VUMI
TRAVEL VIP

USER GUIDE FOR **ADMINISTRATORS** OF CONTRACTOR POLICIES IN **MyVUMI™**

TRAVEL VIP AFFINITY

CONDITIONS OF COVERAGE
CONTRACTING P...

TRAVEL VIP AFFINITY

CONDITIONS OF COVERAGE
INSURED

Effective 2022

VUMI®
TRAVEL VIP

VUMI®

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

MyVUMI™ FOR THE INSURED:

Functionalities of MyVUMI™ for the insured:

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

MyVUMI™ 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®

MyVUMI™ FOR THE CONTRACTING PARTY (continued):

The contracting party must use the MyVUMI™ 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® be able to recognize insureds and provide them with the company's iconic VIP service.

SIGNING INTO THE MyVUMI™ PORTAL:

1. Access MyVUMI™ via:
 https://myvumiportal.com/

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®.

AVAILABLE MODULES IN MYVUMI™:

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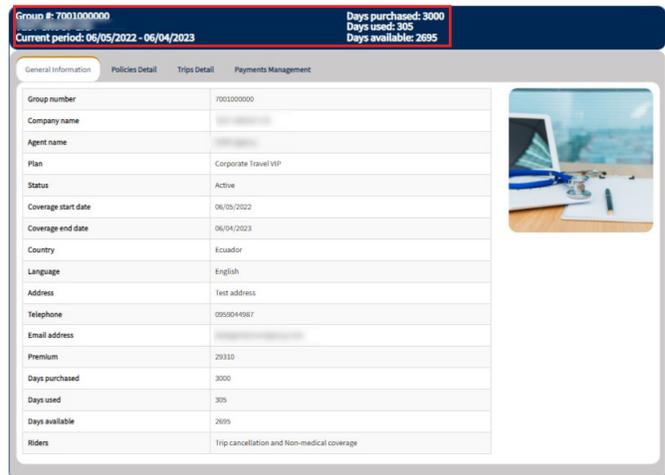
In the "General Information" tab, the administrator for **Affinity Groups (Association)** and **Travel Agencies** will be able to view

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

The amount information will update each time a new trip is created.
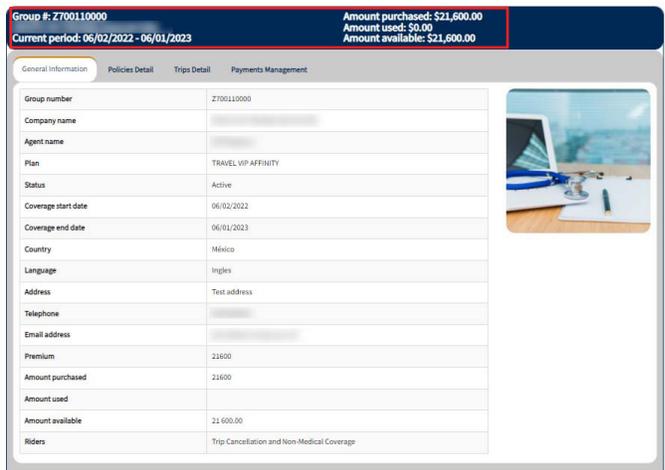
In the "Details of Policies" tab, the administrator can view and manage all the policies created by the group for each trip.
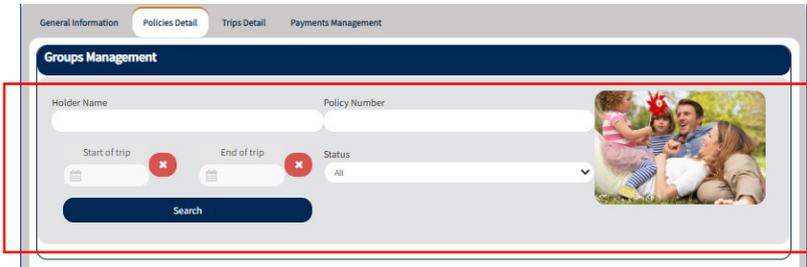
The user can filter a policy search by:
• Policyholder name
• Policy number
• Trip start or end dates (ongoing, future or completed)
• Policy status

Showing 1 to 9 of 9 records

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:

 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).

Policy Information

General Information	Travel History	Coverage Extension			

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	2022-06-07	2022-06-15	34.20	Actove
2206000145	5	2022-06-23	2022-07-02	51.78	Active

Back

Policy Information

General Information	Travel History	Coverage Extension

Trip number	Number of extensions	Insured Name	Additional days	Current premium	Trip start date	Trip end date
2206000120	1	SEBAS GUZMAN	5	40.20	2022-06-23	2022-07-02
2206000120	2	SEBAS GUZMAN	5	40.20	2022-06-23	2022-07-07

Back

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.

10 ⌄ records							
Trip number	Status	Policy number	Holder Name	Start trip date	End trip date	Assigned days	Fecha de registro
Filtrar	⌄	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
2206000109	Active	7800000107	Marco Espinosa Test	2022-07-01	2022-07-12	11	2022-06-02

Showing 1 to 4 of 4 records ‹ 1 ›

MY PLAN:

In the "My Plan" section, you can view and download the documents corresponding to the group, such as:
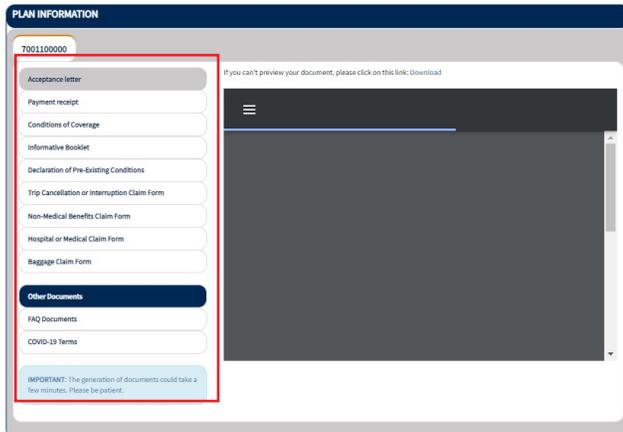
- **The letter of acceptance,** which is the legal proof the group has been accepted under the company's terms.
- **The payment receipt** (for the purchased days or prepaid amount).
- **The contracting party's conditions of coverage.**
- **Claim forms and other documents.**

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.
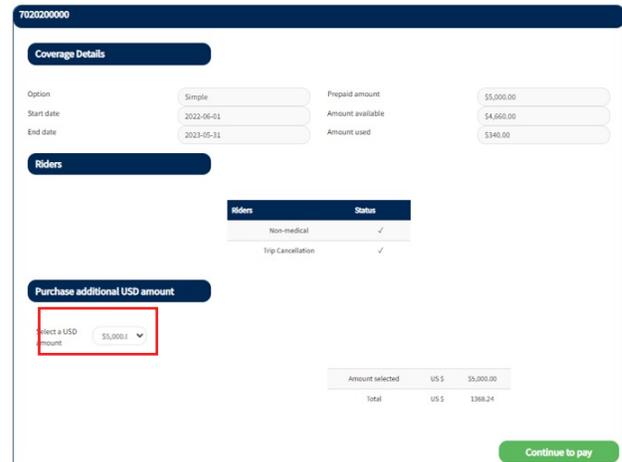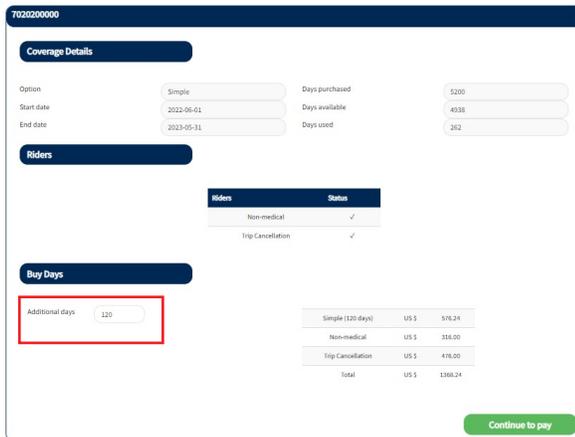
CONTACT VUMI®:

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

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.