

SasfinHRS

INSURANCE MOBILE APP

User Guide



Downloading the App

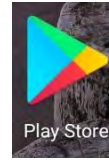
Apple



Please see below steps to download from the Apple Store:

- 1) Search "Oneloyalty"
- 2) Download the App
- 3) Register
- 4) You can use the **client code: SHRS**
- 5) Get OTP
- 6) Create your own password
- 7) Login

Android



Please see below steps to download from the Play store:

- 1) Search for "Oneloyalty"
- 2) Download/Install the App
- 3) Register
- 4) You can use the **client code: SHRS**
- 5) Get OTP
- 6) Create your own password
- 7) Login



OneLoyalty Assist

App Icon on the stores



Registration and Login

< Register

Mobile Number

Email Address

Client Code

One-Time PIN (OTP)

Password

Confirm Password

I agree with the [Terms and Conditions](#)

You will be required to register prior to logging in.

- Complete all fields on the registration form
- Use Client Code: **SHRS**
- Click "Get OTP"- an SMS will be sent to your phone with the OTP code
- Create a password
- Accept terms and conditions and click register

sasfin ^{SHRS}
Short-term Insurance

Please sign in to get access.

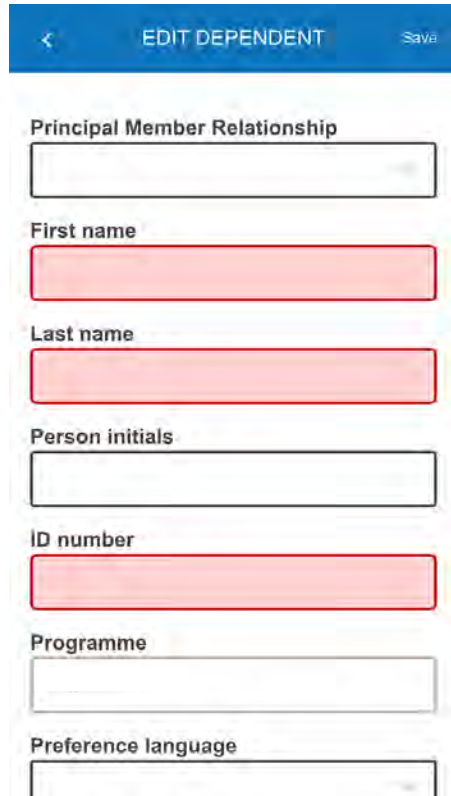
[Forgot Password?](#)

v2.0.7.20170714
ServerId:710

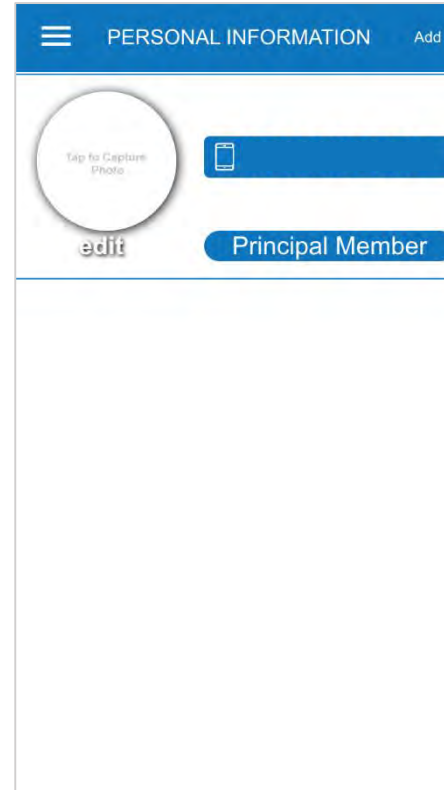
Once registered you will be permitted to login

- Insert your details as per registration
- Use client code: **SHRS**
- Click login

