

**Benefits You mobile App (BYA)**

**New User Onboarding Step-by-Step**

**SINGAPORE MANAGEMENT UNIVERSITY (SMU)**  
**(Code: SMUSG2539)**

# Introducing Benefits You app (BYA)

Single, straightforward,  
convenient gateway  
to your health and  
wellbeing offering

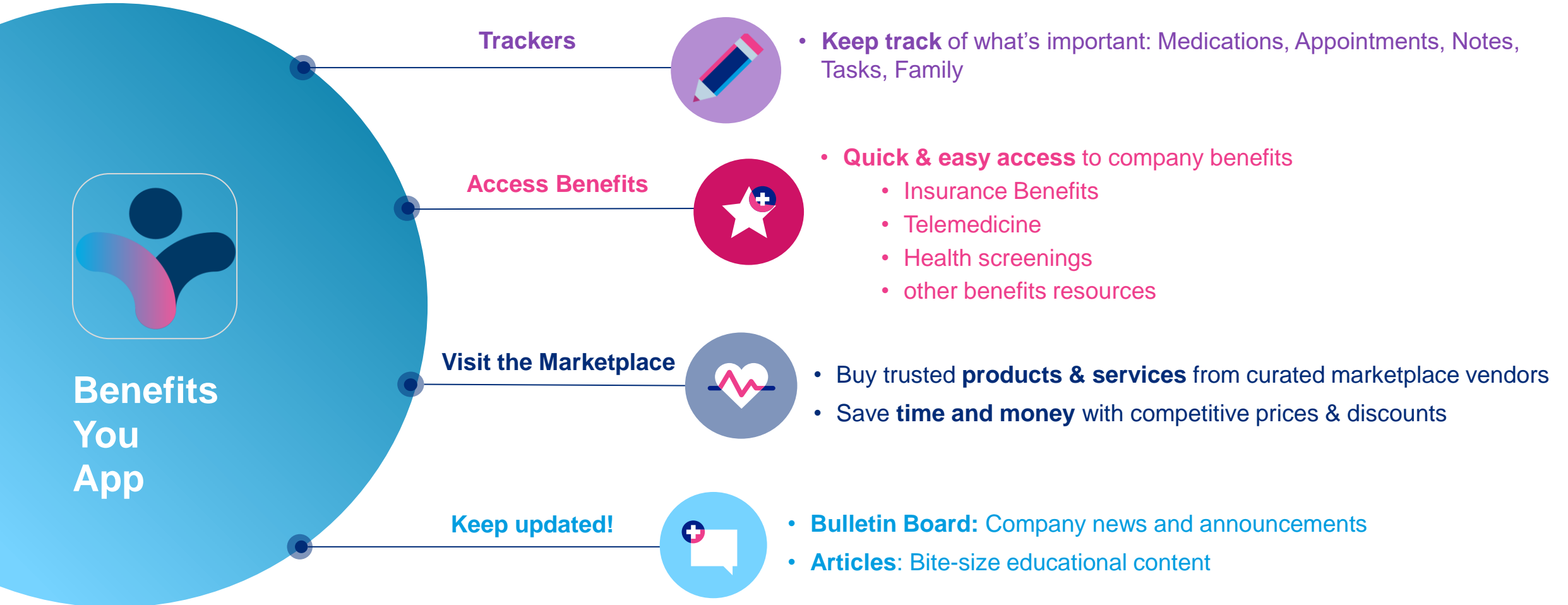


- ✓ Accessible anytime, anywhere
- ✓ Vendor Agnostic

# A Closer Look: Benefits You App (BYA)



## MMB's Digital Health & Benefits Gateway for Employees





# agenda

- **BYA User Account Creation**
- **Benefits You App (BYA) Features**



# Benefits You Mobile App (BYA)

Download and Install Now

*The handy little app that puts  
your health in your hands*



**IOS / Android**





# First Time Log-in: BYA User Account Creation

benefits that truly benefit

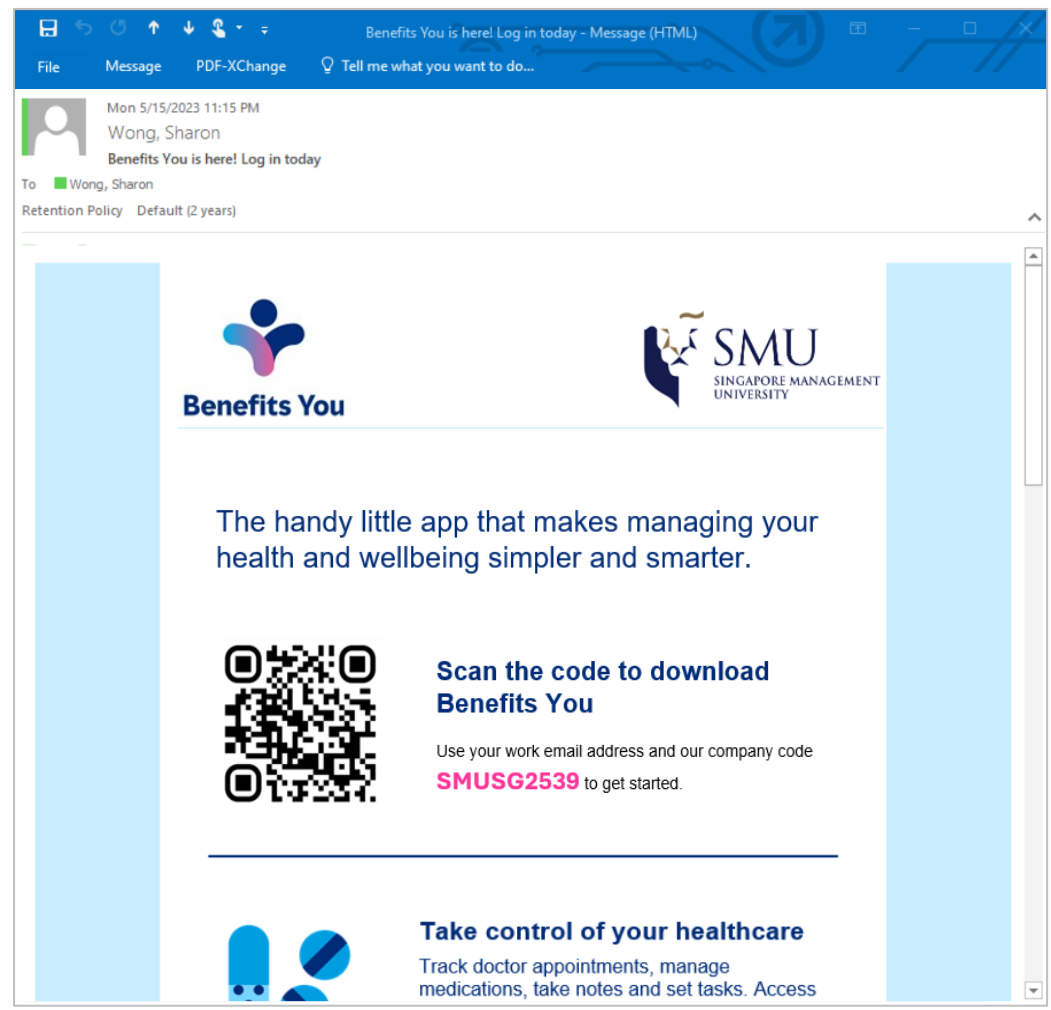


 MARSH & MCLENNAN  
COMPANIES



# BYA User Account Creation

Check your mailbox for  
**BYA**  
**Welcome Email**  
(sent in July)

