MyGBG
Mobile App User Guide

Welcome

Welcome and thank you for choosing Global Benefits Group (GBG) as your medical insurance provider. We developed **MyGBG** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policy holder and dependents
- Contact customer service via phone or email

NEW FEATURES

Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.

iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week with GBG Assist: +1.786.814.4125

![GBG logo]

Member Login

Once the app is downloaded, you can login to the mobile app by entering your **Member ID** and the **Last Name** as listed in your policy documents.

You have the option for the app to remember your login information by making sure **"Remember Me?"** is on.
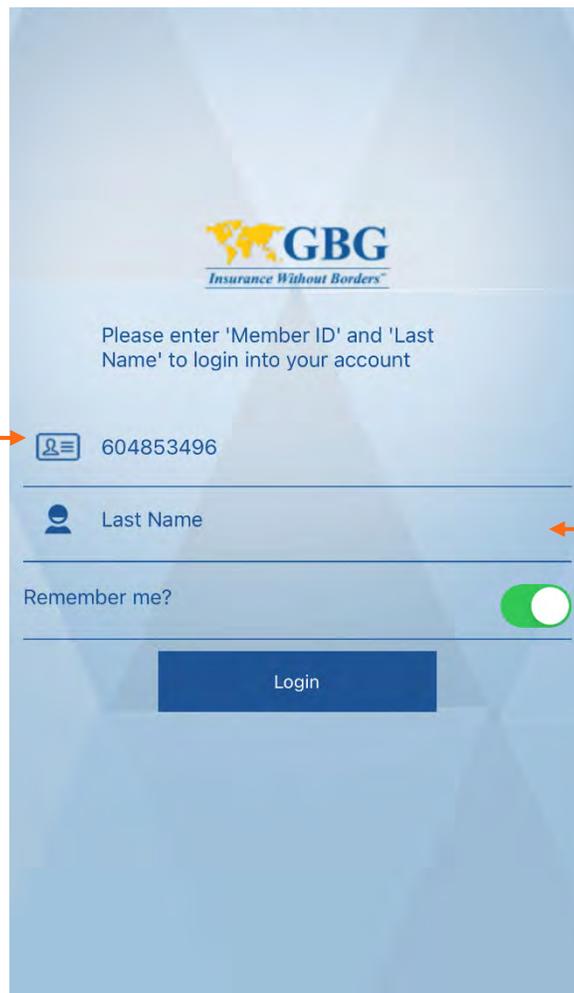
MEMBER NUMBER
This is also known as your:
Member ID #
GBG Member ID #
Provider ID #
You can find this number in your policy documents or hard copy ID card if you have one.

LAST NAME
Type your last name how it appears on your ID card and policy documents.

REMEMBER ME?
Have this turned on to auto-populate your login information.

GBG
Insurance Without Borders™

Please enter 'Member ID' and 'Last Name' to login into your account

604853496

Last Name

Remember me?

Login

Homepage

Once you login, you can access these features from home screen:

- ID Card
- Policies
- Contact Us
- Logout

Read the pages below for more detail on each feature.

POLICIES
Access and download your policy documents.

ID CARD
Access ID cards for yourself and your dependents.

CONTACT US
Contact customer service via phone or email.

ID Card

Have your Member Id card with you at all times with **MyGBG**.

