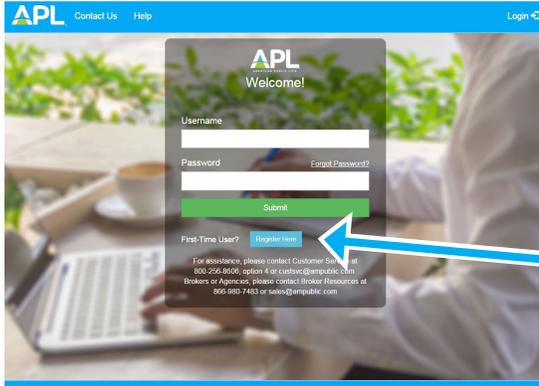


OVERVIEW FOR INDIVIDUAL/INSURED



CONTACT APL

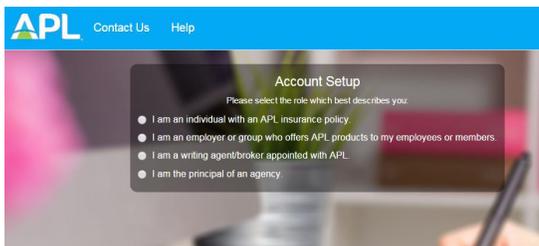
800-256-8606, Opt 4
custsvc@ampublic.com

APL's Online Service Center (OSC) is a secure portal where you have 24/7 access to information and tools specific to your insurance needs. Visit secured.ampublic.com and click on the blue "Register Here" button to get started now!

REGISTERING YOUR ACCOUNT

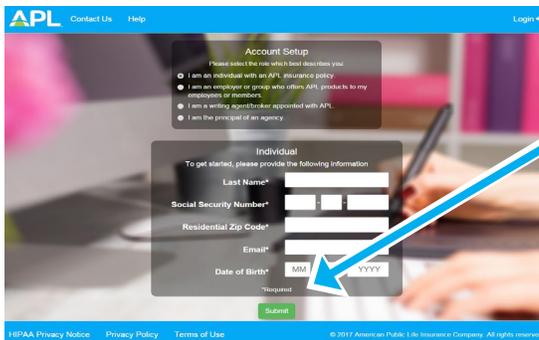
From the [Account Setup](#) page, select:

- **I am an individual with an APL insurance policy.**
 - I am an employer or group who offers APL products to my employees or members.
 - I am a writing agent/broker appointed with APL.
 - I am the principal of an agency.



Provide the necessary information and click the green "Submit" button to register your account. As an individual insured, you'll be able to:

- View and print ID cards
- Download policy documents
- Access claims status and Explanation of Benefits (EOBs)



COVERAGE

At the top of your Dashboard, you'll find **My Coverage**. Here, you have instant access to your APL insurance details, including:

- Policy Number that links to your policy documents
- Effective date(s) of coverage
- Covered dependents
- Status of coverage

| My Coverage | | | | | | |
|---------------------------------|---------------|----------------|------------------------------|---------------------|--------|--|
| Product ▲ | Policy Number | Effective Date | Covered Dependents | Relationship | Status | |
| GROUP ACCIDENT | 1294238 | 12/01/2016 | MINNIE MOUSE MICKEY MOUSE | Applicant Spouse | Active | |
| MEDLINK W/BENEFIT ASSIGNMENT | 1300000 | 12/01/2016 | MINNIE MOUSE MICKEY MOUSE | Applicant Spouse | Active | |

1 - 2 of 2 items

ID CARDS

Next to My Coverage, you'll find **My ID Cards**. This section displays the availability of your ID Cards. You can download and print your **ID Cards** by clicking on the PDF icon (📄) next to the product name. **ID Cards** will download as a PDF document, if available.

My ID Cards



Insured:
Coverage:
Policy/Cert. #:
Group #:
Effective Date:
Plan:

SAMPLE

For illustrative purposes only.

Available ID Card(s)

- MEDLINK W/BENEFIT ASSIGNMENT 📄
- ID Card not issued for this product
- GROUP ACCIDENT

CLAIMS

Just below My Coverage, you'll find **My Claims**. The **My Claims** portion of your dashboard provides at-a-glance details of claims processed within the last 24 months, including:

- Claims status
- Date received
- Claim number that links to your Explanation of Benefits
- Amount paid

My Claims (Claims processed in the last 24 months)

| Service From Date | Status | First Name | Relationship | Coverage Type | Policy Number | Date Received | Claim Number | Amount Paid | Date Completed |
|-------------------|-----------|------------|--------------|------------------------------|---------------|---------------|--------------|-------------|----------------|
| | Received | MINNIE | Applicant | MEDLINK W/BENEFIT ASSIGNMENT | 1300000 | 02/06/2017 | | \$0.00 | |
| | Received | MICKEY | Spouse | MEDLINK W/BENEFIT ASSIGNMENT | 1300000 | 01/15/2017 | | \$0.00 | |
| | Received | MICKEY | Spouse | GROUP ACCIDENT | 1294238 | 12/15/2016 | | \$0.00 | |
| 12/01/2016 | Pending | MICKEY | Spouse | MEDLINK W/BENEFIT ASSIGNMENT | 1300000 | 02/06/2017 | 1745138 | \$0.00 | |
| 12/15/2016 | Processed | MINNIE | Applicant | MEDLINK W/BENEFIT ASSIGNMENT | 1300000 | 01/05/2017 | 1745137 | \$20.00 | 02/06/2017 |

1 - 5 of 5 items