

Service Request Manual

Health Insurance Renewal Update for DMCC Member Companies Employees

Purpose

This document is designed to define and illustrate the online process related to 'Health Insurance Renewal Update for DMCC Member Companies Employees'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and text messages as well as the expected output.

Relevant Documents

The request for 'Health Insurance Renewal Update' operates in conjunction with but not limited to the below stated policies and guidelines:

- [Health Insurance Renewal Update Guidelines;](#)
- DMCC Company Regulations;
- UAE Labour Law and
- Free Zone Rules & Regulations.

Applicability

This document will be applicable to all DMCC member companies with active licenses or companies changing the type of the existing license.

Important Notes

- This service is not chargeable.
- This new service request is created for individual employees and is displayed under 'My Actions'.
- The system will auto-generate a service request three months in advance to ensure that the company is notified of the employee's health insurance expiry on time.
- Member companies can either select their own insurance provider or select DMCC preferred Health Insurance partner, Insure Direct (Jardine Lloyd Thompson).
- Using this service request, member companies can either update the insurance details or apply for new insurance details through DMCC preferred insurance partner.

1. Click 'View All', which is adjacent to 'My Actions' section on the DMCC member portal.

Production Testing Account

Announcements: DMCC Suffix Change Reminder – Registration Amendments - Kindly Read and Acknowledge!

My Actions View All ▶

SR Number	Category	Action Details	Due Date	Required Action
002234410	Pending Step	Pending E-signature – wafa ahmed - Application - Ne...	Due Now	Awaiting E-signature
002234410	Pending Step	Awaiting Insurance Details Update - Application - New...	Due Now	Review Step →
002235091	Pending Step	Pending submission of original documents - Applicatio...	Due Now	Visit DMCC Counter
002236180	Pending Step	Pending E-signature – ahmed - Application - New em...	Due Now	Awaiting E-signature

2. Click 'Search by Category' and select 'Expired Health Insurance Details'. The list of 'Health Insurance Update Service Requests' will be displayed.

My Actions
Manage your company by staying on top of your actions; from pending steps and renewals to upcoming requirements.

Search By Category --None--

SR Number	Category	Action Details	Due Date	Required Action
002234410	Pending Step	Pending E-signature – wafa ahmed - Application - New employee residence permit (visa)	Due Now	Awaiting E-signature
002234410	Pending Step	Awaiting Insurance Details Update - Application - New employee residence permit (visa)	Due Now	Review Step →
002235091	Pending Step	Pending submission of original documents - Application - New employee residence permit (visa)	Due Now	Visit DMCC Counter
002236180	Pending Step	Pending E-signature – ahmed - Application - New employee residence permit (visa)	Due Now	Awaiting E-signature
002236180	Pending Step	Awaiting Insurance Details Update - Application - New employee residence permit (visa)	Due Now	Review Step →
002236255	Pending Step	Pending submission of original documents - Emirates ID Typing	Due Now	Visit DMCC Counter
002236605	Pending Step	Pending submission of original documents - Emirates ID Typing	Due Now	Visit DMCC Counter

3. In the "Action Details" column, the names of the employees with expired insurance policies will be displayed with the date of expiry.

My Actions
Manage your company by staying on top of your actions; from pending steps and renewals to upcoming requirements.

Search By Category: Expired Health Insurance |

My Actions Export All

SR Number	Category	Action Details	Due Date	Required Action
	Expired Health Insurance Details	Shahdi Papa - Health Insurance Expired on 12/10/2016	12/10/2016	Update Now Apply for New
	Expired Health Insurance Details	james bond - Health Insurance Expired on 01/01/2017	01/01/2017	Update Now Apply for New
	Expired Health Insurance Details	Khalid Jamal - Health Insurance Expired on 01/01/2017	01/01/2017	Update Now Apply for New
	Expired Health Insurance Details	Prod Test MyName PROD LastName - Health Insurance Expired on 31/01/2017	31/01/2017	Update Now Apply for New
	Expired Health Insurance Details	Bat Man - Health Insurance Expired on 25/05/2017	25/05/2017	Update Now Apply for New
	Expired Health Insurance Details	test test - Health Insurance Expired on 07/05/2017	07/05/2017	Update Now Apply for New
	Expired Health Insurance Details	abcd Ahmed - Health Insurance Expired on 31/08/2017	31/08/2017	Update Now Apply for New
	Expired Health Insurance Details	Ahmed Mohammed ali - Health Insurance Expired on 17/09/2017	17/09/2017	Update Now Apply for New
	Expired Health Insurance Details	Shahdi Papa - Health Insurance Expired on 17/09/2017	17/09/2017	Update Now Apply for New
	Expired Health Insurance Details	Ahmed Mohammed ali - Health Insurance Expired on 18/09/2017	18/09/2017	Update Now Apply for New

