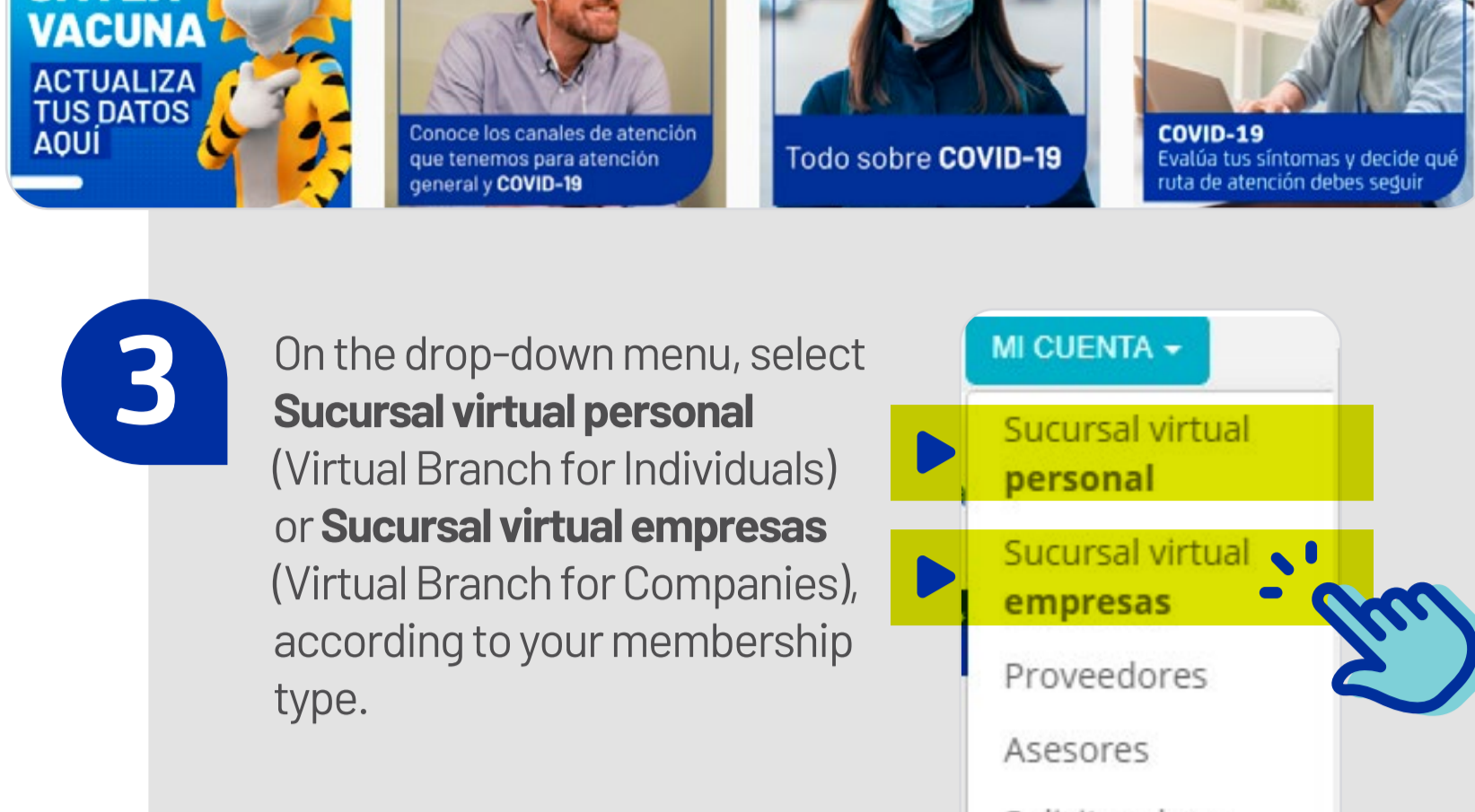


# Make an Insurance Claim by Following These Steps



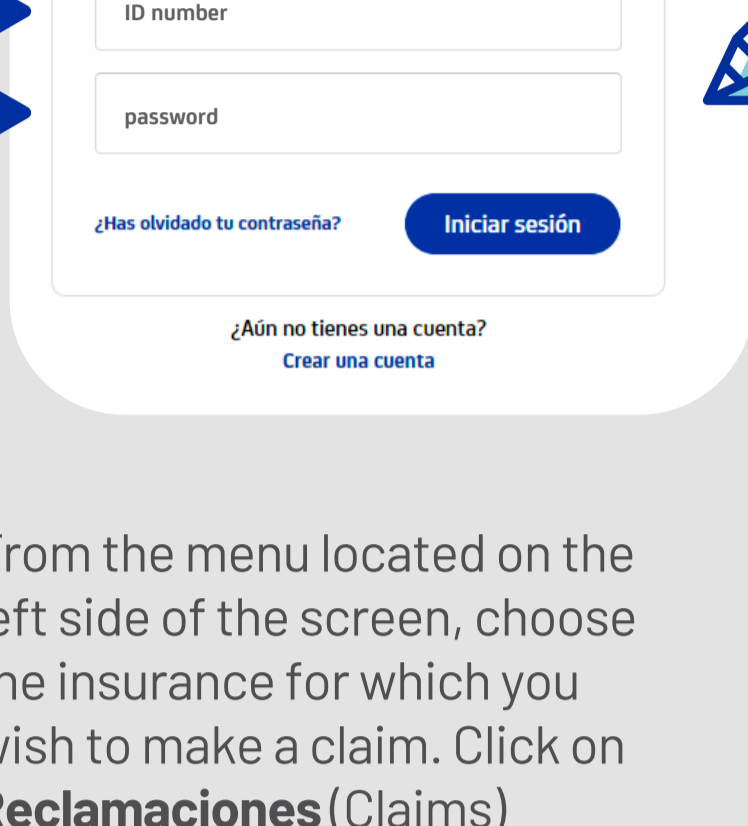
**1** Visit [segurossura.com.co](http://segurossura.com.co)

**2** Click on the option **Mi cuenta** (My Account), located on the top right corner of the screen.

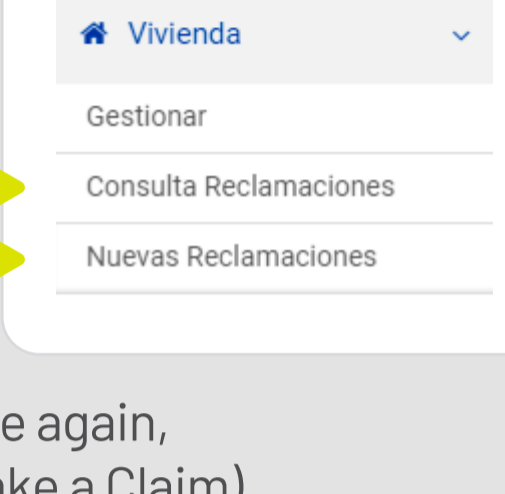


**3** On the drop-down menu, select **Sucursal virtual personal** (Virtual Branch for Individuals) or **Sucursal virtual empresas** (Virtual Branch for Companies), according to your membership type.

