

FLOW CHART / STEPS TO BE FOLLOWED FOR SUBMISSION OF SURVIVAL CERTIFICATE ONLINE FOR HAL POST SUPERANNUATION GROUP HEALTH INSURANCE SCHEMES:

Step 1: Enter the login information provided below to access the Medi Assist portal.

URL : <https://portal.mediassist.in/>

User ID : PB Number(as printed in the MAID Card)@HAL
Eg : 80127@HAL

Password : PB Number(as printed in the MAID Card)HAL
Eg : 80127HAL

Step 2: User will be prompted to choose the "change password" option and each Member must then change their respective password.

Step 3: Login with new password and update contact number (if prompted)

Step 4: Go to Home page / section and Click on '**Update your Survival Certificate**'.

Step 5: Beneficiary details will be reflected as per the data available.

Step 6: Add/Edit/update the Date of Birth, Contact Number, Email ID, and Address.

Step 7: Update the status of the beneficiaries shown (Surviving/Deceased).

Step 8: After choosing the "surviving" option, click "Upload" to capture and upload a live photo. User may use the front camera to take a self-image when updating the data on a Mobile device.

Note: If the beneficiary is marked as "Deceased", please update the date of expiry.

Step 9: Click on declaration and submit.

On successful completion, the Form can be downloaded and can also be printed.

Note : Beneficiaries can update the Survival Certificate in the Medibuddy App also

For any further queries or clarifications please contact:

Dedicated Email ID	hal@mediassist.in
Dedicated Helpline Number	9741501122