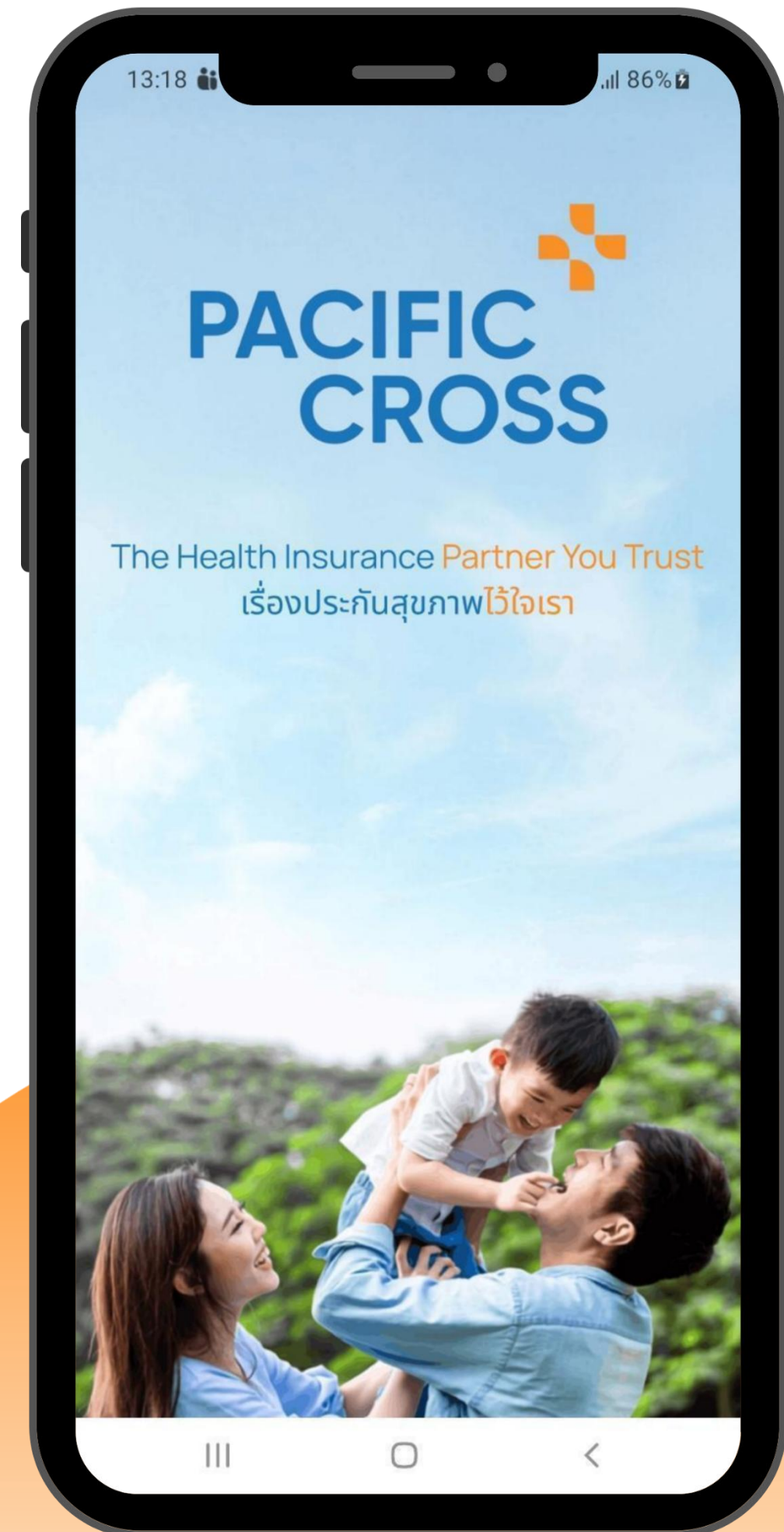




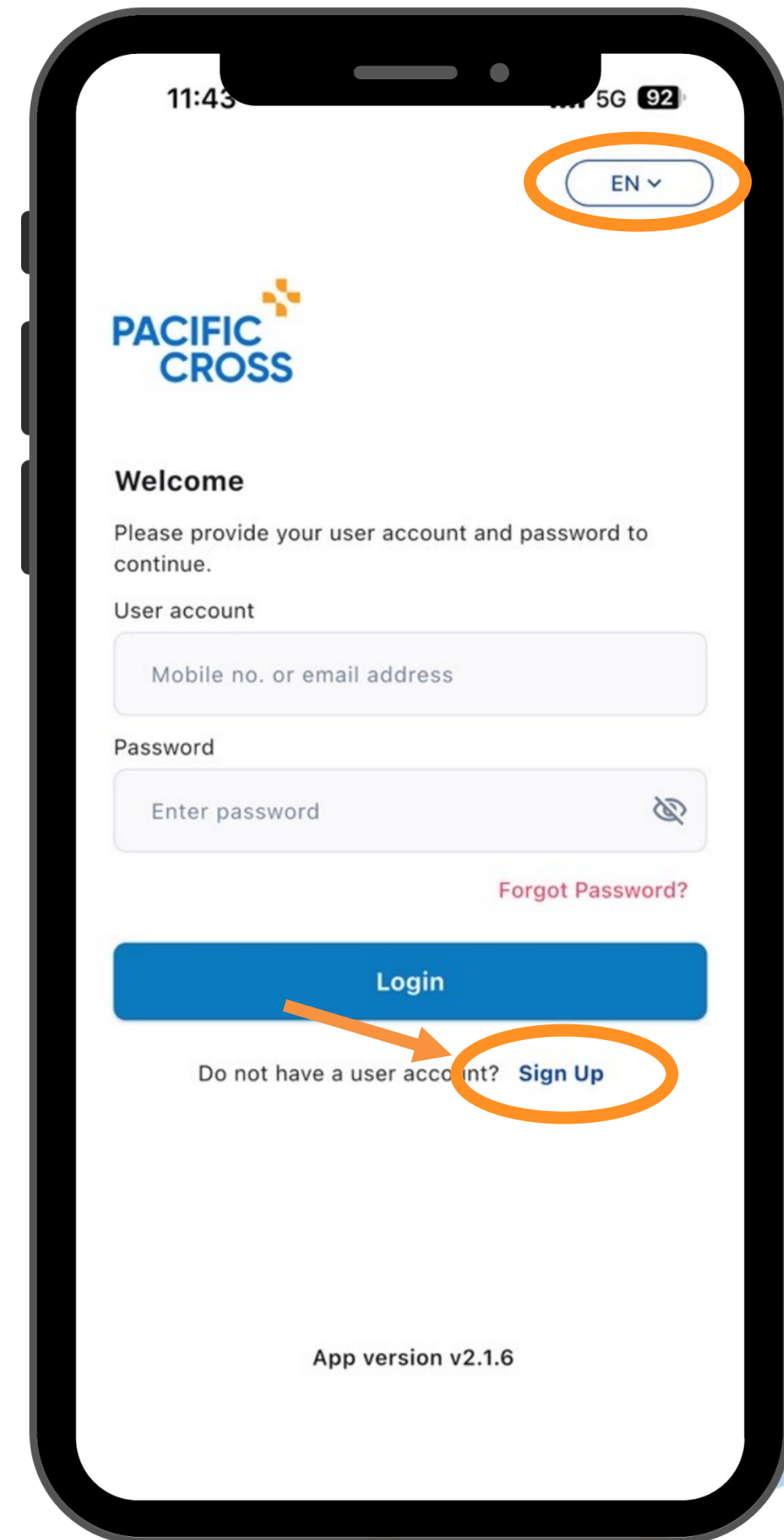
Registration & Login myPacificCross Thailand