Registration and Login



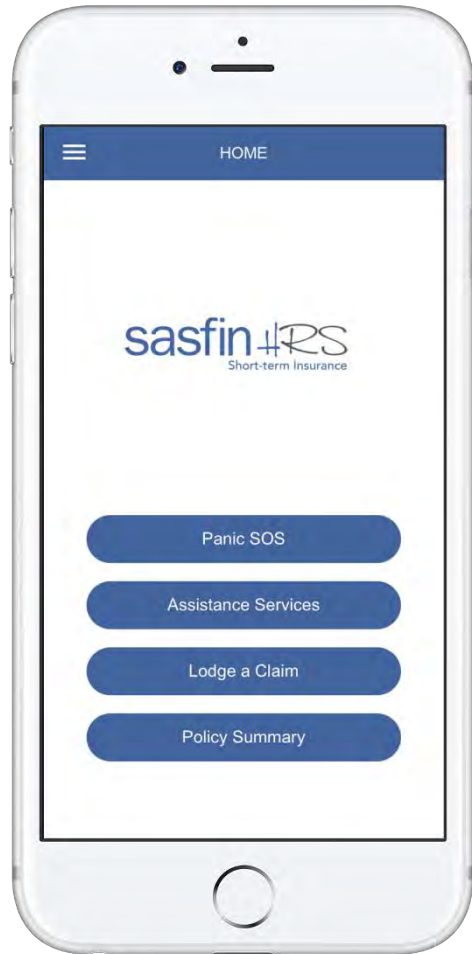
Once you have registered, the app will automatically open on the “Personal Information” screen where you will need to fill in all additional information highlighted in **red**. Add your name, surname and ID number which will allow you to access your policy details in the “Policy Information” screen. **Note this detail is mandatory** and other relevant personal details.



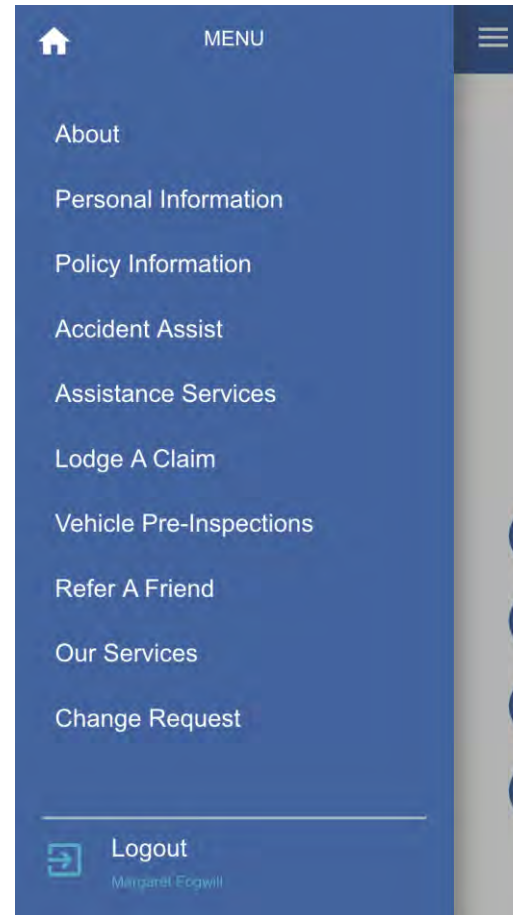
You can update the detail at any time by selecting the edit button.


You can add a picture of yourself by tapping on “capture a photo”