4. Select 'Update Now' if the company has acquired the health insurance for the employee from the 'Required Action' column. If the company has not yet acquired the new health insurance for the employee and would like to apply for it through the DMCC preferred insurance partner, they may select 'Apply for New'.

My Actions
Manage your company by staying on top of your actions; from pending steps and renewals to upcoming requirements.


Search By Category: Expired Health Insurance | Search Clear

SR Number	Category	Action Details	Due Date	Required Action
	Expired Health Insurance Details	Shahdi Papa - Health Insurance Expired on 12/10/2016	12/10/2016	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	James bond - Health Insurance Expired on 01/01/2017	01/01/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Khalid Jamal - Health Insurance Expired on 01/01/2017	01/01/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Prod Test MyName PROD LastName - Health Insurance Expired on 31/01/2017	31/01/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Bal Man - Health Insurance Expired on 25/05/2017	25/05/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	test test - Health Insurance Expired on 07/06/2017	07/06/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	abod Ahmed - Health Insurance Expired on 31/08/2017	31/08/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Ahmed Mohammed ali - Health Insurance Expired on 17/09/2017	17/09/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Shahdi Papa - Health Insurance Expired on 17/09/2017	17/09/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	Ahmed Mohammed ali - Health Insurance Expired on 18/09/2017	18/09/2017	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>
	Expired Health Insurance Details	test test - Health Insurance Expired on 27/01/2018	27/01/2018	Update Now <input type="checkbox"/> Apply for New <input type="checkbox"/>

Apply for New

If the company has not yet acquired the new health insurance for the employee and would like to apply for it through the DMCC preferred insurance partner, then, please follow step A to C.

- Select 'Apply for New' for DMCC to send your details to the DMCC preferred insurance provider.
- Receive a notification confirming the contact details of the insurance partner.



JLT INSURE DIRECT (BROKERS) LLC
DMCC'S PREFERRED INSURANCE PARTNER

Thank you for reflecting an interest in JLT Insure Direct (Brokers) LLC; DMCC's preferred insurance partner.

As a market leading broker in Employee Benefits, Commercial Lines and Specialty Lines insurance broking, we cater for all of your insurance needs, within one centralised location – Almas Tower.

Our specialisms include;

- Construction.
- Marine.
- Species and Fine Art.
- Financial Risks.
- Energy.
- Aerospace.
- Credit, Political and Security Risk.
- Healthcare Sector.
- Risk Practice.

The benefits of working with JLT Insure Direct (Brokers) LLC include:

- Access to the DMCC health insurance solution; exclusively available through, JLT Insure Direct (Brokers) LLC. A tailor-made product for DMCC free zone member companies, offering corporate benefits at highly discounted premiums for companies having as few as one employee.
- Kiosk located on level 1, Almas Tower, where you can seek advice from one of our team on our products and services.

- Apply for the concerned employee's insurance and update the details on the DMCC member portal.

