



Online Endorsements



Get Started and register for endorsement online services

Online Endorsements services are designed to help you manage your insurance from the comfort of your home.

Add Member

Up to 10
members

Excel Upload

Edit Member

Up to 10
members

Excel Upload

Cancel Member

Update Policy information

Track Requests

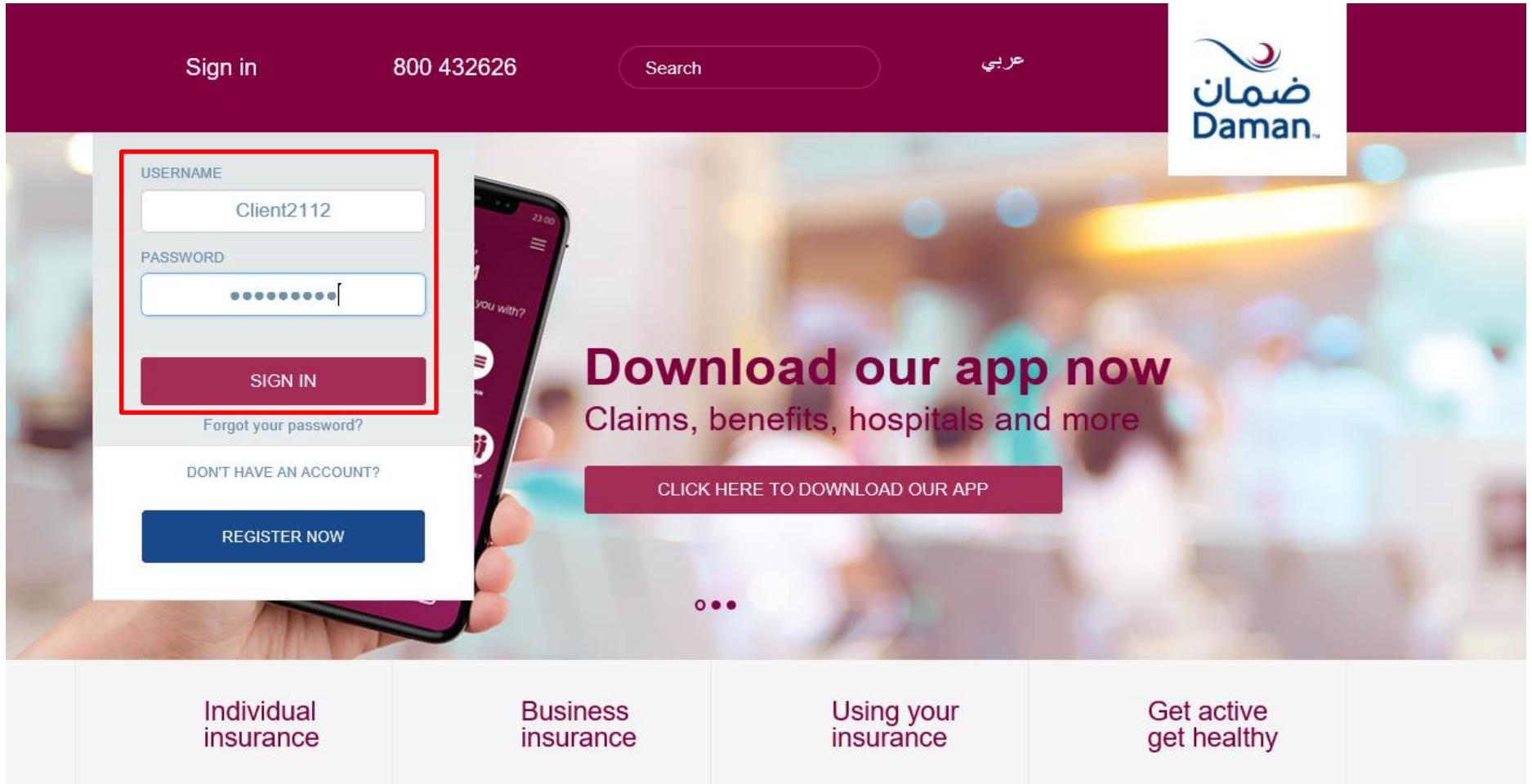
Pending Actions

Get Started

Online Endorsement



Sign in using your username and password



The screenshot shows the Daman website's sign-in interface. At the top, there is a dark red navigation bar with the text "Sign in", the phone number "800 432626", a search bar, and the word "عربي" (Arabic). The Daman logo is also present in the top right corner. The main content area features a sign-in form on the left, which is highlighted with a red border. The form includes a "USERNAME" field with the text "Client2112", a "PASSWORD" field with masked characters, a "SIGN IN" button, a "Forgot your password?" link, a "DON'T HAVE AN ACCOUNT?" link, and a "REGISTER NOW" button. To the right of the form, there is a large promotional banner for the Daman app, with the text "Download our app now" and "Claims, benefits, hospitals and more". Below the banner is a "CLICK HERE TO DOWNLOAD OUR APP" button. At the bottom of the page, there is a horizontal menu with four categories: "Individual insurance", "Business insurance", "Using your insurance", and "Get active get healthy".

Customer details will be displayed



Type of policy can be selected



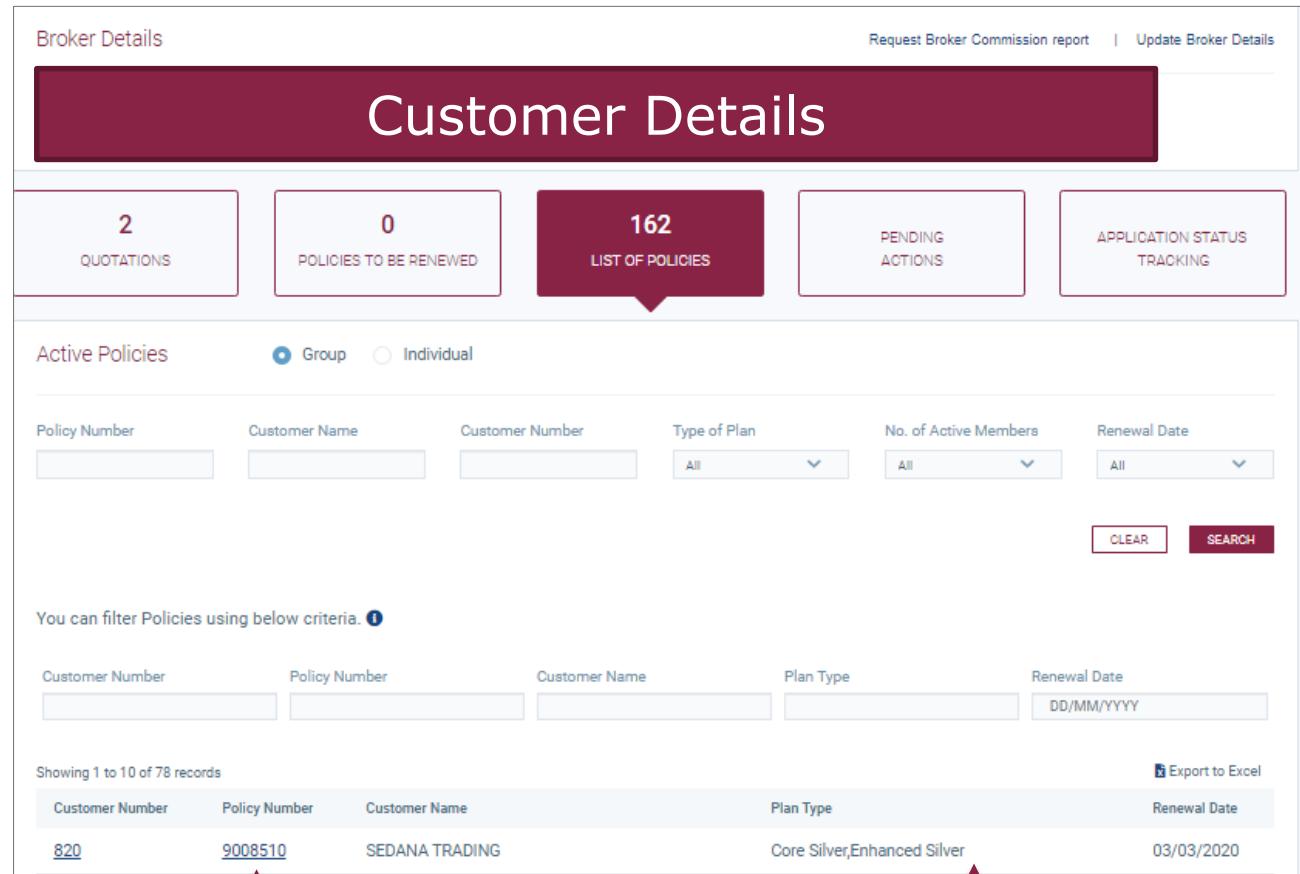
Search for policies by:



- Policy number or
- Customer number or
- Customer name

Filter by:

- Type of Plan
- No of Active Members
- Renewal Date



Broker Details Request Broker Commission report | Update Broker Details

Customer Details

2 QUOTATIONS | 0 POLICIES TO BE RENEWED | **162 LIST OF POLICIES** | PENDING ACTIONS | APPLICATION STATUS TRACKING

Active Policies Group Individual

Policy Number: Customer Name: Customer Number: Type of Plan: No. of Active Members: Renewal Date:

You can filter Policies using below criteria. ⓘ

Customer Number: Policy Number: Customer Name: Plan Type: Renewal Date:

Showing 1 to 10 of 78 records Export to Excel

Customer Number	Policy Number	Customer Name	Plan Type	Renewal Date
820	9008510	SEDANA TRADING	Core Silver,Enhanced Silver	03/03/2020

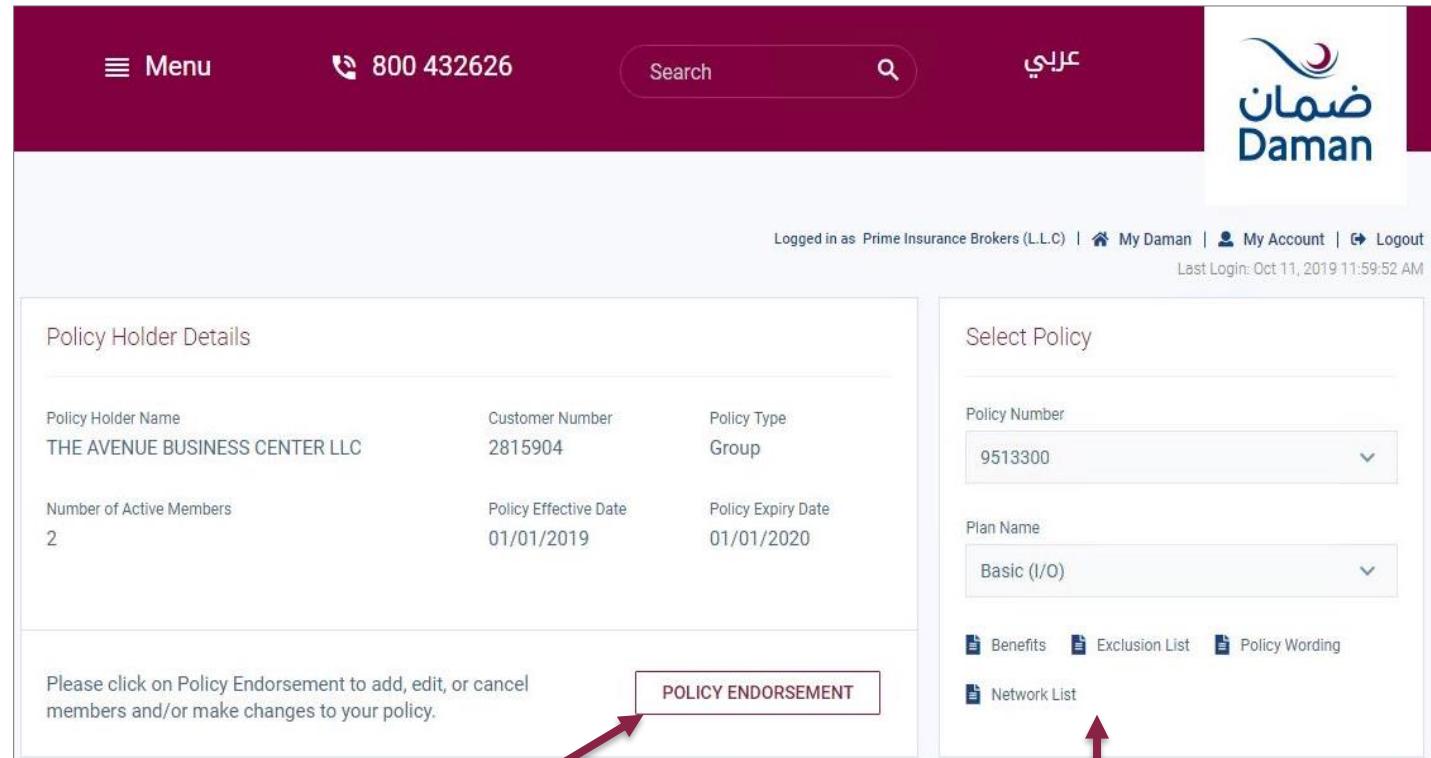
Click on the policy number to view the policy/member details



All policies related to the customer will be listed automatically



Policy/Members Information (1/3)



The screenshot shows the Daman web portal interface. At the top, there is a dark red header with a menu icon, the phone number 800 432626, a search bar, and the word 'عربي' (Arabic). The Daman logo is in the top right corner. Below the header, the user is logged in as 'Prime Insurance Brokers (L.L.C)' with links for 'My Daman', 'My Account', and 'Logout'. The last login time is 'Oct 11, 2019 11:59:52 AM'.

