



Petsure Mobile App User Manual

@2018

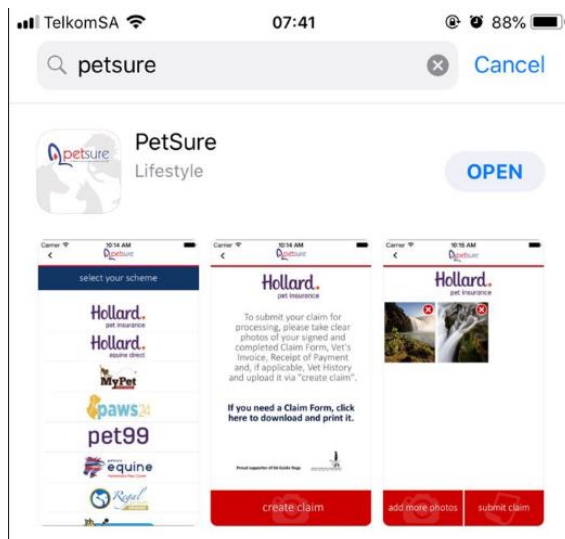
Version 01



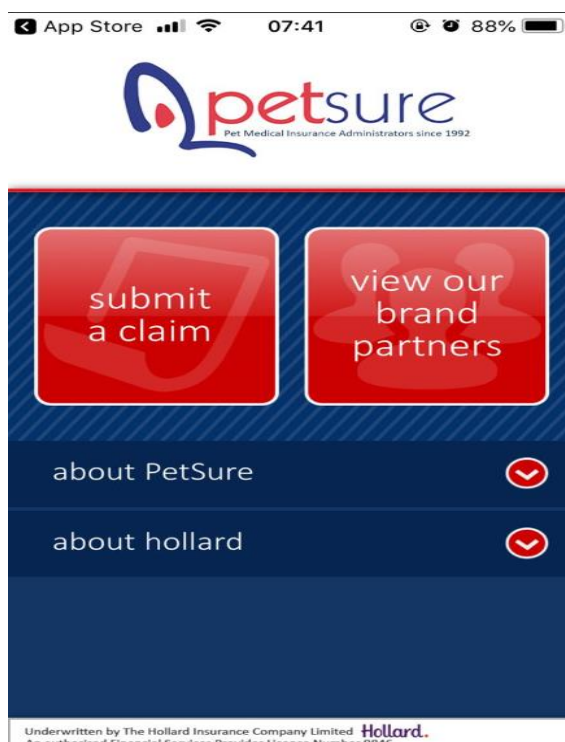
Introduction

This is a guide on how to use the PetSure Mobile App. The application is available for both Android and iPhone and works in the same manner.

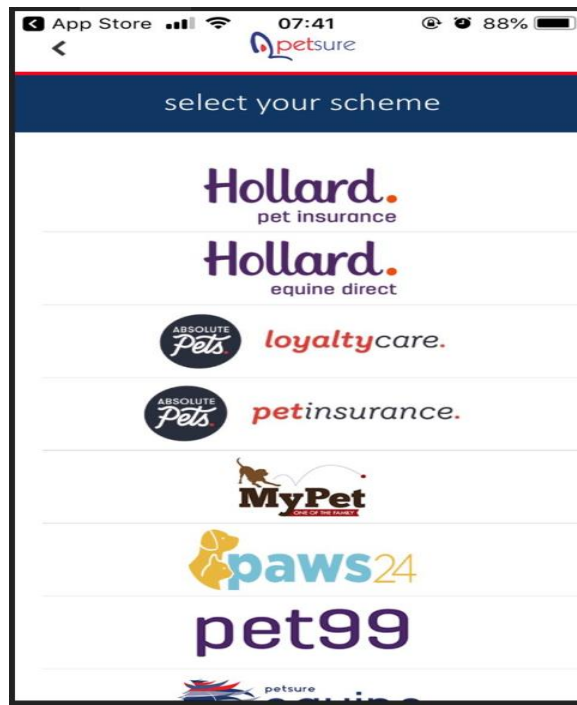
Step 1: Download and install the app from *iStore* or *Play store*