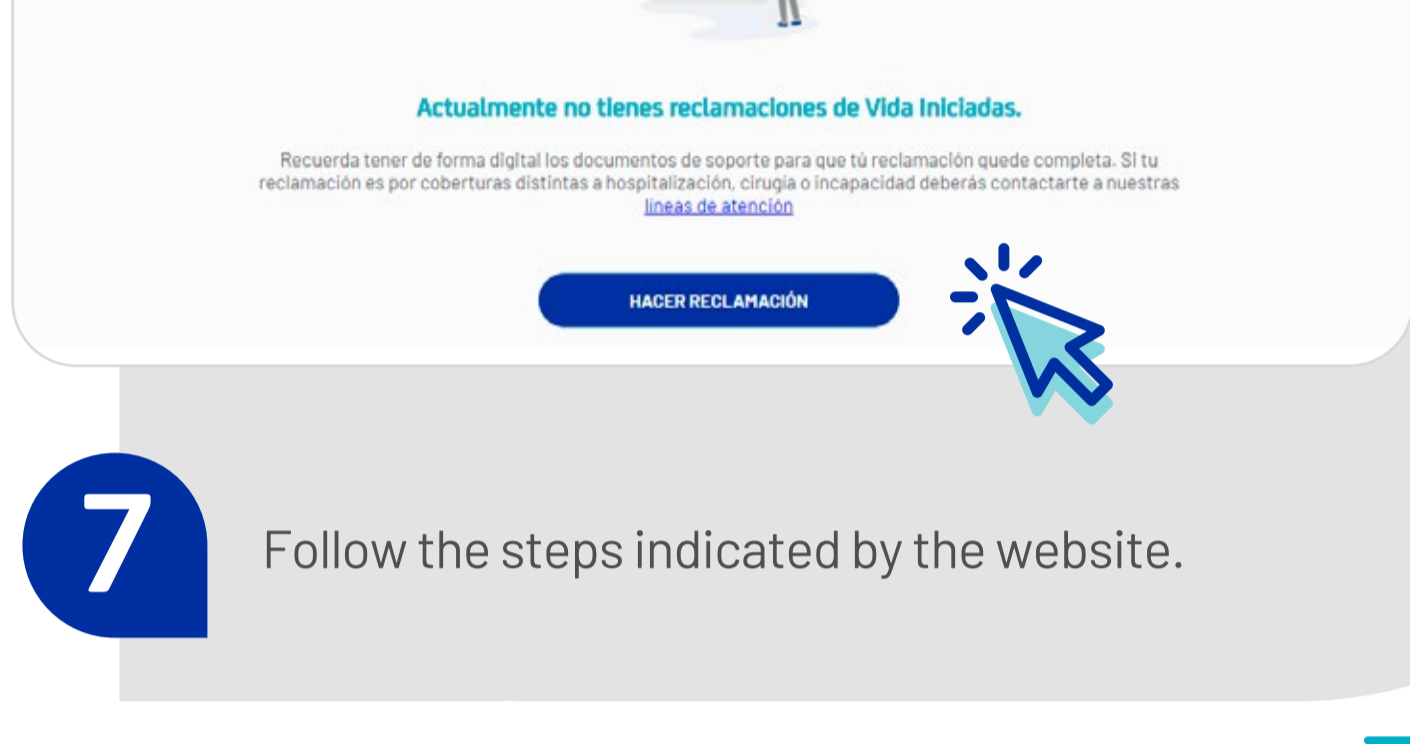
**4** Enter your username and password, in order to verify your identity in the system.



**5** From the menu located on the left side of the screen, choose the insurance for which you wish to make a claim. Click on **Reclamaciones** (Claims) –if it is your first claim– or **Nuevas reclamaciones** (New Claims) –if there is already a previous process.



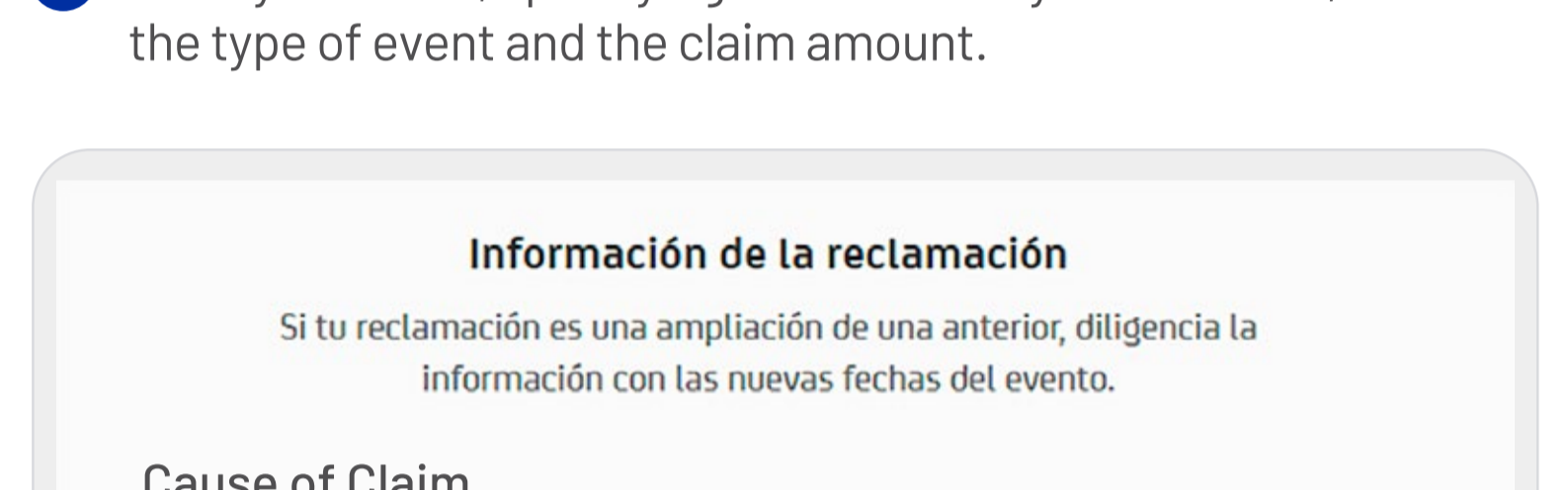
**6** Validate your identity on the website again, and click on **Hacer reclamación** (Make a Claim).