The main content area is divided into two columns. The left column is titled 'Policy Holder Details' and contains a table with the following information:

Policy Holder Name	Customer Number	Policy Type
THE AVENUE BUSINESS CENTER LLC	2815904	Group
Number of Active Members	Policy Effective Date	Policy Expiry Date
2	01/01/2019	01/01/2020

Below the table, there is a text box that says: 'Please click on Policy Endorsement to add, edit, or cancel members and/or make changes to your policy.' A button labeled 'POLICY ENDORSEMENT' is located to the right of this text.

The right column is titled 'Select Policy' and contains a form with the following fields:

- Policy Number: 9513300
- Plan Name: Basic (I/O)

Below the form, there are four links for downloading PDFs: 'Benefits', 'Exclusion List', 'Policy Wording', and 'Network List'.

Customer details will be displayed



Click on Policy Endorsement



Below information lists can be downloaded as PDF:

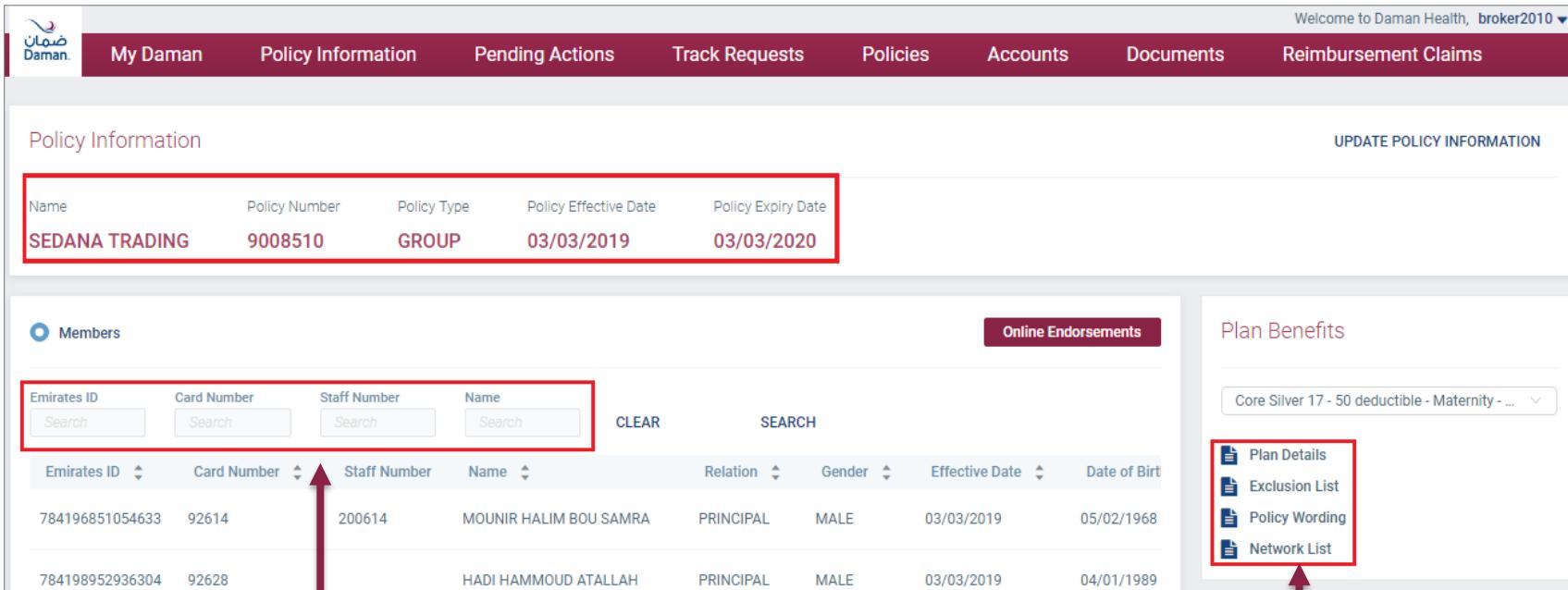


- Benefits: Schedule of benefits
- Exclusion List: General Exclusion for the plan
- Policy Wording
- Network list: List of Hospitals covered for the Policy

Policy/Members Information (2/3)

Policy information along with members list will be displayed as below:

Name, Policy type, Policy effective/expiry date



The screenshot displays the Daman Health web application interface. At the top, there is a navigation bar with the following menu items: My Daman, Policy Information, Pending Actions, Track Requests, Policies, Accounts, Documents, and Reimbursement Claims. The user is logged in as 'broker2010'. The main content area is divided into two sections: 'Policy Information' and 'Members'. The 'Policy Information' section shows a table with the following data:

Name	Policy Number	Policy Type	Policy Effective Date	Policy Expiry Date
SEDANA TRADING	9008510	GROUP	03/03/2019	03/03/2020

The 'Members' section shows a table with the following data:

Emirates ID	Card Number	Staff Number	Name	Relation	Gender	Effective Date	Date of Birth
784196851054633	92614	200614	MOUNIR HALIM BOU SAMRA	PRINCIPAL	MALE	03/03/2019	05/02/1968
784198952936304	92628		HADI HAMMOUD ATALLAH	PRINCIPAL	MALE	03/03/2019	04/01/1989

Red boxes highlight the search filters for Emirates ID, Card Number, Staff Number, and Name in the Members section, and the Plan Benefits section on the right. A red arrow points from the Staff Number search filter to the Staff Number column in the Members table. Another red arrow points from the Plan Benefits section to the Network List link.

Member can be found by searching any of below:

- EID
- Card NO
- Staff NO
- Name

Use Comma (,) for multiple member search. For e.g. "274892, 274893"

Plan Benefits: Below information lists can be downloaded as PDF

- Plan Details: Schedule of benefits
- Exclusion List: General Exclusion for the plan
- Policy Wording
- Network List: List of hospitals covered under a policy

Policy/Members Information (3/3)

UPDATE POLICY INFORMATION “ Policy correction

Downloads

Name : **LEONARDO RODRIGUEZ**

Card Number **6013966** Date **01/10/2018**


Download
Digital Card


Download
Travel Certificate

CANCEL

The Digital certificate and Travel Certificate can be downloaded by clicking the icon under Downloads

UPDATE POLICY INFORMATION

Online Endorsements

Plan Benefits

Abu Dhabi Basic 2019 - 10 deductible - Maternity

- Plan Details
- Exclusion List
- Policy Wording
- Network List

Downloads

The Policy Holder/Broker can request a Statement of Account (SOA) by clicking **Request SOA** button

The Bill summary report for the policy can be downloaded by clicking the **Download Bill Summary Report** button

The digital cards for the Active members can be downloaded in bulk by clicking the **Download Bulk Members Digital Card** button

Member list for the policy can be downloaded by clicking on **Download Active Member List** button

Services


**Download
Bill Summary Report**


Request SOA


**Download Bulk
Members Digital Card**


**Download Active
Members List**

Services – Bill Summary Report

The Broker/Policy Holder can download the Bill Summary report by clicking the **Download Bill Summary Report** button. The Bill Summary Report can be generated only on a monthly basis.

Download Bill Summary Report

Please select the date range to download the report. Note that the Bill summary report can only be generated on monthly basis.

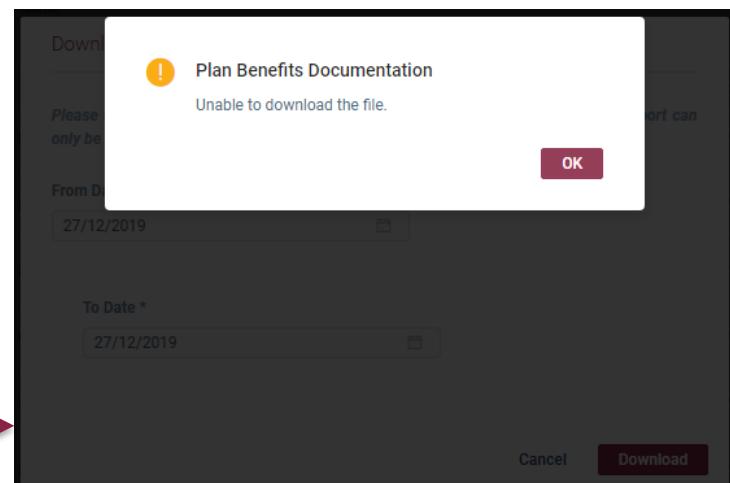
From Date *

To Date *

Cancel Download

1. Enter the **From Date** and the **To Date** for downloading the report for a particular month
2. Click Download

If the provided date range is not valid or if there is no bill summary report present for the mentioned duration, this message will be displayed



An Excel sheet will be downloaded with all the details of the Insurance Policy and the Customer.

A	B	C	D	E	F	G	H	I	J	K	L
Bill Numbl	Bill Referenc	Insurance Company Numbe	Insurance Company Nam	Customer Numbl	Customer Name	Issue Da	Due Da	Creation User Numbl	Creation User Name	Creation Da	Payment Method Cod
7619355	7221500	1	Daman PJSC	2815904	THE AVENUE BUSINESS CENTER LLC	22/01/2019	22/01/2019	3160	dana.aljneibi	22/01/2019	A
7619355	7221500	1	Daman PJSC	2815904	THE AVENUE BUSINESS CENTER LLC	22/01/2019	22/01/2019	3160	dana.aljneibi	22/01/2019	A

Services – Digital Card (Bulk) & Active Members List

The digital cards for the active members can be downloaded at once using the **Bulk Download Digital Card** option.



Warning
Contact to customer support.

OK

The digital cards will be downloaded in a .zip file. A warning will be displayed if there are no digital cards present.

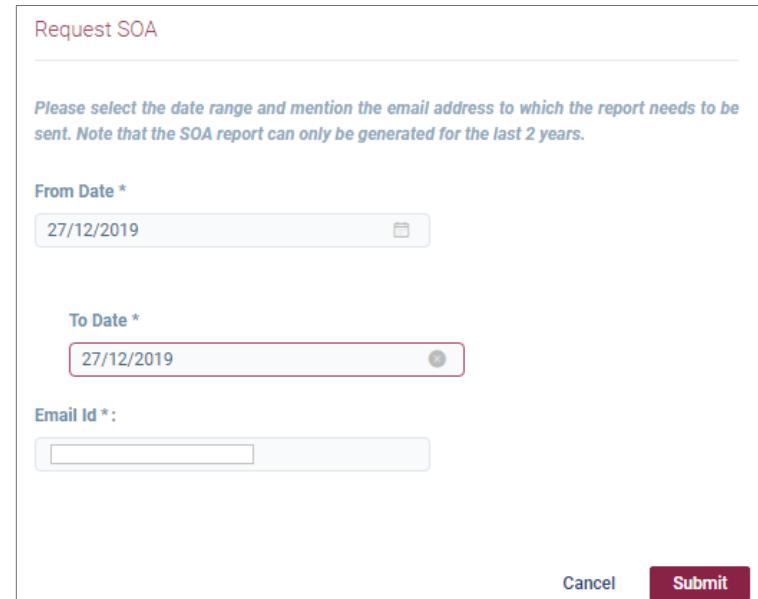
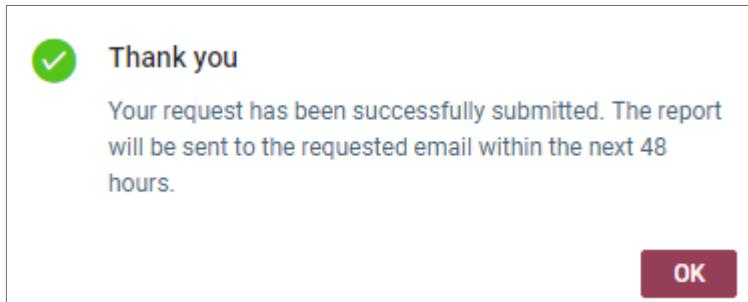
Member list for the policy can be downloaded by clicking the **Download Active Member List** button. Policy/Members information will be displayed on Excel sheet with all details.

Policy Members List																						
Policy Holder:		HAVANA CAFÉ & RESTAURENT																				
Policy No:		8209510							Cutomer No:		2407											
Effective Date:		01/09/2018							Cancellation Date:													
Expiry Date:		01/09/2019							Classification:		Government											
Sales Location:		Corporate Sales Center																				
Sales Entity:		Mepa Gulf Ltd																				
Total Premium:		271496.43							Error Check													
Package Description	Member Status	Member Number	Member First Name	Member Middle Name	Member Last Name	Arabic First Name	Arabic Middle Name	Arabic Last Name	Member Enrolment Date	Member Effective Date	Member Cancellation	Gender	Age	Relation	Principal Number	Principal Name	Member External Referen	Staff Number	Department Code	Department		

Services – Request SOA

The Statement of Account (SOA) can be requested by the Broker/Policy holder. **The SOA report can be generated only for the last two years.**

1. Enter the **From Date** and the **To Date**
2. Enter the **Email Id**. An email notification along with the report will be sent to the respective email id
3. Click Submit



The form is titled "Request SOA" and contains the following elements:

- A blue instruction text: "Please select the date range and mention the email address to which the report needs to be sent. Note that the SOA report can only be generated for the last 2 years."
- A "From Date *" field with a date picker showing "27/12/2019".
- A "To Date *" field with a date picker showing "27/12/2019".
- An "Email Id *" field with an empty text input box.
- At the bottom right, there are two buttons: a grey "Cancel" button and a red "Submit" button.

A Thank you popup will be displayed and the report will be sent on the provided email ID.

Services – SOA Notification

The SOA report will be sent to the Policy holder/ Broker within 48 hours of request. They will receive the following email with the statement as attachment.

 Daman_Statement_State...
3 KB ▼

Download

Dear Partner,

Kindly find attached your Daman - Statement Statement Ledger Report for period from 31-Dec-19 to 31-Dec-19.

If you have any questions please contact your Relationship Manager at Daman.

Note: This email is sent from an automated mailbox and does not accept incoming emails.

Thank you,

National Health Insurance Company - Daman

Update Policy Information "Policy correction"

A window will be displayed with following information:

Update Policy Information

Policy Holder Name
HAVANA CAFE & RESTAURANT

Email*
Email

Mobile Number*
000

Address
address

Branch
Corporate Sales Center

PO Box*
33066

City/Emirate*
Abu Dhabi

Region*
ABU DHABI

Country*
UAE

Telephone Number 1
971504164851

Telephone Number 2
+97155555555

Fax Number
026766605

Contact Person*
ASHA SHETTY

Nature of Business*
Hospitality

Endorsement Notification Emails (up to 5 e-mails)
zamzam.almazooqi@damanhealth.ae × + New Email

CANCEL **SUBMIT**

Policy Holder Name & Branch, cannot be updated

This feature helps to update policy information which do not have any impact on premium.

Endorsement Notification e-mail will be sent to the mentioned email IDs.

Maximum of five email IDs can be added to receive the e-mail notifications

Amendment of email IDs can be done in the same page as well.

Update Policy Information "Notification"

After successful submission of the endorsement, email will be sent to the provided IDs with reference number for further tracking.



stg.DamanOnlineServices@damanhealth.ae

Thu 8/2/2018 11:47 AM

Mark as r

To: Gupta Shikha;

Dear Customer,

Thank you for your online endorsement request – Policy Correction - EDSN18080200009

Your application reference number is EDSN18080200009 .Please use this number to check the latest status of this request using the tracking service on [www.damanhealth.ae/eDamanApp/loadMyPortalPage.action]Online Tracking

We will review the information submitted with this request and contact you if further information is required.

Your application will be processed in 4 working days.

For more information, please call us on 800432626.

Regards,

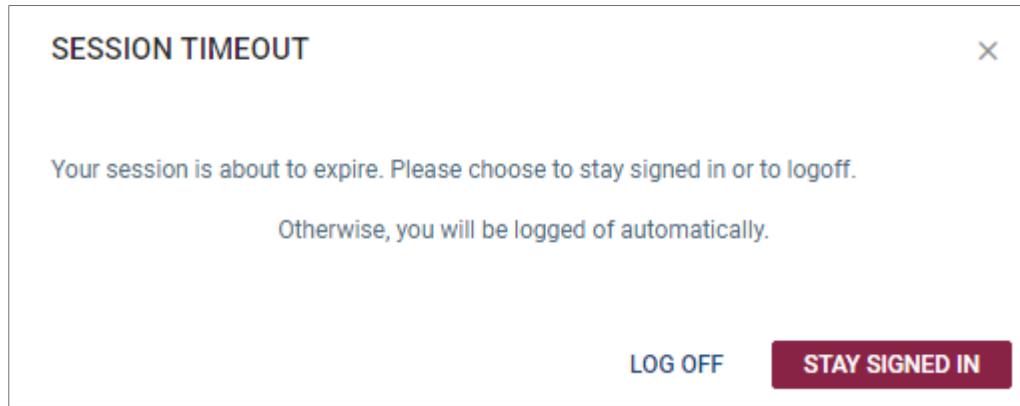
Online Services

National Health Insurance Company - Daman

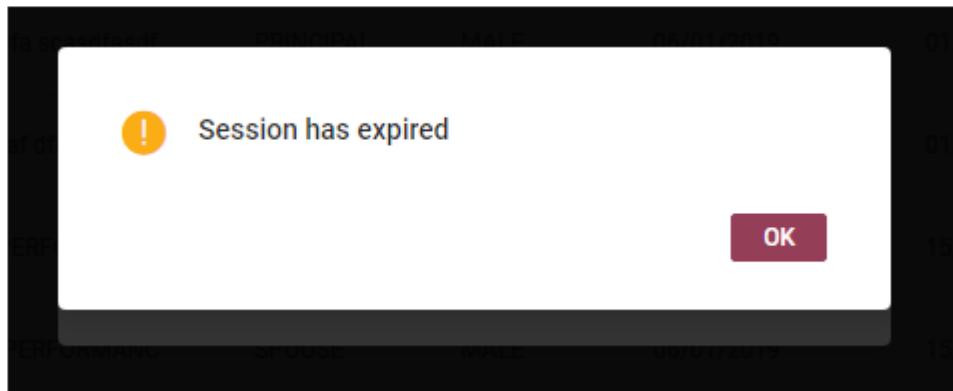
Please note that this message is sent from an automated email address and is not able to receive any emails.

Session Timeout

If no activity is performed for 25 minutes, a **Session Timeout** popup will be displayed on the screen.



The policy holder/broker will be logged off directly after 5 mins of no activity post the Session Timeout message.

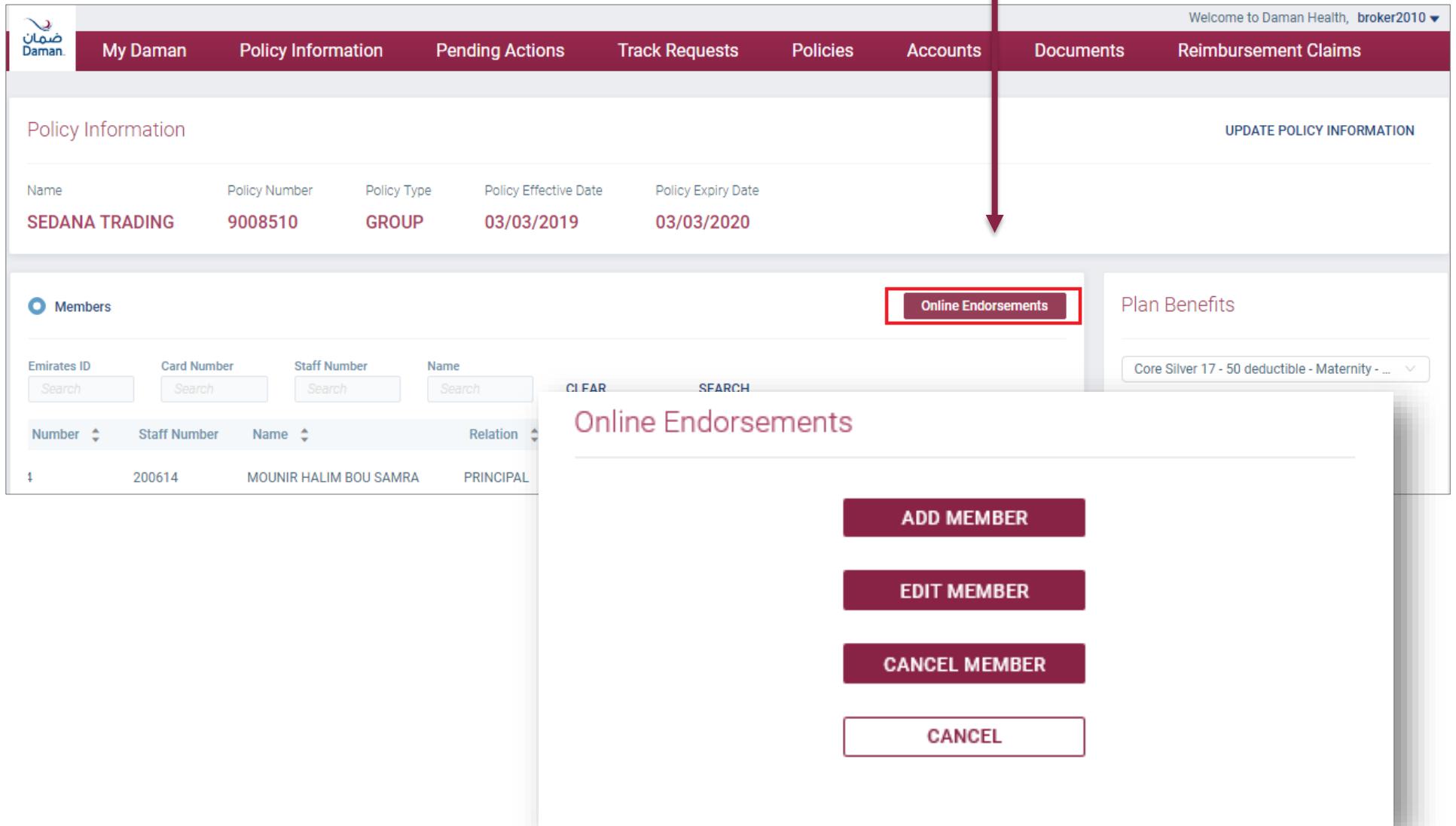


Online Endorsements



Online Endorsements

Click on Online Endorsement, options available are as add member, edit member (member correction) and cancel member



The screenshot displays the Daman Health portal interface. At the top, a navigation bar includes 'My Daman', 'Policy Information', 'Pending Actions', 'Track Requests', 'Policies', 'Accounts', 'Documents', and 'Reimbursement Claims'. The 'Policy Information' section shows details for 'SEDANA TRADING' with policy number 9008510, effective date 03/03/2019, and expiry date 03/03/2020. A red arrow points from the 'Documents' menu item to the 'Online Endorsements' button in the 'Members' section. The 'Online Endorsements' modal is open, showing four buttons: 'ADD MEMBER', 'EDIT MEMBER', 'CANCEL MEMBER', and 'CANCEL'. The 'Members' table lists one member: MOUNIR HALIM BOU SAMRA, PRINCIPAL.

