

## POLICY ADMINISTRATION CHECKLIST

### **Additions: Normal Turn-around time 7 working days**

Data/ information Submission method: e-mail (maximum 4MB). In case the attachments exceed the limit; send documents in batches as refer to them in numerical order.

Obtained official request from authorized person/ management before processing.

#### Principals:

- a) Endorsement form
- b) Photo JPG Format
- c) Excel sheet to be filled with all the required information
- d) Passport copy and visa (resident/ employment) with entry stamp
- e) Previous visa copy for Dubai residents along with the joining date
- f) Continuity certificate for Abu Dhabi residents
- g) Previous visit visa copy for visa transfer
- h) Emirates ID copy or transaction number of the application
- i) Undertaking letter for Emirates ID for new entrees

#### Dependents:

- a) Endorsement form
- b) Photo JPG Format
- c) Excel sheet to be filled with all the required information
- d) Excel sheet (staff no. should be the same as the principal's)
- e) Birth certificate for babies less than 1 year old
- f) For spouses, copy of marriage certificate, if available
- g) Passport copy and visa with entry stamp.
- h) Principal's card copy or number
- i) Emirates ID copy or transaction number of the application
- j) Undertaking letter for Emirates ID for new entrees

### **Additional Documents against Basic Plan for Abu Dhabi and Dubai**

#### Abu Dhabi Basic Plan:

- a) Gross salary of maximum AED 5,000 without accommodation, or AED 4,000 AED + Accommodation
- b) Basic salary should not exceed AED 4,000
- c) Salary Breakdown is required as per the salary declaration form

#### Dubai Basic Plan Essential Benefits Plan (EBP):

- a) Gross salary of less than AED 4,000

- b) Salary confirmation is required as per the salary declaration form/ Company Letter

### Lost Card

Data/ information Submission method: e-mail (maximum 4MB).

- a) Endorsement form
- b) Card copy or mention member's name and card no.

### Correction

Data/ information Submission method: by hand – original hard copy

- a) Old card to be returned
- b) Provide correct details for the necessary amendments.

### Upgrade & Downgrade

Membership downgrade can be processed at renewal. As for the upgrade; underwriters will evaluate the reason of upgrade and decide on legitimacy.

Data/ information Submission method: by hand – original hard copy

- a) Upgrade – official letter stating the reason for upgrade. Only 2 valid reasons can be applied: 1) salary increment and 2) promotion.
- b) Downgrade – at renewal of policy only.  
Official letter stating the reason for downgrade. Salary certificate for membership downgrade to Basic.

### Deletions

Data/ information Submission method: by hand – original hard copy

- a) Original Health Card
- b) Official letter stating the reason
- c) Copy of visa cancellation, if available

Note: In case the member did not return the card, or, have left the country and took the card with him/her, a claim undertaking letter (liability letter) should be provided stating that the company will be responsible in settling medical claims arise after the deletion date.

Guardian Insurance Brokers is not liable for any delay in submitting the data. Kindly requested to send all requests to our team email: adminmed@gib-uae.ae