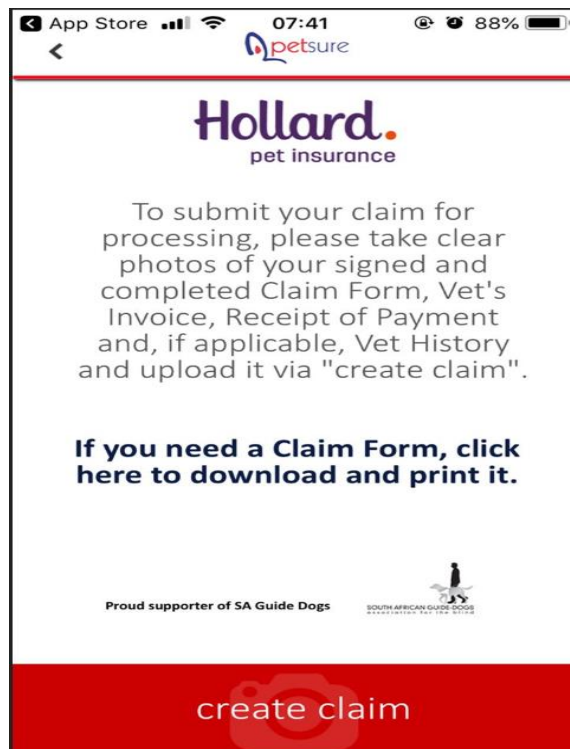
Step 2: To submit the claim, start the installed application, the screen below shall be displayed on your device.



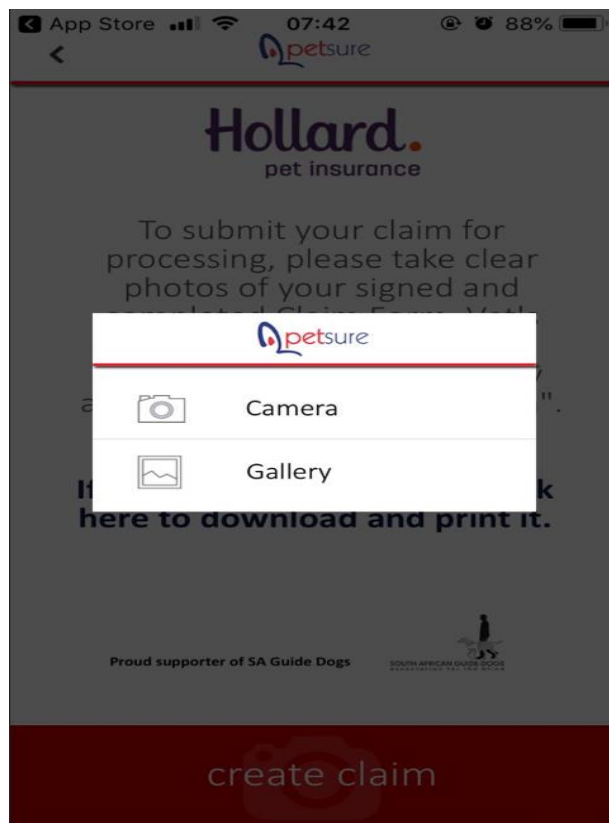
Step 3: Select the **Scheme** applicable to your policy.



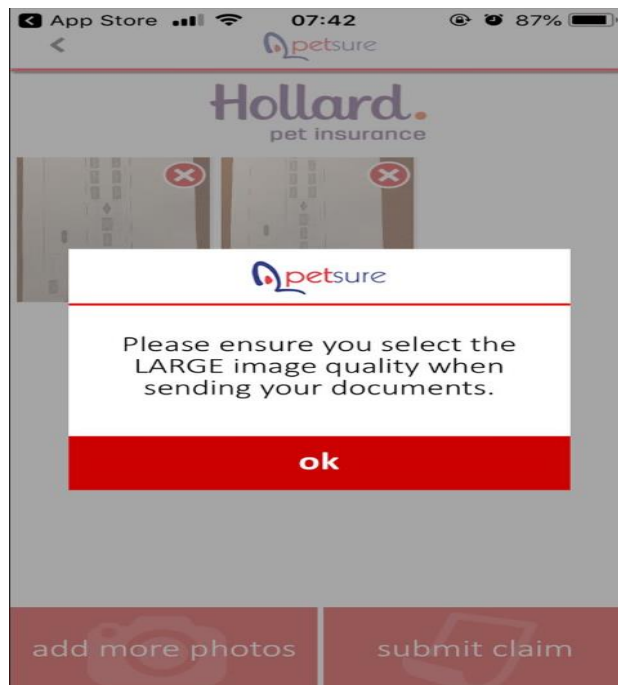
Step 4: Select **create claim** to proceed