Name	Policy Number	Policy Type	Policy Effective Date	Policy Expiry Date
SEDANA TRADING	9008510	GROUP	03/03/2019	03/03/2020

Emirates ID	Card Number	Staff Number	Name
Search	Search	Search	Search

Number	Staff Number	Name	Relation
1	200614	MOUNIR HALIM BOU SAMRA	PRINCIPAL

Online Endorsements

ADD MEMBER

EDIT MEMBER

CANCEL MEMBER

CANCEL

Add Member

User Form Up to 10 members



Member Information (Up to 10 members) (1/4)

Two options for adding members, User form (Up to 10 members) or Excel upload

User form (Up to 10 members):

1. Fill all mandatory* member information
2. Upload documents
3. Review and submit

Add Member

1 Member Information 2 Upload Documents 3 Review and Submit

User Form (Up to 10 members) Excel

Click + icon to add another member, up to 10 members will be displayed here

Photo *

First Name * TEST Middle Name Juhaynah Last Name * USER

First Name (Arabic) * شارنس Middle Name (Arabic) Middle Name (Arabic) Last Name (Arabic) * شارنس

Relationship with Principal * PRINCIPAL

Date Of Birth * 05/10/2010 Gender * Male Marital Status * Single Place of Visa Issuance * ABU DHABI

Staff Number Staff Number Department * ND

Gross Salary (AED) * 4000 Salary Band Select

Residential Location Select Work Location Select Emirate Residency Select City Select

Members +

Current Member X

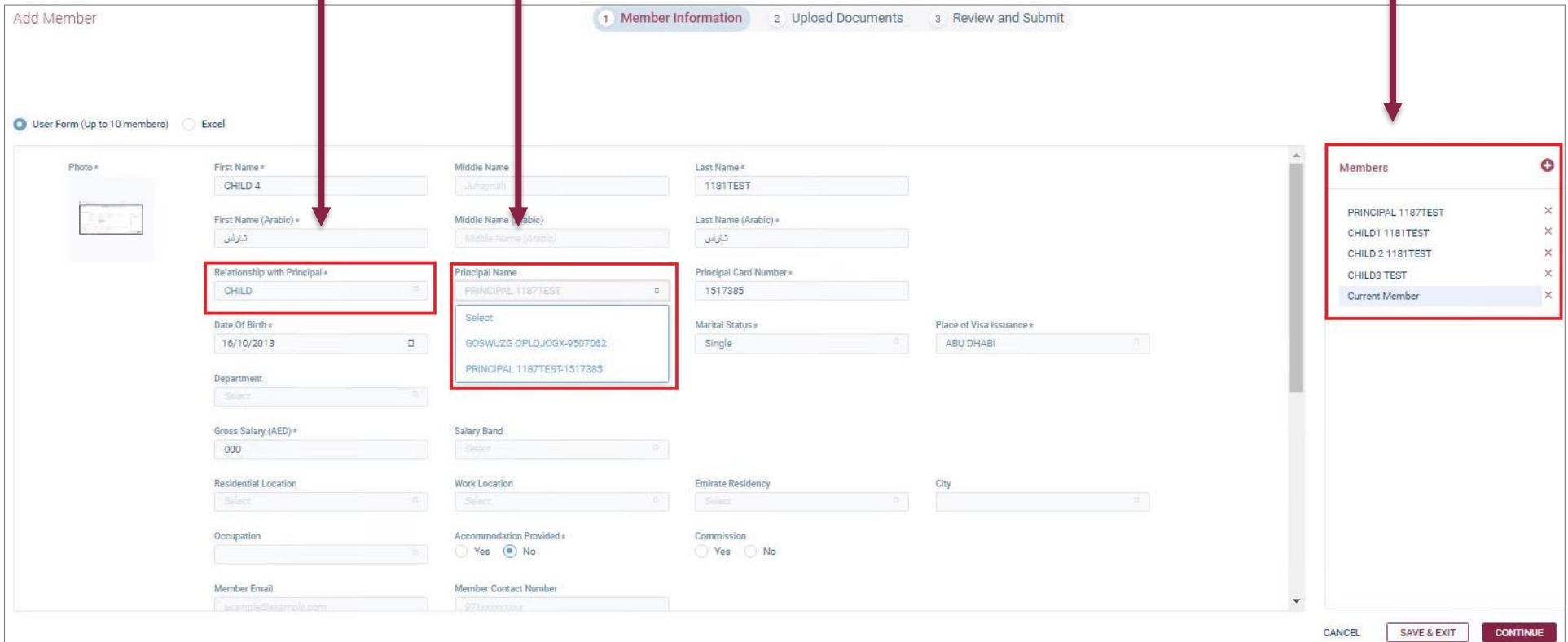
CANCEL SAVE & EXIT CONTINUE

- Click "Continue" to proceed to the documents upload page
- Click "Save & Exit" to save the members information to retrieve it later

Member Information (Dependents) (2/4)

While adding dependents of the Principal, the **Relationship with Principal** and the **Principal Name** should be selected

The Principal and Dependents can be added in the same request



The screenshot shows the 'Add Member' form with the following fields and values:

- First Name:** CHILD 4
- First Name (Arabic):** شارلس
- Relationship with Principal:** CHILD
- Date Of Birth:** 16/10/2013
- Department:** Select
- Gross Salary (AED):** 000
- Residential Location:** Select
- Occupation:** Select
- Member Email:** karamme@damandc.com
- Middle Name:** محمد
- Middle Name (Arabic):** Middle Name (Arabic)
- Principal Name:** PRINCIPAL 1187TEST
- Principal Card Number:** 1517385
- Salary Band:** Select
- Work Location:** Select
- Accommodation Provided:** No
- Member Contact Number:** 971xxxxxxxx
- Last Name:** 1181TEST
- Last Name (Arabic):** شارلس
- Principal Card Number:** 1517385
- Marital Status:** Single
- Emirate Residency:** Select
- Commission:** No
- Place of Visa Issuance:** ABU DHABI
- City:** Select

The 'Members' list on the right contains:

- PRINCIPAL 1187TEST
- CHILD1 1181TEST
- CHILD 2 1181TEST
- CHILD3 TEST
- Current Member

The **Occupation** field is not mandatory if the **Place of Visa Issuance** is either **Dubai** or **Abu Dhabi**. In case of other places, the **Occupation** field is mandatory.

Member Information (3/4)

Personal Identification Details

Nationality *	Passport Number	Country of Residency *	Visa Unified Number
Afghanistan	174450265	UAE	
National ID Type *	National ID *	Labour ID	
UID No.	356878	123456789	
Select			
UID No.			
New Born Baby (NBB)			
Emirates ID			

In case the member doesn't have EID, please select UID No. and login the Visa Unified Number. The member can also add a New Born Baby under their policy by selecting **New born Baby (NBB)** in National ID Type.

Previous Insurance Coverage will be by default selected as "No".

In case member has previous insurance coverage, "Yes" button to be selected

Policy Information

Previous Insurance Coverage *

Yes No

Plan *

Abu Dhabi Basic 2019 - 10 deductible

Member Effective Date *

11/10/2019

Sponsor UID type

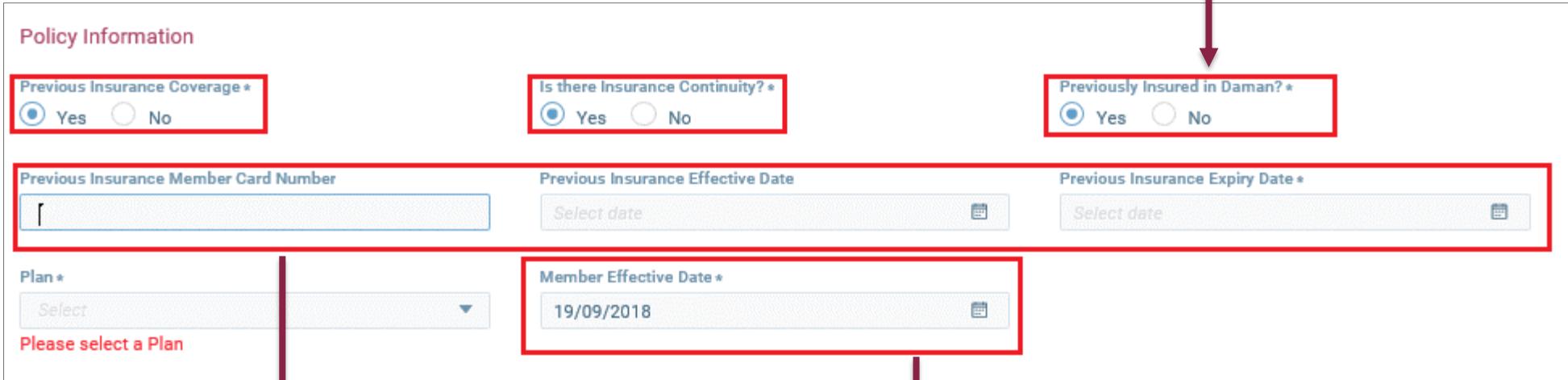
Select

Sponsor UID

00000000

Member Information (4/4)

Note: If Previously insured in Daman selected as "NO", Continuity certificate from other insurance company to be uploaded



Policy Information

Previous Insurance Coverage *
 Yes No

Is there Insurance Continuity? *
 Yes No

Previously Insured in Daman? *
 Yes No

Previous Insurance Member Card Number
[]

Previous Insurance Effective Date
Select date []

Previous Insurance Expiry Date *
Select date []

Plan *
Select []
Please select a Plan

Member Effective Date *
19/09/2018 []

New fields will be displayed and to be filled :

- Previous Insurance Member card number
- Previous Insurance Effective Date
- Previous Insurance Expiry Date

Member Effective date rules:

- **Dubai:** No backdate for Dubai visa
- **Abu Dhabi:** Backdate up to 30 days if the fine is not applicable.

Member with similar National ID: NBB has been added within the last 2 days

OK

The system will display a warning message if the user is adding the same member twice within 48 hours

Upload Documents "Individual"

- Upon completing the member information page, application reference number will be displayed
- All required documents to be uploaded either individually for each member or for all members as a bulk
- System will not validate if there are any missing documents

Add Member

1 Member Information
2 Upload Documents
3 Review and Submit

Application Reference Number

EDSN19101100001

Select Documents

Individual Bulk Document and Image Upload

Note: Max 10 MB size limit for individual documents upload

File extensions allowed: xlsx, xism, xls, doc, docx, docm, jpeg, jpg, pdf, msg

Name	File	Size (up to 10MB)	Download
Photo	Capture.jpeg	0.1 MB	<div style="border: 2px solid red; display: inline-block; padding: 2px;">  </div>
Salary Declaration	Browse Files...		REMOVE
Wage Payment Statement (WPS)	Browse Files...		SELECT
Labour Contract	Browse Files...		SELECT
Valid Visa Copy	Browse Files...		SELECT
Birth Certificate	Browse Files...		SELECT
Certificate of Continuity (COC)	Browse Files...		SELECT

Click the Download icon to download the uploaded documents

Members

TEST USER ✎

You can remove any uploaded document or select to upload a document

Upload Documents "Bulk upload"

Browse and upload the documents for all members as a bulk

Add Member

1 Member Information 2 Upload Documents 3 Review and Submit

Application Reference Number
EDSN19101400008

Select Documents
 Individual Bulk Document and Image Upload

Note: No size limit for Bulk upload

File extensions allowed: zip,7z,xlsx,xlam,xls,doc,docx,docm,jpeg,jpg,pdf,msg

Drag and Drop Files here to Upload
or
BROWSE

File	Size (up to 10MB)	Action	Download
No data			

Required Documents

Dubai Members
Photo
Birth Certificate
Letter from company

Abu Dhabi Members
Photo
Valid Visa Copy
Birth Certificate
Certificate of Continuity (COC)
Medical report for age above 61 years & less than 6 months
Letter from company

CANCEL SAVE & EXIT BACK CONTINUE

Review and Submit (1/2)

This step supports to review the policy information and member/s details and attachments prior submitting the request.

In case of any wrong information, click "BACK" to do the required correction

Add Member 1 Member Information 2 Upload Documents 3 **Review and Submit**

Policy Information

Policy Holder Name	Policy Number	Policy Type	Policy Effective Date	Policy Expiry Date
SEDANA TRADING	9008510	GROUP	03/03/2019	03/03/2020

Application Reference Number
EDLN1912260009

Endorsement Notification Emails (up to 5 e-mails)

+ New Email

Up to 5 e-mail IDs can be added by clicking **+New Email** button, to receive email notifications

Name	Date of Birth	Nationality	Appl./Emirates ID	Passport Number	Plan Name	Effective Date	Documents Uploaded
KIRAN SAMBRE	17/07/1990	Afghanistan	23234235235798797		Core Silver 17 - 50 deductible - C1	26/12/2019	VIEW DOCUMENTS

Your comments

You have entered 0 of 2000 characters

I hereby accept the terms and conditions

CANCEL
SAVE & EXIT
BACK
SUBMIT REQUEST

- Daman relies fully on the information and documents submitted by me in connection with my application and that any information or documents found to be incorrect or invalid may lead to denial of coverage, financial liabilities and/or legal action; and
- If any official documents (e.g. passport, visa) are expired at the time of submission, I will submit the renewed document within 30 days. Failure to do so will lead to cancellation of coverage and financial liabilities.

Review and Submit (2/2)

Click **Yes** to submit the details.

Policy Information

Policy Holder Name	Policy Number	Policy Type	Policy Effective Date	Policy Expiry Date
SEDANA TRADING	9008510	GROUP	03/03/2019	03/03/2020

Application Reference Number
EDLN19122700004

Endorsement Notification Emails (up to 5 e-mails)

saima.shaikh@damanhealth.ae × + New Email

Name	Date of Birth	Nationality	App	Effective Date	Documents Uploaded
KIRAN SAMBRE	17/07/1990	Afghanistan	3131	27/12/2019	VIEW DOCUMENTS

Your comments

You have entered 0 of 2000 characters

I hereby accept the terms and conditions

CANCEL SAVE & EXIT BACK SUBMIT REQUEST

Are you sure you want to submit?

No Yes

A **Thank You** message will be displayed with the **Endorsement Number** after successful submission of the request.

Thank You

Your endorsement has been successfully submitted
Your Endorsement Number:
EDLN19122700004

OK

Add Member

Excel Upload



Member Information (Excel upload)

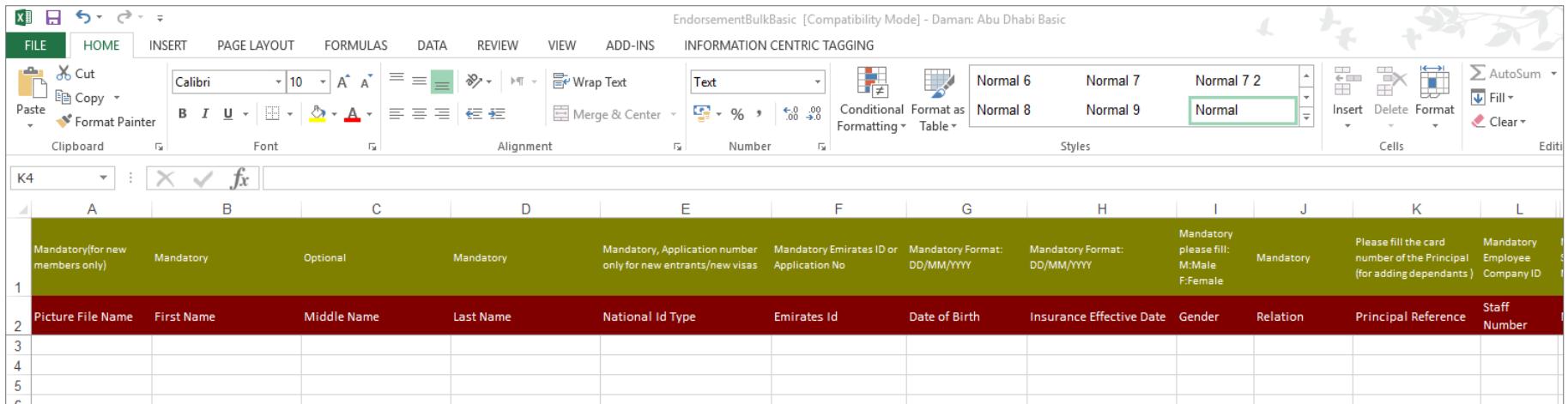
Selecting "Excel" Button for adding more than 10 members



The screenshot shows the 'Add Member' form with three steps: 1. Member Information, 2. Upload Documents, and 3. Review and Submit. Under the 'Member Information' step, the 'Excel' radio button is selected, and the 'User Form (Up to 10 members)' radio button is unselected. Below this, there is a section for 'Uploaded Member Details File' with a 'Browse Files...' button and an 'UPLOAD' button. To the right, a red box highlights a button labeled 'DOWNLOAD MEMBERS DETAILS TEMPLATE' with the text '(Fill in instructions are available as notes in the "Member Details Template")' below it.

Fill in instructions are available as notes in member details template

Member details template has to be downloaded and saved. Enter member information in the excel sheet and upload



The screenshot shows an Excel spreadsheet titled 'EndorsementBulkBasic [Compatibility Mode] - Daman: Abu Dhabi Basic'. The spreadsheet has a header row with the following columns: Picture File Name, First Name, Middle Name, Last Name, National Id Type, Emirates Id, Date of Birth, Insurance Effective Date, Gender, Relation, Principal Reference, and Staff Number. The first row is highlighted in green and contains the following text: Mandatory (for new members only), Mandatory, Optional, Mandatory, Mandatory, Application number only for new entrants/new visas, Mandatory Emirates ID or Application No, Mandatory Format: DD/MM/YYYY, Mandatory Format: DD/MM/YYYY, Mandatory please fill: M:Male F:Female, Mandatory, Please fill the card number of the Principal (for adding dependants), Mandatory Employee Company ID.

Follow "Bulk Upload" & "Review" steps (refer to slide no. 24 & 25)

Edit Member

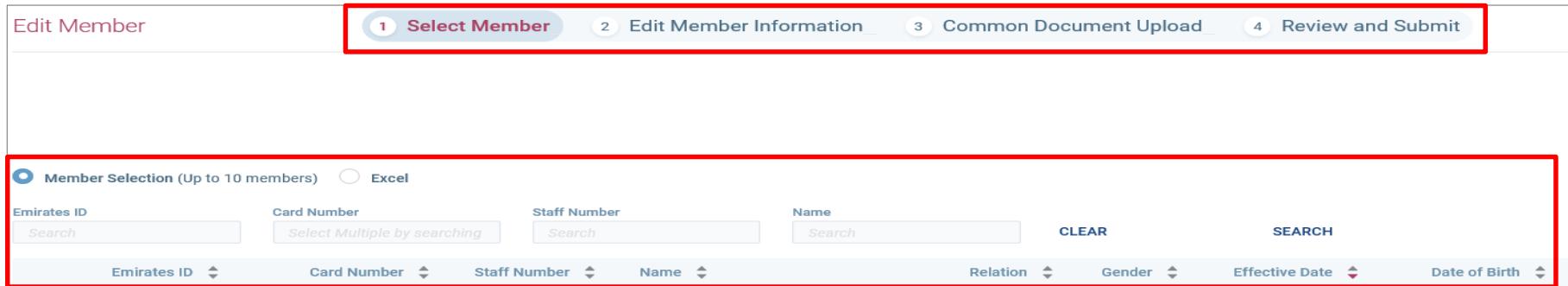
Member selection (Up to 10 members)



Member Selection (Up to 10 members)

For editing a member, four steps are to be followed :

1. Select the Member
2. Edit member information
3. Document Upload
4. Review and submit



The screenshot shows the 'Edit Member' interface. At the top, there is a progress bar with four steps: 1. Select Member (highlighted in red), 2. Edit Member Information, 3. Common Document Upload, and 4. Review and Submit. Below the progress bar, there are two radio buttons: 'Member Selection (Up to 10 members)' (selected) and 'Excel'. Underneath, there are four search input fields: 'Emirates ID' (with 'Search' placeholder), 'Card Number' (with 'Select Multiple by searching' placeholder), 'Staff Number' (with 'Search' placeholder), and 'Name' (with 'Search' placeholder). To the right of these fields are 'CLEAR' and 'SEARCH' buttons. At the bottom, there is a filter bar with dropdown menus for 'Emirates ID', 'Card Number', 'Staff Number', 'Name', 'Relation', 'Gender', 'Effective Date', and 'Date of Birth'.

- In case of many members in the policy, search by EID / Card No / Staff No. / Name
- “Use comma (,) in search field for multiple members”

Edit Member Information

1. Upon completing the member selection, application reference number will be displayed
2. Edit/Correct the needed information
Note that some fields from the **Policy Information** section will not be visible in the **Edit Member Information** page
3. Click **Continue** to proceed further

Edit Member
1 Select Member
2 Edit Member Information
3 Common Document Upload
4 Review and Submit

Application Reference Number
EDLN18090300010

Photo *



First Name *

Middle Name

Last Name *

First Name (Arabic)

Middle Name (Arabic)

Last Name (Arabic)

Relationship with Principal *

Date Of Birth *

Gender *

Marital Status *

Place of Visa Issuance *

Staff Number *

Department *

Gross Salary (AED) *

Salary Band

Residential Location

Work Location

Emirate Residency

City *

Occupation *

Accommodation Provided *

 Yes No

Commission

 Yes No

Member Email

Member Contact Number

Members

ABDULLA PAROLI ✎

CANCEL

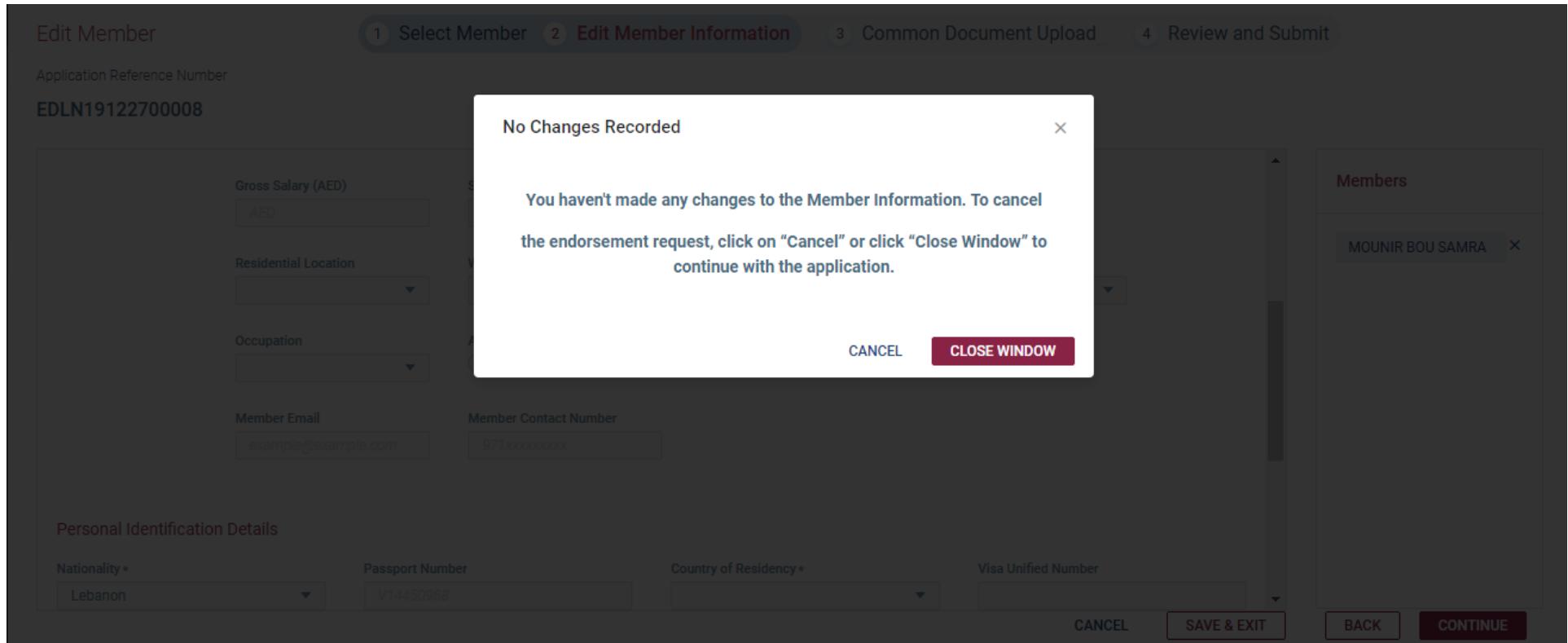
SAVE & EXIT

BACK

CONTINUE

No Changes to Member Information

If there are no changes made to the member information in the **Edit Member Information** page, and the member proceeds to the next screen by clicking on **Continue** or **Save & Exit**, the system will throw the following validation.



The screenshot displays the 'Edit Member' page with a modal dialog box in the center. The dialog box has the title 'No Changes Recorded' and a close button (X). The message inside the dialog reads: 'You haven't made any changes to the Member Information. To cancel the endorsement request, click on "Cancel" or click "Close Window" to continue with the application.' There are two buttons at the bottom of the dialog: 'CANCEL' and 'CLOSE WINDOW'. The background page is dimmed and shows a progress bar at the top with four steps: '1 Select Member', '2 Edit Member Information' (which is highlighted), '3 Common Document Upload', and '4 Review and Submit'. The application reference number 'EDLN19122700008' is visible. The form fields include 'Gross Salary (AED)', 'Residential Location', 'Occupation', 'Member Email', 'Member Contact Number', 'Nationality', 'Passport Number', 'Country of Residency', and 'Visa Unified Number'. A 'Members' list on the right shows 'MOUNIR BOU SAMRA' with a close button. At the bottom of the page, there are buttons for 'CANCEL', 'SAVE & EXIT', 'BACK', and 'CONTINUE'.

Common Document Upload "Individual"

- All required documents to be uploaded either individually for each member or for all members as a bulk
- System will not validate if there are any missing documents
- Click "Continue" to proceed further

Add Member 1 Member Information 2 Upload Documents 3 Review and Submit

Application Reference Number
EDSN19101100001

Select Documents
 Individual Bulk Document and Image Upload

Note: Max 10 MB size limit for individual documents upload

File extensions allowed: xlsx, xltm, xls, doc, docx, docm, jpeg, jpg, pdf, msg

Name	File		Size (up to 10MB)	Download
Photo	Capture.jpeg	REMOVE	0.1 MB	
Salary Declaration	Browse Files...	SELECT		
Wage Payment Statement (WPS)	Browse Files...	SELECT		
Labour Contract	Browse Files...	SELECT		
Valid Visa Copy	Browse Files...	SELECT		
Birth Certificate	Browse Files...	SELECT		
Certificate of Continuity (COC)	Browse Files...	SELECT		

Members
TEST USER

Click the Download icon to download the uploaded documents

You can remove any uploaded document or select to upload a document

Follow "Bulk Upload" & "Review" steps (refer to slide no. 24 & 25)

Edit Member

Excel



Member Information

For Editing members with Excel upload, three steps are to be followed:

1. Member information
2. Upload Documents
3. Review and submit

Add Member

1 **Member Information**
2 Upload Documents
 3 Review and Submit

User Form (Up to 10 members)
 Excel

Uploaded Member Details File:

Browse Files...

UPLOAD


DOWNLOAD MEMBERS DETAILS TEMPLATE
(Fill in instructions are available as notes in the "Member Details Template")

Columns to be filled in corrections:

- Member number
- Columns to be edited e.g. (EID, Gender, DOB, Name Etc.)

Mandatory Format: DD/MM/YYYY	Mandatory Format: DD/MM/YYYY	Mandatory please fill: M:Male F:Female	Mandatory	Please fill the card number of the Principal (for adding dependants)	Mandatory Employee Company ID	Mandatory Use: S:Single M:Married	Mandatory As per Visa/EID/Passport	Optional As per Visa/EID/Passport	Mandatory As per Visa/EID/Passport	Daman member card number for existing member only-optional	Mandatory press F9 and select from the list
Date of Birth	Insurance Effective Date	Gender	Relation	Principal Reference	Staff Number	Marital Status	Arabic First Name	Arabic Middle Name	Arabic Last Name	Member Number	Nationality

CANCEL
SAVE & EXIT
CONTINUE

Upload Document

- Upon completing the member information page, application reference number will be displayed
- All required documents to be uploaded either individually for each member or for all members as a bulk
- System will not validate if there are any missing documents
- Click "Continue" to proceed further

Application Reference Number
EDLN18092000003

Select Documents

Bulk Document and Image Upload

File extensions allowed: zip; 7z; rar; xlsx; xlsx; xls; doc; docx; docm; jpeg; jpg; pdf; msg; tif; tiff;


 Drag and Drop Files here to Upload
 or

File	Size (up to 10MB)	Download
No data		

Notes:

- **No size limit for Bulk upload**
- **Files can be dragged and dropped also to upload**

Required Documents

Dubai Members

- Photo
- Copy of Passport or Emirates ID
- Copy of Emirates ID
- Marriage Certificate

Abu Dhabi Members

- Photo
- Copy of Passport or Emirates ID
- Copy of Emirates ID
- Marriage Certificate

Review and Submit

Accept the terms and conditions and submit the request.

Edit Member 1 Select Member 2 Common Document Upload 3 Review and Submit

Policy Information

Policy Holder Name	Policy Number	Policy Type	Policy Effective Date	Policy Expiry Date
HAVANA CAFE & RESTAURANT	8197867	GROUP	03/01/2018	03/01/2019

Application Reference Number
EDLN18092000003

Endorsement Notification Emails (up to 5 e-mails)

sukanya.thangavelu@damanhealth.ae x Halim.Abdelsamad@damanhealth.ae x + New Email

Member Details File

EndorsementBulkBasic (2).xls

I hereby accept the terms and conditions

- Daman relies fully on the information and documents submitted by me in connection with my application and that any information or documents found to be incorrect or invalid may lead to denial of coverage, financial liabilities and/or legal action; and
- If any official documents (e.g. passport, visa) are expired at the time of submission, I will submit the renewed document within 30 days. Failure to do so will lead to cancellation of coverage and financial liabilities.

CANCEL SAVE & EXIT BACK SUBMIT REQUEST

Cancel Member

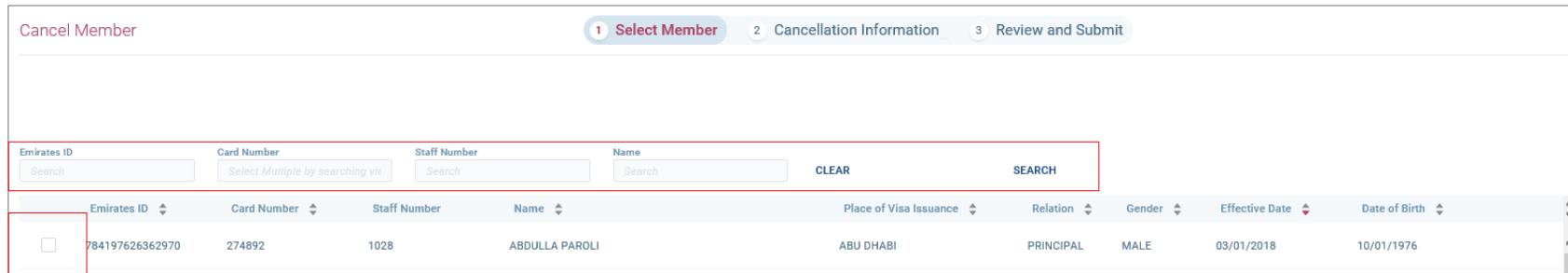


Select Member/Cancellation Information (1/2)

For cancelling any member, three steps to be followed :

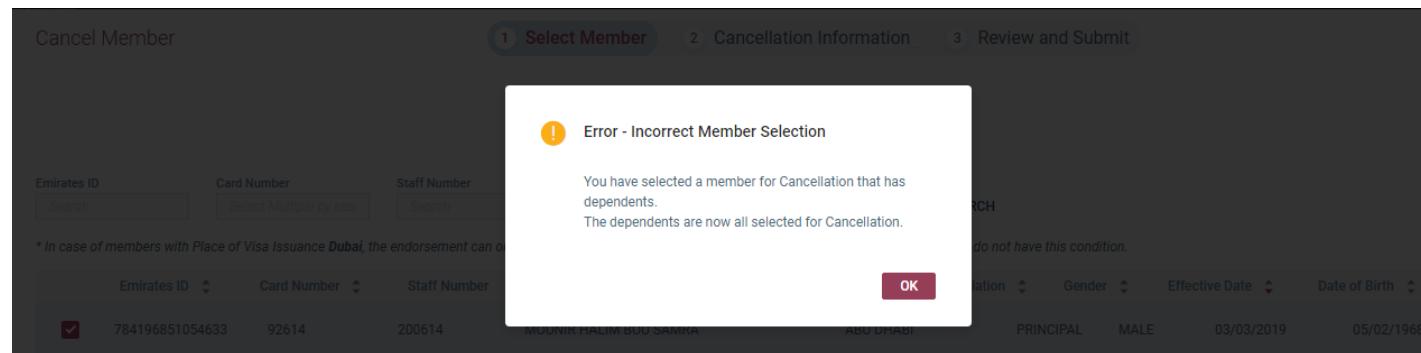
1. Member Selection: In case too many members in the policy, search options by EID number /card number / Staff number/ Member name are available
2. Enter cancellation information
3. Review and submit

Note: No Excel upload in cancellation



Emirates ID	Card Number	Staff Number	Name	Place of Visa Issuance	Relation	Gender	Effective Date	Date of Birth	
<input type="checkbox"/>	784197626362970	274892	1028	ABDULLA PAROLI	ABU DHABI	PRINCIPAL	MALE	03/01/2018	10/01/1976

The following popup will be displayed if the principal member is selected. The principal member cannot be cancelled from the Cancel Member page when there are dependents present under the principal.

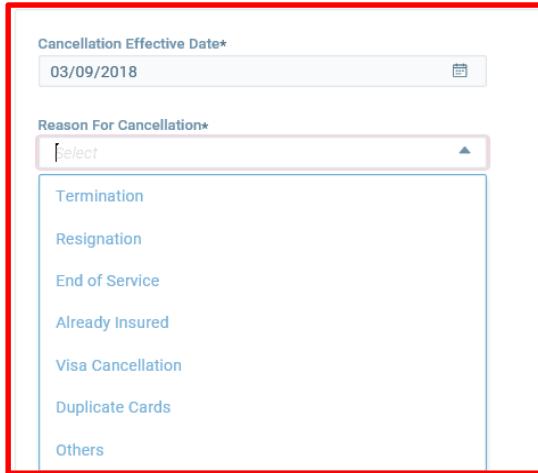


Error - Incorrect Member Selection

You have selected a member for Cancellation that has dependents.
The dependents are now all selected for Cancellation.

OK

Select Member/Cancellation Information (2/2)



The screenshot shows a web form with two main sections. The first section is titled "Cancellation Effective Date*" and contains a date input field with the value "03/09/2018" and a calendar icon. The second section is titled "Reason For Cancellation*" and contains a dropdown menu with the text "select" and a list of options: Termination, Resignation, End of Service, Already Insured, Visa Cancellation, Duplicate Cards, and Others.

1. Select the cancellation effective date
2. Select reason for cancellation from the drop-down list
3. Click "Continue" to proceed further

Notes:

- No documents upload is required for cancellation
- Dependents will be cancelled automatically with principal
- No backdate for Dubai however future date up to 30 days
- Members from Dubai & Abu Dhabi cannot be cancelled in the same application

Review and Submit

1. Review the information for the request
2. Accept terms and conditions and submit the request

Cancel Member 1 Select Member 2 Cancellation Information 3 **Review and Submit**

Endorsement Notification Emails (up to 5 e-mails)

+ New Email

The email Ids for the member will be displayed here

Member Name	Cancellation Effective Date	Reason
The member names will be displayed here	28/12/2019	Resignation
	28/12/2019	Resignation

Your comments

You have entered 22 of 2000 characters

I hereby accept the terms and conditions

CANCEL SAVE & EXIT BACK **SUBMIT REQUEST**

The policy holder/broker can add comments if any

Thank You

Your endorsement has been successfully submitted
 Your Endorsement Number:
EDLN18090200018

OK

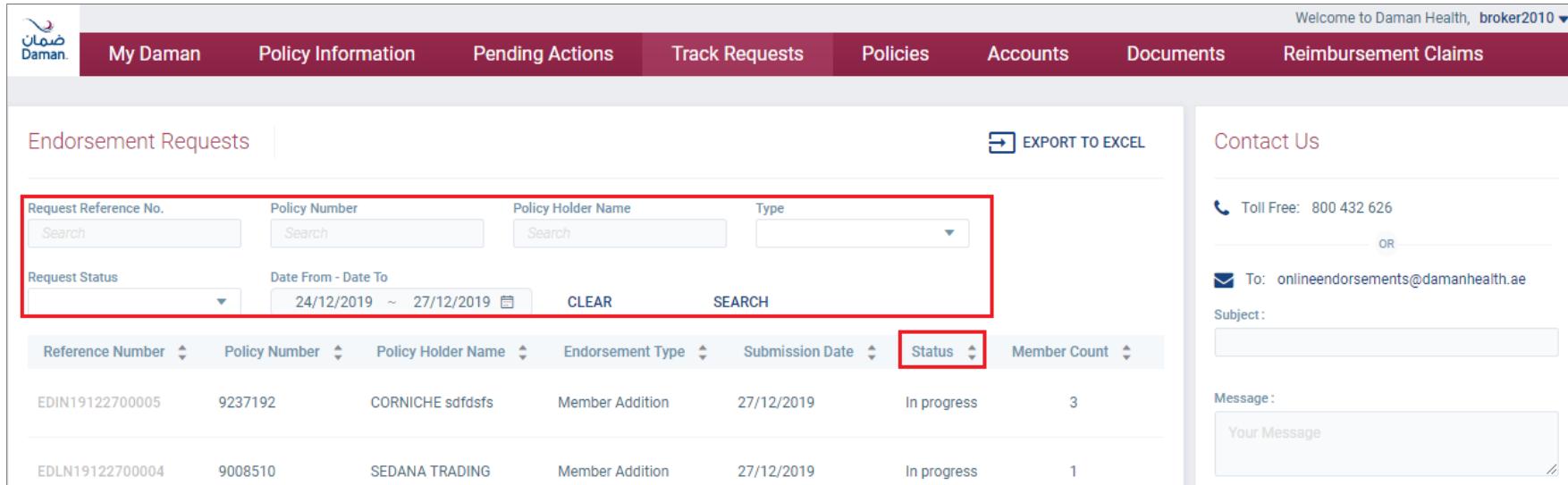
• Daman relies fully on the information and documents submitted by me in connection with my application and that any information or documents found to be incorrect or invalid may lead to denial of coverage, financial liabilities and/or legal action; and
 • If any official documents (e.g. passport, visa) are expired at the time of submission, I will submit the renewed document within 30 days. Failure to do so will lead to cancellation of coverage and financial liabilities.