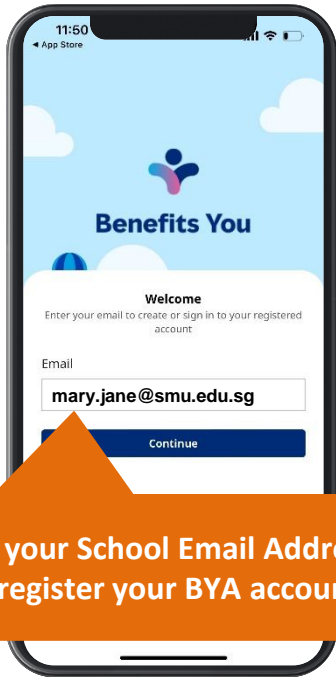




# Benefits You Mobile App (BYA)

First Time Login (1/2)

Email: xxx@xxx.smu.edu.sg  
Company Code: SMUSG2539

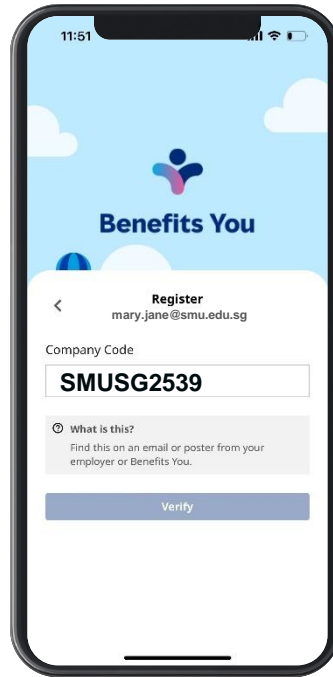


Use your School Email Address to register your BYA account

## Step 1

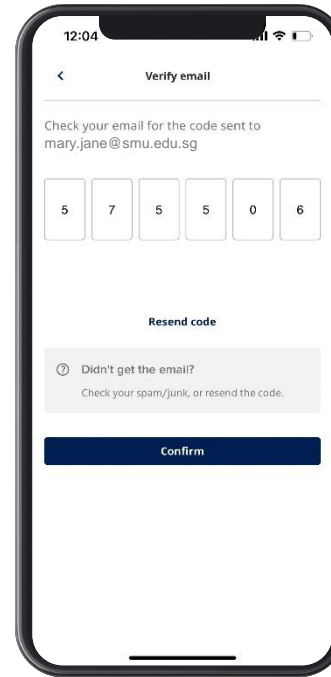
Scan QR Code or Download the app from Apple App store or Google Play.

Enter your **Email Address** and tap **"Continue"**



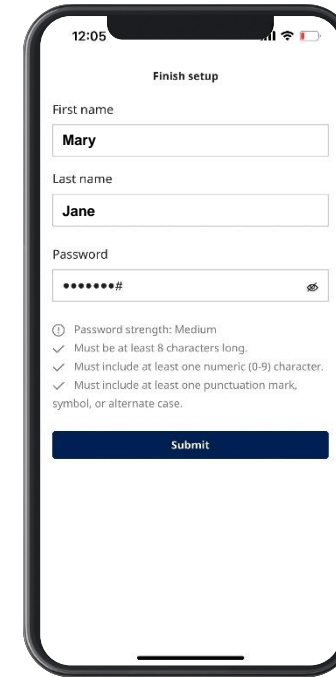
## Step 2

Under **"Register"**, input Company Code as **"COMPANYCODE"** and tap **"Verify"**.



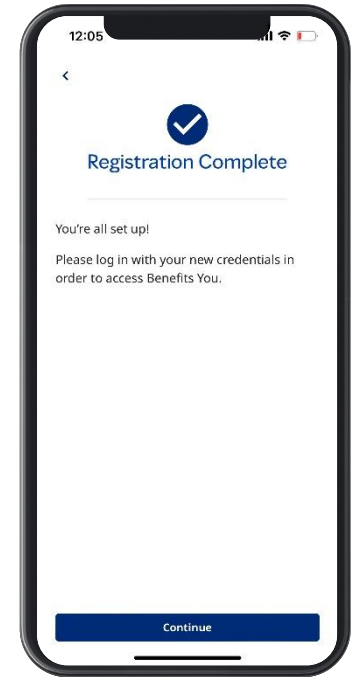
## Step 3

Check your email for a Verification Code, enter that code into BYA app and tap **"Confirm"**.



## Step 4

Enter your first and last name.  
Set your BYA account password and tap **"Submit"**.



**You have successfully registered your BYA account!**

**Proceed to login.**



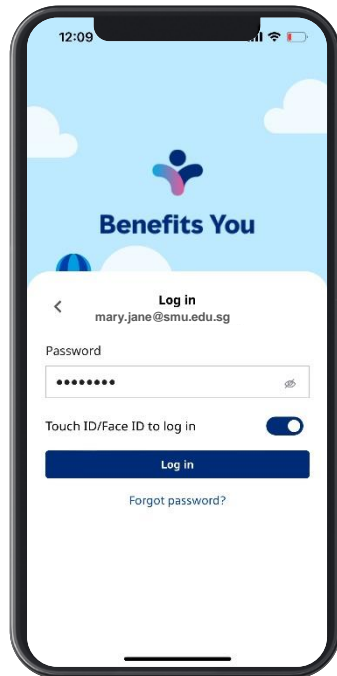


# Benefits You Mobile App (BYA)

## First Time Login (2/2)



Benefits You App landing page will be displayed.

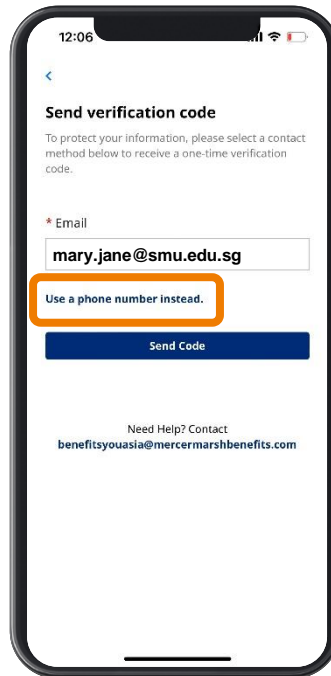


### Step 5

Login to BYA with your **Email Address**.

You may activate **"Touch ID/Face ID"** as an option for future login into BYA.

Enter your **BYA password**. Tap **"Log In"**.

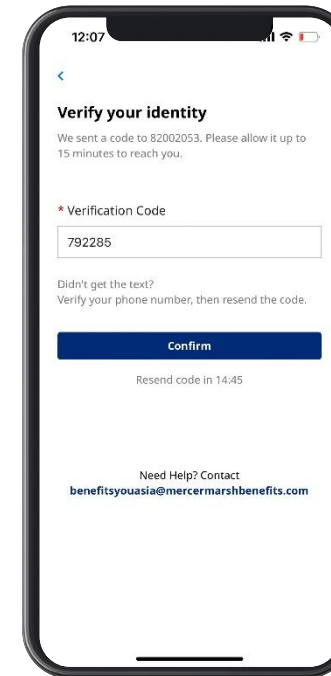
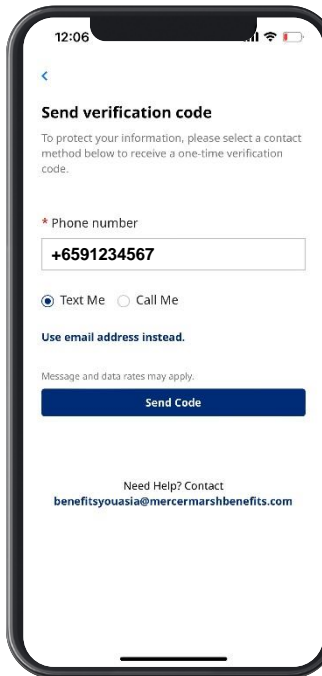


### Step 6

Verify your account and receive verification code via:

- 1) Email or
- 2) Phone number (SMS / call)

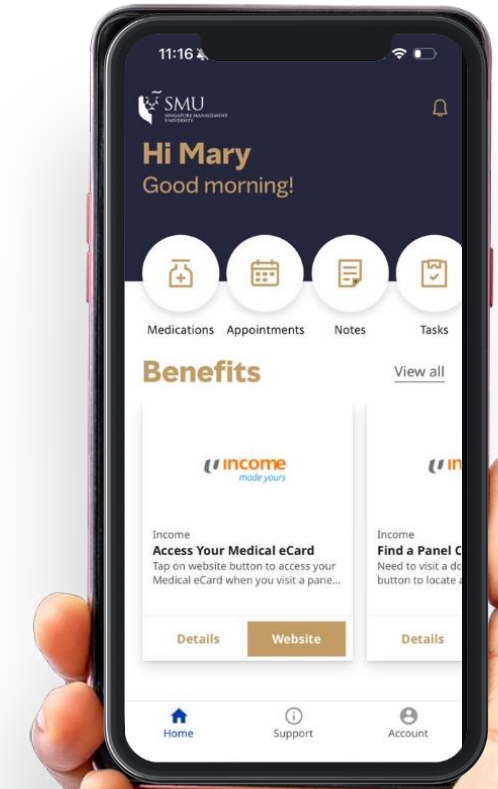
Enter contact details and tap **"Send Code"**.



