

Special Discount

10%

for Saudi Aramco families
when purchased
online

**Bupa Family Online
Purchase Manual**

Dear Aramco members,

We designed the Family Product solely for Saudi Aramco employees and retirees to give them peace of mind and safety through health plan that can be purchased for any of their dependent family members who are not covered by Saudi Aramco Medical Plan.

You can purchase the Family Product through our website, this will also entitle you to a 10% discount exclusively for you. You can finish your purchase in just a few minutes.

This manual will take you through a simple and smooth online journey on how to purchase your plan with ease.



For more assistance contact our customer service

9200 004 56

Ext: #8100

Follow the below step by step instructions.

This is your online purchase journey after receiving your Family Product Overview

1 Family Product is communicated internally with Aramco employee

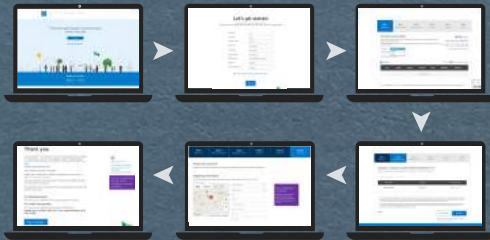


2

If you are interested, go to bupa.com.sa



3 Start your online purchase



Order Validation Point

- With no medical declaration, 1 working day
- With medical declaration, 2 working days

4

You can pay via SADAD

سداد



5

Our support office team will validate after receiving the documents within 2 working days after payment has been made



6

You will receive your membership pack and plan within 5 working days after payment



Health Insurance
Membership Pack



Bupa
بوبا

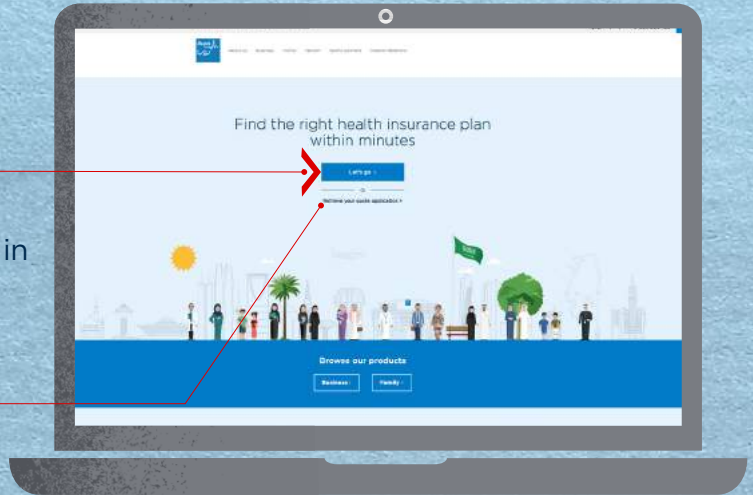
Let's begin!

Visit our website: bupa.com.sa

A. Home Page – Starting the quotation and purchasing order

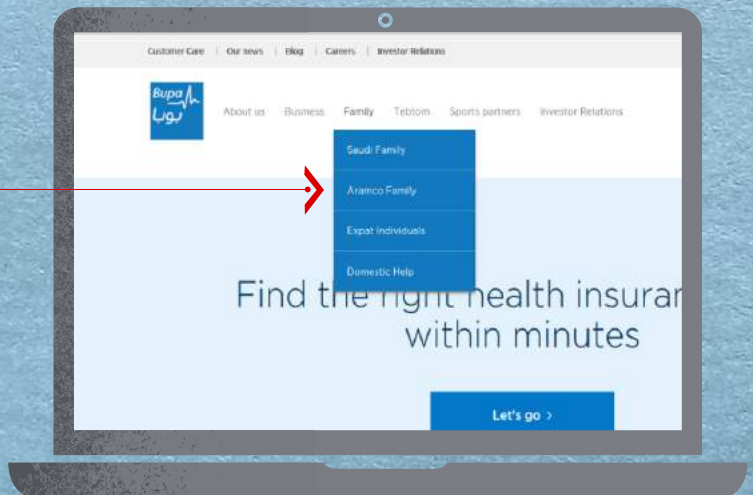
1. Click here to register if you're a new customer