5. Update the required health insurance details for the employee and 'Save' the service request.

Health Insurance
[Click here to view the Free Zone Services Schedule of Charges](#)

Service Request Edit [Save] [Cancel]

Service Request Details - Internal

Record Type: 041 Health Insurance
 SR Template: []
 Submitted Date: []
 Owner: Mohammed Adlan
 Applicant / Employee Name: []

Company Details

Customer: Production Testing Account
 License Number: DMCC-351418 [] []

Document Details (CEC / PIC) - Information Only

Document Type: Health Insurance
 Document # (Lookup): DOC-00724271 [] []

Applicant Health Insurance Details

Health Insurance Provider: --None--
 Health Insurance Expiry Date: [] [26/11/2017]
 Health Insurance Membership Number: []
 Health Insurance Policy Number: []

Correspondence Details

Portal User's Email: asif.parbhulkar@dmcc.ae
 Customer Comments: []
 Send SMS To Mobile: []

DMCC Comments

DMCC Comments: []
 Rejection Reason: []

[Save] [Cancel]

6. Click the 'Download/Upload/Review Doc' button to upload the 'Health Insurance Card Copy' under the 'SR Documents' section.

Service Request has been saved

Service Request Detail [Edit] [Clone] [Submit] [Cancel SR]

Service Request Details - Internal

SR No: 2031000
 Record Type: 041 Health Insurance
 Created By: Peter Test Portal User, 06/11/2017 13:44
 Status: Draft
 General Disclaimer: []
 Service Request Submitted: []

External Status: Draft
 Internal SR Status: Draft
 SR Menu Text: Update Health Insurance Details-Employee residence permits (visa)-Visa Services
 Submitted Date: []
 Owner: DMCC
 Record Type Name: 041_Health_Insurance
 Applicant / Employee Name: Sachin Tendulkar

Company Details

Customer: Production Testing Account
 License Number: DMCC-060266
 Account Number: 133241

Document Details (CEC / PIC) - Information Only

Document Type: Health Insurance
 Document # (Lookup): DOC-00647328

Applicant Health Insurance Details

Health Insurance Provider: National Health Insurance Company (Daman) IH5026
 Health Insurance Expiry Date: 06/11/2016
 Health Insurance Membership Number: 0000
 Health Insurance Policy Number: 0000

Correspondence Details

Portal User's Email: zainab.rash@yahoo.com
 Customer Comments: []
 Send SMS To Mobile: +971555164760

DMCC Comments

DMCC Comments: []
 Rejection Reason: []

[Edit] [Clone] [Submit] [Cancel SR]

SR Documents [Download/Upload/Review Doc]

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Health Insurance Card Copy		Health Insurance Card Copy	Copy Required	Pending Upload	06/11/2017	06/11/2017	View e-Document

7. After uploading the document, click 'Submit'.

Service Request has been saved.

Notes & Attachments | Service Request History

Service Request Detail [Edit] [Close] [Submit] [Cancel SR]

Service Request Details - Internal

SR No	2031000	External Status	Draft
Record Type	041 Health Insurance	Internal SR Status	Draft
Created By	Peter Test Portal User, 06/11/2017 13:44	SR Menu Text	Update Health Insurance Details-Employee residence permits (visa)-Visa Services
Status	Draft	Submitted Date	
General Disclaimer		Owner	DMCC
Service Request Submitted		Record Type Name	X041_Health_Insurance
		Applicant / Employee Name	Sachin Tendulkar

Company Details

Customer	Production Testing Account	Account Number	133241
License Number	DMCC-050260		

Document Details (CEC / PIC) - Information Only

Document Type	Health Insurance	Document # (Lookup)	DOC-00667130
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Applicant Health Insurance Details

Health Insurance Provider	National Health Insurance Company (Damani) IN5026	Health Insurance Membership Number	0000
Health Insurance Expiry Date	06/11/2018	Health Insurance Policy Number	0000

Correspondence Details

Portal User's Email	zainab.rshd@yahoo.com	Send SMS To Mobile	+971555164760
Customer Comments			

DMCC Comments

DMCC Comments [Add] Rejection Reason [Add]

[Edit] [Close] [Submit] [Cancel SR]

SR Documents [Download/Upload/Reverse Doc]

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Health Insurance Card Copy		Health Insurance Card Copy	Copy Required	Pending Upload	06/11/2017	06/11/2017	View e-Document

8. Receive an email notification from DMCC confirming that the details have been updated.

Dear Member

Your service request: Health Insurance with request number 2022960 has been approved by DMCC.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae