

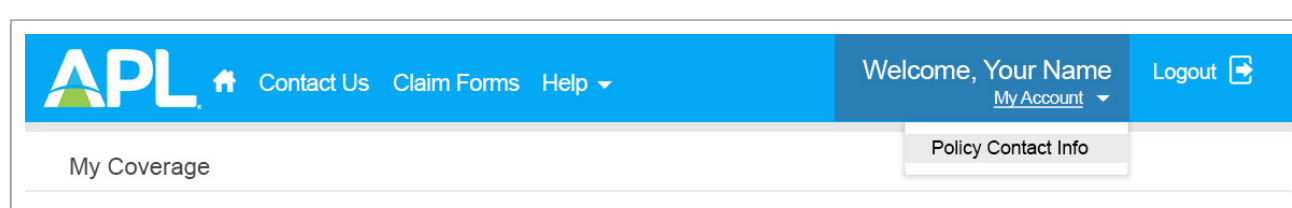
A Quick Tour

Your **Individual Dashboard** provides secure access to your American Public Life (APL) account details. From your Dashboard, you'll see an overview of your coverage, covered dependents and claims status. You'll also find links to file claims online, track claims status, download your ID Cards, policy documents, Explanation of Benefits and claim forms.

Using Your Dashboard

At the top of the Dashboard, you'll see links to:

- Contact Us
- Claim Forms
- Help
- My Account



My Coverage

Below the top navigation, you'll find **My Coverage**. Here, you have instant access to your APL insurance details, including:

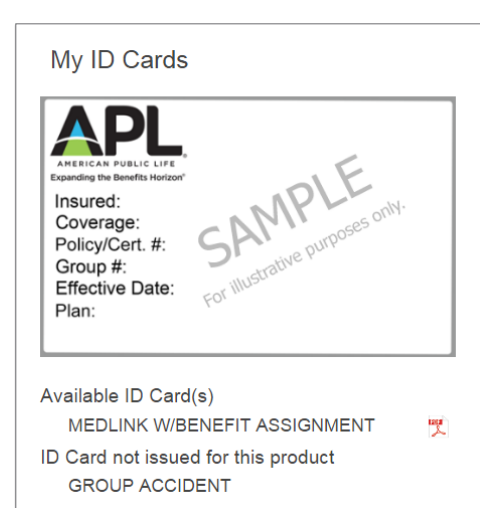
- Policy Number (links to your policy documents)
- Covered dependents
- Effective date(s) of coverage
- Status of coverage

Product	Policy Number	Effective Date	Covered Dependents	Relationship	Status
GROUP ACCIDENT	1294238	12/01/2016	MINNIE MOUSE MICKEY MOUSE	Applicant Spouse	Active
MEDLINK W/BENEFIT ASSIGNMENT	1300000	12/01/2016	MINNIE MOUSE MICKEY MOUSE	Applicant Spouse	Active

1 - 2 of 2 items

My ID Cards

Next to My Coverage, you'll find **My ID Cards**. This section displays the availability of your ID Cards. You can download and print your **ID Cards** by clicking on the PDF icon () next to the product name. **ID Cards** will download as a PDF document, if available.



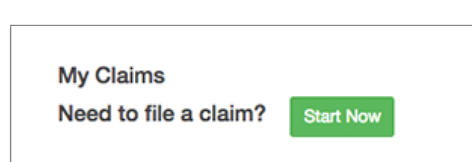
My Claims

Just below My Coverage, you'll find **My Claims**. The **My Claims** portion of your dashboard allows you to upload claim documents, submit your claim online and provides at-a-glance details of claims processed within the last 24 months, including:

- Claims status
- View Uploaded Claim Documents
- Claim number (links to your Explanation of Benefits)
- Amount paid

File a Claim Online

Under **My Claims**, click "Start Now" to begin the three easy steps to upload your document(s) and submit your claim.



File a Claim

1. Enter Claim Details | 2. Upload Documents | 3. Complete

Claimant
Jane Insuredson - Dependent

Coverage Type
Select Policy/Coverage (check all that may apply)
 2211000 - GROUP ACCIDENT (Active)
 2233456 - MEDLINKP MEDICAL (Active)
[Click here if claimant or coverage type not listed.](#)

Cancel Next

1. From the Claimant dropdown, select the name of the person you're filing a claim for.

Then select the Coverage Type you're filing the claim on. Click "Next" to continue.

Note: Lapsed policies will appear under Coverage Type for 90 days after the policy lapses. If the insured's name and/or coverage type isn't listed, simply click the link to launch the alternative upload option.

File a Claim

1. Enter Claim Details | 2. Upload Documents | 3. Complete

Please verify the information below is correct. At least one file must be uploaded before submitting. All uploaded documents must be for one date of service per claimant. Additional dates of service and/or claimants should be uploaded as separate claims.
 Acceptable file types are: pdf, tiff, png, jpg, jpeg, doc and docx. Missing documentation may delay the processing of your claim.

Claimant Info
 Insured: Jane Insuredson
 Selected Coverage: 2233456 - MEDLINKP MEDICAL

Upload files
 Select files...
 Name: My Claim Docs-Jane.pdf Size: 0.13 MB
 Name: Invoice for Jane's Xray.docx Size: 0.08 MB

Cancel Back Submit

2. Once you verify the Claimant and Policy details are correct, click "Select files" to choose your document(s) to upload. To select multiple documents at one time, hold down Ctrl (Windows) or Command (Mac) and click on the file names.

Click "Open" once you've selected your file(s).

Acceptable file types include: pdf, tiff, png, jpg, jpeg, doc and docx. The total combined file size cannot exceed 20 MB (5 MB if using Internet Explorer).

To remove a file, click "X" next to the file name. To add another file, click "Select Files." To return to the previous screen, click "Back" or click "Cancel" to return to your dashboard.

Once your files are selected and you're ready to complete this claim upload, click "Submit."

File a Claim

1. Enter Claim Details | 2. Upload Documents | 3. Complete

Claim Uploaded Successfully!

Insured: Jane Insuredson
 Date of Birth: 01-01-1981
 Confirmation Number: 10257
[Please print this page for your records](#)

Close

3. A confirmation page will appear when your documents are uploaded and submitted successfully.

Click "Close" to return to the My Claims section of your dashboard.

Your new claim submission will appear first in your list of claims. Uploaded claims documents may be accessed for 60 days from the Date Received by clicking "View File(s)" in the "Upload Confirmation" column.

(Claims processed in the past 24 months)												
Status	Confirmation Num...	Service From Date	First Name	Relationship	Coverage Type	Policy Number	Date Received	Claim Num	Amount Paid	Date Comp	Upload Confir	
Uploaded			Jane	Dependent	MEDLINKP MEDI	2233456	10/11/2018				View Files	
Received	OSC155	01/14/2018	Jess	Dependent	GROUP ACCIDE	2211000	03/12/2018	9008070	\$125.00		View File	
Processed	OSC559	10/02/2017	Jim	Applicant	MEDLINKP MEDI	2233456	11/06/2017	8881111	\$50.00	11/20/2018	View File	