Menus: Landing Page and Pop Out Menus



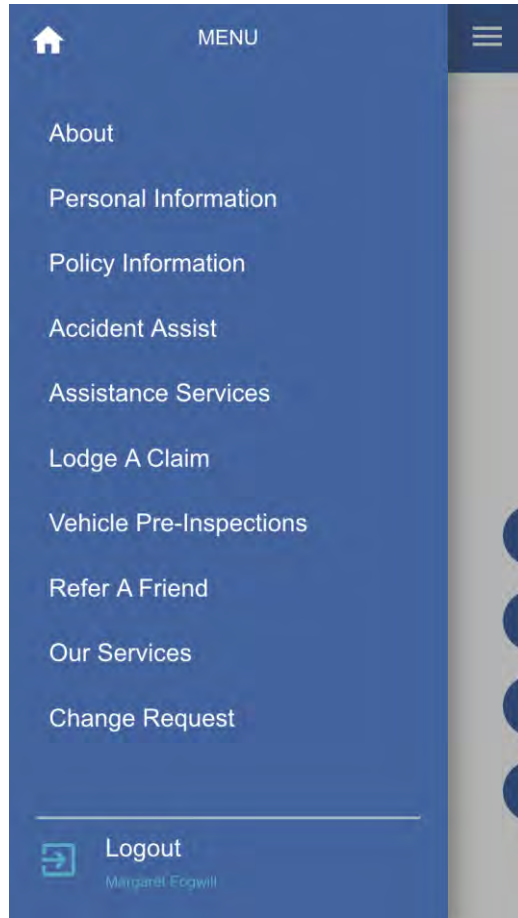
Menus can be accessed via the landing page on the left or the pop out menu on the right.



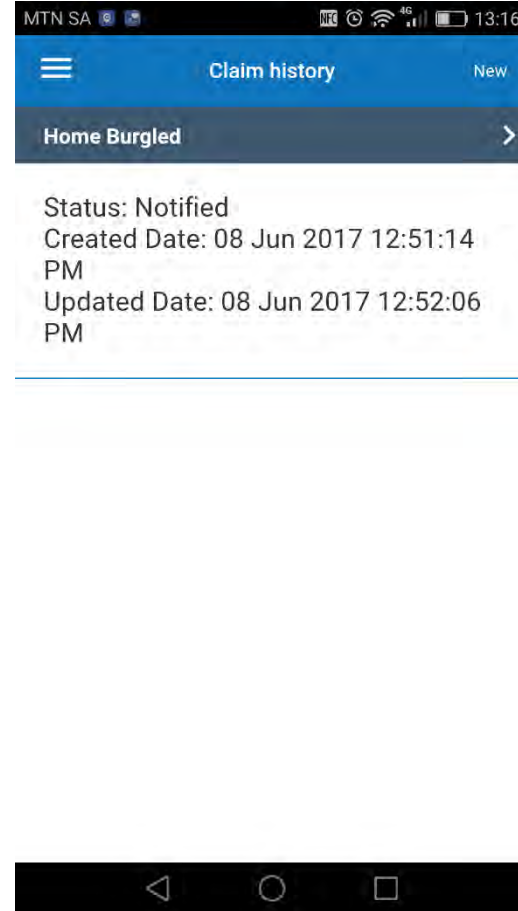
To get to the pop out menu, tap on the  on the top right corner.

To return to the home page/landing page Tap the  on the top left.

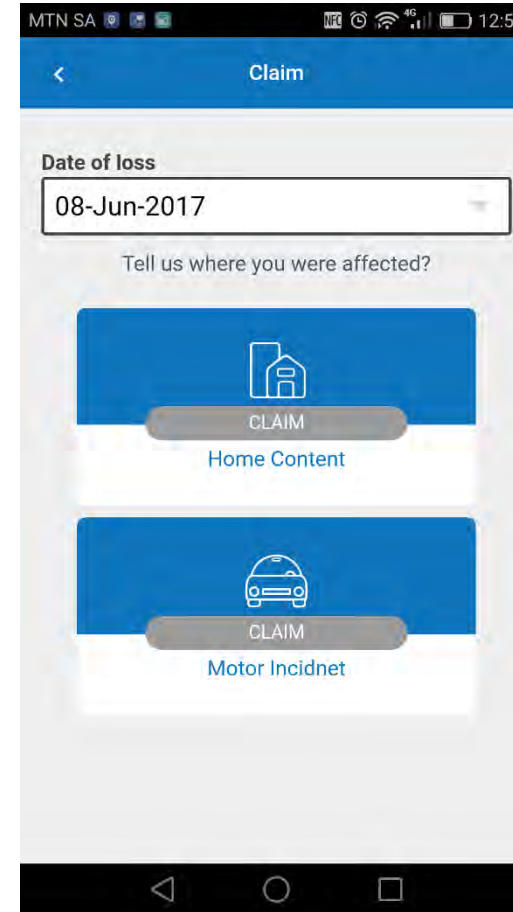
Menu and Lodge a Claim



By tapping on the arrow, a drop down menu appears for additional items on the menu



Select "new" on the top right, to record a claim



Select the type of claim:
Home or Motor.
Example: Home Content.



Follow the steps.
Select what happened.
Example: Home Burgled

Lodge a Claim continued

<

Home Burgled Claim

Status: Notified

STEP 2: REGISTER THE CLAIM

Incident Details

4 of 12

Police

0 of 0

Register

Select "Incident details" and fill in all the details.
Then select "Police" and fill in the missing details
Once done you can register the claim

<

Home Burgled Claim

Incident Details

Next

Select risk address

Property Lost, Stolen or Damaged

Lost

Date of Incident

08-Jun-2017

Time of Incident

Full Description of what happened (Please start preparing a list of all stolen items to provide to us at a later stage)

Where did it happen

The date will prepopulate.
Fill in the outstanding information.

<

Home Burgled Claim

Incident Details

Next

Where did it happen

Is there any sign of forced entry?

Tap to capture photo

Any additional notes?

Burglar bars

NO

Security gates

NO

You can add a photo in your report.

<

Home Burgled Claim

Police

Done

Police Case/Reference Number

Fill in missing detail.

Change Request

The screenshot shows a mobile app interface for submitting a change request. At the top, the status bar displays 'MTN SA' and various icons. The app's header is blue with a hamburger menu icon, the title 'Change Request', and a 'Submit' button. Below the header, a green instruction box reads: 'Please type a detail description of your change request and include any relevant photographs'. The form consists of three main sections: 'ID number' with a text input field, 'Policy number' with a text input field, and 'Request details' with a larger text area. Below these is a dashed box labeled 'Change request photo 1'. At the bottom of the form, a green box contains the text: 'Please note this is not confirmation of cover. Your Broker will be in contact.' The bottom of the screen shows the Android navigation bar.

Select "Change Request" from the drop down menu. Capture all the details. Tap "submit" on the top right corner of the screen.

Please take note of the message in green. "Please note this is not confirmation of cover. Your Broker will be in contact."

Vehicle Pre- inspections

Existing inspections

New

Currently no inspections

SECTIONS

1. Vehicle Details

2. Regular Driver

3. Sound System

4. Towing Sticker

5. Vehicle Accessories

6. Photographs

7. Damage Details

8. Sign & Submit

REGULAR DRIVER

ID Type

Title

Initials

Surname

Gender

Identity Number

Identity Document Type

PHOTOGRAPHS

VEHICLE FRONT

Tap to Capture Photo

VEHICLE LEFT SIDE

Tap to Capture Photo

Sign & submit

Done

Confirmation email address

Client signature

Signature

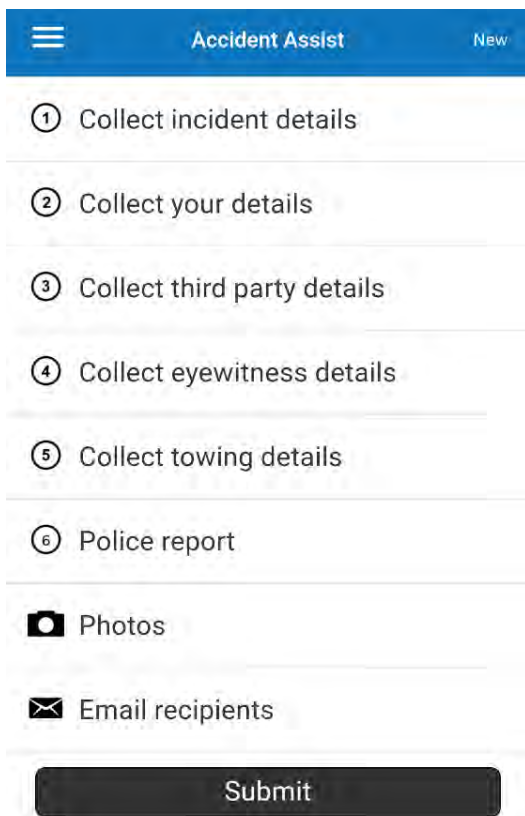
I hereby declare that the information provided is true and complete.

NO

Select “Vehicle Pre-Inspections” from the drop down menu.
Tap on “New “in the top right corner.

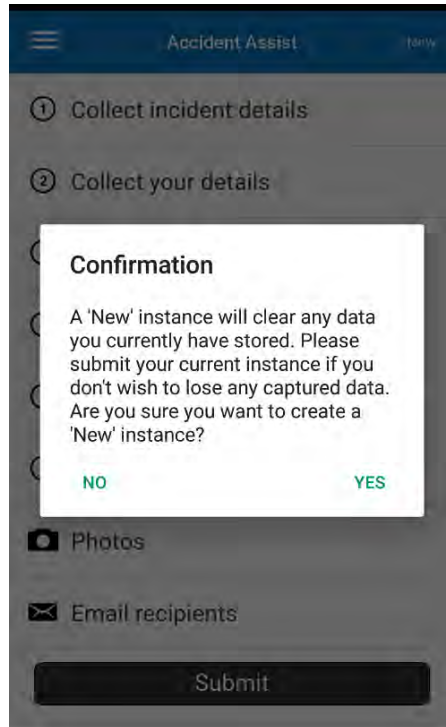
Ensure that all compulsory fields are completed. Follow the steps given, from 1 to 8 .
The compulsory fields are indicated in red. Once all the sections have been completed the red boxes will have a green tick. Once all boxes are ticked the form can be submitted.

Accident Assist



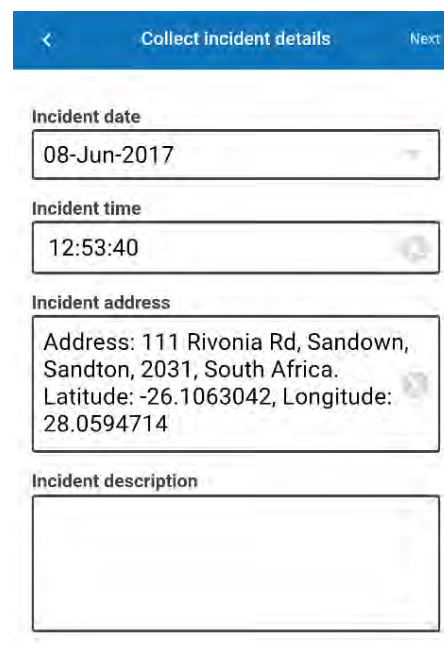
The menu screen for the Accident Assist app. It features a blue header with a hamburger menu icon, the text 'Accident Assist', and a 'New' button. Below the header is a list of six numbered steps: 1. Collect incident details, 2. Collect your details, 3. Collect third party details, 4. Collect eyewitness details, 5. Collect towing details, and 6. Police report. At the bottom of the list are icons for 'Photos' and 'Email recipients', followed by a large dark blue 'Submit' button.

From the Menu, select “Accident Assist”
Follow the steps given, from 1 to 6.



The screen for step 2, 'Collect your details'. It shows a list of steps with step 2 highlighted. A white confirmation pop-up is centered on the screen with the title 'Confirmation' and the text: 'A 'New' instance will clear any data you currently have stored. Please submit your current instance if you don't wish to lose any captured data. Are you sure you want to create a 'New' instance?'. There are 'NO' and 'YES' buttons at the bottom of the pop-up. Below the pop-up, there are icons for 'Photos' and 'Email recipients', and a dark blue 'Submit' button.