01

Create a New Account

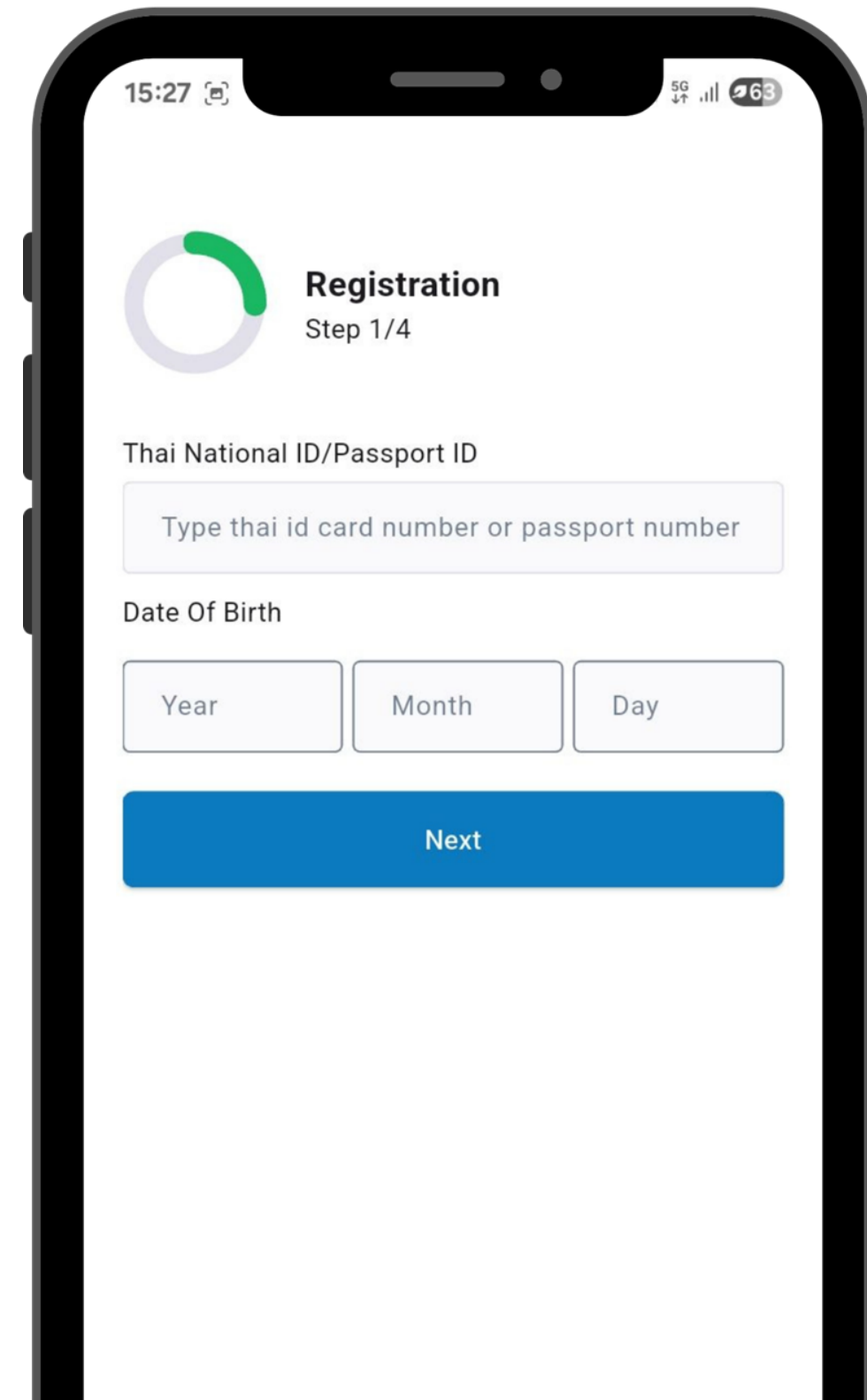
- On the Login screen, tap the **"Sign Up"** link at the bottom.
- Select language at right top



Step 1

Enter Your Personal Info.

- Enter your **Thai National ID or Passport ID**
- Enter your **Date of Birth**
- Tap **"Next"**
- The system will verify whether the Thai National ID/Passport ID and Date of Birth exist in our records.

A smartphone screen displaying a registration form. At the top, the status bar shows the time 15:27, signal strength, and battery level at 63%. The app interface features a circular progress indicator with a green segment, labeled 'Registration Step 1/4'. Below this, there are two main input sections. The first is 'Thai National ID/Passport ID' with a text box containing the placeholder 'Type thai id card number or passport number'. The second is 'Date Of Birth' with three separate input boxes for 'Year', 'Month', and 'Day'. At the bottom of the form is a large blue button labeled 'Next'. To the right of the phone, there is a vertical column of seven orange cross-shaped icons.

15:27 5G 63

Registration
Step 1/4

Thai National ID/Passport ID

Type thai id card number or passport number

Date Of Birth

Year Month Day

Next



Step 1

Verify Data

- If your information does not match the records in our system.
- Please verify the information entered and try again, or contact Customer Service for assistance.

