

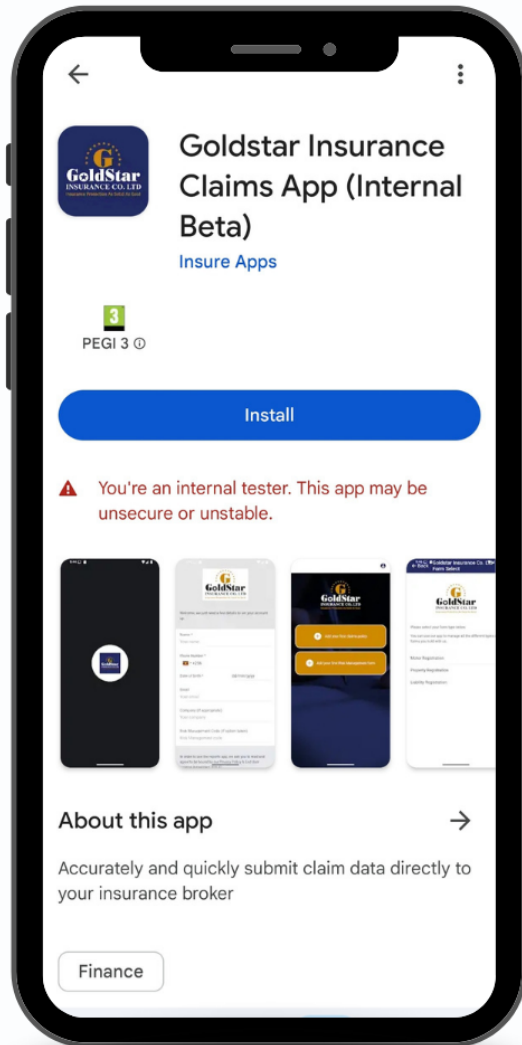

GoldStar
INSURANCE CO. LTD
Insurance Protection As Solid As Gold

Claims App Guide

Goldstar Co. Ltd

1

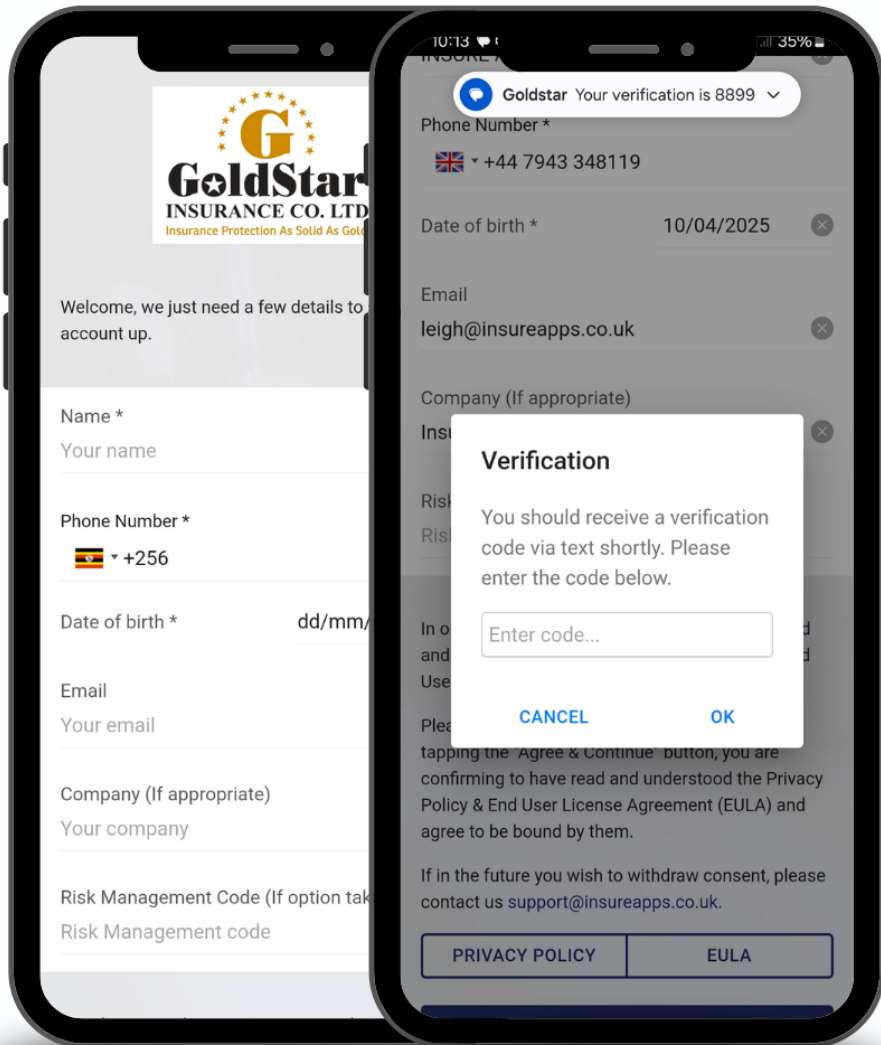
Downloading the Claims App



Open the app store for your device (Apple App Store or Google Play Store) and search for '**Goldstar Insurance Claims App**'.

To download the app, click '**Install**'.

