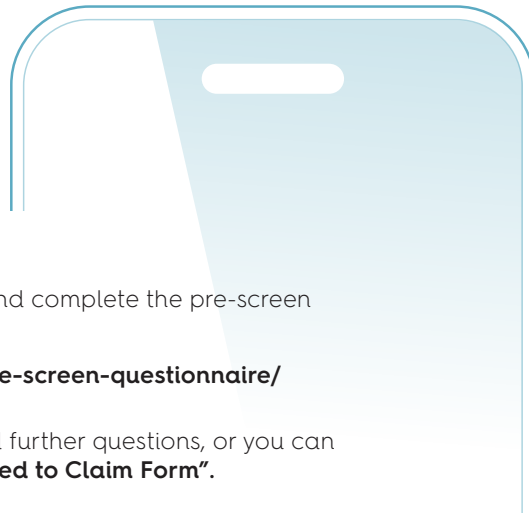


Priority Pass Step by Step guide



1 Follow the link to the Western Gap claim form and complete the pre-screen questionnaire.

<https://www.kaelo.co.za/western-gap-claim-pre-screen-questionnaire/>

2 Depending on your selection, you may be asked further questions, or you can proceed to the claim form by clicking on **“Proceed to Claim Form”**.

westerngap

Western Gap Claim Pre – Screen Questionnaire

We understand that claiming from your Western Gap policy may feel overwhelming, so we've put together a quick questionnaire to guide you through the Claims process.

Where did your procedure/treatment take place? *

- In-hospital
- Casualty ward
- Doctor's rooms
- Co-payment (a fixed amount, defined by your Medical Scheme, paid to the Service Provider before receiving the service)
- Other

[Proceed to Claim Form](#)

3 Read the instructions displayed points 1 - 7 and ensure that you have all the supporting documentation.

4 Scroll down and enter your ID or Policy number and click **“Next”** to receive your OTP (One time Pin).

Please enter your ID, Passport No. or your Western Gap Policy No. in order for us to find your policy.

What would you like us to search with? *

- South African ID Number
- Passport Number
- Policy Number

Cellphone No. *

Please ensure you enter the cellphone number that is linked to your policy. You will receive a OTP to verify your policy and continue with the online submission for your claim.

Western Gap Product Name *

Western Gap Option *

Broker Submission

I am submitting on behalf of the policyholder

[Next](#)

5 Enter the OTP sent to your cellphone and click next:

The screenshot shows a progress bar at the top with six steps: Instructions, OTP Validation (highlighted in blue), Policyholder Details, Payment Instructions, Patient and Event Details, and Declaration. Below the bar, it indicates '17% Complete' and '2 of 6' steps. The main content area is titled 'One Time Pin *' and contains a text input field. Below the field, there is a note: 'Please enter the OTP that was SMS'd to the cellphone number provided on the previous screen.' A second note states: 'Should you not receive the OTP within a few minutes, please click the Next button and a new OTP will be generated. Alternatively please complete the PDF claim form.' At the bottom, there are two blue buttons: 'Previous' and 'Next'.

6 Follow steps 3 – 6 by entering all the details of the Policyholder; patient and event. At the end of each step, click next:

The screenshot shows the progress bar updated to '33% Complete' and '3 of 6' steps. The 'Policyholder Details' step is highlighted in blue. Below the progress bar, the section is titled 'Policyholder Details'. It contains a message: 'You appear to have a Kaelo Gap policy, rather submit your claim through the Kaelo GAP Claim Form (<https://www.kaelo.co.za/kaelogap-c>)'. Below this are several form fields: 'Title *' with a dropdown menu showing 'Mr'; 'First Name *' and 'Surname *' as separate text input fields; and 'Medical Scheme Name *' and 'Medical Scheme Plan *' as dropdown menus.

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme. This Policy is not a substitute for Medical Scheme membership. Kaelo Risk (Pty) Ltd is an authorised financial services provider (FSP 36931). This product is underwritten by Western National Insurance Company Limited (FAIS: Juristic Representative under FSP 9465).