2. Click here to log in to your account if you're already registered



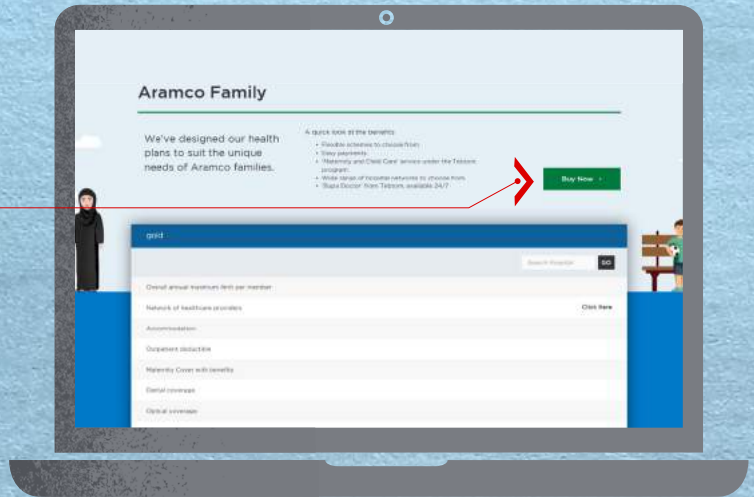
B. Registration Page – Starting the quotation and purchasing process

3. Choose Aramco Family from the family tab



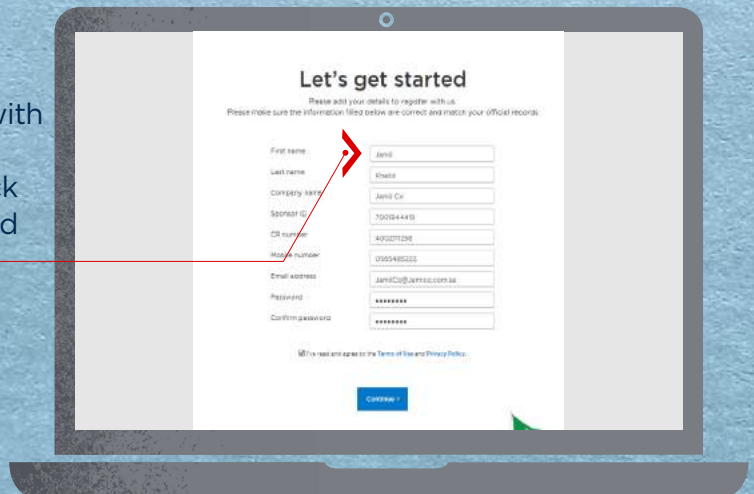
B. Registration Page – Starting the quotation and purchasing order

4. Click here to purchase



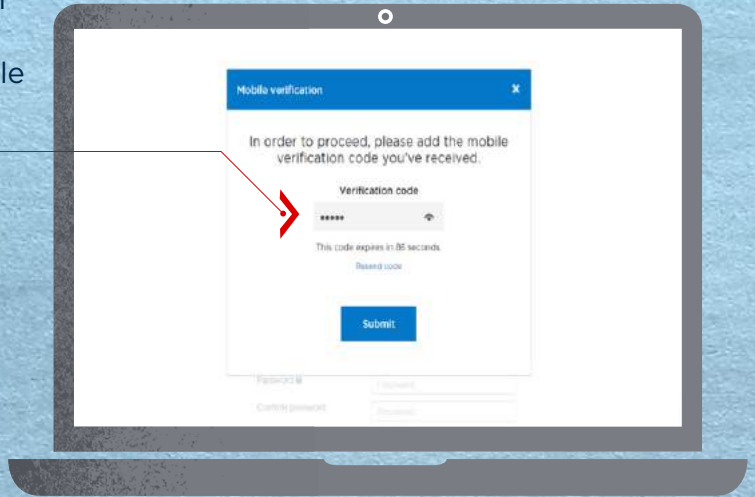
B. Registration Page – Personal Information