### Step 7

Check your email or SMS / call.

Enter the Verification Code sent to your Email OR mobile (SMS) and tap **"Confirm"**.





# Benefits You Mobile App (BYA)

## Subsequent Login & TouchID/FaceID

You can also select  
"Touch ID/Face ID"  
as an option to log  
into BYA\*

*\*To login via this feature, you  
need to successfully log in  
using your credentials at  
least once*

3:30

Benefits You

Log in  
mary.jane@smu.edu.sg

Password

Touch ID/Face ID to log in ☒

Log in

Forgot password?

Touch ID/Face ID  
will be activated for  
log in

3:30

Benefits You

Log in

Touch ID/Face ID to log in ☒

Log in

Forgot password?



# Navigating the application: Benefits You App Features

benefits that truly benefit

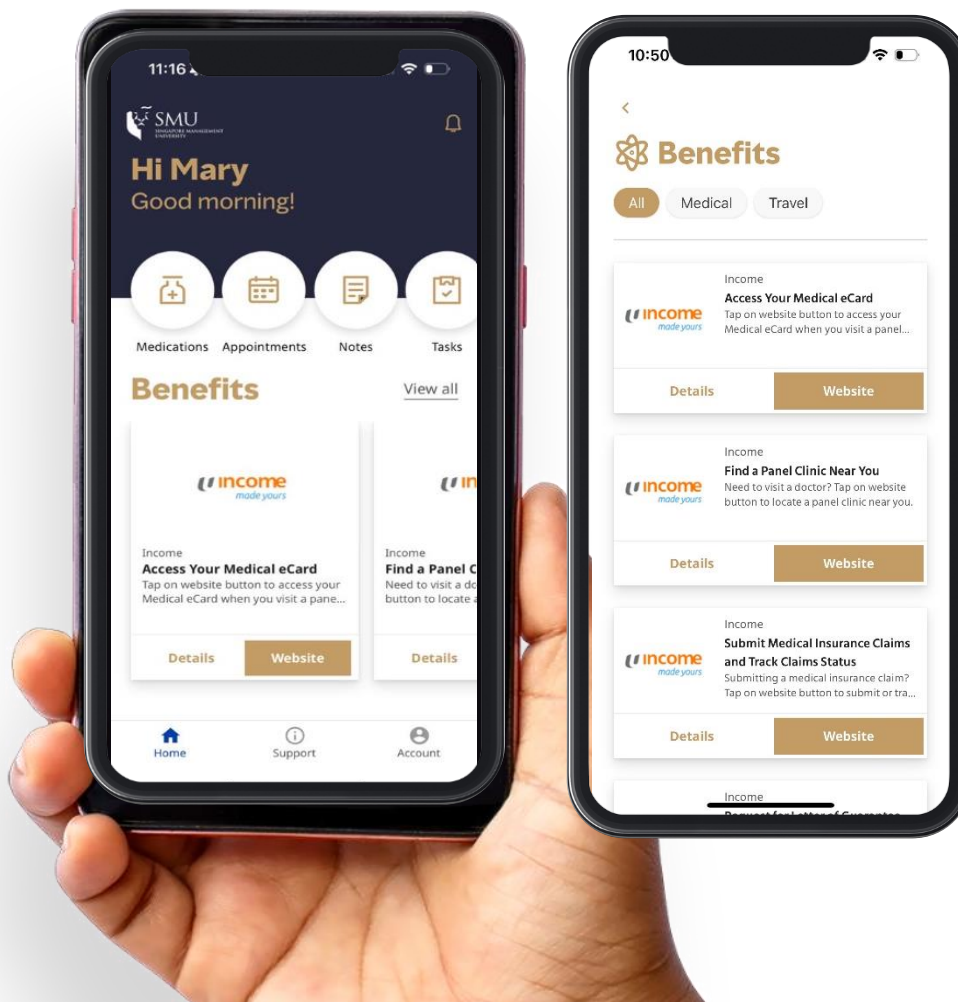




# Benefits You App (BYA) Features

A single gateway to benefits for employees

Upon clicking on  
**Explore Your  
Benefits  
(View all),**  
you will be brought  
to the Company  
Benefits



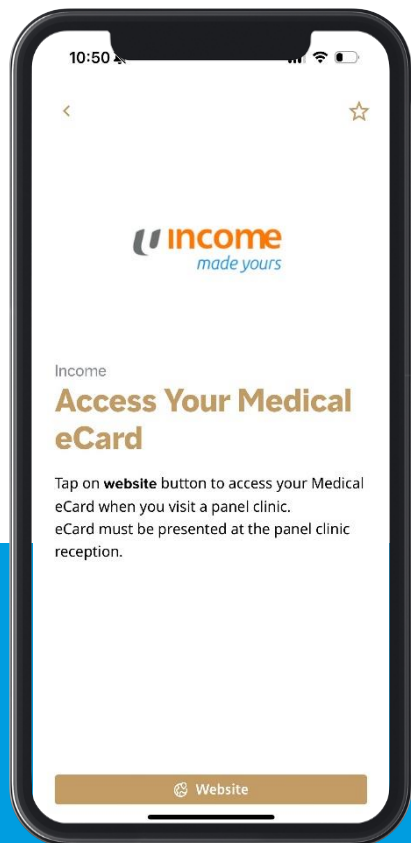
## Connects to your benefits & providers

- Insurer
- TPA
- Telemedicine
- Health Screening

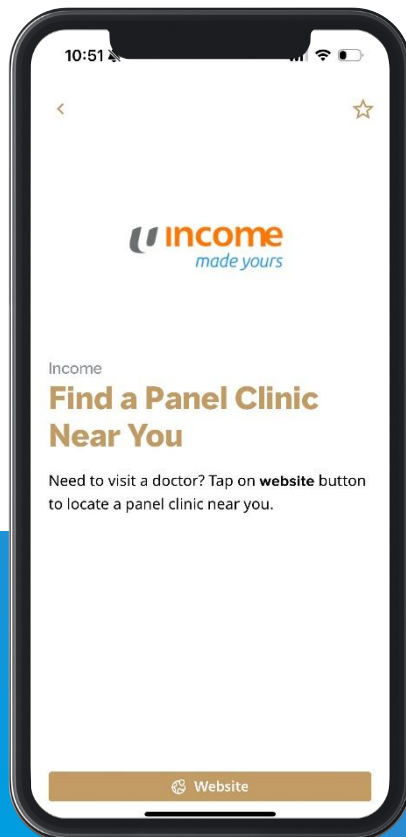


# Benefits You App (BYA) Features

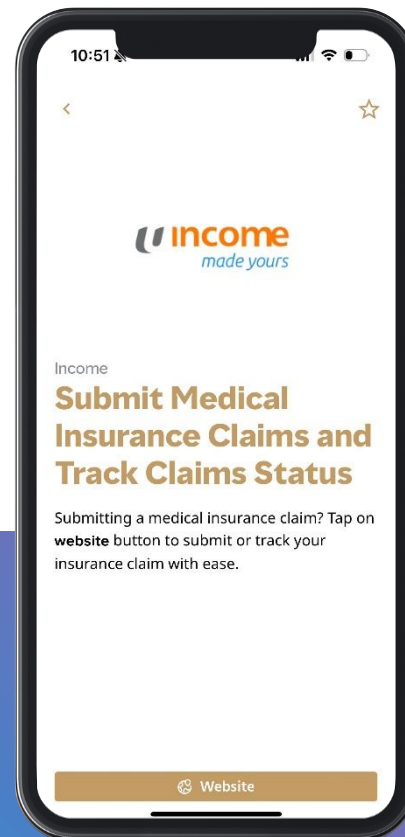
A single gateway to benefits for employees