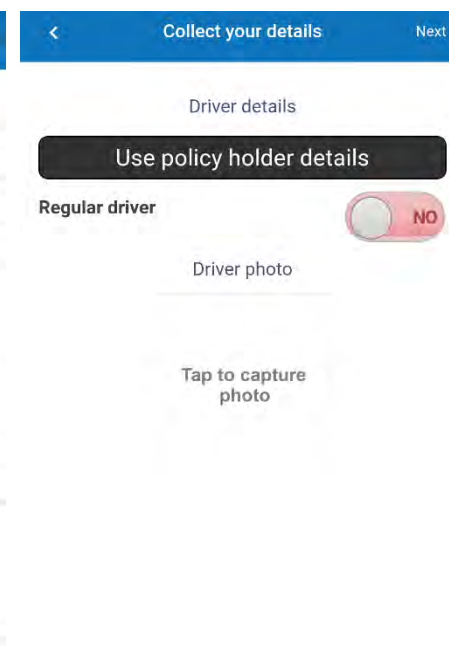
Please take note of any pop up messages.
If you are happy to proceed,
Please select yes and carry on with the steps.



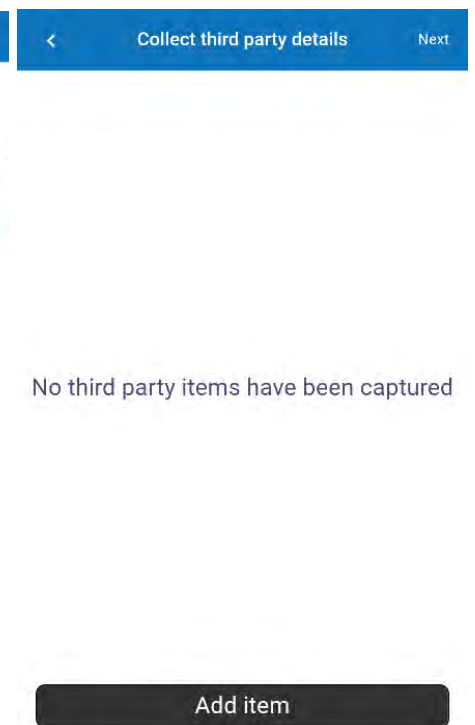
The screen for step 1, 'Collect incident details'. It has a blue header with a back arrow, 'Collect incident details', and a 'Next' button. The form contains three input fields: 'Incident date' with the value '08-Jun-2017', 'Incident time' with the value '12:53:40', and 'Incident address' with the value 'Address: 111 Rivonia Rd, Sandown, Sandton, 2031, South Africa. Latitude: -26.1063042, Longitude: 28.0594714'. Below these is a large text area for 'Incident description'.

Fill in the missing details on each page. Once completed tap on “Next” in the top right corner of the screen to move onto the following step.

Step 1 :The time, date and your location will pre-populate.
Step 2: Fill in any missing details.
Step 3: Tap on add item to fill in details.



The screen for step 3, 'Collect your details'. It has a blue header with a back arrow, 'Collect your details', and a 'Next' button. The form includes a 'Driver details' section with a dark blue button 'Use policy holder details'. Below this is a 'Regular driver' toggle switch set to 'NO'. There is a 'Driver photo' section with a camera icon and the text 'Tap to capture photo'.



The screen for step 4, 'Collect third party details'. It has a blue header with a back arrow, 'Collect third party details', and a 'Next' button. The screen is mostly empty with the text 'No third party items have been captured' in the center. At the bottom right is a dark blue 'Add item' button.

Accident Assist – continued

< Collect eyewitness details Next

Eye witness 1

Driver photo

Tap to capture photo

First name

Surname

ID number

Fill in any missing details on Step 4 , Step 5 and Step 6.

Add any additional photos and email recipients to receive the accident report, then tap on submit to send the report to the relevant parties.

