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.

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

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

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'.

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.

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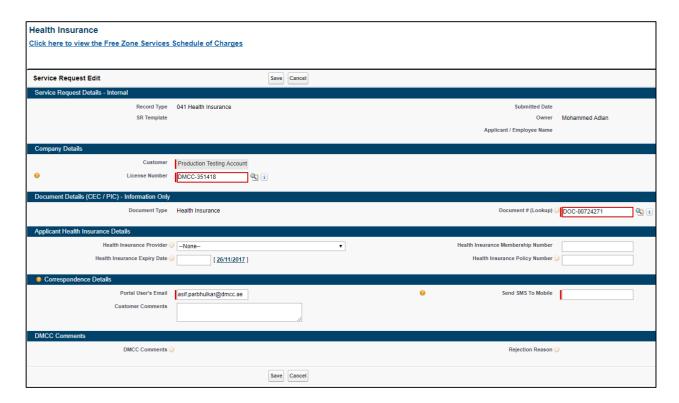B. Receive a notification confirming the contact details of the insurance partner.

C. 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.
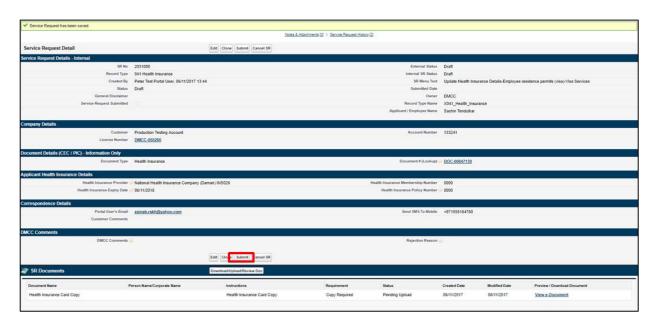

6. Click the 'Download/Upload/Review Doc' button to upload the 'Health Insurance Card Copy' under the 'SR Documents' section.

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

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

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