

User Guide

MyGBG Mobile App

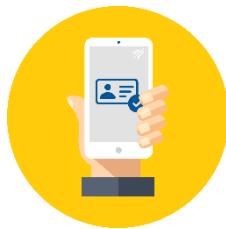


WELCOME!

Welcome and thank you for choosing Global Benefits Group (GBG) as your medical insurance provider. We developed **MyGBG** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

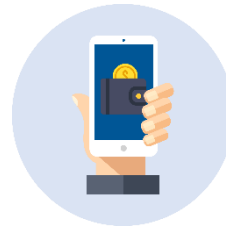
- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policy holder and dependents
- Contact customer service via phone or email

NEW FEATURES



Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.



iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week
with GBG Assist: +1.786.814.4125

Member Login

Once the app is downloaded, you can login to the mobile app by entering your **Member ID** and the **Last Name** as listed in your policy documents.

You have the option for the app to remember your login information by making sure **“Remember Me?”** is on.

MEMBER NUMBER

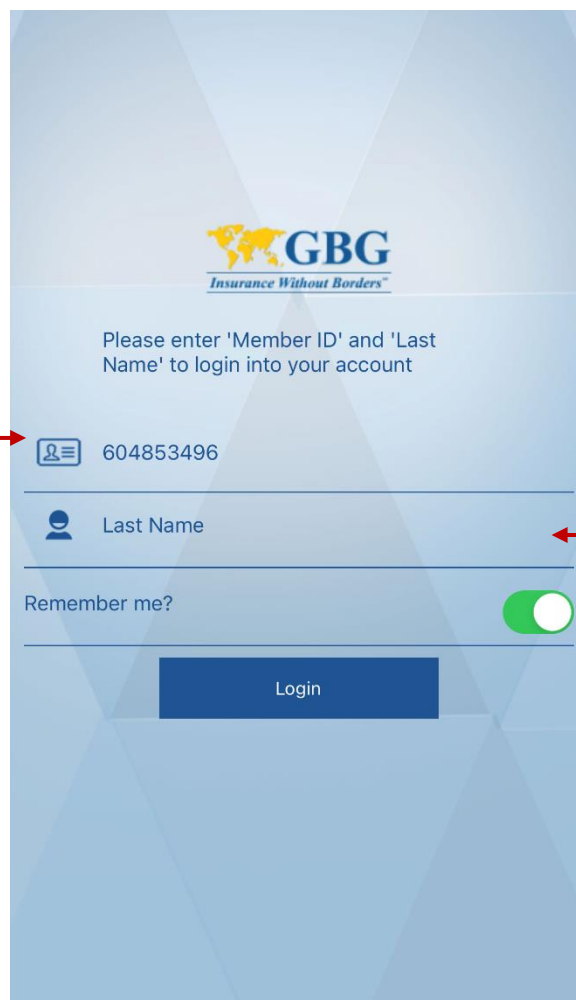
This is also known as your:

Member ID #

GBG Member ID #

Provider ID #

You can find this number in your policy documents or hard copy ID card if you have one.



LAST NAME

Type your last name how it appears on your ID card and policy documents.

REMEMBER ME?

Have this turned on to auto-populate your login information.

Homepage

Once you login, you can access these features from home screen:

- ID Card
- Policies
- Contact Us
- Logout

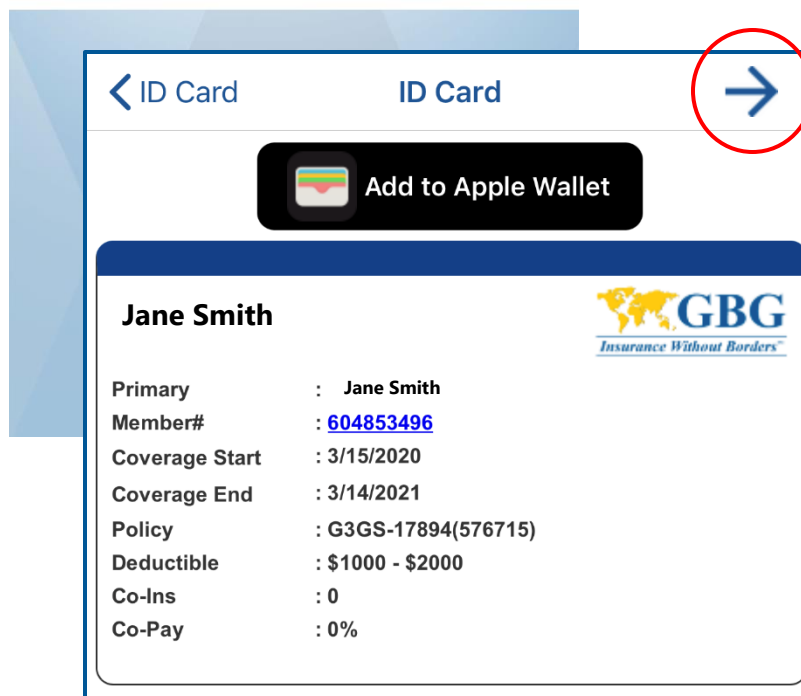
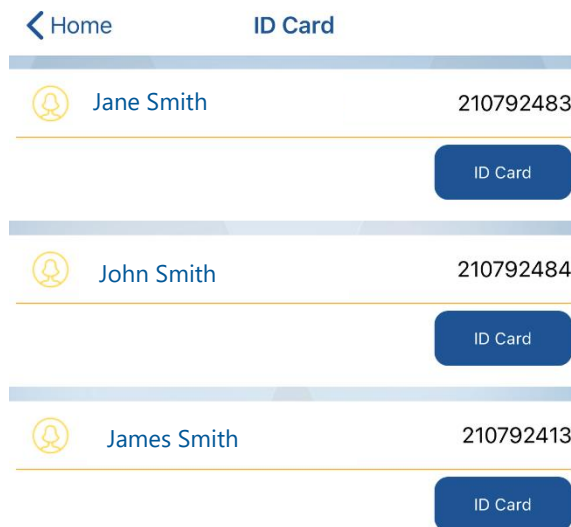
Read the pages below for more detail on each feature.



ID Card

Have your Member Id card with you at all times with **MyGBG**.

- The **ID Card** screen will display the **name** and the **Member ID #** for each family member.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.

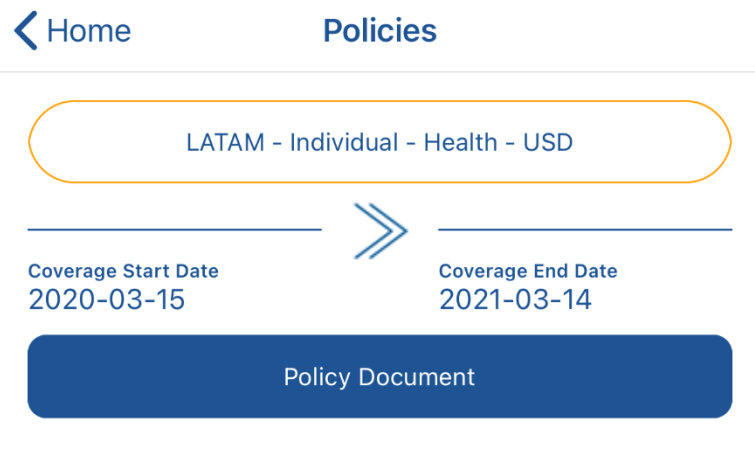


Click arrow to view
BACK of ID Card

POLICIES

This screen will list all your policy documents in all policy coverage periods that you are enrolled in. If you have multiple coverage periods or multiple policies with GBG, this will also be displayed.

