

GuardMe Online Claim Instructions

After you went to a clinic or hospital with GuardMe insurance

1. Go to GuardMe's website at <https://www.guard.me/claim.php>
2. Enter your policy number (on your GuardMe card) and date of birth
3. Fill in information and attach medical receipt(s) and study permit (if you have one)
4. Submit

After you submitted the claim

It takes 4-6 weeks for GuardMe staff to process the claim.
You can [create a GuardMe account](#) to follow up the claim status.

- **If the claim is approved**, you will receive an email from Berkeley Payment with a link to activate your virtual prepaid debit card. Once you activated the virtual card, the physical card will be mailed to you. See [GuardMe brochure](#) for more instructions on using the card and checking card balance.
- **If the claim is returned**, GuardMe will inform you through emails and request missing documents. Create and log in to your GuardMe account to resubmit the claim.

Useful contact information

- **General questions about medical insurance:** Contact International Office
 - Email: international.reception@wvschools.ca
 - Phone: 604-981-1158
 - Address: 1075 21st Street, West Vancouver, BC V7V 4A9
- **Questions about the claim:** Email Guard.Me at claims@guard.me
- **Questions about the prepaid debit card:** Email Berkeley Payment at support@mycardholdersupport.com