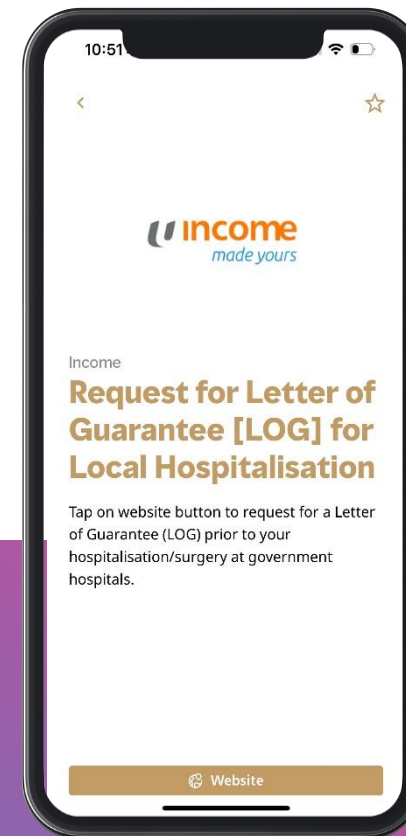
Access Your Medical eCard



Find a Panel Clinic Near You



Submit Medical Insurance Claims and Track Claims Status



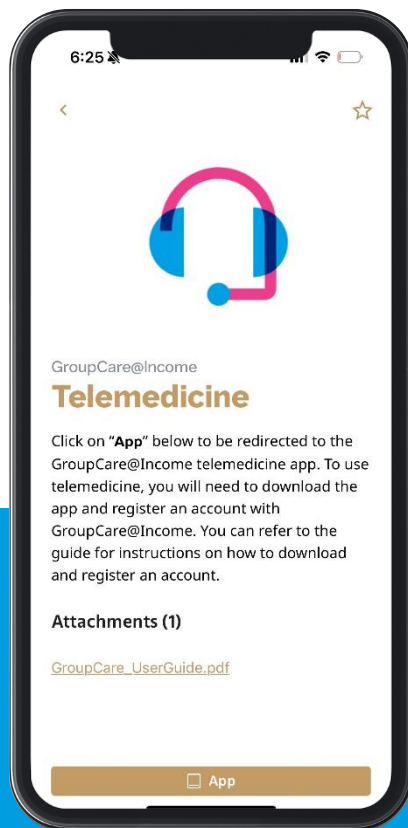
Request for Letter of Guarantee [LOG] for Local Hospitalisation



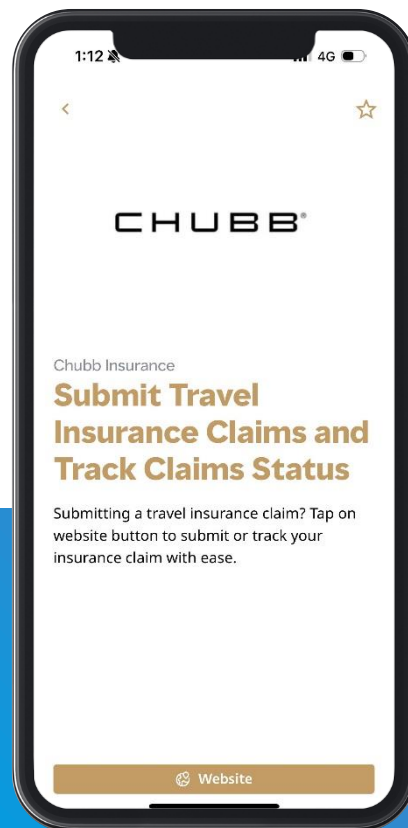


# Benefits You App (BYA) Features

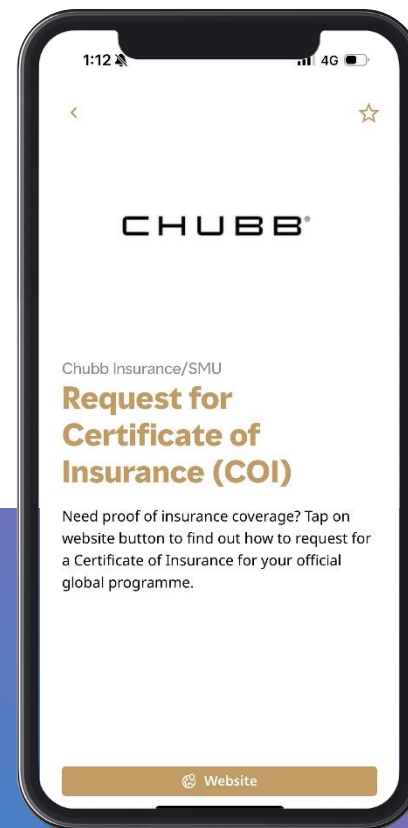
A single gateway to benefits for employees



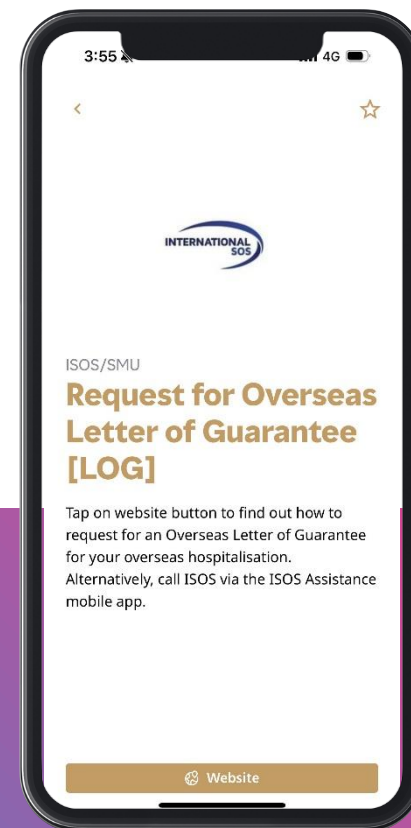
Telemedicine



Submit Travel Insurance Claims and Track Claims Status



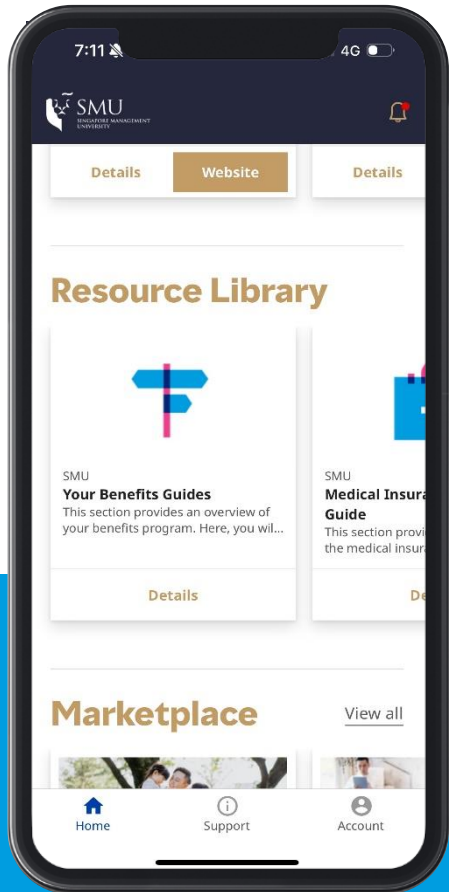
Request for Certificate of Insurance (COI)



