



# USER GUIDE MY PJICO APP



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the QR code now!

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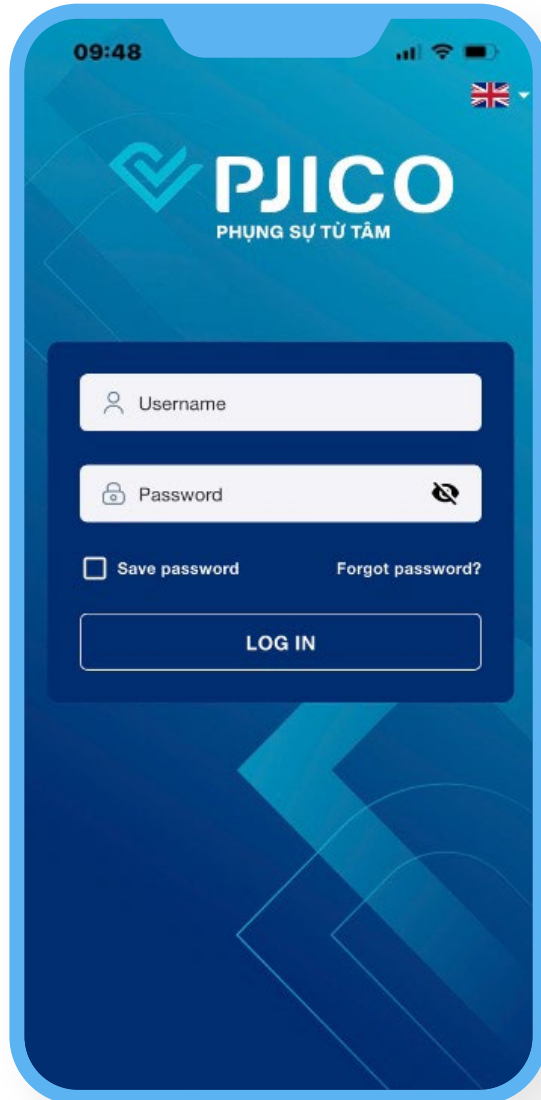
 App Store

\*Please read the user guide carefully to ensure the best experience with your Mini App.

 1900 54 54 55

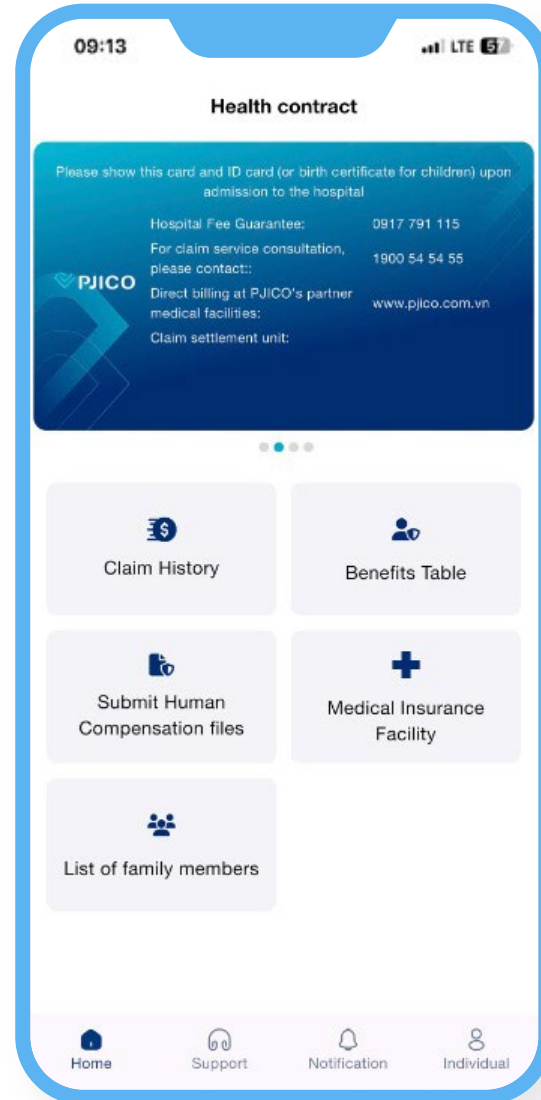
 [www.pjico.com.vn](http://www.pjico.com.vn)

## LOGIN & MAIN FEATURES OF THE MY PJICO APP



### SIGN IN USING THE APP'S LOGIN PAGE

- Username: Your registered national ID number
- Password: Please enter the provided password



### AFTER LOGGING IN, CUSTOMERS WILL BE DIRECTED TO THE SERVICE PAGE

## PJICO INSURANCE CARD

### DISPLAY USER REGISTRATION INFORMATION



### Note

: USE THE ELECTRONIC INSURANCE CARD FOR HOSPITAL FEE GUARANTEE

# 1 SEARCH INSURANCE BENEFITS TABLE

THE BENEFITS TABLE DISPLAYS DETAILED COVERAGE FOR EACH CUSTOMER

Per-day and per-year limits  
of each specific benefit

Remaining coverage limit

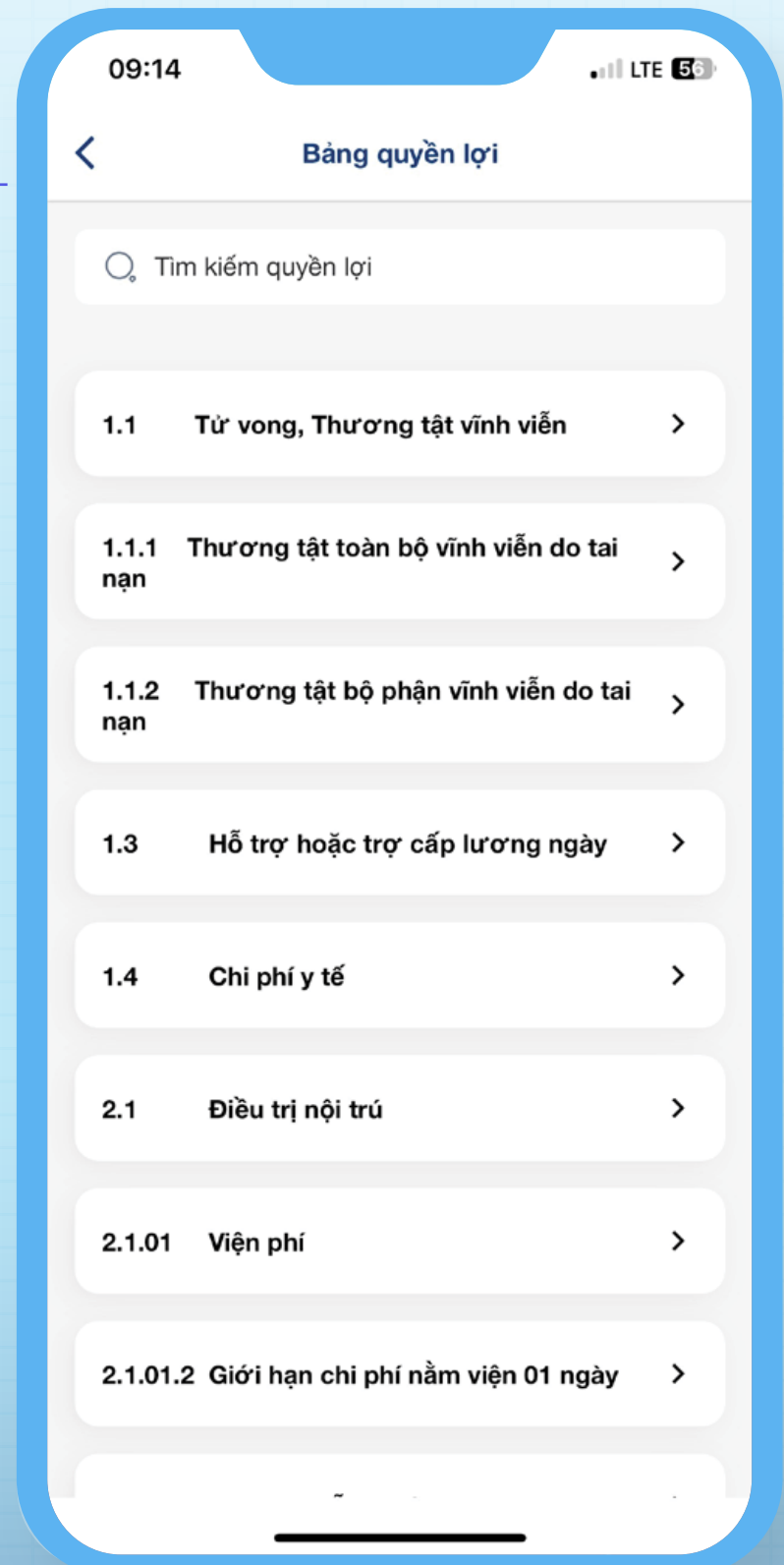
### Unused benefits

<b>1.1</b>	<b>Tử vong, Thương tật vĩnh viễn</b>	^
Giới hạn ngày:	150,000,000 VNĐ	
Giới hạn năm:	150,000,000 VNĐ	
Còn lại:	150,000,000 VNĐ	

<b>1.1.1</b>	<b>Thương tật toàn bộ vĩnh viễn do tai nạn</b>	^
Giới hạn ngày:	150,000,000 VNĐ	
Giới hạn năm:	150,000,000 VNĐ	
Còn lại:	150,000,000 VNĐ	

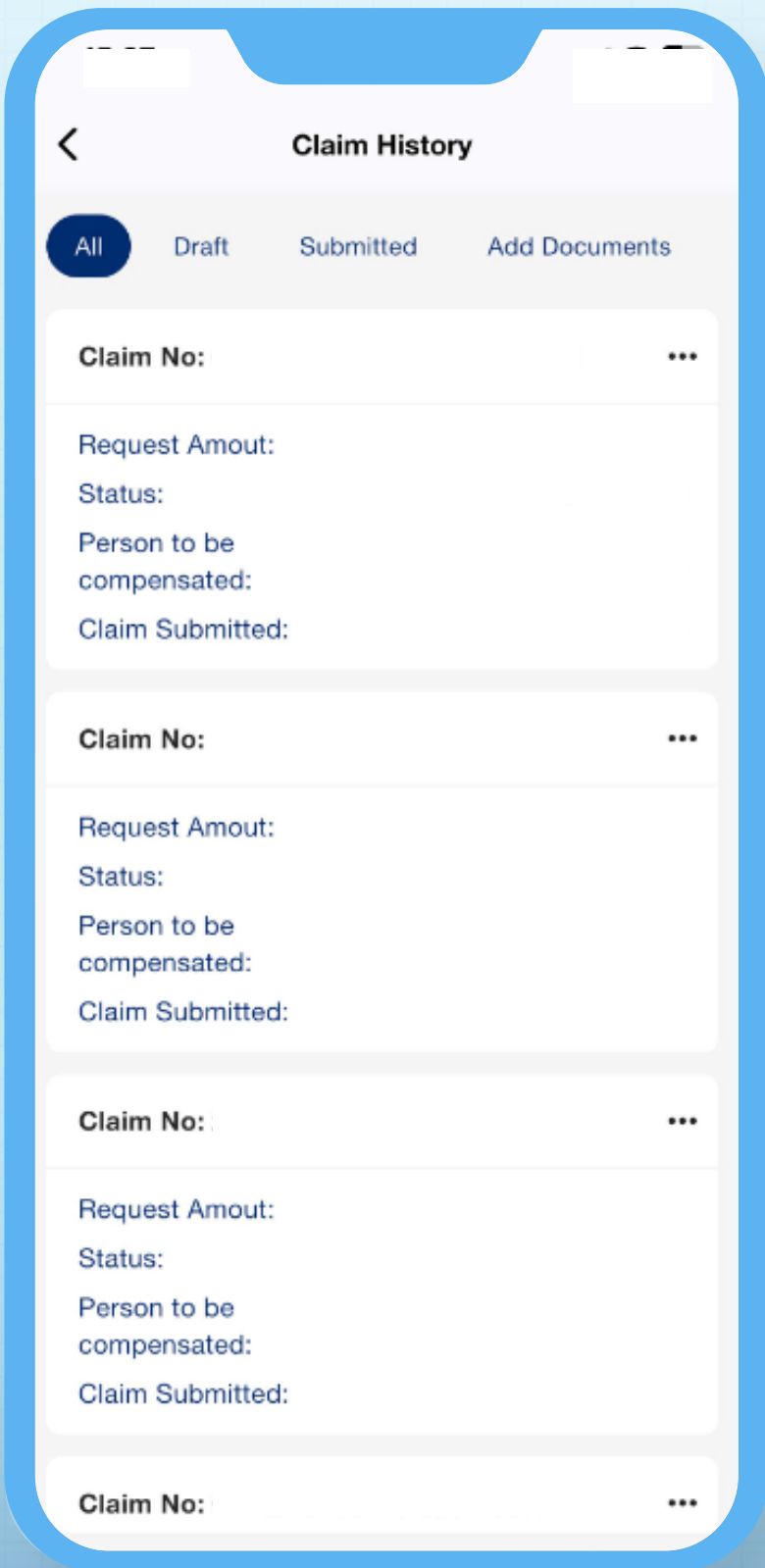
### Used benefits

<b>2.2</b>	<b>Điều trị ngoại trú cho ốm đau, bệnh tật</b>	^
Giới hạn ngày:	15,000,000 VNĐ	
Giới hạn năm:	15,000,000 VNĐ	
Còn lại:	12,427,801 VNĐ	



