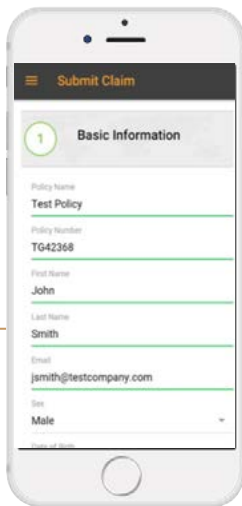


HOW TO MAKE A CLAIM

1

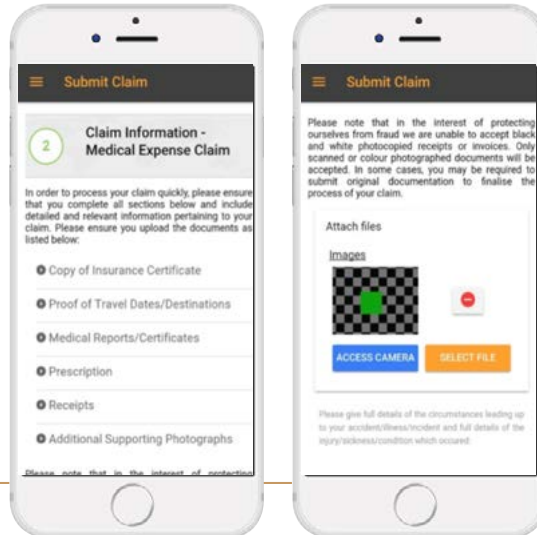


Open your app* and click on 'My Claims'. Users can instantly submit a claim by filling in the necessary information and attaching the correct documentation. You can also attach photos. Android phones also allow other documents saved on the phone to be attached.

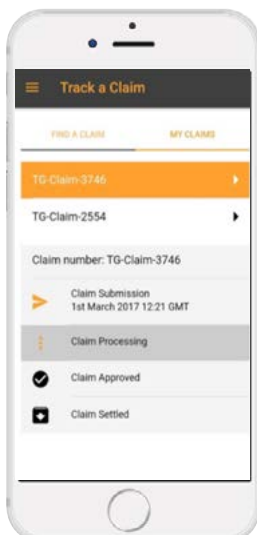
* Remember that to sign in to your CTG DOC app you need to know your Staff ID Number. This number is found on your CTG ID card, on My CTG or through your Account Manager.

2

This changes according to the type of claim chosen. The second image is of the screen where photos and documents can be attached.



3



In this section users will be able to see their open claims or search for them by claim number. Once found they can track the status of the selected claim. Minor claims will be processed in 48 hours.

IF YOU DON'T HAVE A SMARTPHONE, YOU CAN SUBMIT A CLAIM THROUGH OUR WEBSITE WITH THE CLAIMS FORM. [CLICK HERE](#). OTHERWISE SPEAK TO YOUR ACCOUNT MANAGER.

For queries, contact helpdesk@ctg.org