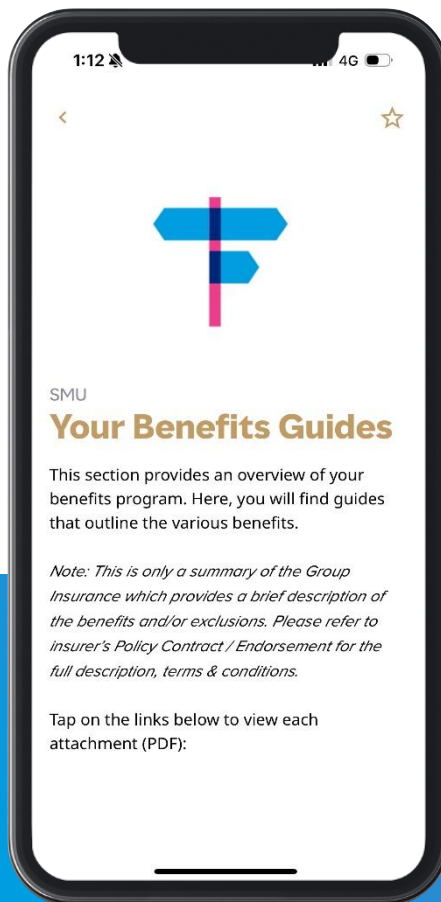
Request for Overseas Letter of Guarantee [LOG]

# Benefits You App (BYA) Features

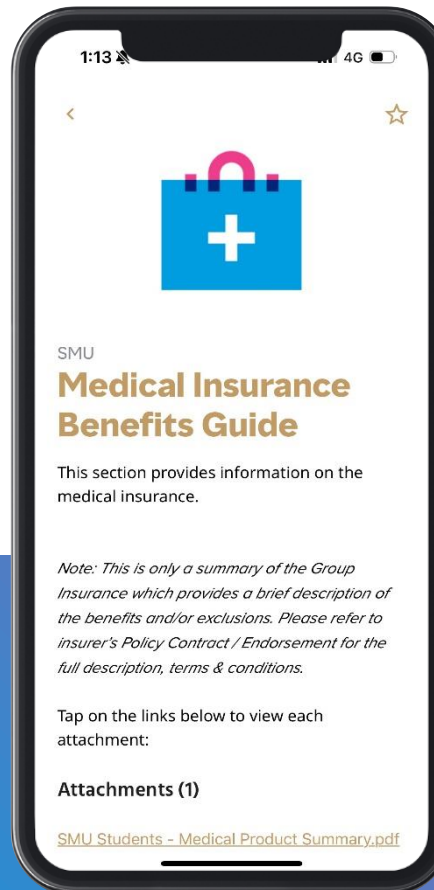
A single gateway to benefits for employees



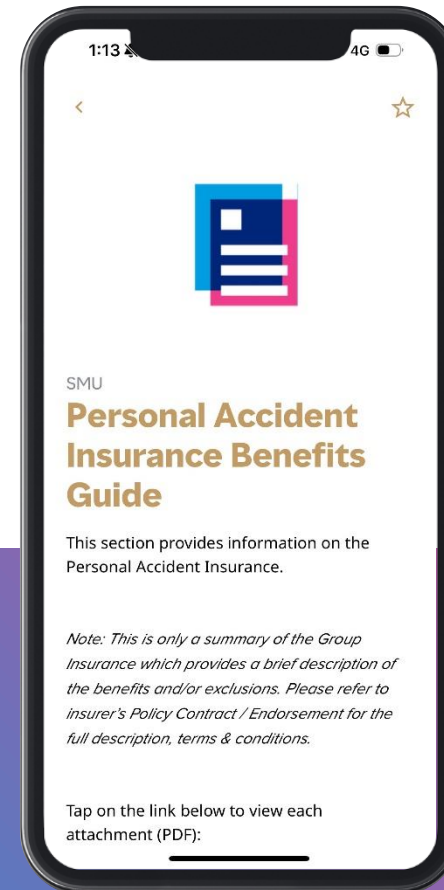
Resource Library



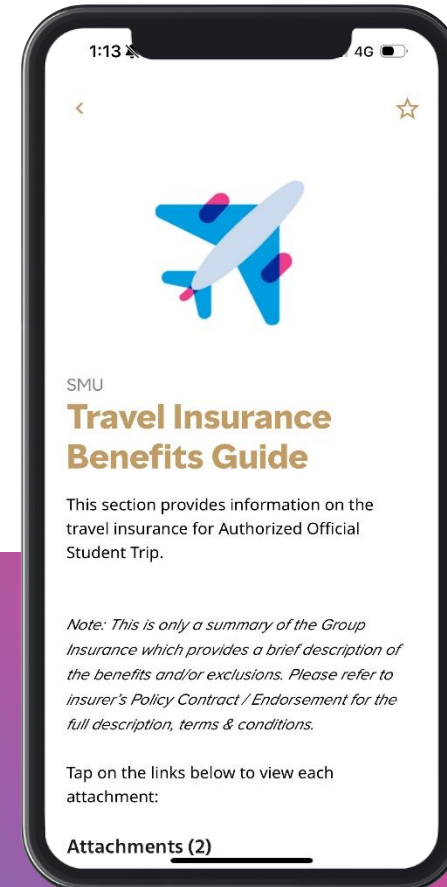
Your Benefits Guides



Medical Insurance Benefits Guide



Personal Accident Insurance Benefits Guide



Travel Insurance Benefits Guide

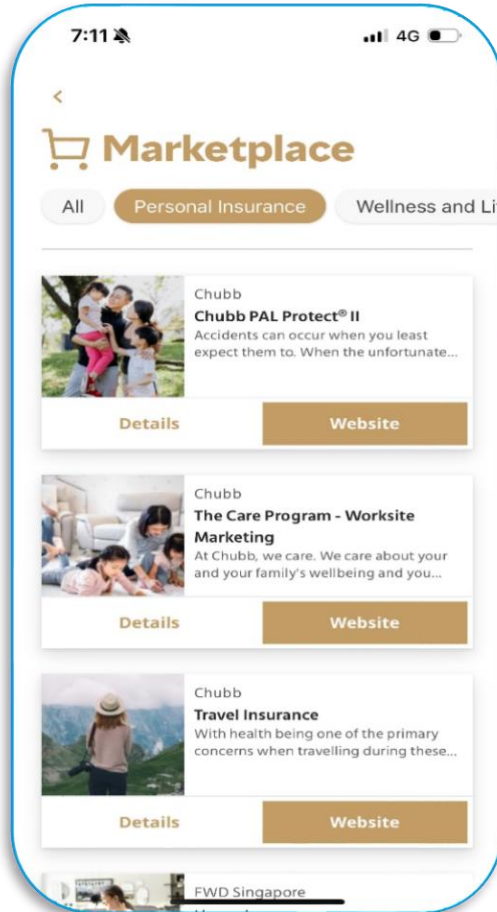


*Access to a wide and inclusive portfolio of health and wellbeing benefits and products / services*