5. Fill in the fields with some information about you then click continue to proceed



B. Registration Page – Mobile Number Verification

6. Enter verification code sent via SMS to verify your mobile number

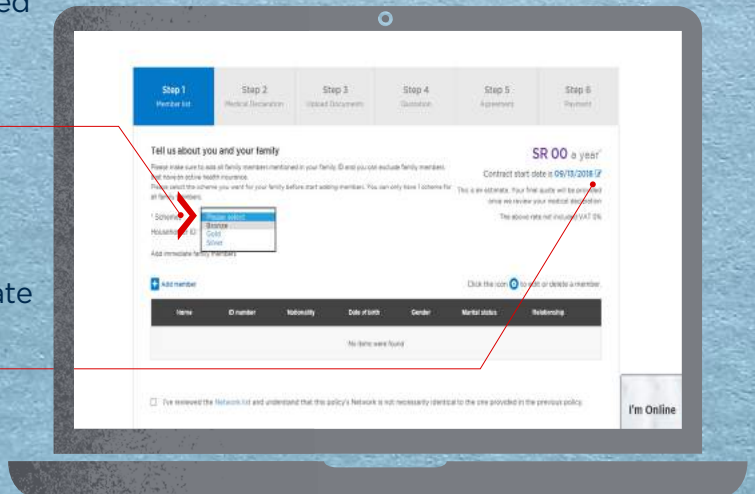


C. Member List Page – Scheme Selection

7. Select the required scheme

The amount will change based on scheme and member details

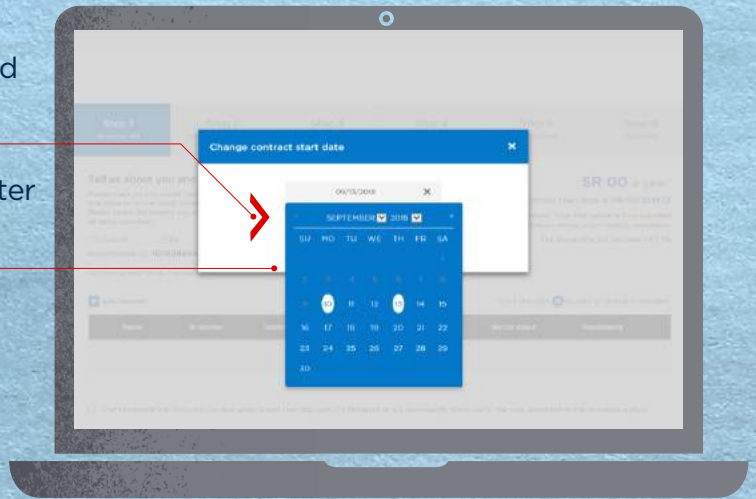
8. Click the icon to change the start date of the plan policy



C. Member List Page – Changing the inception date

9. Select the desired inception date

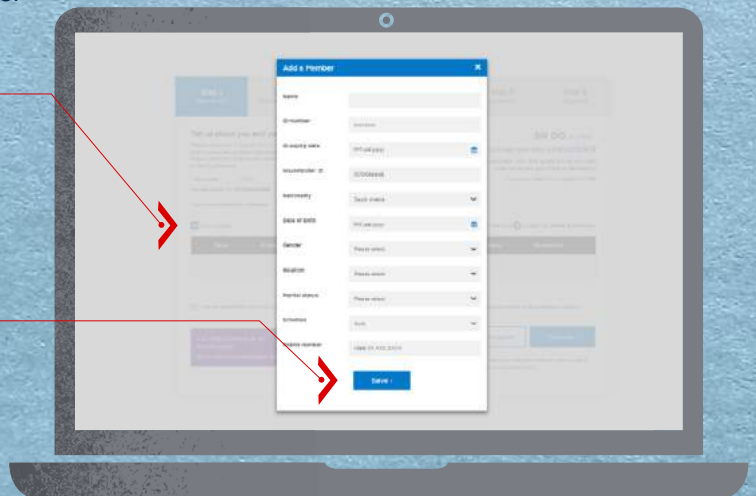
10. Click update after selecting the date