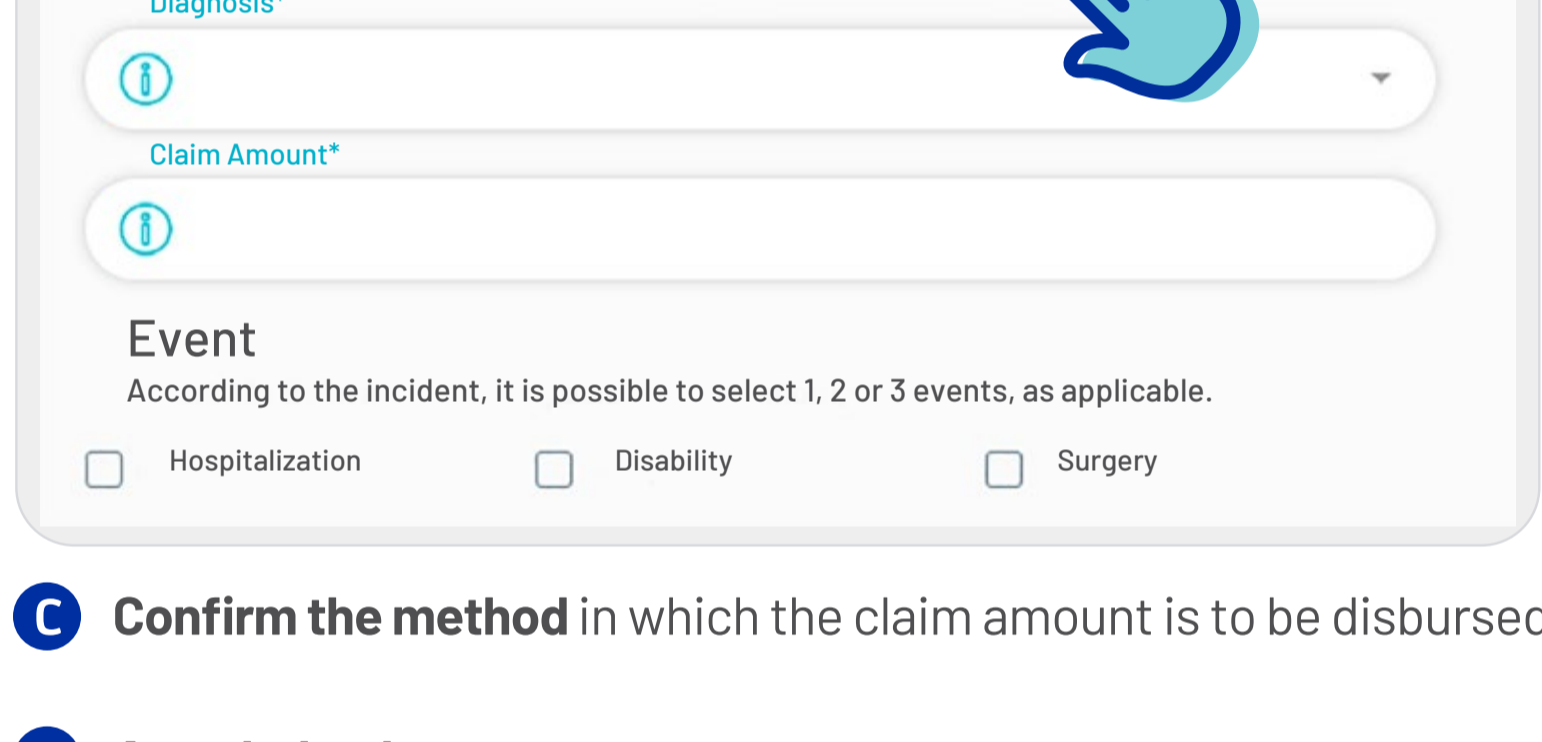
**7** Follow the steps indicated by the website.