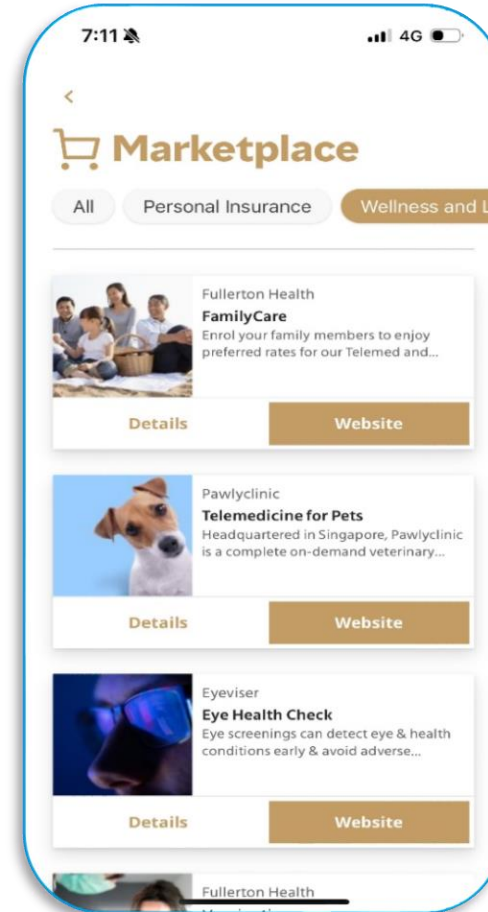
# Benefits You App

## Marketplace

### Personal Insurance



### Wellness & Lifestyle



### Marketplace

#### For personal & portable insurances

- Curated offerings that address your day-to-day insurance needs at exclusive prices not covered by your core benefits
- Online payment\*

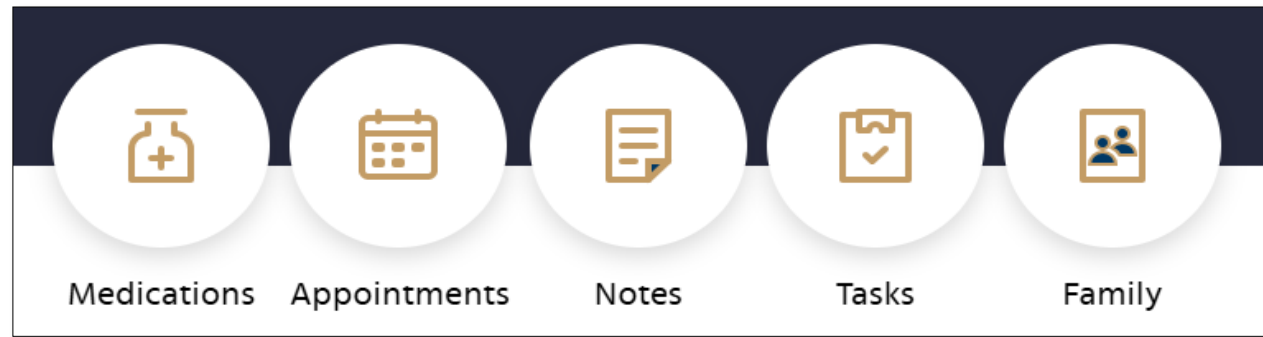
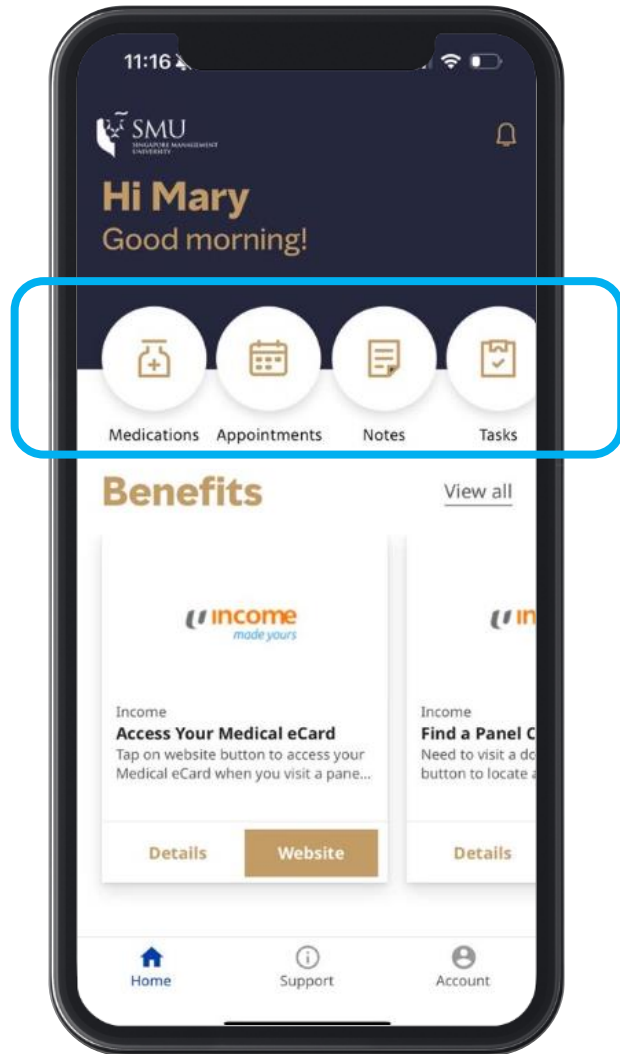
#### For other wellbeing needs

- Curated offerings that address your miscellaneous wellbeing and lifestyle needs
- Online payment\*

\*Based on provider's availability

**You can use your credit card to make purchases in the MMB Marketplace**

# Benefits You App (BYA) - Tracker Tools



You can stay on top of your health and wellbeing by using Tracker tools available in BYA to manage **Medications, Appointments, Note and Tasks** for **yourself and your family members**.

**Note:**

Eligible dependent's data is not preloaded to BYA due to Data Privacy PDPA concerns. You may opt to add your family member records in BYA in few simple steps.

Family profiles created in BYA are intended solely for the BYA Health Tracker Tools. They are not intended for enrollment or eligibility for benefits.

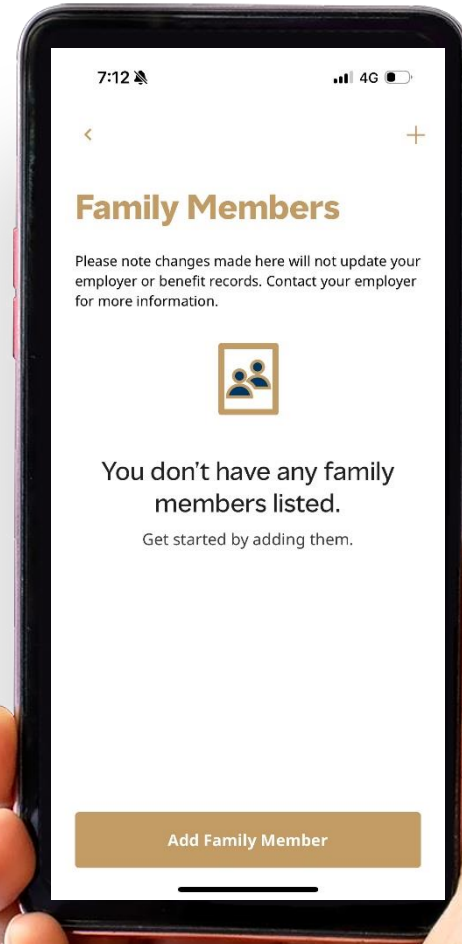




# BYA: Family

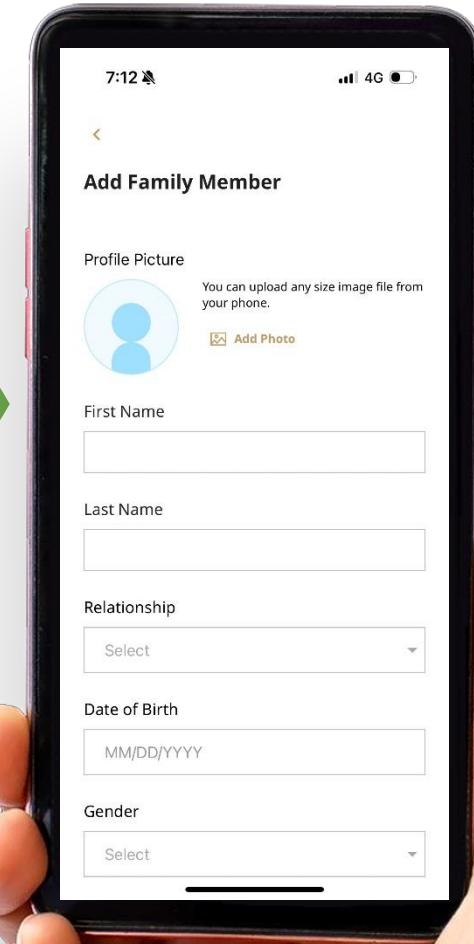
- Eligible dependent's data is not preloaded to BYA due to Data Privacy PDPA concerns.
- You may opt to add your family member records in BYA in few simple steps.
- Family profiles created in BYA are intended solely for the BYA Health Tracker Tools. They are not intended for enrollment or eligibility for benefits.