C. Member List Page – Adding members

11. Click “Add member” to add member on the list

12. Fill all fields then click Save button



C. Member List Page - Adding members

13. Click here to modify member's list

List enables you to edit member, add dependent or delete member

The screenshot shows the 'Member List' page in a multi-step process. The steps are: Step 1: Member list (active), Step 2: Plan, Step 3: Policy Documents, Step 4: Questions, Step 5: Agreement, and Step 6: Payment. The main heading is 'Tell us about you and your family'. Below this, there are instructions to add family members and a 'List' button. A table lists members with columns for Name, ID number, Nationality, Date of birth, Gender, Marital status, and Relationship. The first row shows 'Ahmed Mohamed' with ID '02500876', Nationality 'Saudi Arabia', Date of birth '09/09/1987', Gender 'Male', Marital status 'Single', and Relationship 'Subsidiary'. A red arrow points to a blue 'List' button next to the first row. Below the table, there is a checkbox for 'I've reviewed the Network list and understand that this policy's Network is not necessarily identical to the one provided in the previous policy'. At the bottom, there are buttons for 'Back & Logout' and 'Continue'.

D. Medical Declaration Page - Uploading Medical Declaration

14. Click here to download the medical declaration form

15. Tick the box to consent to terms and conditions

16. Click here to Continue

The screenshot shows the 'Medical Declaration' page in a multi-step process. The steps are: Step 1: Member list, Step 2: Medical Declaration (active), Step 3: Upload Documents, Step 4: Questions, Step 5: Agreement, and Step 6: Payment. The main heading is 'Download, complete and sign the Medical Declaration form.'. Below this, there are instructions to download the form and a 'Download Medical Declaration' button. A table lists members with columns for Member Name, Relationship, and How medical case? The first row shows 'Ahmed Mohamed' with Relationship 'Main Contact' and How medical case? 'No'. Below the table, there are two checkboxes for consent: 'I've confirmed that all mentioned data in this form is complete and correct and has been discussed with all family members in a private session with the privacy and confidentiality of the information, and that the acceptance of the expression will be based on free will. Back to work for Completed Insurance has the right to consult the hospital which I'm not dealing with, to provide any medical information that may be needed to assess the risk.' and 'I've agreed that Bupa Arabia for Cooperative Insurance has the authority to react to this form or the entire coverage due to the completion of any unexpected loss or any one that occur before the date of the contract, renewal or addition, and if the cases mentioned in the medical declaration have previously happened unless they were excluded by Bupa Arabia in writing.'. At the bottom, there are buttons for 'Back' and 'Continue'.

D. Medical Declaration and Know Your Customer Form

Fill in the KYC (Know Your Customer) Medical Form

17. Fill in the medical declaration form



The image shows a laptop screen with two forms. The left form is a medical declaration form in Arabic, titled 'إشهاد الطبيب المتخصص المعتمدة' (Certified Specialist Doctor's Statement). It contains fields for patient information and a large text area for the doctor's statement. The right form is a 'Know your Customer Form (Hudbook)' in Arabic, titled 'معلومات تعريف عميلنا (العميل)'. It is a detailed form with multiple sections for personal and financial information, including name, date of birth, address, and contact details.