- You can click on the **Policy Document** button to download and view the corresponding policy document



< Home Policies

LATAM - Individual - Health - USD

Coverage Start Date
2020-03-15

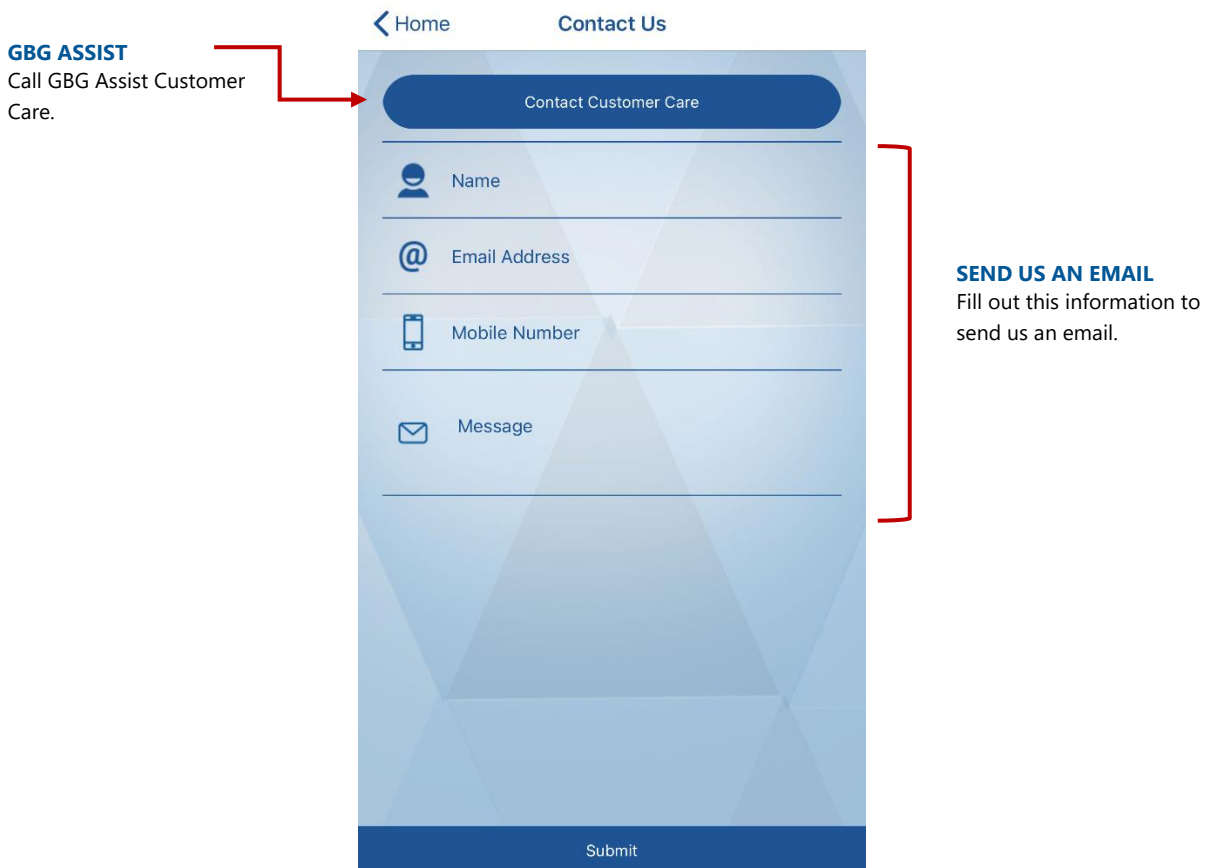
Coverage End Date
2021-03-14

Policy Document

CONTACT US

Enter your contact information and message, then click **Submit** at the bottom of the screen.

If you would like to speak to a GBG Assist customer service representative, click on the **Contact Customer Care** button at the top.



The screenshot shows a mobile application interface for contacting GBG. At the top, there is a navigation bar with a back arrow and the text "Home" and "Contact Us". Below this is a large blue button labeled "Contact Customer Care". To the left of the button, a red arrow points from the text "GBG ASSIST Call GBG Assist Customer Care." to the button. Below the button are four input fields: "Name" (with a person icon), "Email Address" (with an @ icon), "Mobile Number" (with a mobile phone icon), and "Message" (with an envelope icon). To the right of these fields, a red bracket groups them, with the text "SEND US AN EMAIL Fill out this information to send us an email." To the bottom of the form is a blue bar with the text "Submit".

GBG ASSIST
Call GBG Assist Customer Care.

SEND US AN EMAIL
Fill out this information to send us an email.

Questions? Reach us 24 hours a day, 7 days a week
with GBG Assist: +1.786.814.4125