Click on "Family" to view your Family Members. Click on "Add Family Member" or "+" (top right) to add new member



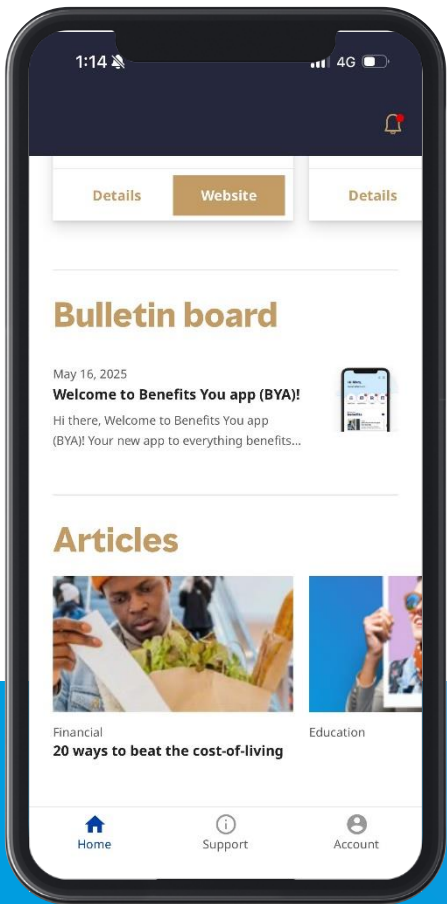
Input the details of your Family Member

Tap Add Family Member to save the profile

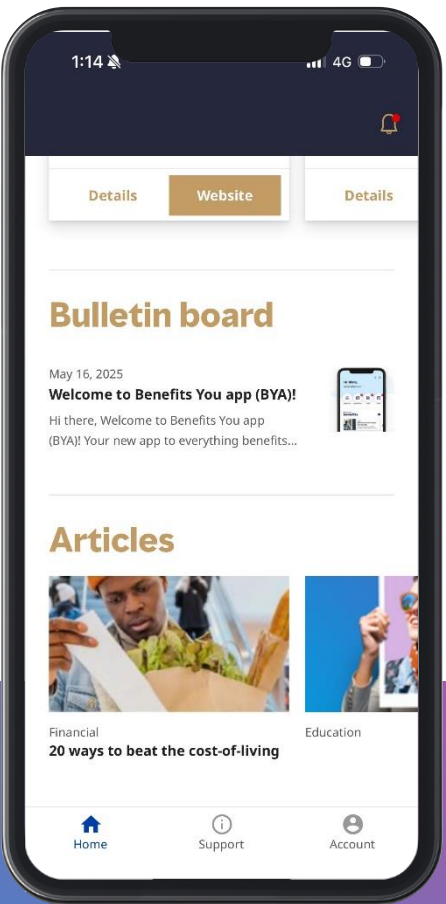
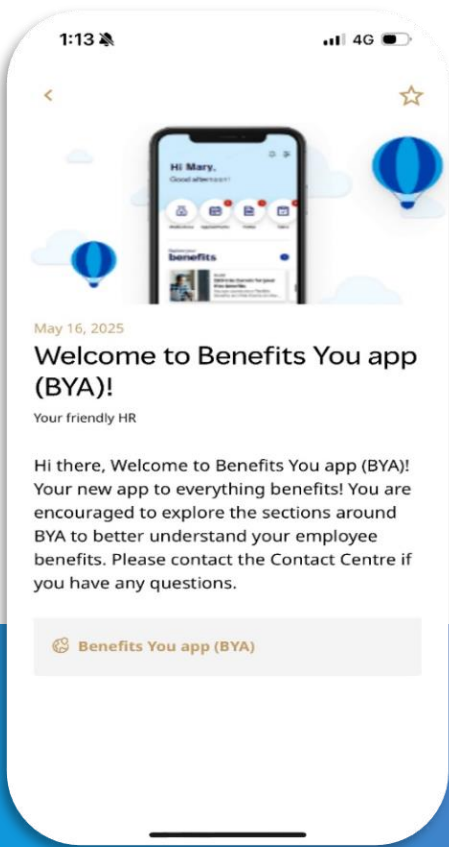




# BYA: Bulletin Board & Articles

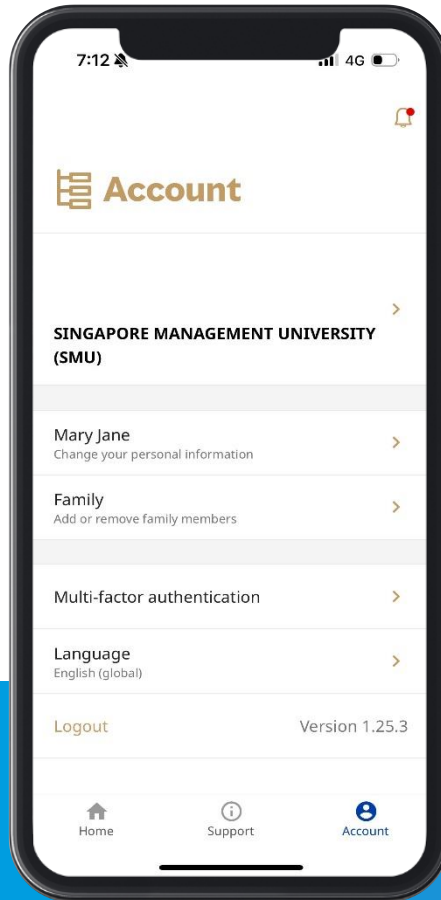


Bulletin Board  
News & Announcements

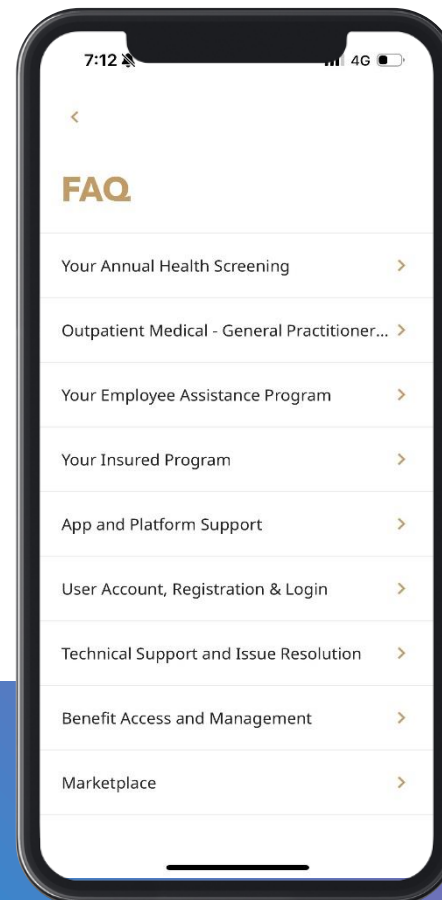


Articles  
Employee Bite-size Education on healthy living,  
mindfulness and wellbeing