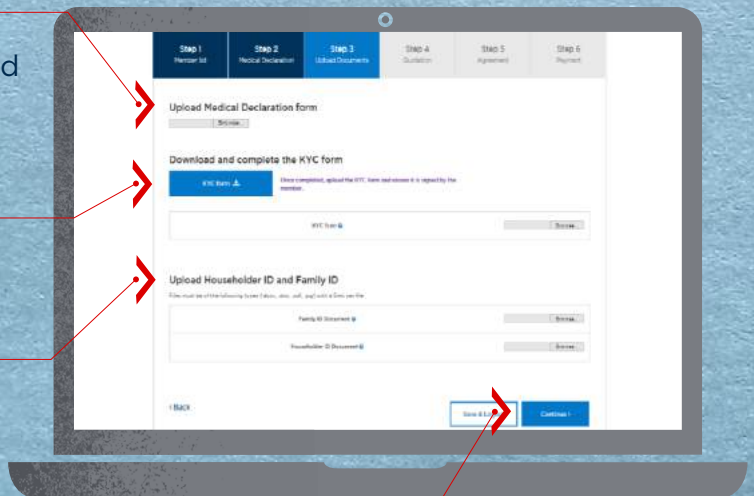
D. Medical Declaration and Know Your Customer Form

18. Upload your medical declaration form that you filled and signed

19. Click to download and complete the KYC (Know Your Customer) form

20. Upload Householder ID & Family ID

21. Click here to save files



The image shows a laptop screen displaying a multi-step KYC form. The progress bar at the top indicates the current step is 'Step 3: Upload Documents'. The main content area includes:

- 'Upload Medical Declaration form' with a 'Browse...' button.
- 'Download and complete the KYC form' with a 'KYC form' button and a note: 'Once completed, upload the KYC form and make sure it is exactly the same.' Below this is a 'KYC form' input field with a 'Browse...' button.
- 'Upload Householder ID and Family ID' with a note: 'Please upload one of the following forms: Householder ID, and Family ID.' Below this are 'Family ID Document' and 'Householder ID Document' input fields, each with a 'Browse...' button.

At the bottom, there are 'BACK' and 'Save & Continue' buttons.