Track Requests



Track Requests – Status

“Track Requests” supports to check/monitor the status of the submitted application.



Welcome to Daman Health, broker2010

My Daman Policy Information Pending Actions **Track Requests** Policies Accounts Documents Reimbursement Claims

Endorsement Requests EXPORT TO EXCEL

Request Reference No. Policy Number Policy Holder Name Type

Request Status Date From - Date To

24/12/2019 ~ 27/12/2019 CLEAR SEARCH

Reference Number	Policy Number	Policy Holder Name	Endorsement Type	Submission Date	Status	Member Count
EDIN19122700005	9237192	CORNICHE sdfdfs	Member Addition	27/12/2019	In progress	3
EDLN19122700004	9008510	SEDANA TRADING	Member Addition	27/12/2019	In progress	1

Contact Us

Toll Free: 800 432 626

OR

To: onlineendorsements@damanhealth.ae

Subject:

Message:

Your Message

- **Draft:** Application saved and still in progress
- **Submitted:** Ready for process
- **Pending for quotation issuance:** Underwriting issue the quotation
- **Pending for quotation acceptance:** waiting to accept
- **Quotation is rejected**
- **Details awaited from customer:** Missing requirement
- **Pending for internal approval:** Underwriting approval
- **In progress:** Application under processing/clarification/process rejection
- **Application is rejected:** Task terminated
- **Ready for collection:** Application is completed and cards are ready for collection
- **Member is activated:** Payment done and card collected
- **Uncollected Package-cancelled:** card cancelled due to non-collection for more than 30 days
- **Uncollected Package-shredded:** card cancelled due to non-collection for more than 30 days

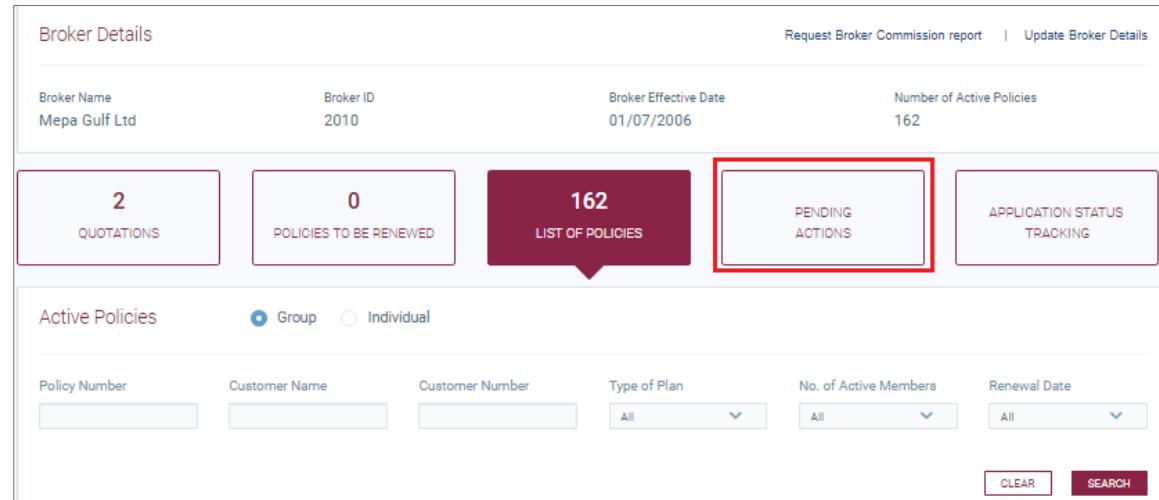
Pending Actions



Pending Actions

After submitting the member details, clarifications may be required in case of missing documents and pending fines. This will be displayed in the Pending Actions tab. The **Pending Actions** tab for the Broker and Policy Holder can be accessed from the respective landing pages as follows:

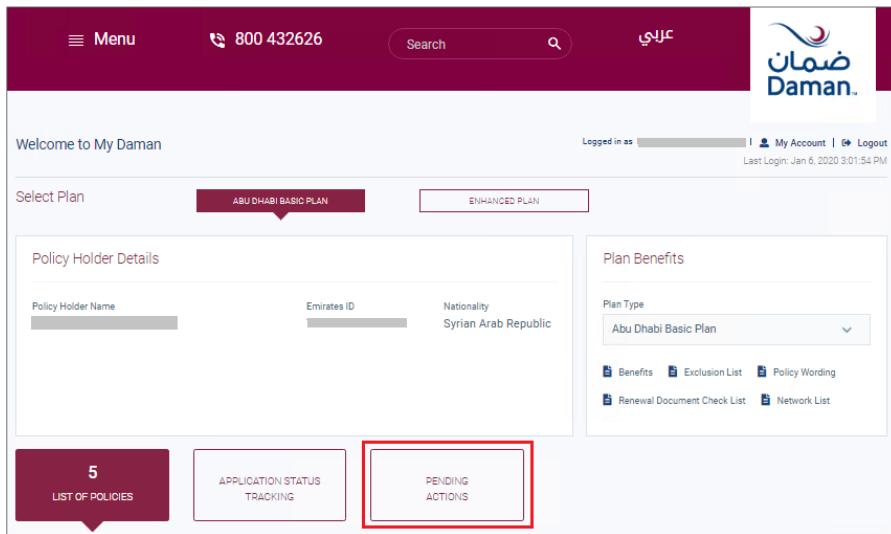
Broker Landing page



The screenshot shows the 'Broker Details' page for Mepa Gulf Ltd. It features a table with the following data:

Broker Name	Broker ID	Broker Effective Date	Number of Active Policies
Mepa Gulf Ltd	2010	01/07/2006	162

Below the table are five action buttons: '2 QUOTATIONS', '0 POLICIES TO BE RENEWED', '162 LIST OF POLICIES', 'PENDING ACTIONS' (highlighted with a red box), and 'APPLICATION STATUS TRACKING'. Below these buttons is a section for 'Active Policies' with filters for 'Group' and 'Individual', and search criteria for 'Policy Number', 'Customer Name', 'Customer Number', 'Type of Plan', 'No. of Active Members', and 'Renewal Date'. There are 'CLEAR' and 'SEARCH' buttons at the bottom right.



The screenshot shows the 'Policy Holder Landing page' for the 'ABU DHABI BASIC PLAN'. It includes a 'Policy Holder Details' section with the following information:

Policy Holder Name	Emirates ID	Nationality
		Syrian Arab Republic

Below this is a 'Plan Benefits' section with a 'Plan Type' dropdown set to 'Abu Dhabi Basic Plan' and links for 'Benefits', 'Exclusion List', 'Policy Wording', 'Renewal Document Check List', and 'Network List'. At the bottom, there are three buttons: '5 LIST OF POLICIES', 'APPLICATION STATUS TRACKING', and 'PENDING ACTIONS' (highlighted with a red box).

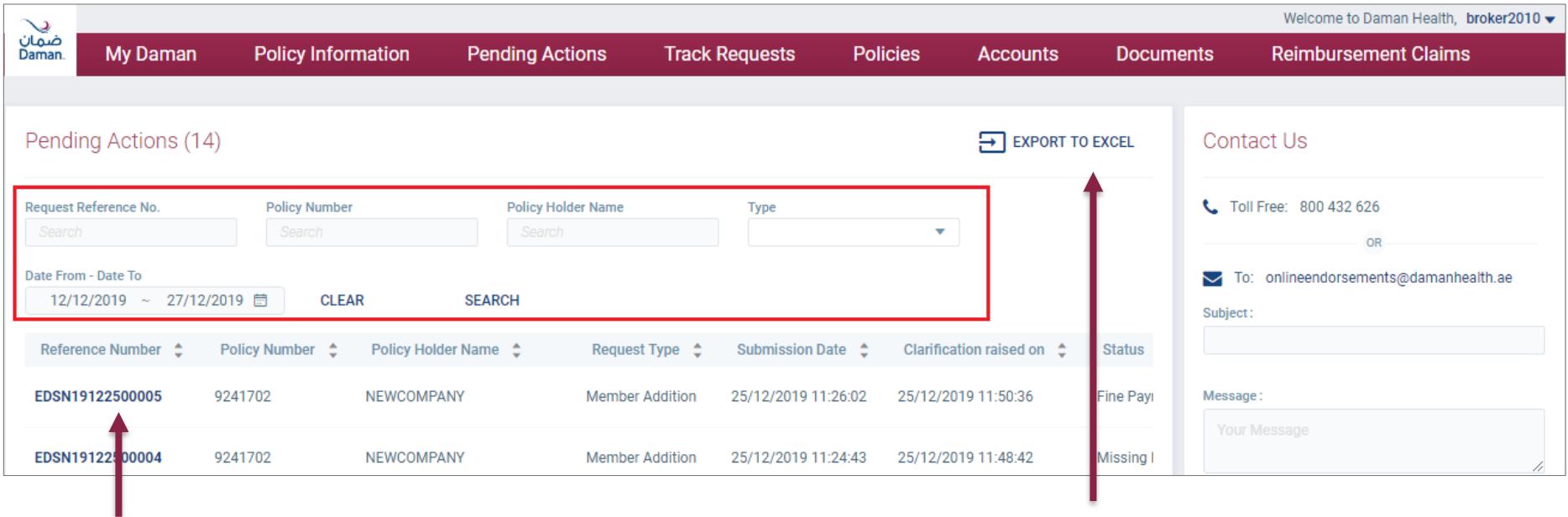
Policy Holder Landing page

Click the **Pending Actions** tab to open the Pending Actions page.

Pending Actions Tab

Search by Request Reference no, Policy number, Policy Holder name or Request type and Date

Note: The date range allowed is only 15 days, it will display the pending actions for last 15 days



My Daman | Policy Information | Pending Actions | Track Requests | Policies | Accounts | Documents | Reimbursement Claims

Welcome to Daman Health, broker2010

Pending Actions (14) [EXPORT TO EXCEL](#)

Request Reference No. Policy Number Policy Holder Name Type

Date From - Date To CLEAR SEARCH

Reference Number	Policy Number	Policy Holder Name	Request Type	Submission Date	Clarification raised on	Status
EDSN19122500005	9241702	NEWCOMPANY	Member Addition	25/12/2019 11:26:02	25/12/2019 11:50:36	Fine Pay
EDSN19122500004	9241702	NEWCOMPANY	Member Addition	25/12/2019 11:24:43	25/12/2019 11:48:42	Missing I

Contact Us
Toll Free: 800 432 626
To: onlineendorsements@damanhealth.ae
Subject:
Message:

Click on the Policy holder name or number to proceed to the next screen

The Excel sheet for the Policy details can be downloaded

A	B	C	D	E	F	G	H	I	J	K
Reference	Policy Num	Policy Hold	Request Ty	Submissior	Clarificatio	Status	Clarification comments			
EDSN1910	9249458	SEND EXCH	Member A	14/10/201	14/10/201	Open Clari	upload missing Documents			
EDSN1910	9431900	SIMBA NUI	Member C	14/10/201	14/10/201	Open Clari	Please upload the clear documents			

Clarification Document Upload

Policy details

Missing Requirements
Fine Payment

Application Reference Number EDIN19122300004	Customer Name DYAA MOHAMMAD AL ALI	Policy Effective Date 2019-08-01	Policy Expiry Date 2020-08-01
--	--	--	---

Submission Comments
check the issues

Customer Clarifications

Comments
check the other details regarding clarifications

*We cannot process your endorsement request due to missing requirements. Upload the missing documents as listed in the comments. Please allow a maximum of 3 working days to process complete applications.