Registering as a User



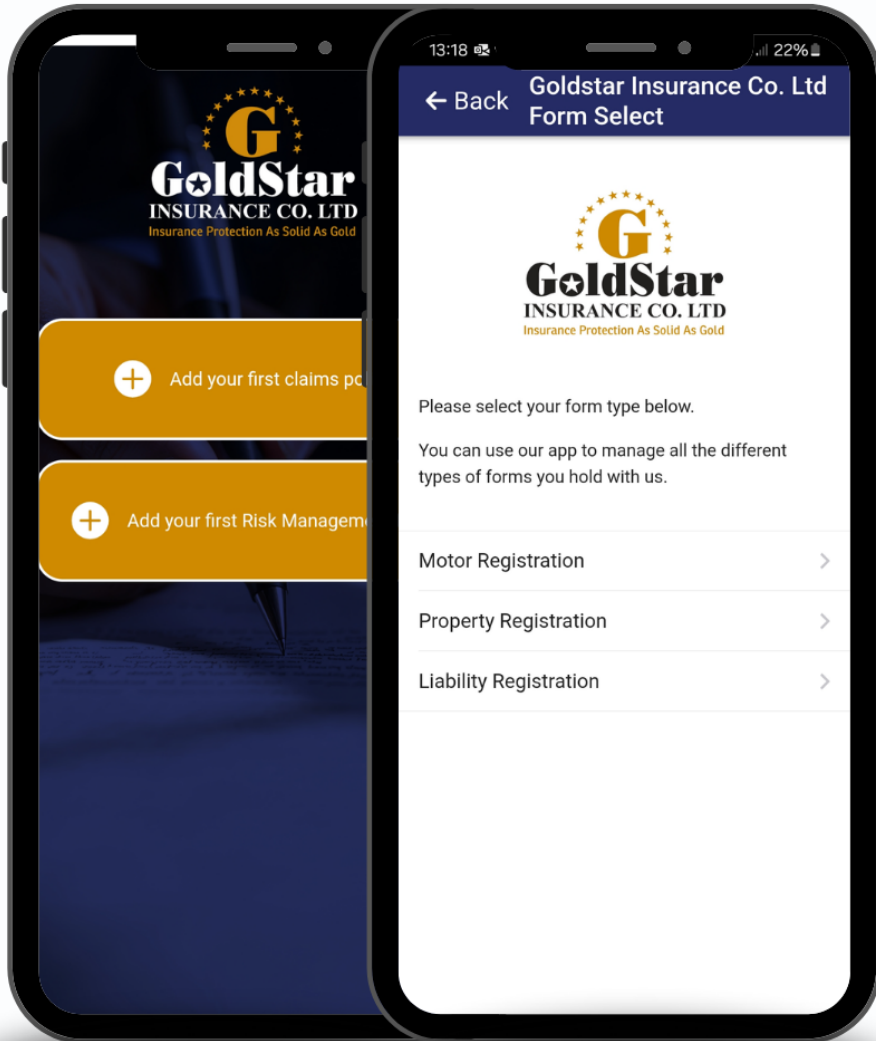
To **register as user**, please open the app and fill out your details in the free text boxes provided.

Please leave 'Risk Management Code' blank.

You will be sent a **4-digit code** to enter and verify the account. Please be sure to enter your mobile number correctly.

3

Adding a Claims Policy Pt.1



From the app homepage, click **'Add your first claims policy'** then select the relevant policy registration.

4

Adding a Claims Policy Pt.2

The image shows two smartphones displaying the GoldStar Insurance app registration form. The left phone shows the 'Form Registration' screen with fields for Policy Number, mobile number, job title, gender, and contact address. The right phone shows a detailed view of the form with fields for Policy Number, Driver mobile, Date passed driving test, and two photo upload fields for the front and back of a license.

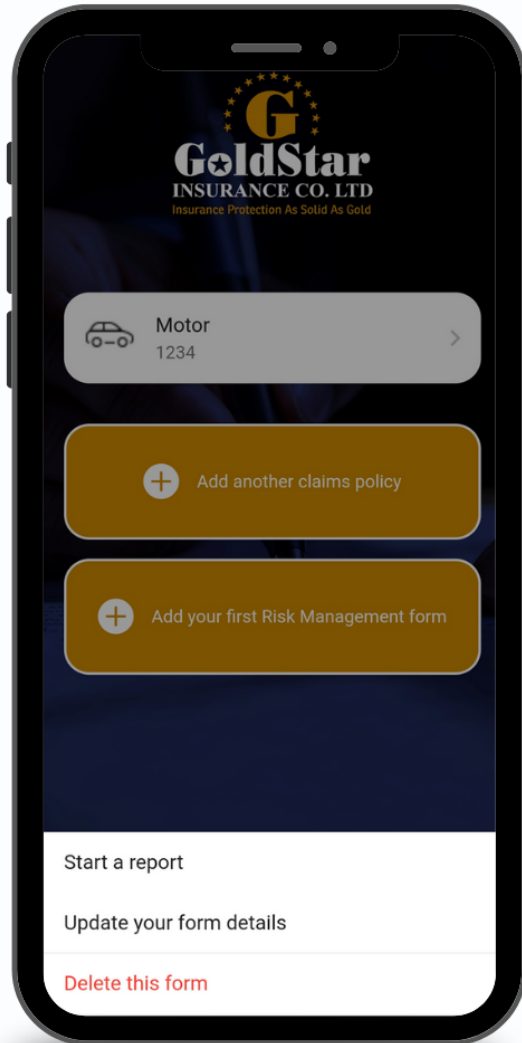
Fill out your details in the free text boxes provided then click **'Submit'**.

Your policy number is provided to you by **Goldstar Insurance Co. Ltd** and is noted below:

Policy Number:

GSI/KA/...../...../YYYY

Reporting a Claim



To report a claim, select the relevant policy from the app homepage then click **'Start a report'**

Follow the on screen instructions to start your report.



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