## For Life Insurance:

**A** Confirm your information in order to initiate a claim.



**B** Make your claim, specifying the details of your accident, the type of event and the claim amount.

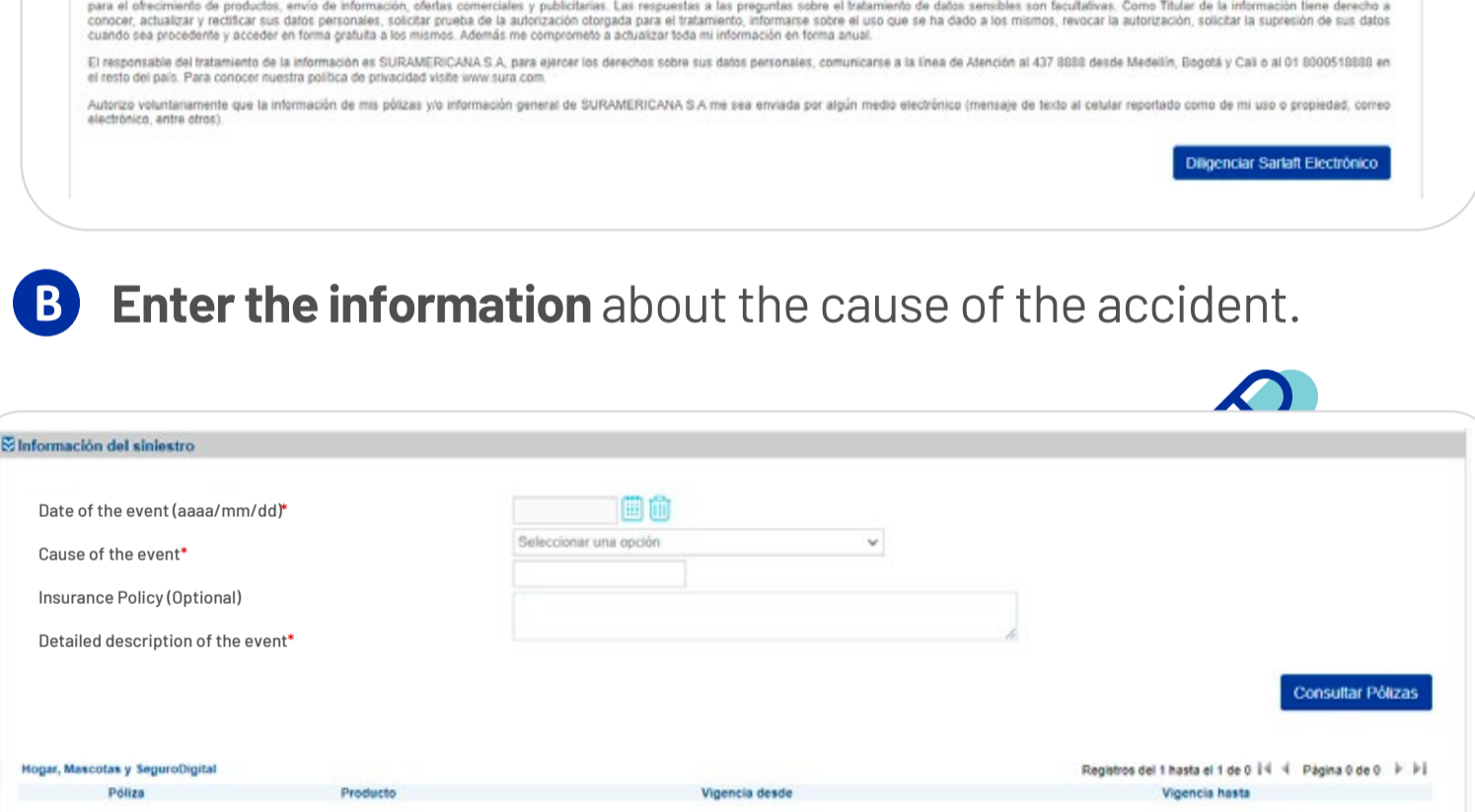


**C** Confirm the method in which the claim amount is to be disbursed.

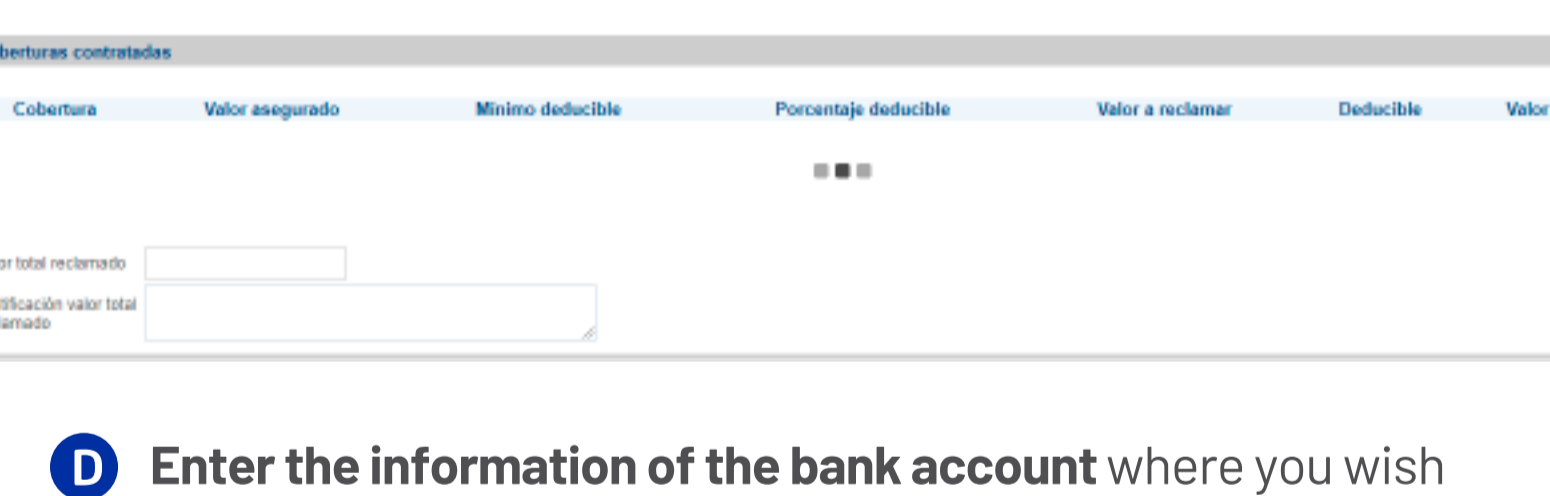
**D** Attach the documents to support your request.

## For House and Pets Insurance

**A** Confirm your information in order to initiate a claim.



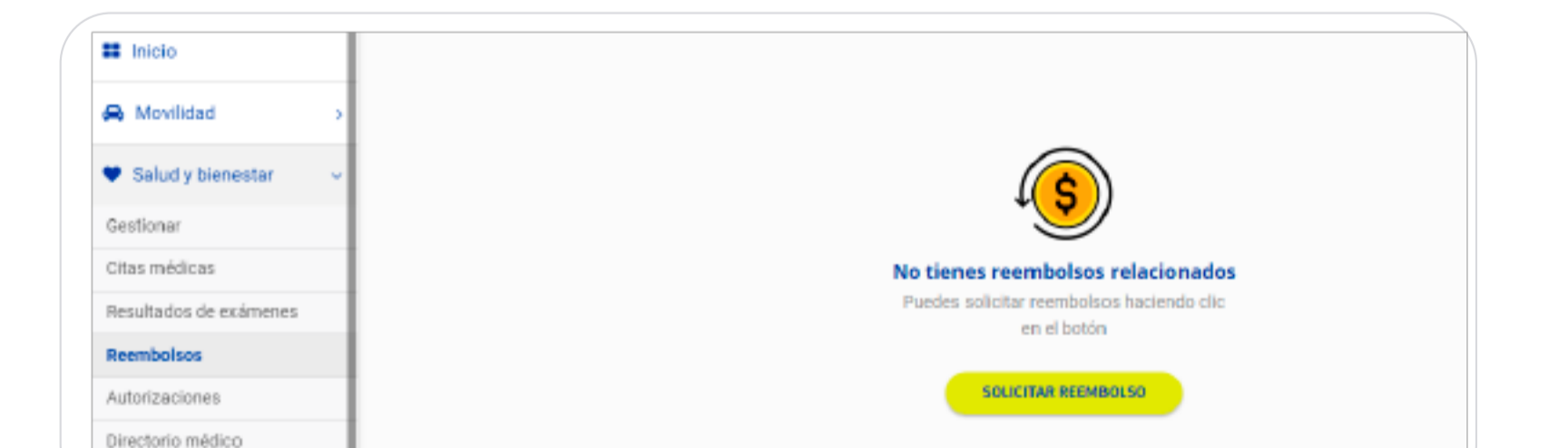
**B** Enter the information about the cause of the accident.