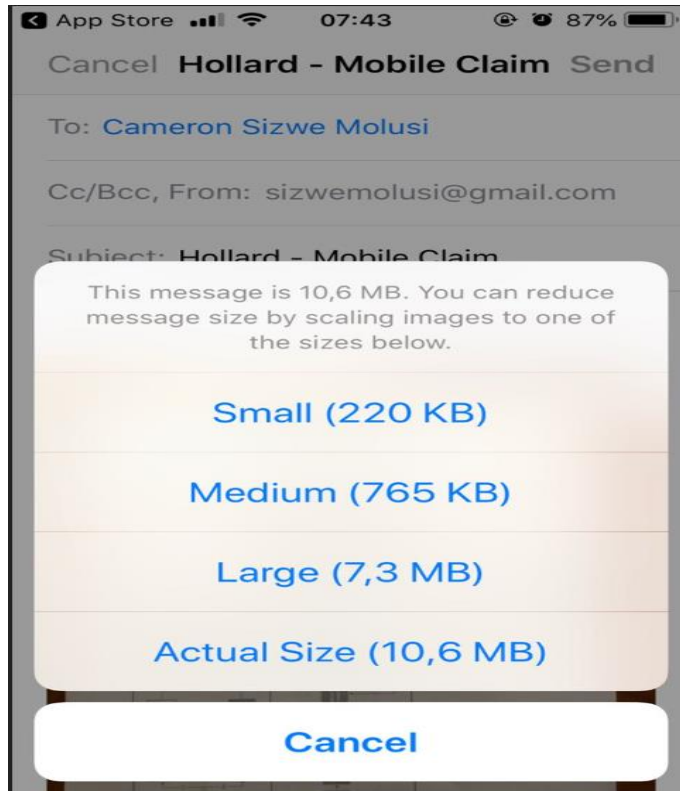
Step 5: Take all pictures of all your documents and submit, if the images are already stored on your phone select gallery and upload.



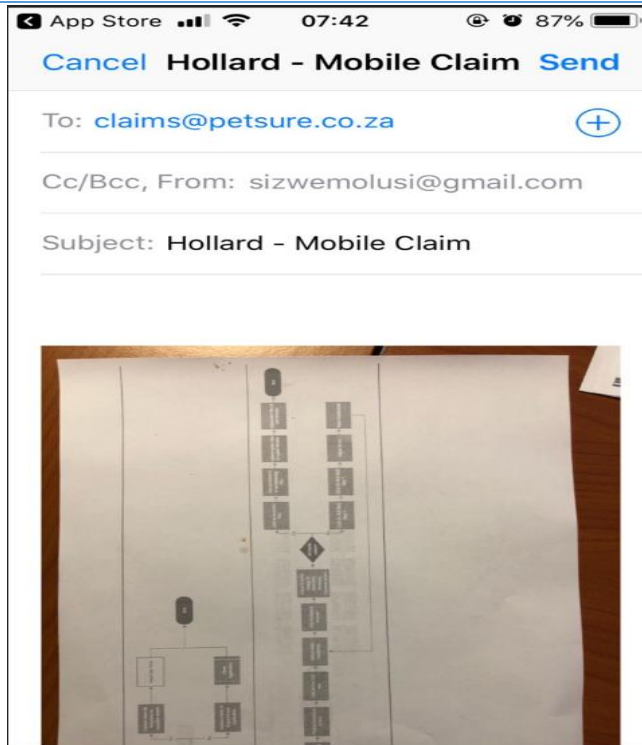
Step 6: Take note of selecting the **large** image quality when sending your documents



Step 7: Review before sending as shown below



Step 8: The App will automatically open an “In App Email” which will auto fill the recipient with claims@petsure.co.za, the scheme with the previously selected Scheme (Step 3) and the words “Mobile Claim”. To successfully submit the claim, press the **Send** button.



Step 9: You will have successfully submitted your documents