# 2 CLAIM HISTORY

## CLAIM HISTORY INFORMATION PAGE



Refused   Pending   Approved   **Completed**

The outcome of each claim request will be updated in the corresponding tab

Claim status

Claim submission date

Medical condition

Claim count



 Google Play

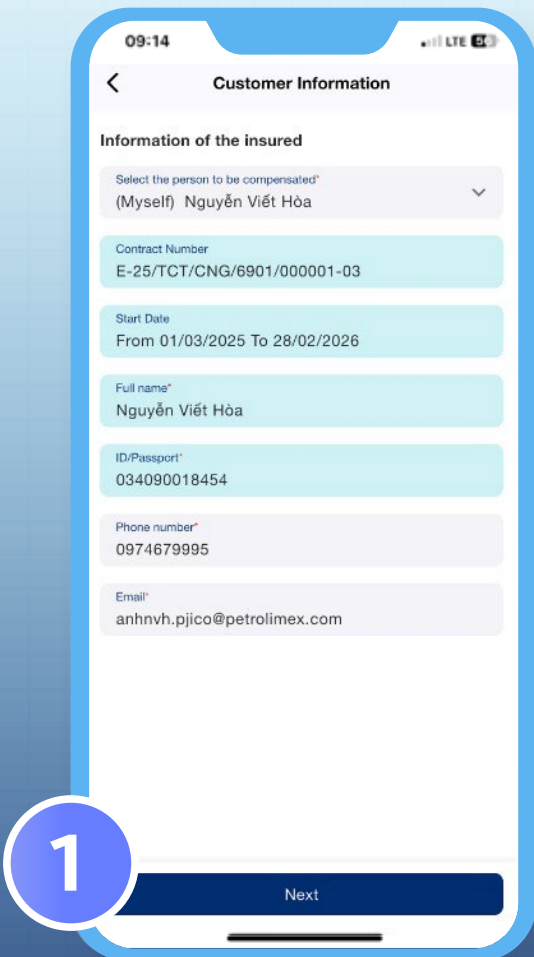
 App Store

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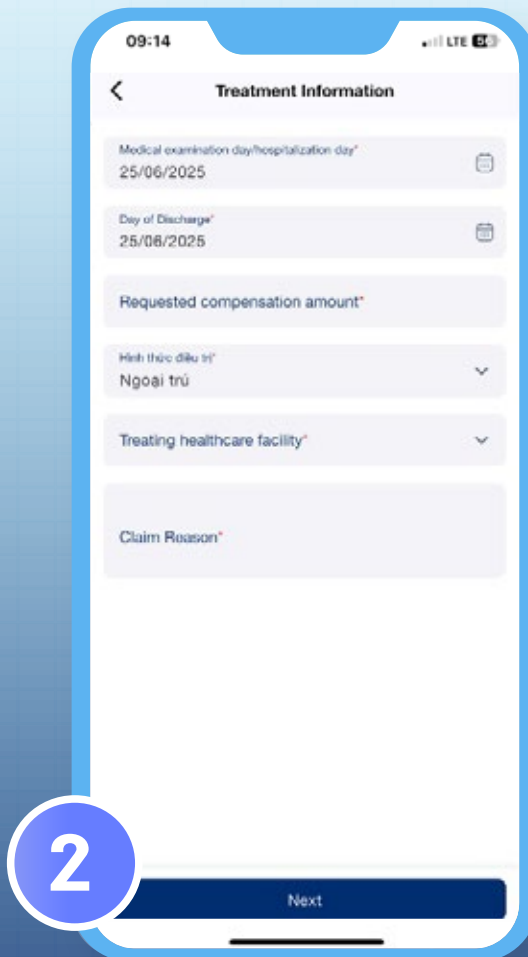




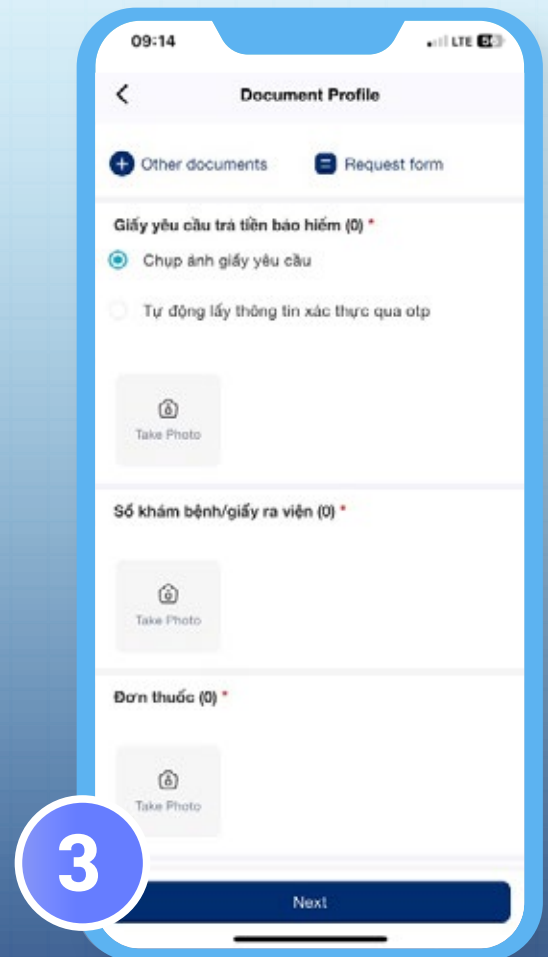
# 3 ONLINE CLAIM SUBMISSION GUIDE



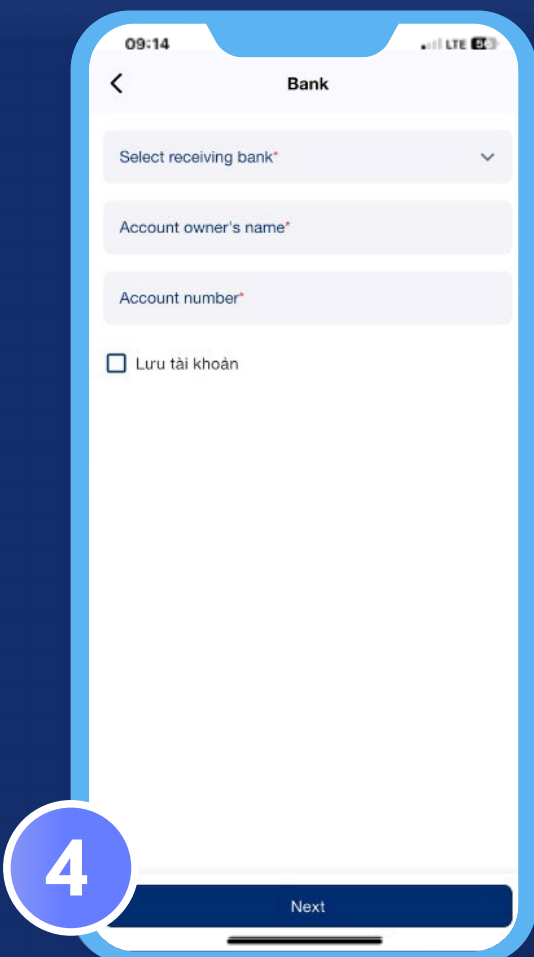
1 Choose who is making the claim: Yourself or a family member



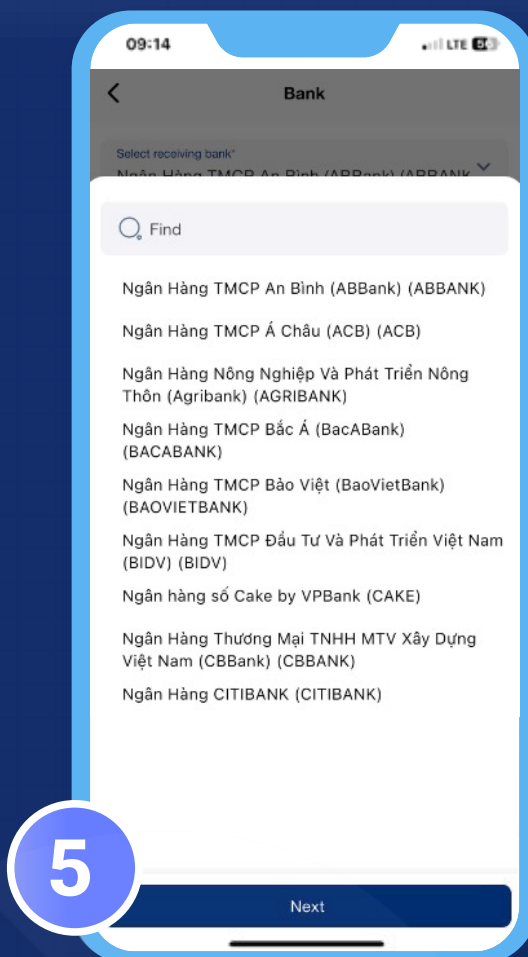
2 Enter the treatment information, then click "Continue"



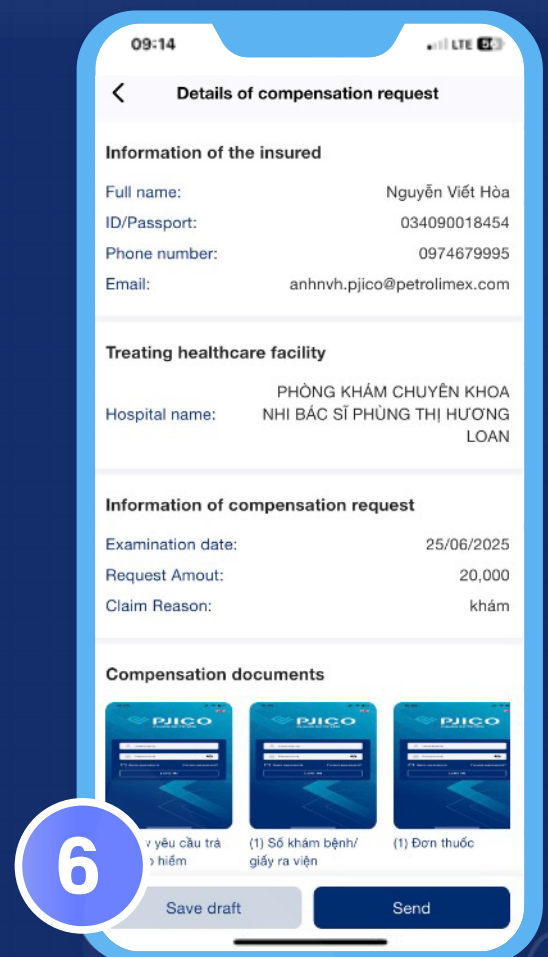
3 Download and complete the claim form with all required information



4 Attach additional supporting documents for each section, then click "Continue"



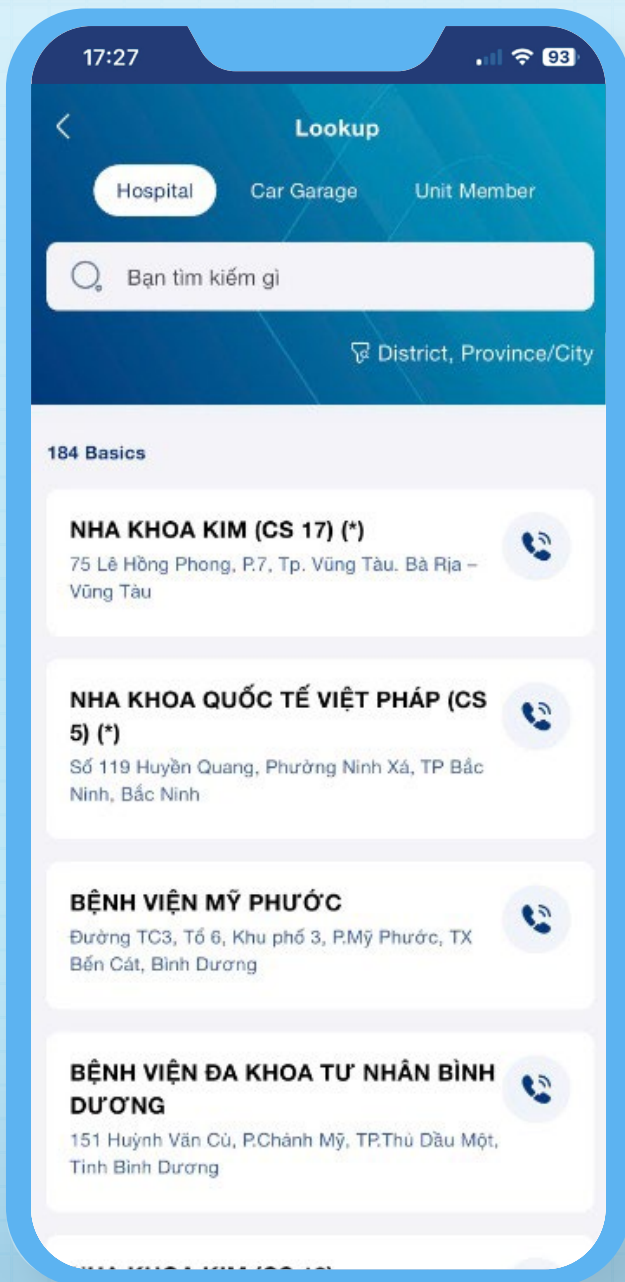
5 Enter the bank account number of the insurance claim recipient, then click "Continue"



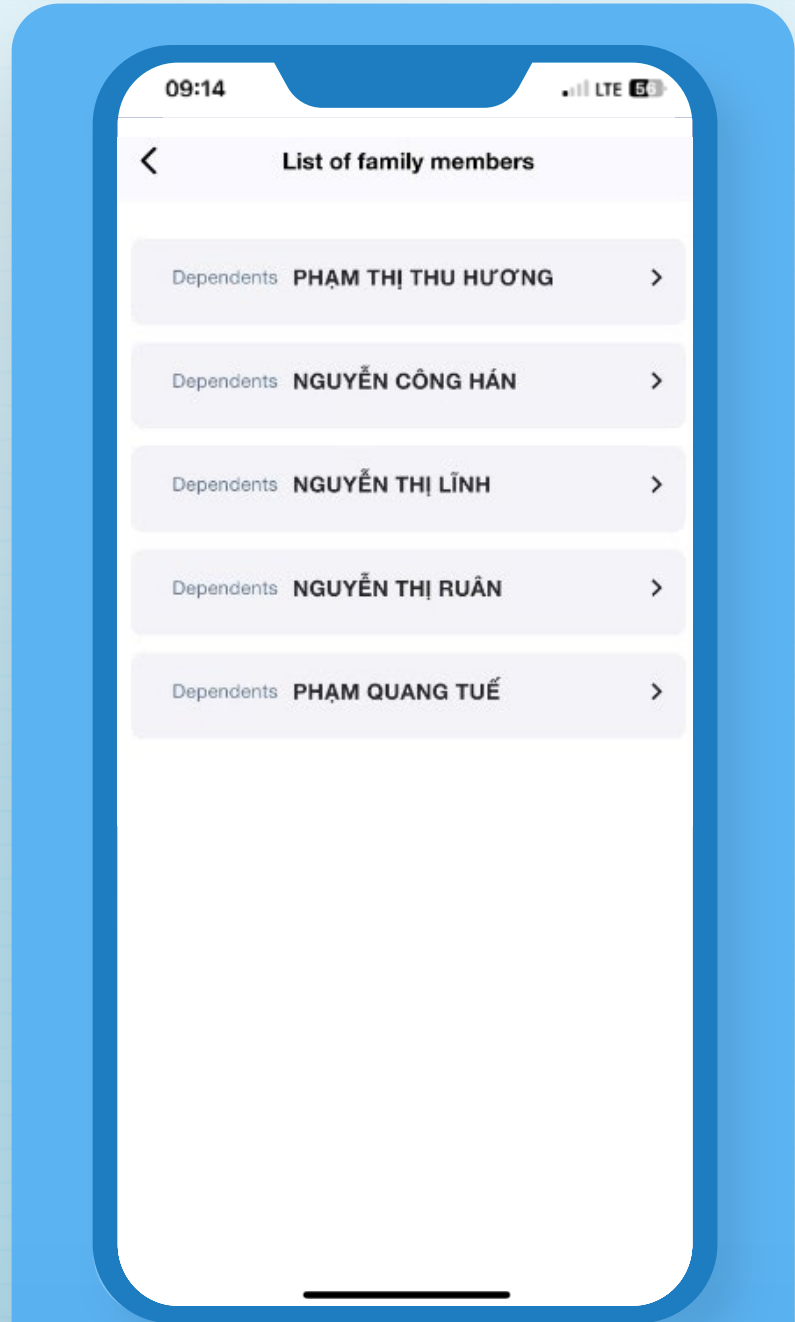
6 Review the information and click "Save Draft / Submit"

# 4 LIST OF MEDICAL FACILITIES

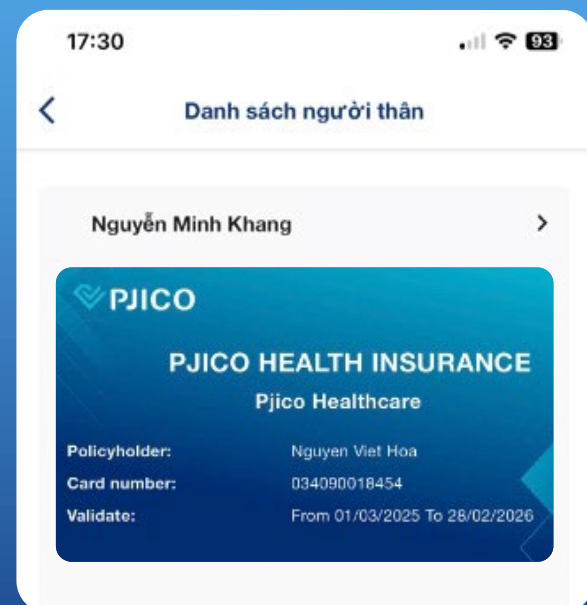
Easily search for medical facilities by province, including inpatient, outpatient, and dental cashless guarantee centers



# 5 LIST OF FAMILY MEMBERS



List of insured family members (if any). The primary insured person can look up insurance cards for their family members

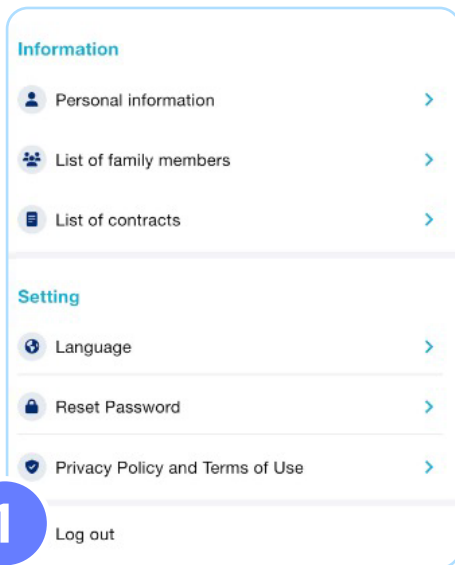


★ Each family member will be issued an insurance card with a unique number



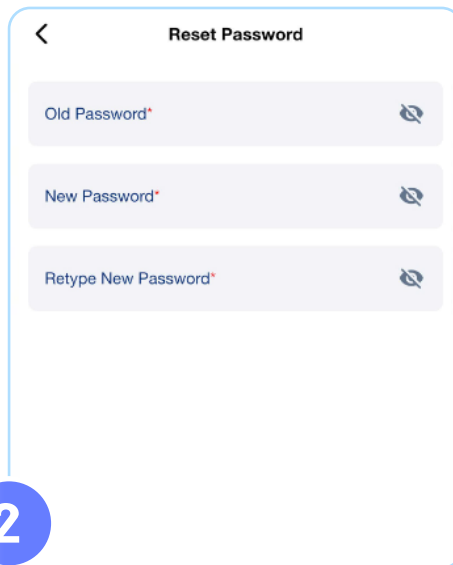
# 6 PASSWORD

## CHANGE PASSWORD



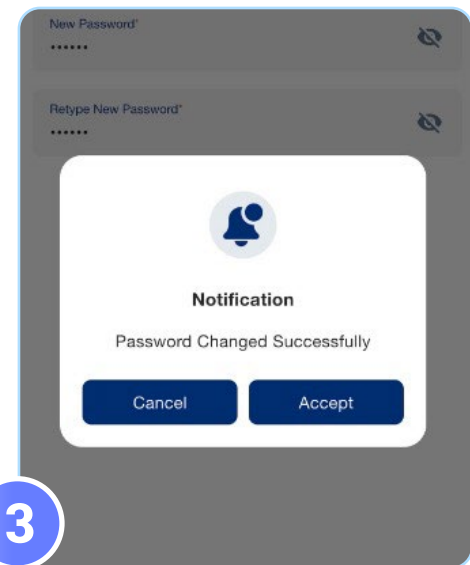
1

In the "Personal" section on the My PJICO App service page, select "Change Password" under "Settings"



2

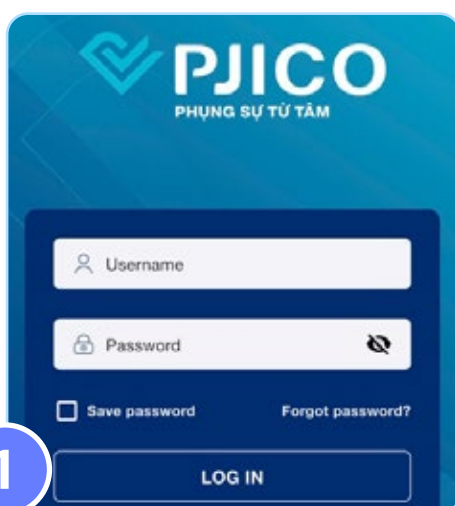
Enter your current password and new password, then select "Update"