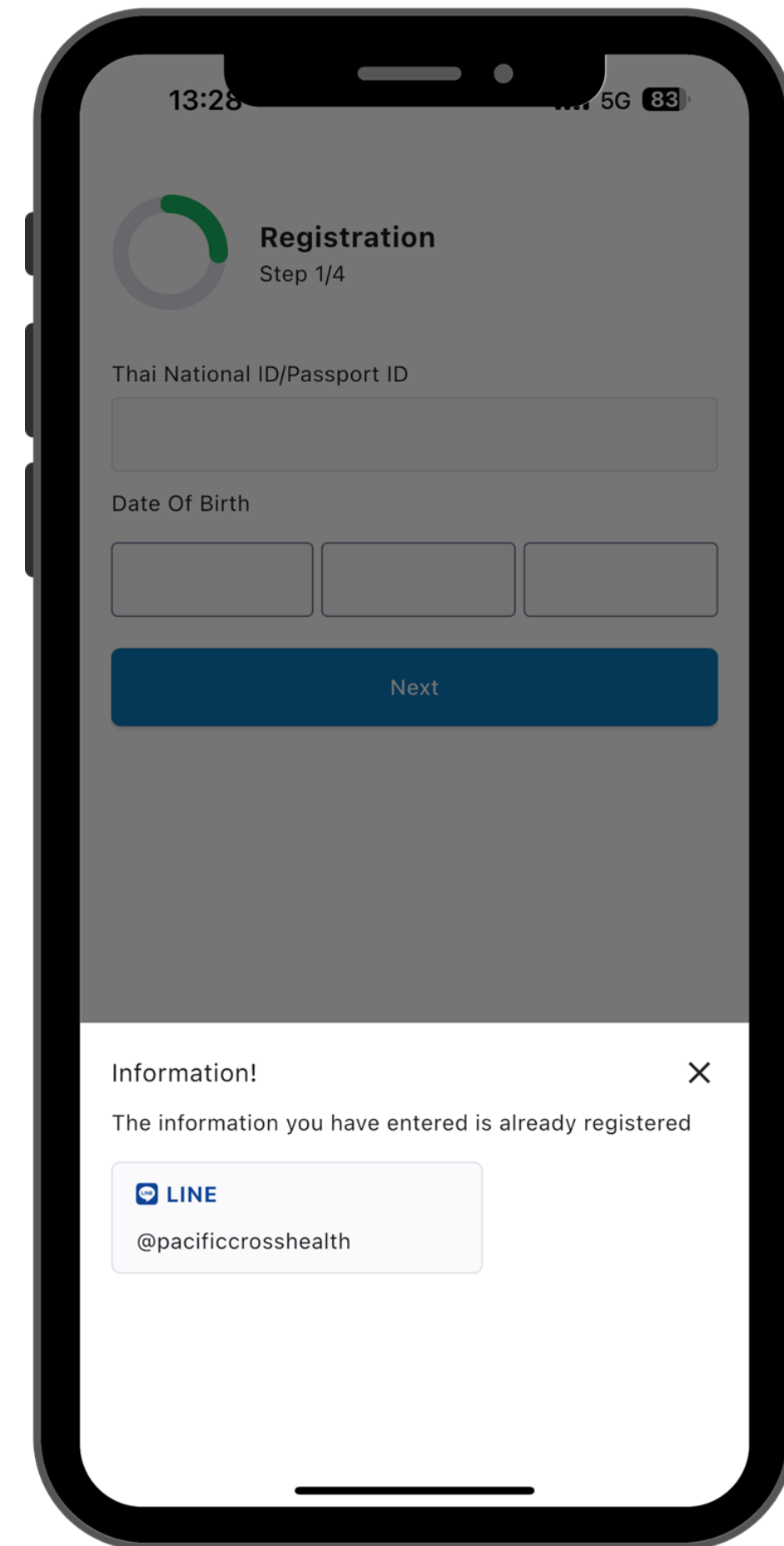
The image shows a smartphone screen with the Pacific Cross mobile application. The screen is at the "Registration Step 1/4" stage. It features a progress indicator at the top left. The main form has two sections: "Thai National ID/Passport ID" with a text input field containing "111111111111", and "Date Of Birth" with three dropdown menus showing "1990", "September", and "27". Below these is a blue "Next" button. At the bottom, there is a white information banner with a close button (X) and text stating: "Information! Your policy information cannot currently be accessed through our Mobile Application. Please contact Customer Service". Below the banner is a button with the LINE logo and the text "@pacificcrosshealth". The phone's status bar at the top shows the time as 14:00, 5G signal, and 79% battery.