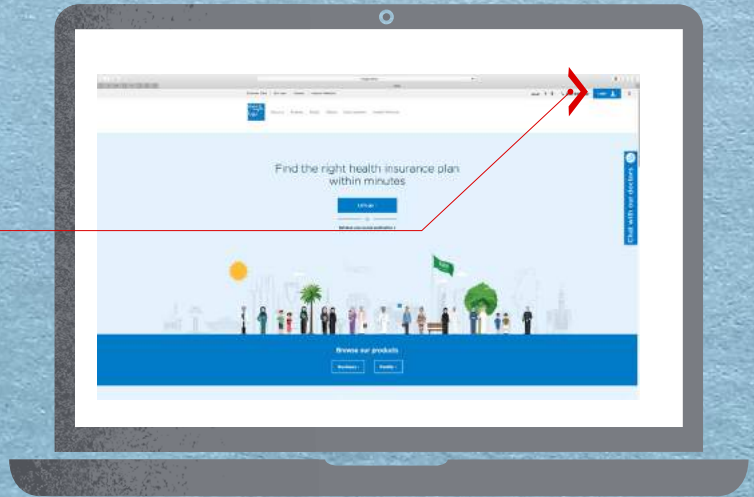
E. Order Processing

22. Log in to reveal the quotation after your purchased order is processed



F. Log In

23. Log in after a day or two



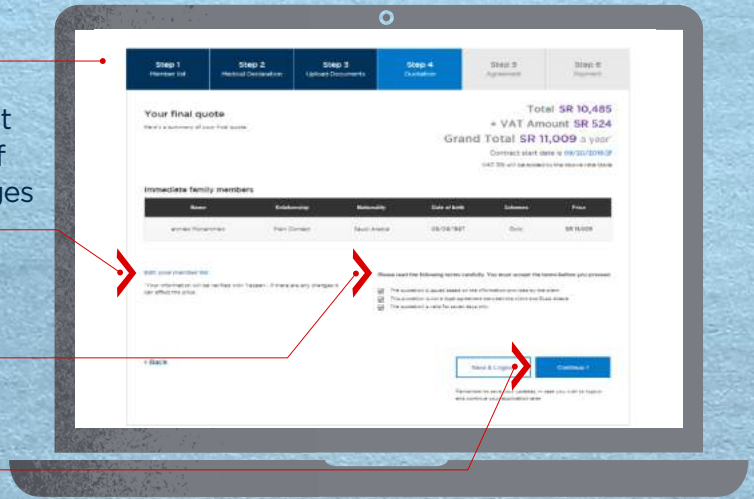
G. Quotation Page

Once your quote is prepared, this page will be displayed

24. Click here to edit your member's list if you have any changes

25. Agree on Terms and Conditions

26. Click here to proceed



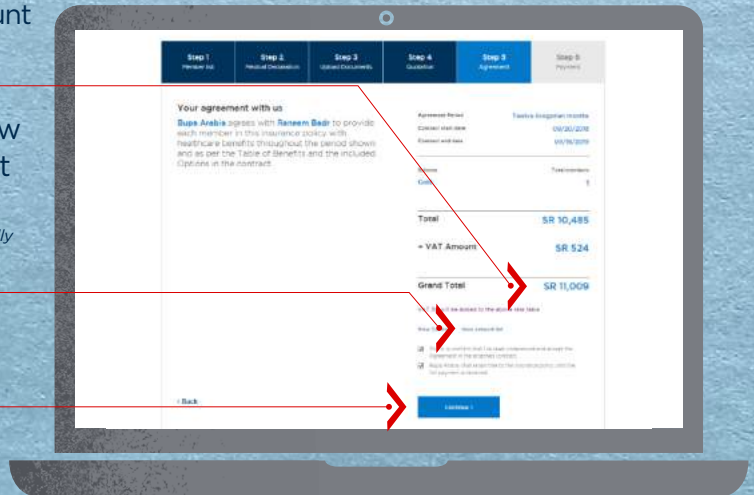
H. Agreement Page

This is the total amount of your plan policy

27. Click here to view full detailed contract and network list

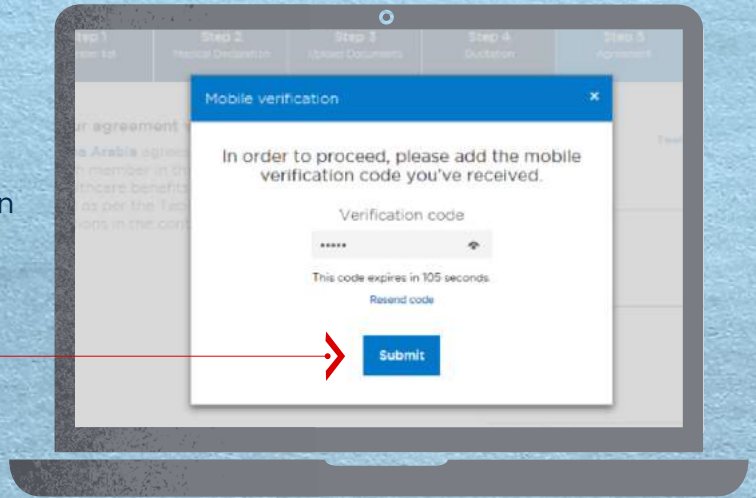
The contract downloaded is officially signed & stamped by us