3

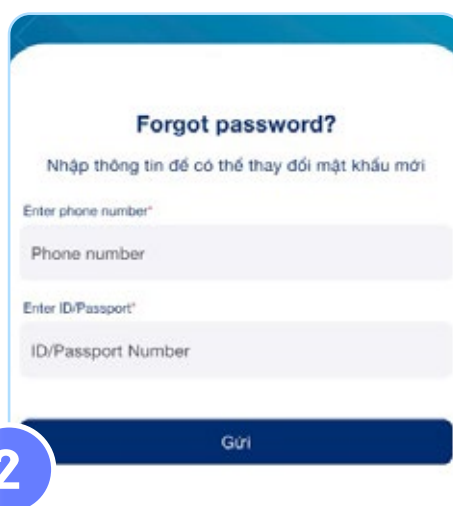
Select "Confirm" to complete the password change

## FORGOT PASSWORD



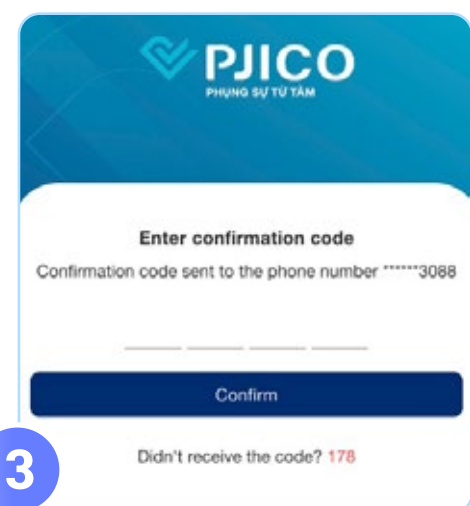
1

Select "Forgot Password"



2

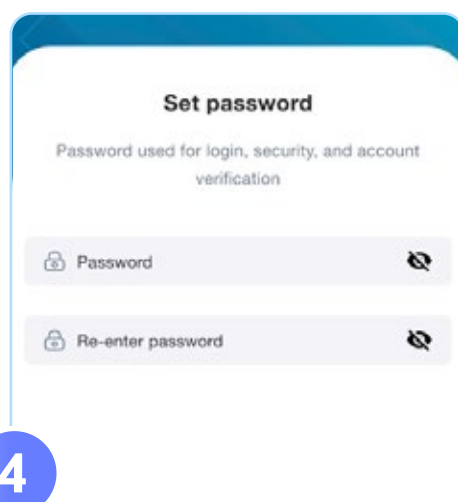
**Phone number:** Enter the phone number you registered when you joined the insurance.  
**ID/Passport number:** Enter the ID/Passport number you registered



3

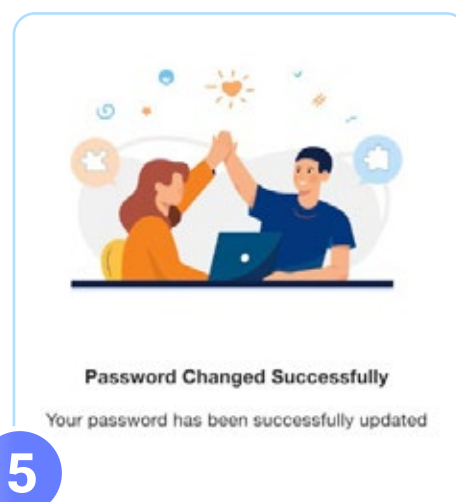
Enter the verification code sent to your phone number, then click "Confirm"

*Note: Enter the verification code within 180 seconds. If you do not receive the code, click "Didn't receive the code" and the system will resend it to you.*



4

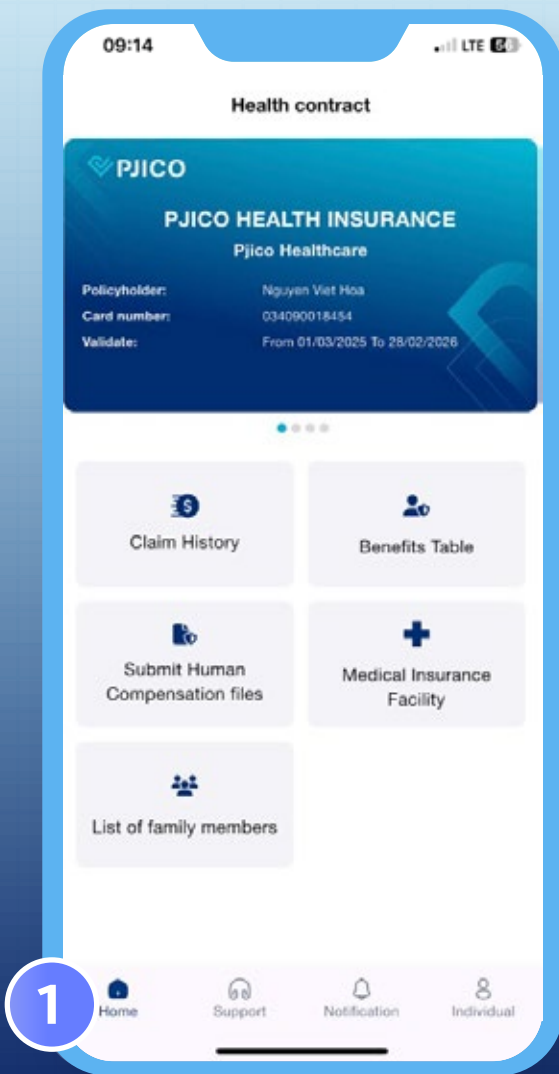
Enter your new password, then click "Next"



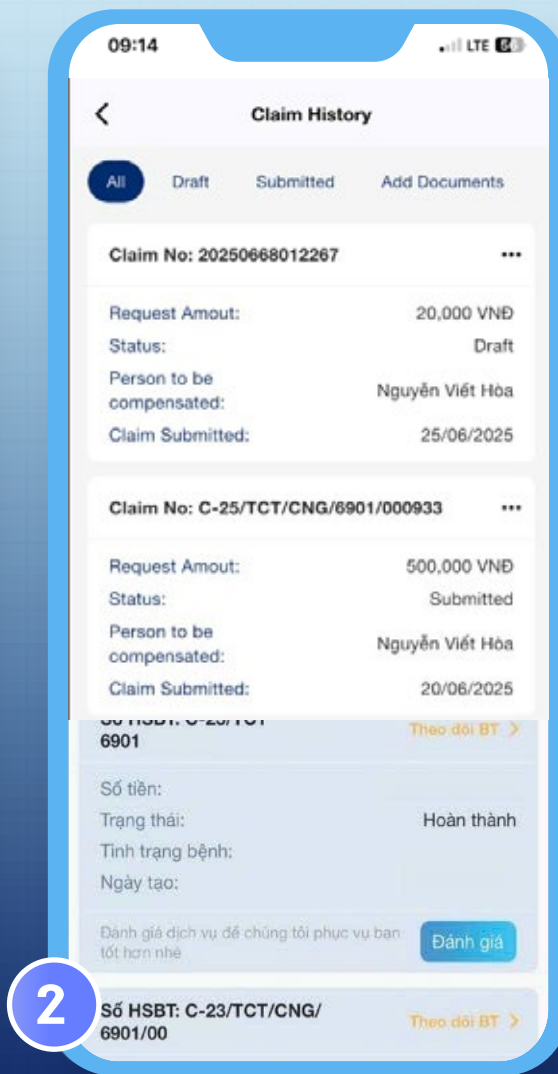
5

After successfully changing the password, the customer selects "Log In" to access the app