- The **ID Card** screen will display the **name** and the **Member ID #**for each family member.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.
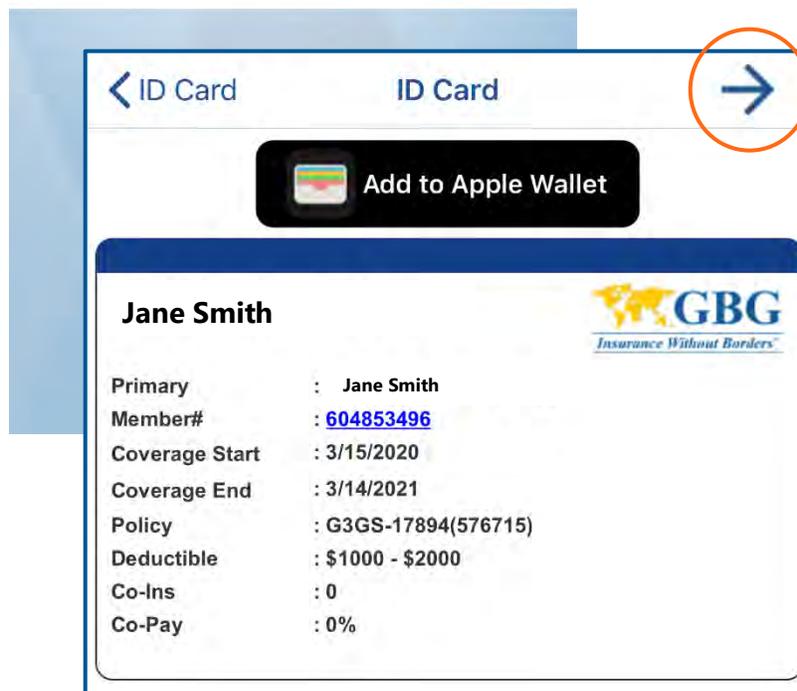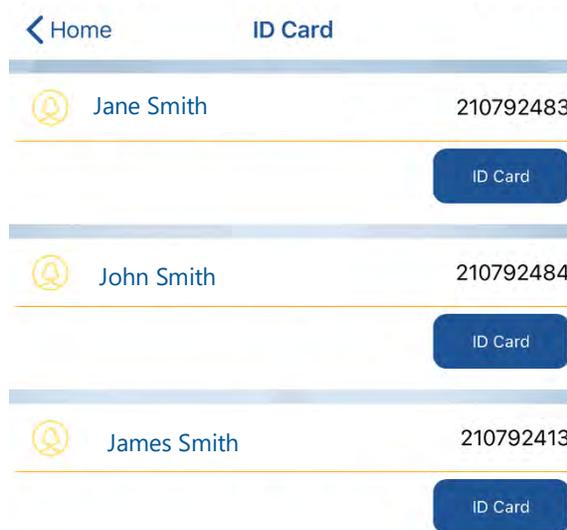
Click arrow to view BACK of ID Card

Policies

This screen will list all your policy documents in all policy coverage periods that you are enrolled in. If you have multiple coverage periods or multiple polices with GBG, this will also be displayed.

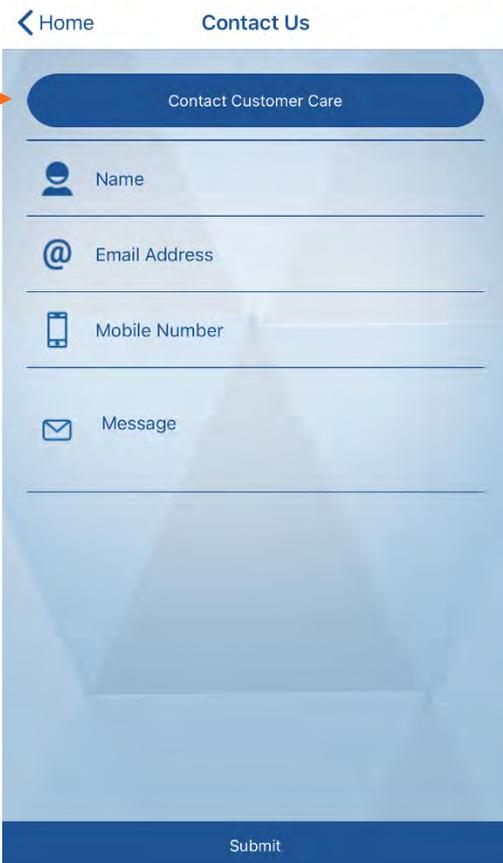You can click on the **Policy Document** button to download and view the corresponding policy document

Contact Us

Enter your contact information and message, then click **Submit** at the bottom of the screen.

If you would like to speak to a GBG Assist customer service representative, click on the **Contact Customer Care** button at the top.

GBG ASSIST
Call GBG Assist
Customer Care.

Home   **Contact Us**

Contact Customer Care

👤 Name

@ Email Address

📱 Mobile Number

✉ Message

Submit

SEND US AN EMAIL
Fill out this information to
send us an email.

Questions? Reach us 24 hours a day, 7 days a week
with GBG Assist: +1.786.814.4125