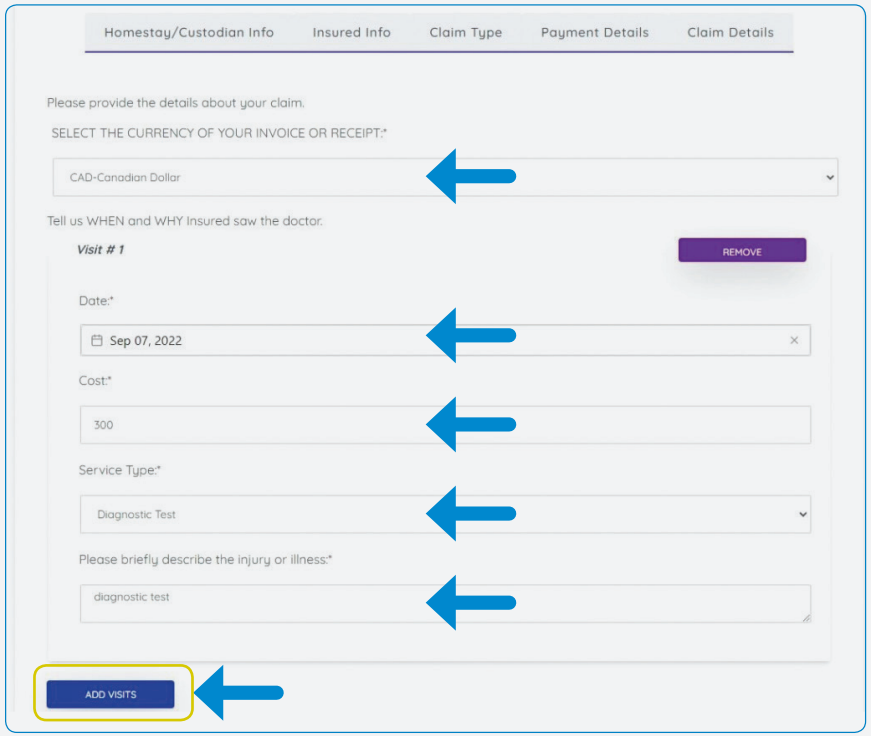
Claim Details

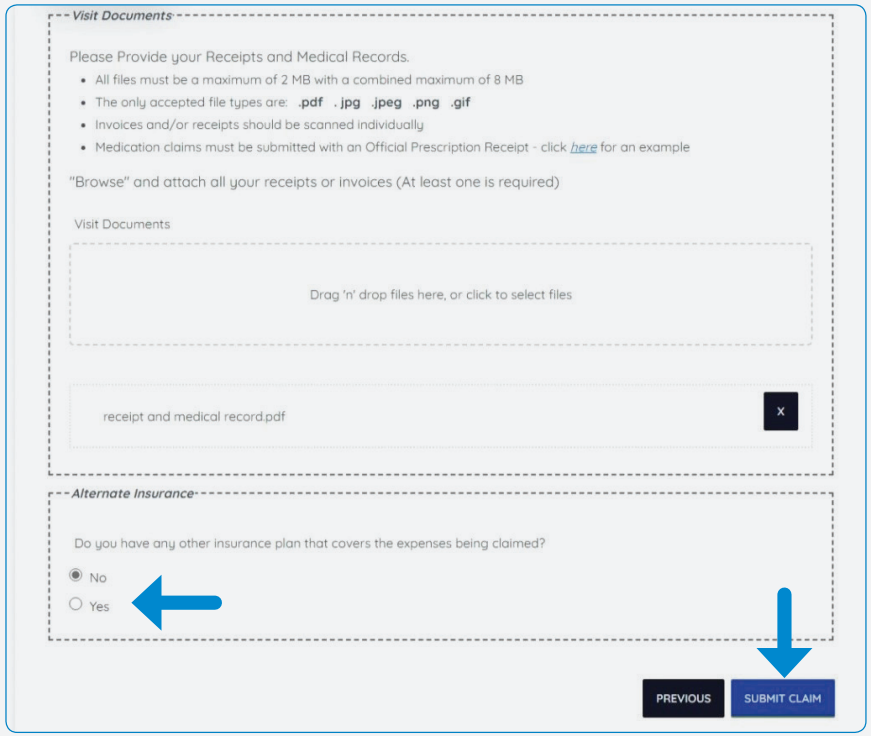
Step 1: Fill out all mandatory fields, indicated by *****.

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.





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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.