28. Click here to proceed



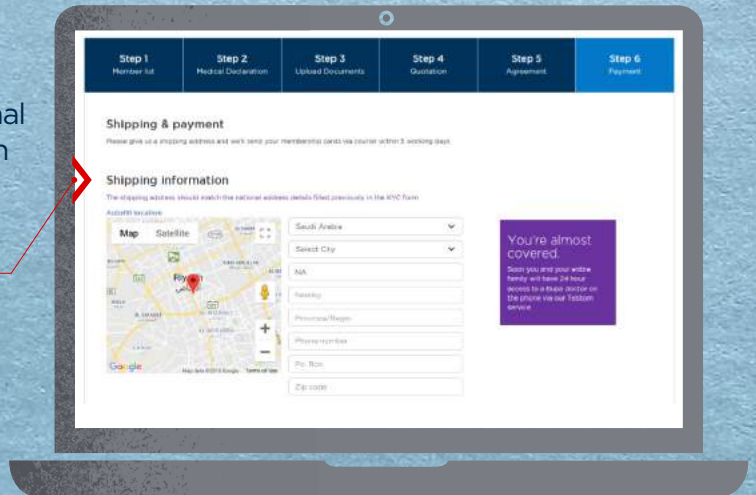
H. Agreement Page - Mobile Verification

29. Enter verification code received on your mobile then Submit



I. Payment Page - Fill in your National Address information and Payment Method

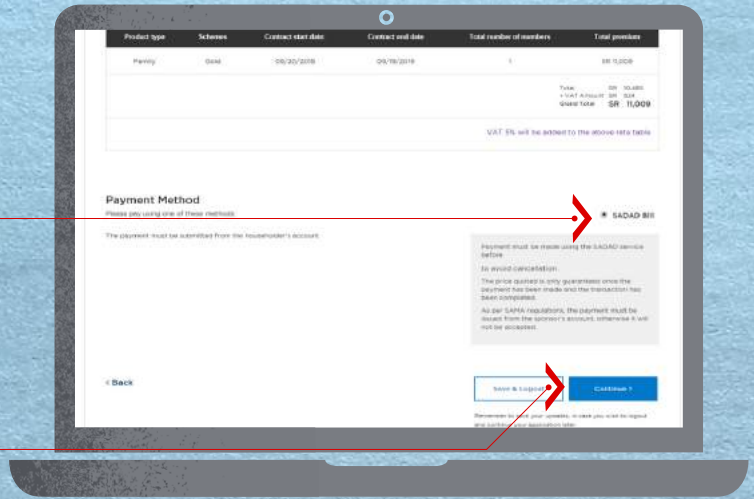
30. Fill in the National Address information to receive your plan "Membership Pack"



31. Select payment method

You can pay through SADAD

32. Click here to continue or save your information before logging out

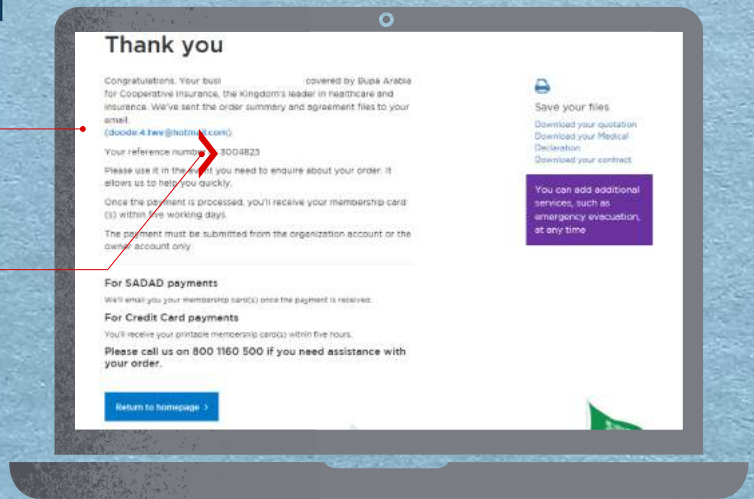


J. Order Summary Page

In this page, you will see your order summary

Save your SADAD reference number

Note that your order is saved and you can access this page any time by logging in.



**We will deliver your family medical plan after 5 days
from date of payment.**

Congratulations!

**You have successfully completed the step by step
guide of purchasing the Family Product. Now you can
start your online purchasing journey with ease.**

For support contact us on the below




Customer service
9200 004 56
Ext: #8100



Online live chat
on the electronic purchase site
Sunday to Thursday
from 8:30 am to 5:30 pm

 bupa.com.sa

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