Upload Documents

Missing Documents	File [xlsx, xls, doc, docx, jpeg, jpg, pdf, msg, zip] (upto 10 MB)	Download
Photo	<input type="text"/>	SELECT
Birth Certificate	<input type="text"/>	SELECT
Letter from company	<input type="text"/>	SELECT
Salary Declaration	<input type="text"/>	SELECT
Valid Visa Copy	<input type="text"/>	SELECT

Clarifications History (0)

The comments added in the Review and Submit stage of the Add member and Edit member are visible here

Select the documents to be uploaded for clarification

Your comments*

You have entered 0 of 2000 characters

Clarifications History (0)

Cancel Submit

Comments can be added in the **Your comments** section. The clarification history if any will be visible in the **Clarifications History** section. Click **Submit** to submit the pending documents.

Notes: After submitting the clarification document upload form, the request will no longer be present in the Pending Actions tab, it will be moved to the Track Requests tab.

The fines may be generated by the DCTM user for any particular policy holder. The **Fine** Payment section will list all the pending fines for that policy holder.

The status of the fine i.e. Pending or Paid can be viewed in the **Status** column for the respective **Reference Number** in the **Pending Actions** tab. The Broker can view the fines but the broker will not get any option to pay the fines.



The screenshot shows a 'Fine Payment' window with the following details:

Application Reference Number	Customer Name	Policy Effective Date	Policy Expiry Date
EDIF19123110382	DYAA MOHAMMAD AL ALI	2019-08-01	2020-08-01

Submission Comments

Fine to be paid (AED)	8400 AED
Documents	Fine Document

Comments
testt

Buttons: Cancel, Pay Now

Following details will be listed here:

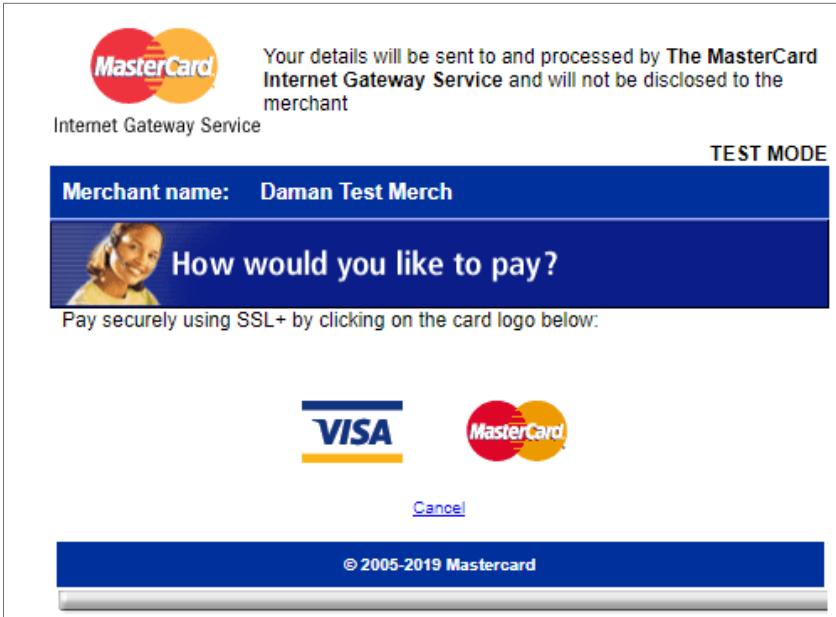
- Application Reference Number
- Customer Name
- Policy Effective Date
- Policy Expiry Date

The fine amount and the document related to the fines will be displayed here

The comments added by the DCTM user can be viewed here

Click the **Pay Now** button

Note: A logged in user can upload the documents in the Clarifications as well Pay the fines at the same time by switching tabs.



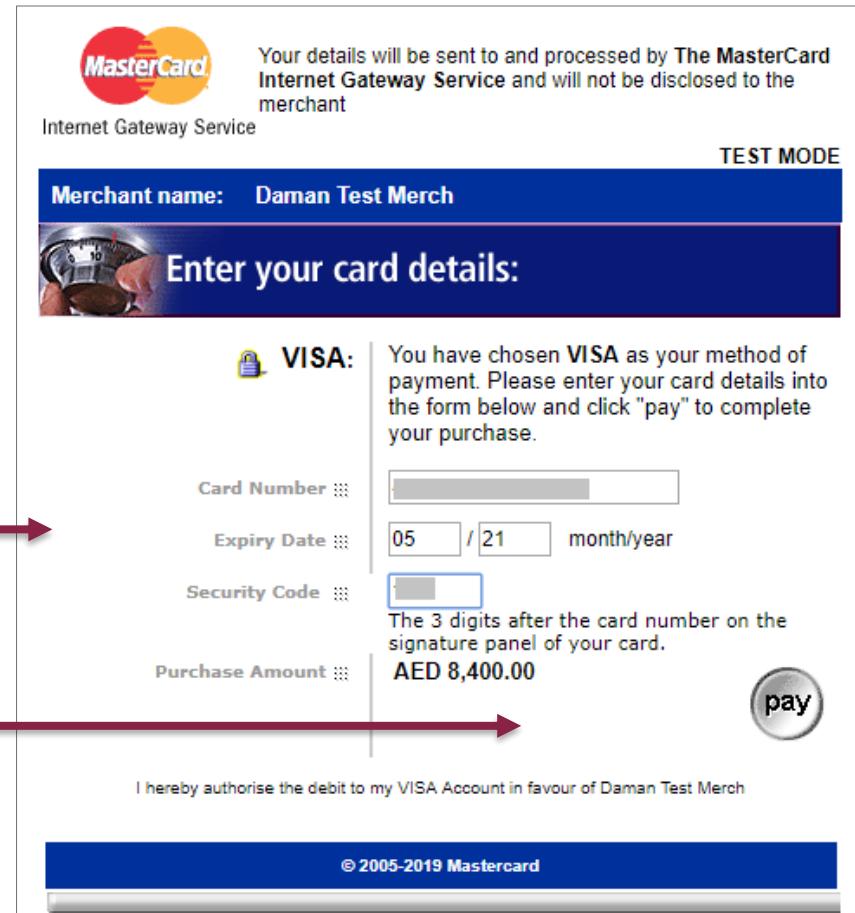
MasterCard
Your details will be sent to and processed by The MasterCard Internet Gateway Service and will not be disclosed to the merchant
Internet Gateway Service
TEST MODE
Merchant name: Daman Test Merch
How would you like to pay?
Pay securely using SSL+ by clicking on the card logo below.
VISA MasterCard
Cancel
© 2005-2019 Mastercard

The Policy Holder can select the card type from the available options i.e. **VISA** or **Master Card** to proceed to the next screen.

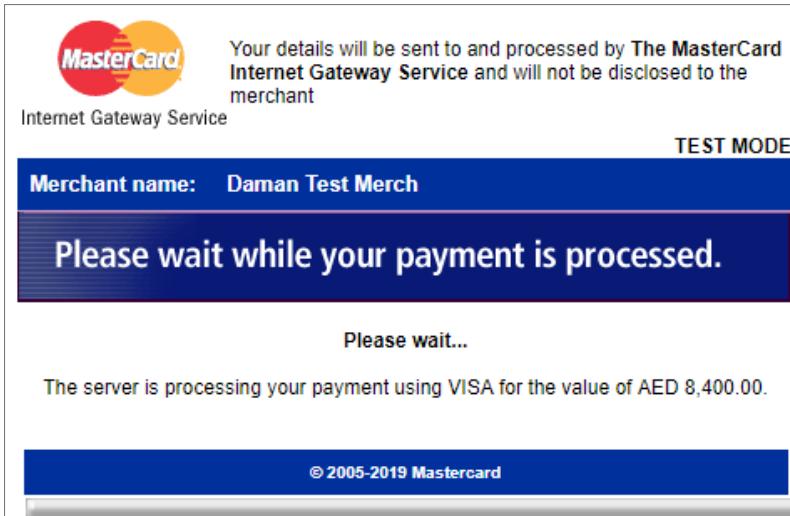
Enter the following details:

- **Card Number**
- **Expiry Date**
- **Security Code**

Click the **Pay** button



MasterCard
Your details will be sent to and processed by The MasterCard Internet Gateway Service and will not be disclosed to the merchant
Internet Gateway Service
TEST MODE
Merchant name: Daman Test Merch
Enter your card details:
VISA: You have chosen VISA as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.
Card Number :: [input field]
Expiry Date :: 05 / 21 month/year
Security Code :: [input field]
Purchase Amount :: AED 8,400.00
pay
I hereby authorise the debit to my VISA Account in favour of Daman Test Merch
© 2005-2019 Mastercard



MasterCard

Your details will be sent to and processed by The MasterCard Internet Gateway Service and will not be disclosed to the merchant

Internet Gateway Service

TEST MODE

Merchant name: Daman Test Merch

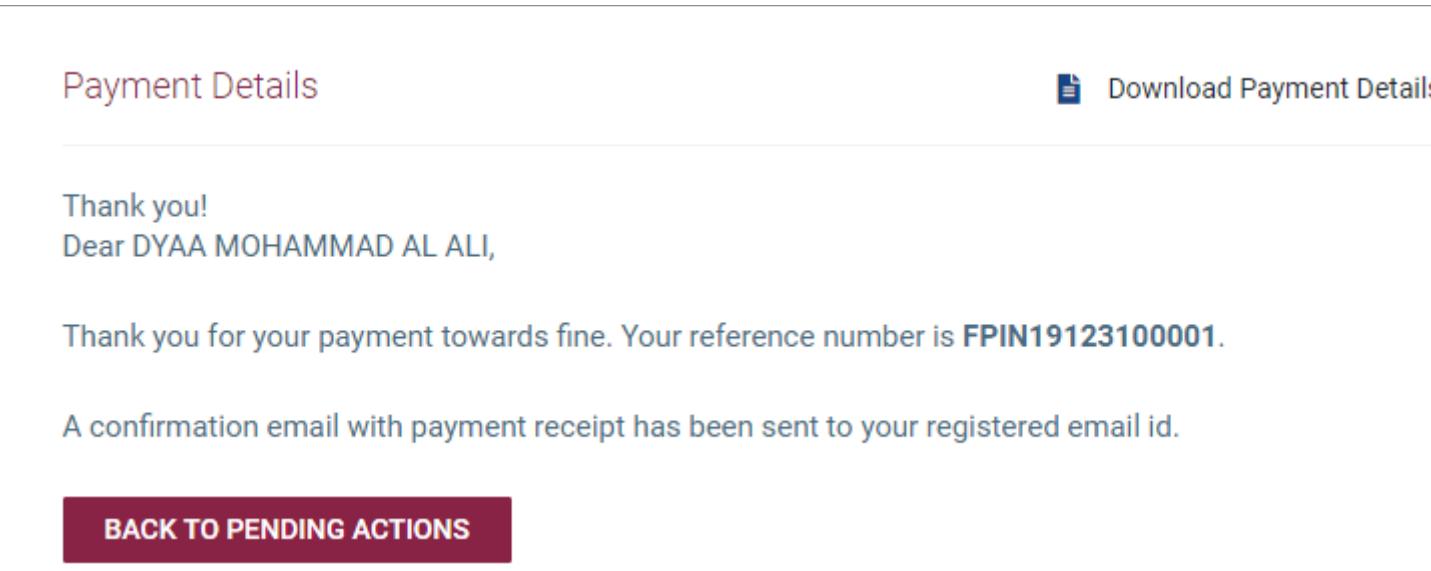
Please wait while your payment is processed.

Please wait...

The server is processing your payment using VISA for the value of AED 8,400.00.

© 2005-2019 Mastercard

This screen will be displayed until the payment is processed.



Payment Details

Download Payment Details

Thank you!
Dear DYAA MOHAMMAD AL ALI,

Thank you for your payment towards fine. Your reference number is **FPIN19123100001**.

A confirmation email with payment receipt has been sent to your registered email id.

BACK TO PENDING ACTIONS

The receipt will be generated once the payment is processed. Click the **Download Payment Details** button to download the payment receipt. Click the **BACK TO PENDING ACTIONS** tab to return to the Pending Actions screen

Fines – Paid

If the fine is paid, the following screen will be displayed

