

FAQ Mobile App MyCMSM

Q: Why am I not receiving the OTP?

A: The mobile number registered on your policy may be incorrect. Please contact our Customer Service team on **03-425742** to update your mobile number.

Q: Why can't I access my account? I'm receiving an "Something went wrong" error.

A: If you have recently renewed your policy through one of our agents, you may need to wait until the end of the renewal month before you can access / create your account.

Q: I forgot my password. Can you provide it to me?

A: For security reasons, we do not have access to your password. If you have forgotten your password, please reset it by selecting **"Forgot Password"** and following these steps:

1. Enter the mobile number registered under your policy.
2. Enter the OTP you receive by SMS.
3. Create a new password that meets the **five password requirements**.

Q: Why is my account locked?

A: Your account is temporarily locked after several unsuccessful password attempts. It will automatically unlock after **15 minutes**, and you can then try logging in again.

Q: I can't create an account. I'm receiving an "Invalid Member ID or Date of Birth" error. What should I do?

A: This may happen if your date of birth is missing or has not been entered correctly in our system. Please contact us on **70-425139**, and our team will provide you with

the date of birth currently registered in the system so you can complete your account registration.

When renewing your policy, please remind us to update your date of birth according to your ID to ensure that your information is accurate and up to date.

Q: It is difficult for me to find my year of birth using the calendar. What should I do?

A: To quickly navigate to your year of birth, click on the **year displayed at the top of the calendar**. Then, scroll through the years until you find your year of birth. Once selected, choose the correct **month and date** to complete the process.

Q: Why am I receiving the error

“USER_EXIST_WITH_SAME_USERNAME_OR_EMAIL” when creating my account?

A: This error means that one of your family members, who is covered under a separate policy, has already created an account using the same phone number.

Please note that each **MyCMSM** account must be linked to a unique phone number. Therefore, a phone number that is already associated with another account cannot be used to create a new account.

Q: How can I know the remaining number of coupons using the App?

A: Go to **Claims** and use the filter located at the top-right of the page. Select **AM** under **Category**, then select the **current year**. You can then review the claims already used to determine the remaining number of coupons.

Q: How can I know the remaining payments under my policy subscription?

A: Go to **Financial Details**. Payments that have already been made will appear as **enabled**, displayed in **green**, with a **check mark ✓**. The remaining payments will appear as **disabled**.