

How To Renew Your Medical Malpractice Cover

- 1) Using a laptop or a PC, **visit our website** – <https://cover4profs.co.za/mmonline/welcome> (Note: The email address that you have received communication on on is your username)
 - a) If you have forgotten your password, please do NOT create a new profile for yourself as it would cause you to lose your retroactive [backdated] cover. You can reset it by clicking on **“Lost Your Password”** in the bottom right-hand corner under the password box. You will receive an email which will enable you to generate a password.
- 2) You will be directed straight to edit your profile if you haven’t logged on in a while - check and update your personal information and save.
 - a) It’s extremely important that you provide us with all of the information requested as inaccurate or incomplete information can compromise your cover. Please note this is a very important step and we will not be able to issue you with an accurate proof of insurance letter/policy schedule, without this information.
 - b) If you fail to complete the mandatory fields, which are indicated by a little red star, you will be unable to save your application and proceed.
- 3) You’ll be directed back to your Dashboard, click on the green button near your name on the upper left of the screen - **Apply, Renew/Increase Cover**
- 4) Select the tile called **Renewal** and start the process – be sure to read the information carefully and complete each question/tick box/drop down
 - a) If you did not renew the previous year you will only have the option to click New Application.
 - b) If you receive a data validation error while trying to save, it means that you have not answered one of the questions, or that you have not ticked one of the boxes. Please scroll up again and complete the missing fields which will appear in red before attempting to save again.
 - c) Once you’ve completed the online application and selected your cover, the system will generate a once-off invoice which you can proceed to pay.

How To Pay Your Medical Malpractice Cover

- 1) Our Invoices can be paid using your normal internet banking service. The account details can be found at the bottom on your invoice.
- 2) **Please ensure that you use the beneficiary reference provided on the invoice** which appears in red (without adding anything else to it otherwise the system will not recognise the reference). Payments take up to 2 working days to process. Once receipted, you'll receive an email confirming that you can download your policy documents and proof of insurance letter.
- 3) If you don't receive an email from us with your confirmation of cover, within a week of payment, then we recommend that you send us a copy of the proof of payment to accounts.cfp@garrun-group.co.za