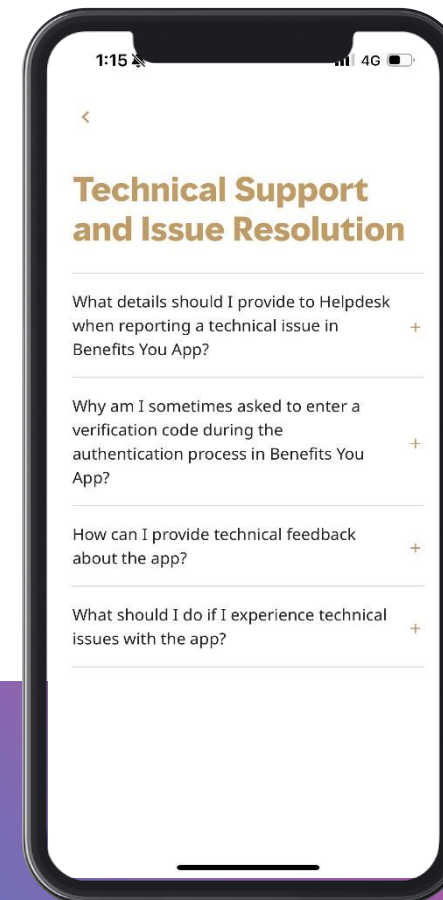
# BYA: Help and Support



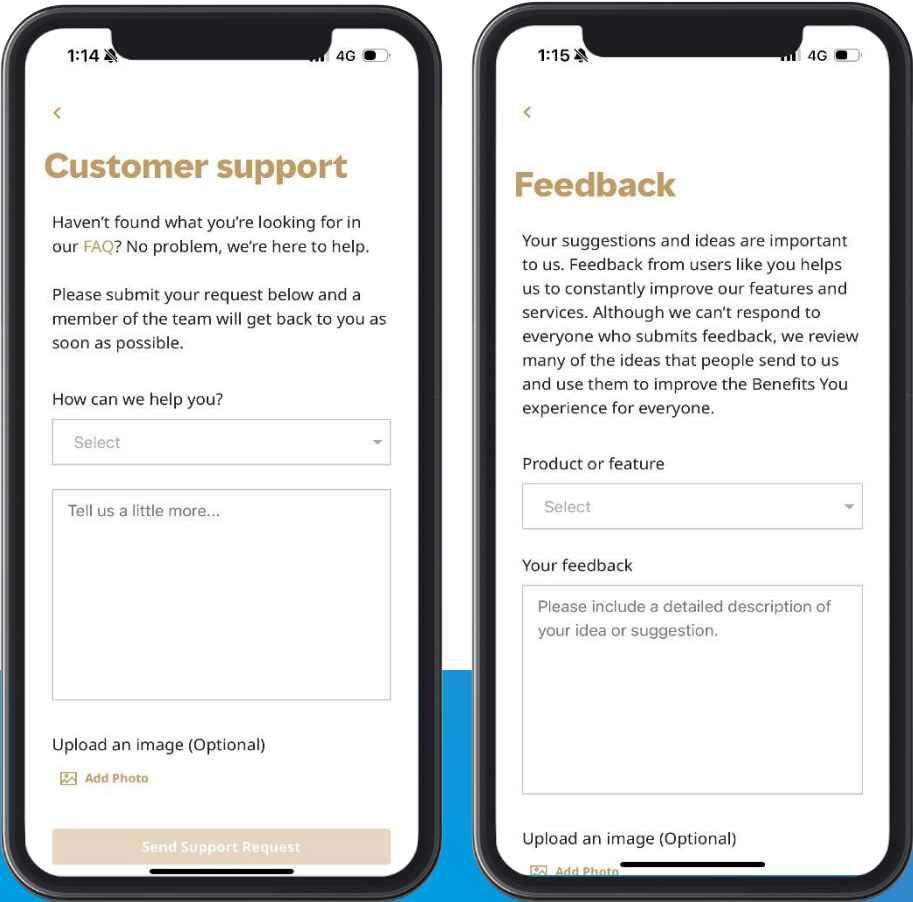
User Account and  
Company Profile



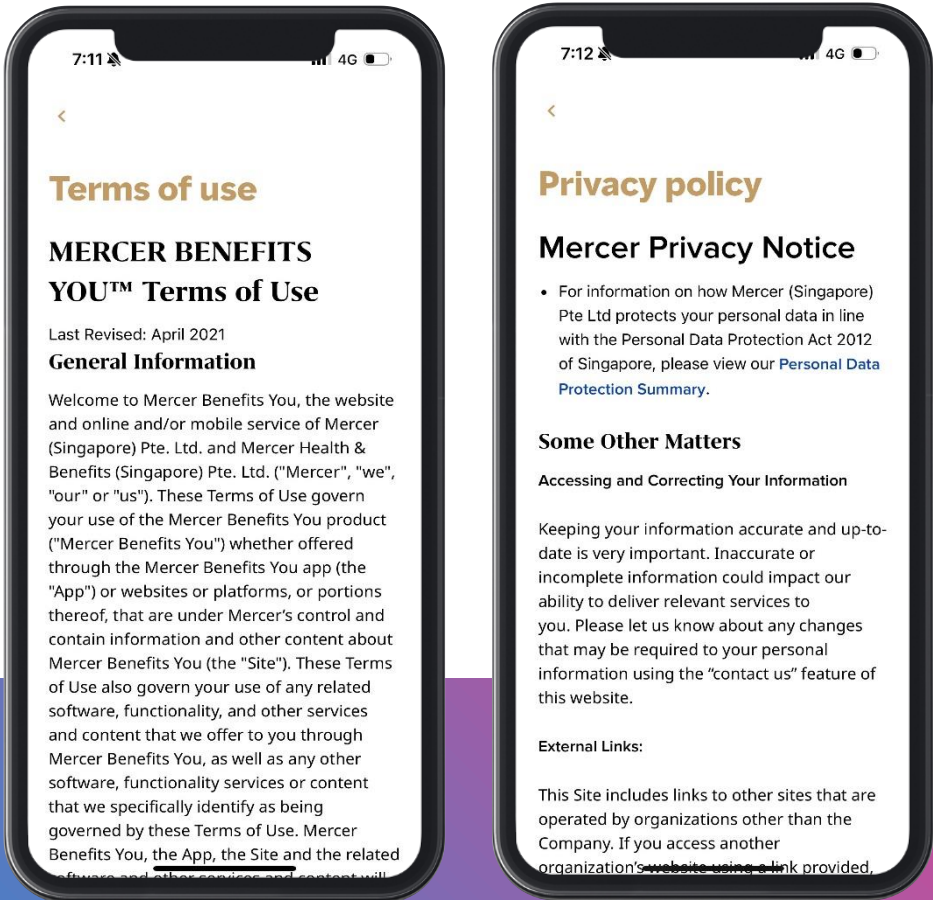
Help and Support :  
Frequently Asked Questions (FAQ)



# BYA: Help and Support



Customer Support and Feedback



Terms and Policies

Accepted Terms of Use and Privacy Policy during BYA user registration

# Benefits You Mobile App (BYA)

Download and Install Now

*The handy little app that puts  
your health in your hands*



**IOS / Android**





# Benefits You Mobile App (BYA)

If you need any help,



1. Email to BYA Employee Contact Centre @  
**[benefitsyouasia@mercermarshbenefits.com](mailto:benefitsyouasia@mercermarshbenefits.com)**



2. Submit a **Customer Support Form** in BYA  
Under “Account” > “Help and Support ”

Please provide :

- 1) Detailed description of your request
- 2) Make and model of your device (eg. iPhone 13 Pro Max)
- 3) Message(s) displayed on screen and screenshot(s)

A black smartphone displaying the 'Customer support' form in the BYA app. The screen shows a back arrow, the title 'Customer support', a message about the FAQ, a request submission prompt, a dropdown menu for 'How can we help you?', a text area for 'Tell us a little more...', an optional image upload section, and a 'Send Support Request' button at the bottom.

1:14 4G

<

**Customer support**

Haven't found what you're looking for in our FAQ? No problem, we're here to help.

Please submit your request below and a member of the team will get back to you as soon as possible.

How can we help you?

Select

Tell us a little more...

Upload an image (Optional)

Add Photo

Send Support Request



welcome to

brighter