

Dear Member,

Welcome to your new health insurance plan prepared by (Tawuniya) to provide healthcare service for the employees and the families of your company.

We hope that this program will contribute to the upgrading of the level of healthcare that you deserve and will reflect positively on your morale and productivity.

Definition and Contents of Tawuniya Medical Card

Tawuniya Medical Insurance Card contains basic information to help the beneficiary and medical service provider to speed up the provision of medical treatment within Tawuniya's network of service providers.

Registration Steps

The screenshot shows the 'Tawuniya Online Registration' form. It is divided into several sections: 'Personal and Policy Information', 'Mandatory for Corporate Medical Policy Holders', and 'Create User Name'. Red circles with numbers 1 through 12 are placed over specific fields to indicate the registration steps. Step 1 is Saudi Id Number / Iqama Number, Step 2 is Active Policy Number, Step 3 is Policy Expiry Date, Step 4 is Insured's Birth Year, Step 5 is Medical Member Card Number, Step 6 is Enter User Name, Step 7 is Re-enter User Name, Step 8 is Preferred Language, Step 9 is Choose your Preferred Communication Method, Step 10 is Enter your Mobile Number, Step 11 is Email Address, and Step 12 is Re-enter Email Address.

A. Go to Tawuniya Web Site: <https://online.tawuniya.com.sa>

B. Click on "Register" : You will be asked to enter your basic information and those of your medical insurance policy. We present hereunder the basic information for registration in the same order of Tawuniya Web Site:

1. National ID / Iqama number.
2. No. of valid insurance policy : Look at your Card.
3. Policy date of expiry : Look at your Card.
4. Insured's year of birth : Birth year of the primary Insured (in Gregorian calendar without mentioning the month and day).
5. Medical Card number of the beneficiary: Look at Below Sample.

Illustrative example



6. Enter your user name: The name you will use to peruse the details of your policy. **Note:** Do not use your Id. Card number as User Name
 7. Re-enter the same User Name.
 8. Preferred language.
 9. Select a preferred means of communication.
 10. Enter your mobile number.
 11. Your e-mail address.
 12. Re-enter your e-mail address.
- C. You are required now to take the password sent to your e-mail address and change it then login to your account.

Medical Benefits and Medical Service Providers

To be able to peruse the medical benefits and medical Service providers, you can view them through your electronic account at Tawuniya.



Customer Care Unit

If you have any viewpoints, observations or feedback on the service or proposals for development or complaint, please feel free to send directly to the Customer Care Unit through one of the following means of communication

Toll Free Phone: 920019990

Fax # : 011488877

E-mail : care@tawuniya.com.sa

To ensure the instantaneous handling of your feedback or complaint, your request shall contain the following information :

- A detailed explanation to the situation leading to the complaint.
- The number of your insurance policy or your personal identification number.
- Your contact numbers or e-mail address.
- Any other information relating to your complaint and help us to understand the case and identify the competent authority to address it right away.

4. From the menu listed select "Reimbursement" for the person you intend to submit his/ her application.

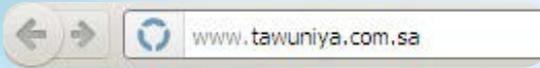
5. Complete the basic information and attach all documents and invoices required.

Note:

- The reimbursement amount will be converted in Saudi Riyal currency for the Saudi banks only.
- The medical expenses will not be reimbursed for medical treatment abroad.

Steps to Provide Medical Claim

1. Go to Tawuniya Web Site: www.tawuniya.com.sa



2. Enter your user name and password.

Note: If you are not registered before, you have to follow the registration step as explained in the first way to register through the website.



3. Click on the "Policy Details"