< Collect towing details Next

Company name

Driver name

Contact Number

Towing vehicle registration number

Towing destination

< Police report Next

Name of police officer

Police station name

< Photos Next

Capture

Attach

< Email recipients Next

Email address 1

Email address 2

Email address 3

< Summary Submit

Collect incident details



Collect your details



Eye witness 1



Submission confirmation

Are you sure you want to submit?

NO

YES

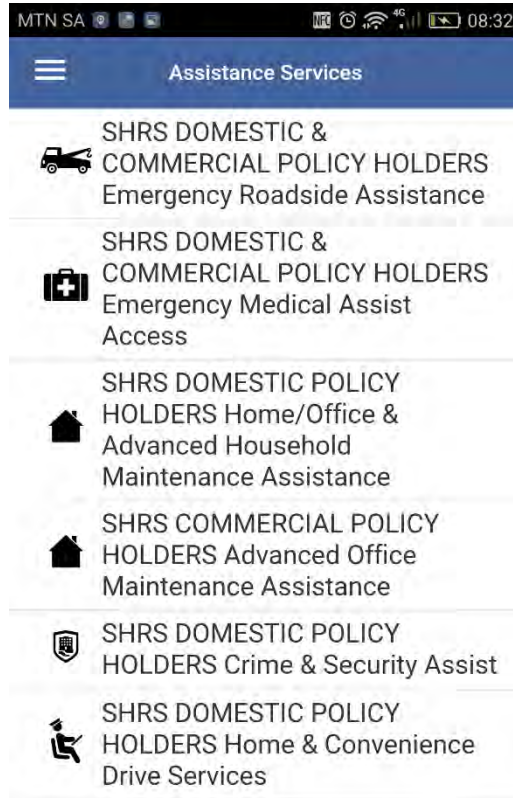
Email recipients



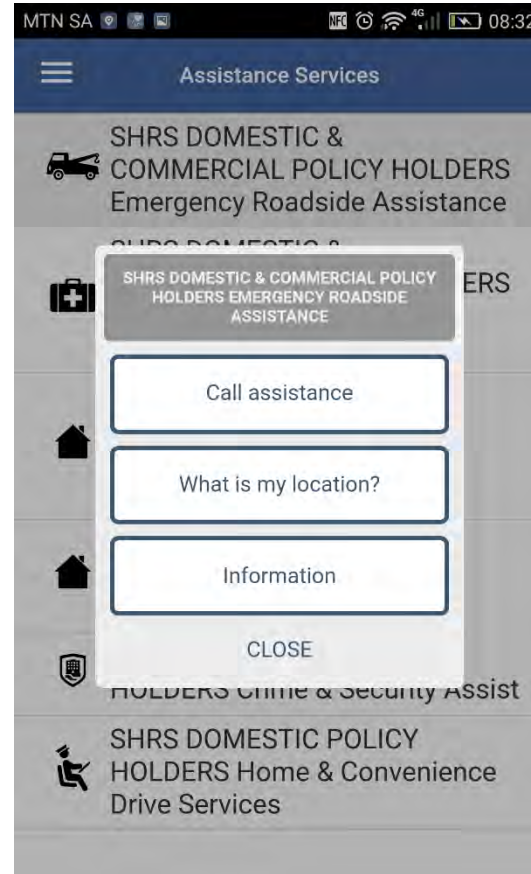
Photos (0)



Assistance Services Menus



Select "Assistance Services" in the menu to call the provider, find your location or read up on the service cover.



Road Patrols

The objective is to get the beneficiary mobile on the roadside. These services are covered nationally including Lesotho and Swaziland. These services are limited to R500.

Minor Roadside Assist Services Include:

- Change of a flat tyre
- Fuel assistance (approximately 5 litres is covered and cost thereafter will be for the beneficiary's account)
- Jump start for a flat battery (replacement of battery for the beneficiary's account)
- Keys Locked in vehicle -unlocking only; cost of replacing keys is for the beneficiary's account)
- Minor roadside-running repairs related to breakdowns (Coil's, Immobilizers, Fuses and limited assist on fan belts)

*** Toll fees are not inclusive within the benefit

Tap on "Information" for a full description of the service.

Adding a dependent

< ADD DEPENDENT Save

Principal Member Relationship

Other

First Name

Last Name

Person Initials

ID Number

Preference Language

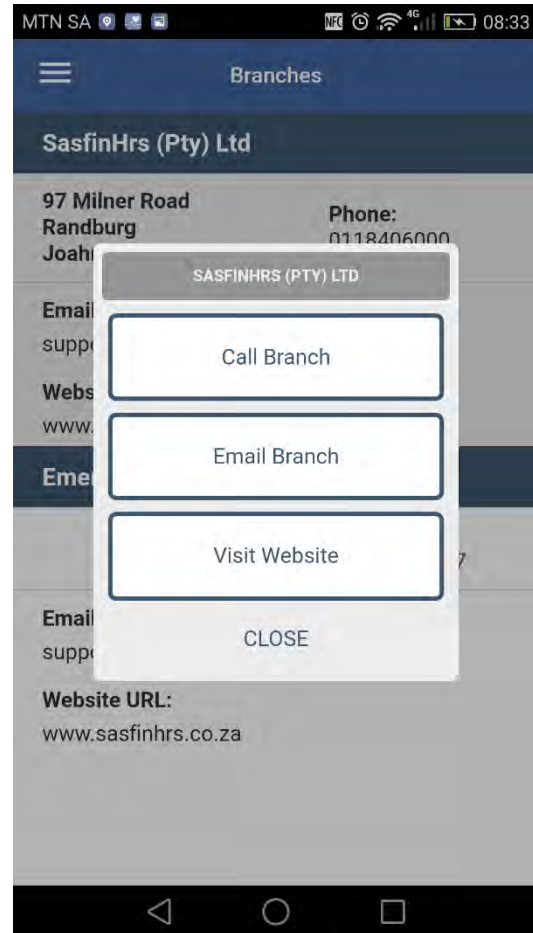
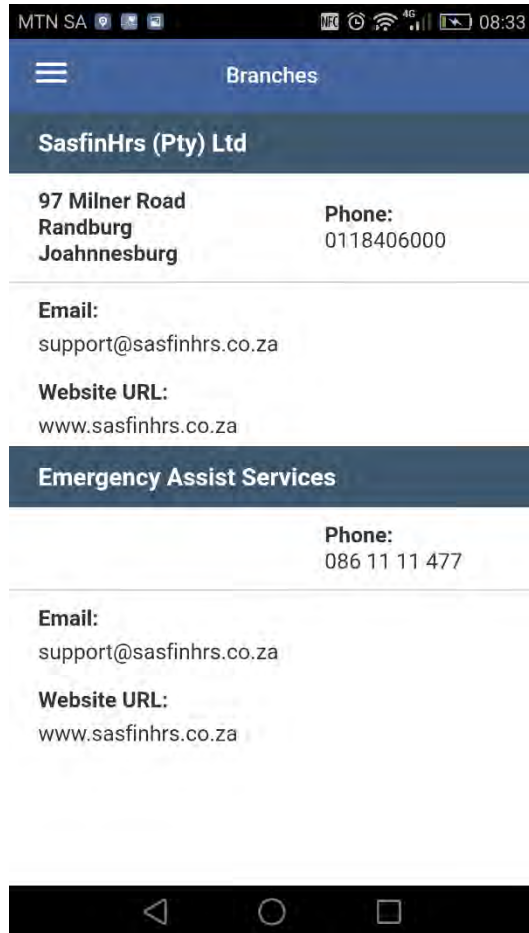
English

Gender

Male

- Click on Navigation Menu
- Click “Your Policy”
- Click Personal Information
- Click “Add” – to add a dependent
- The dependent added will now have access to register on the app.

Contact us



SasfinHRS branches can be contacted by tapping on the “Contact Us” menu item. Tap on the relevant branch and the details will come up. If the member taps on the ‘Call Branch’ button it will open their keypad window on your phone.

Thank you and enjoy your user experience!