**C** Indicate the claim amount.

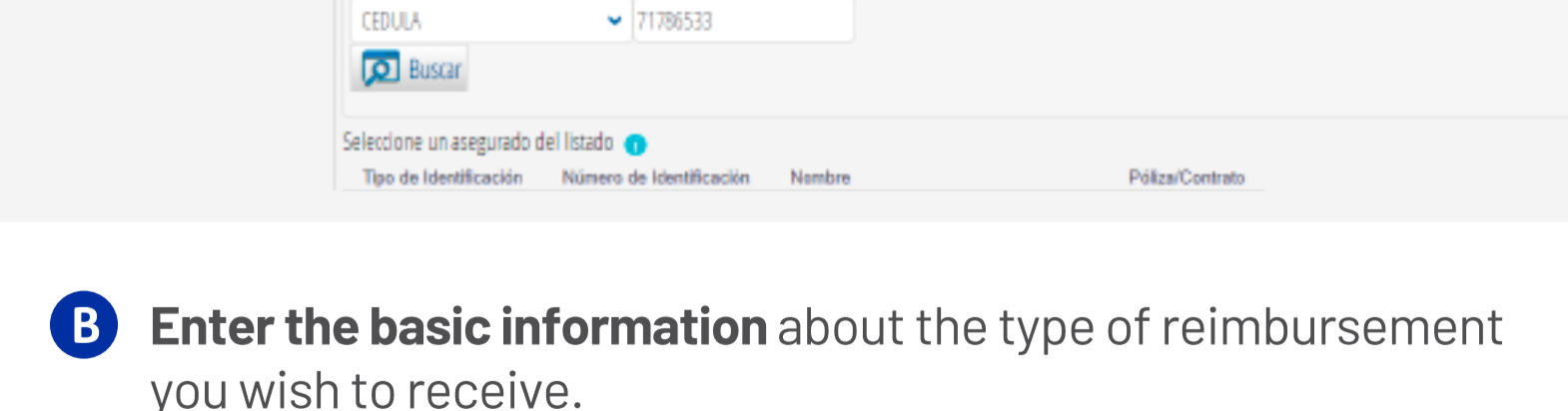


**D** Enter the information of the bank account where you wish to receive the agreed amount.

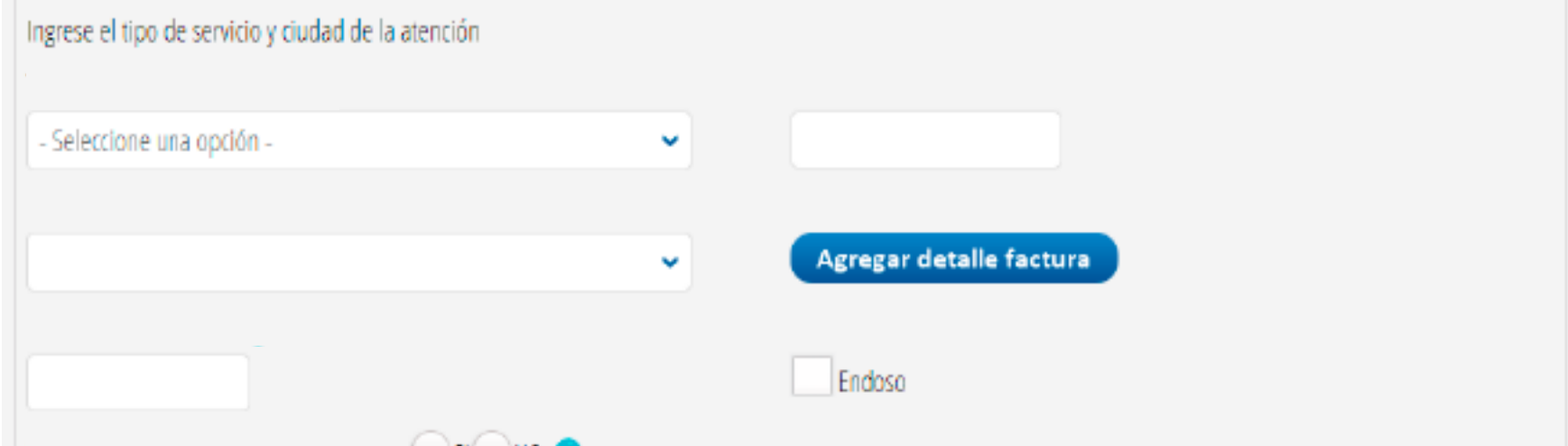


## For Health Insurance

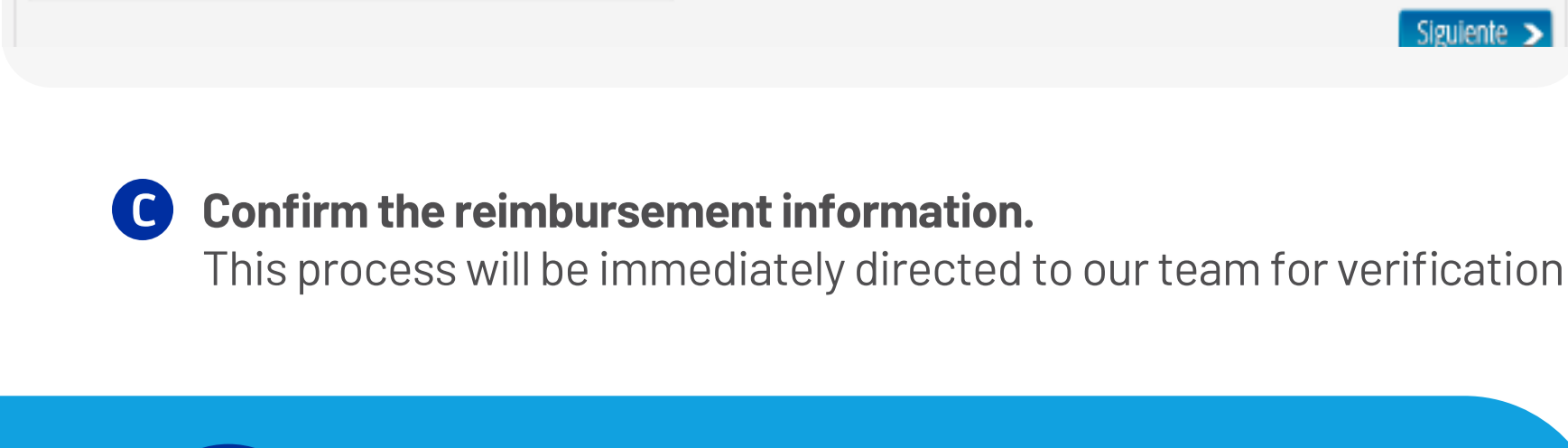
In this case, instead of clicking on **Reclamación** (Claim), you must click on **Reembolso** (Reimbursement).



**A** Confirm your personal information, or the information about the person on your group about whom you wish to request a reimbursement.



**B** Enter the basic information about the type of reimbursement you wish to receive.



**C** Confirm the reimbursement information. This process will be immediately directed to our team for verification.

Remember, you can monitor the status of your claim by following the same steps on this document.