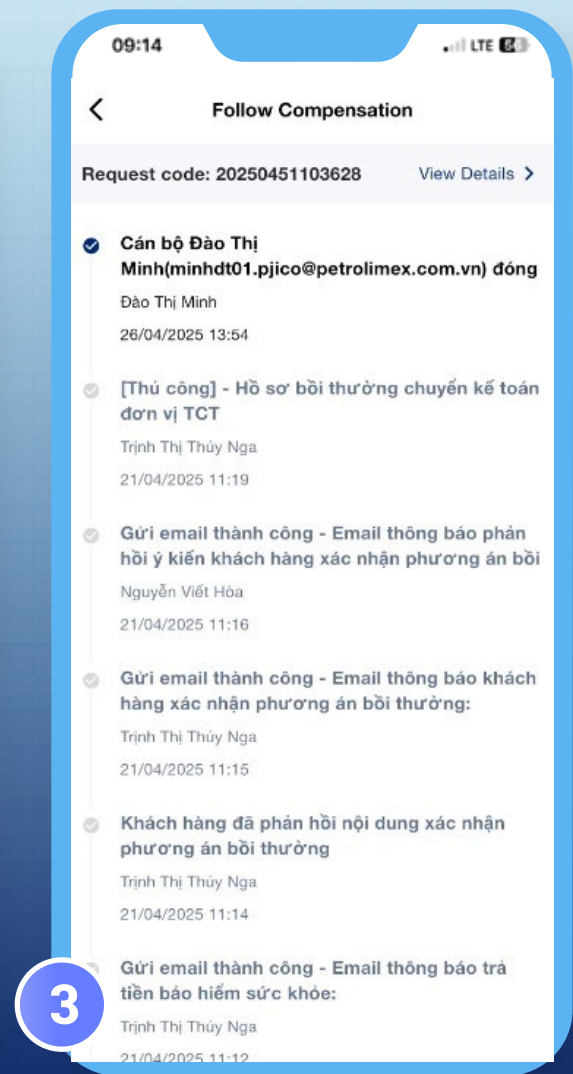
# 7 STEPS TO TRACK THE ENTIRE CLAIM PROCESS



On the service page of the My PJICO App, select "Claim History"



On the Claim History page: The customer selects "Track Claim" to follow the claim processing status



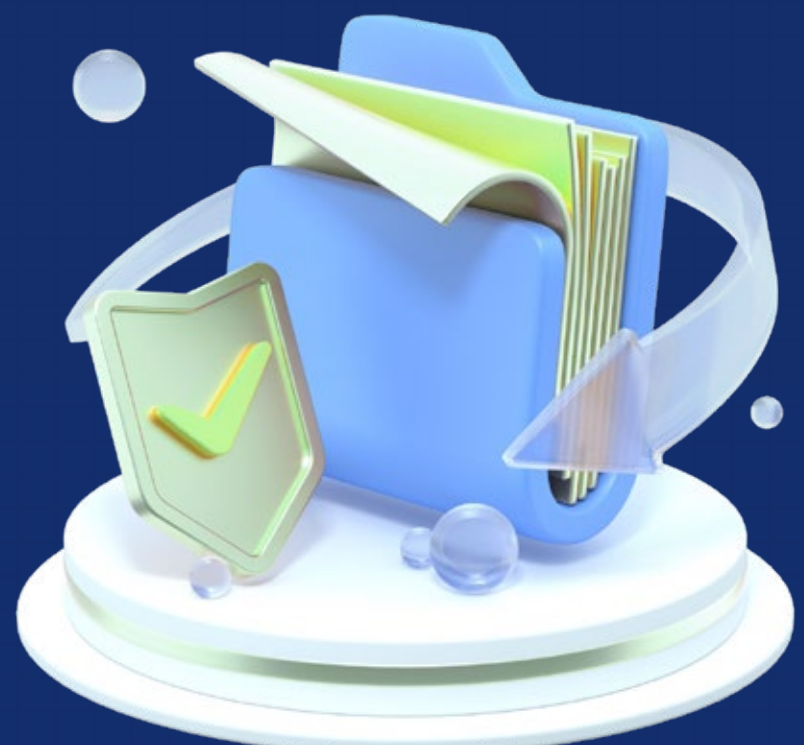
On the "Claim Tracking" page, customers can monitor the entire claim processing progress whenever they have any questions



 Google Play

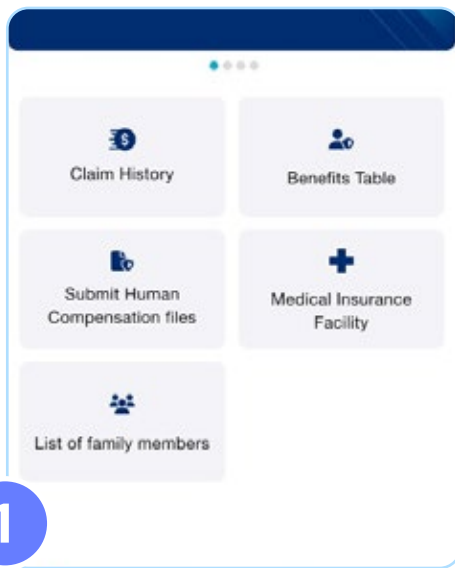
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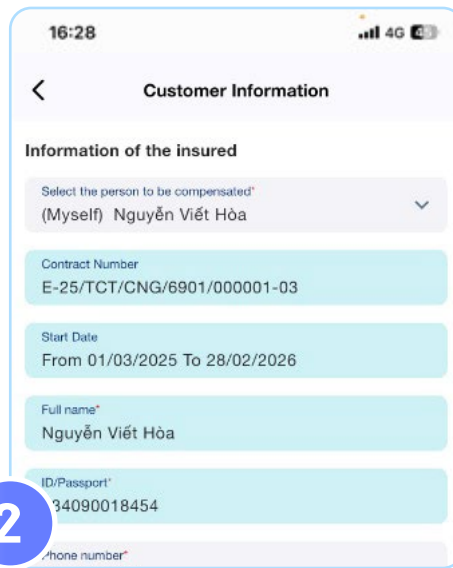
# 8 STEPS TO CREATE AN ONLINE INSURANCE CLAIM REQUEST FORM

(NO NEED TO PRINT OR REUPLOAD)



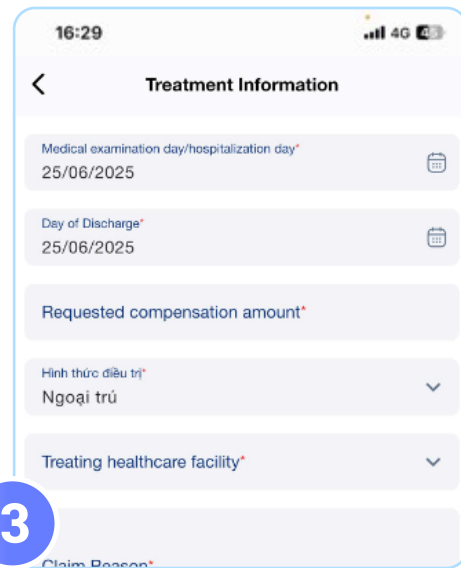
1

On the service page of the My PJICO App, select "Submit Claim Request"



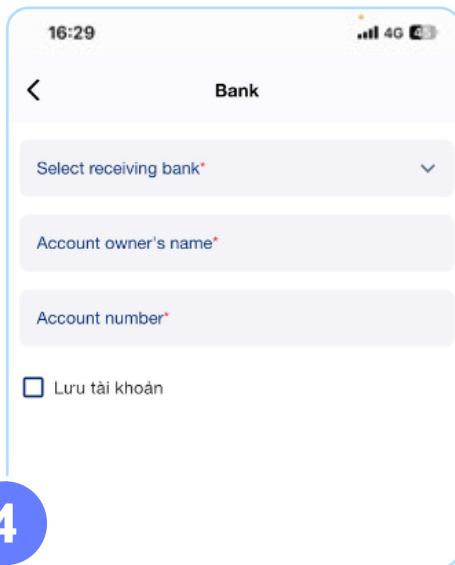
2

Enter the insured person's full information:  
1. Select the claimant: Self or Family member  
2. Fill in the personal details, then click "Continue"



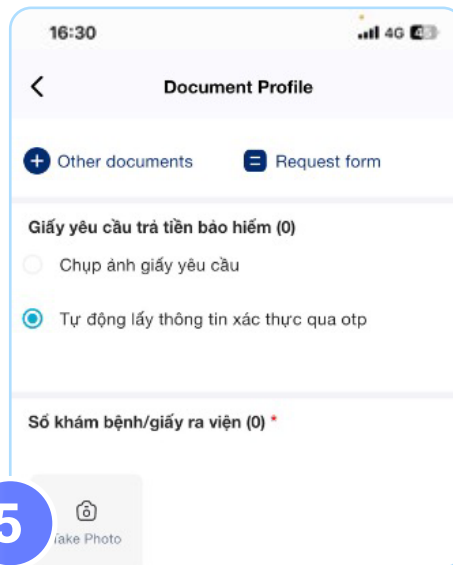
3

Fill in the treatment information completely:  
1. Treatment type: select Outpatient or Inpatient  
2. Medical facility: select the medical facility where treatment was received  
3. Enter the medical condition based on the medical diagnosis, then click "Continue"



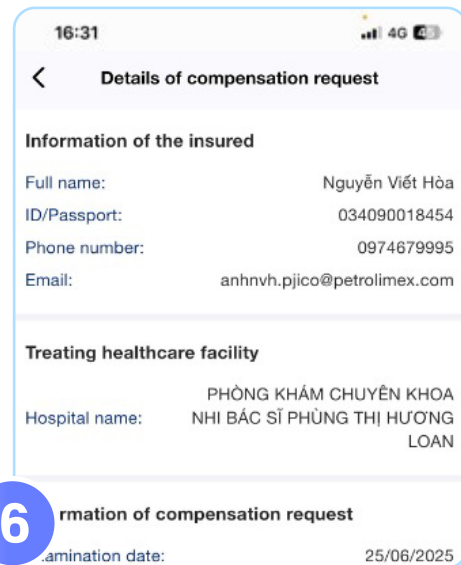
4

Enter complete and accurate bank information, then click "Continue"



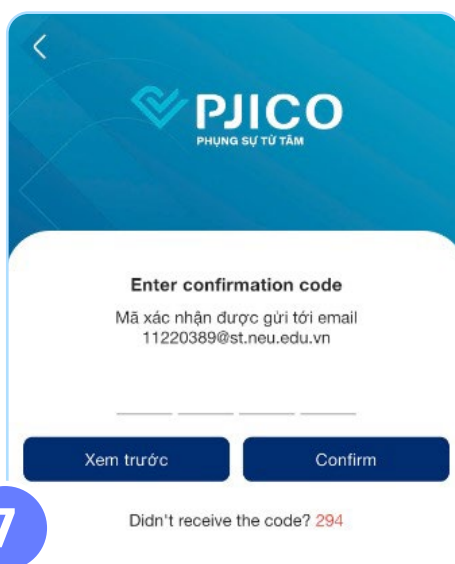
5

For cases where printing and uploading a hard copy of the insurance claim form is not required, customers select "Automatically retrieve verification information via OTP". Customers must take or upload photos of the medical record/hospital discharge paper and prescription. Then click "Continue"



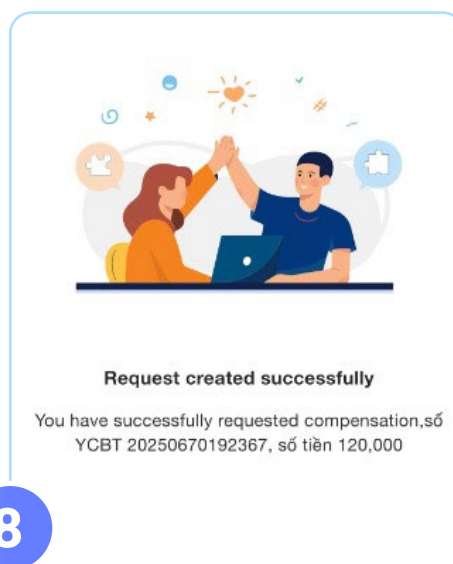
6

The customer carefully reviews the information entered into the app, then selects "Submit"



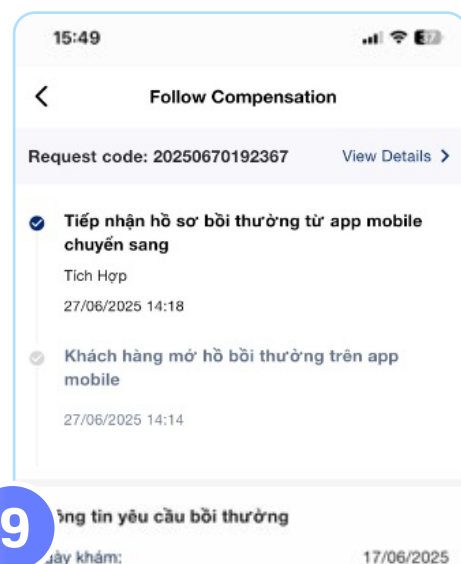
7

Enter the verification code sent to the customer's email/Phone number within 300 seconds. If the code is not received, select "Didn't receive the code."



8

When the claim request is successfully created, the screen will display a notification, then the customer selects "Return to Home Page"



9

Go to the claim tracking section, then select "View Details"



# PJICO

TRUST FROM HEART



**Scan**  
**the QR code now!**

Call for information support

**Benefits**

📞 **1900 54 54 55**

**Hospital fee guarantee**

📞 **0917 791 115**



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