Step 1

Already registered

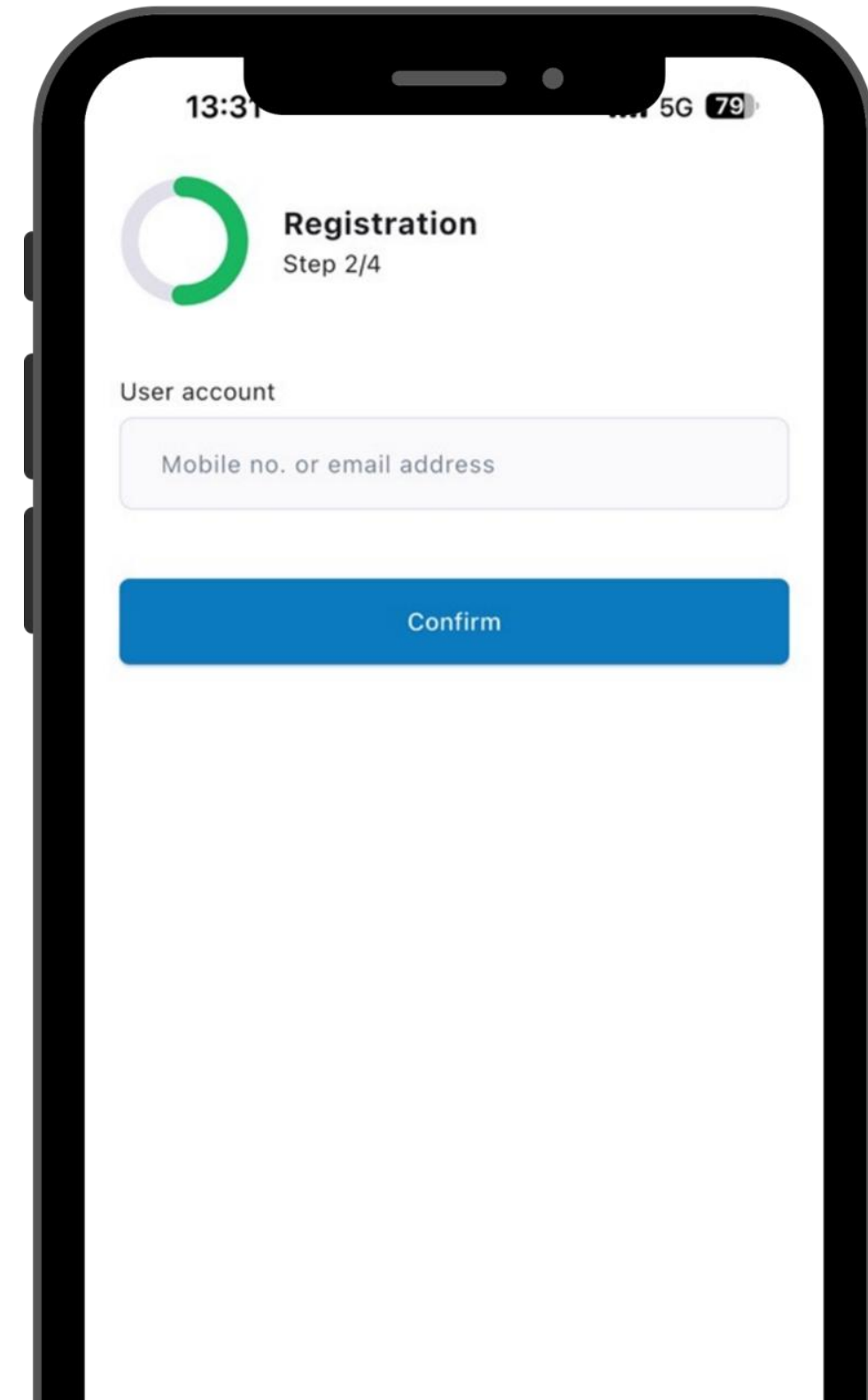
- This account has already been registered. A new account cannot be created.
- Please log in with your existing user account.



Step 2

Create user account

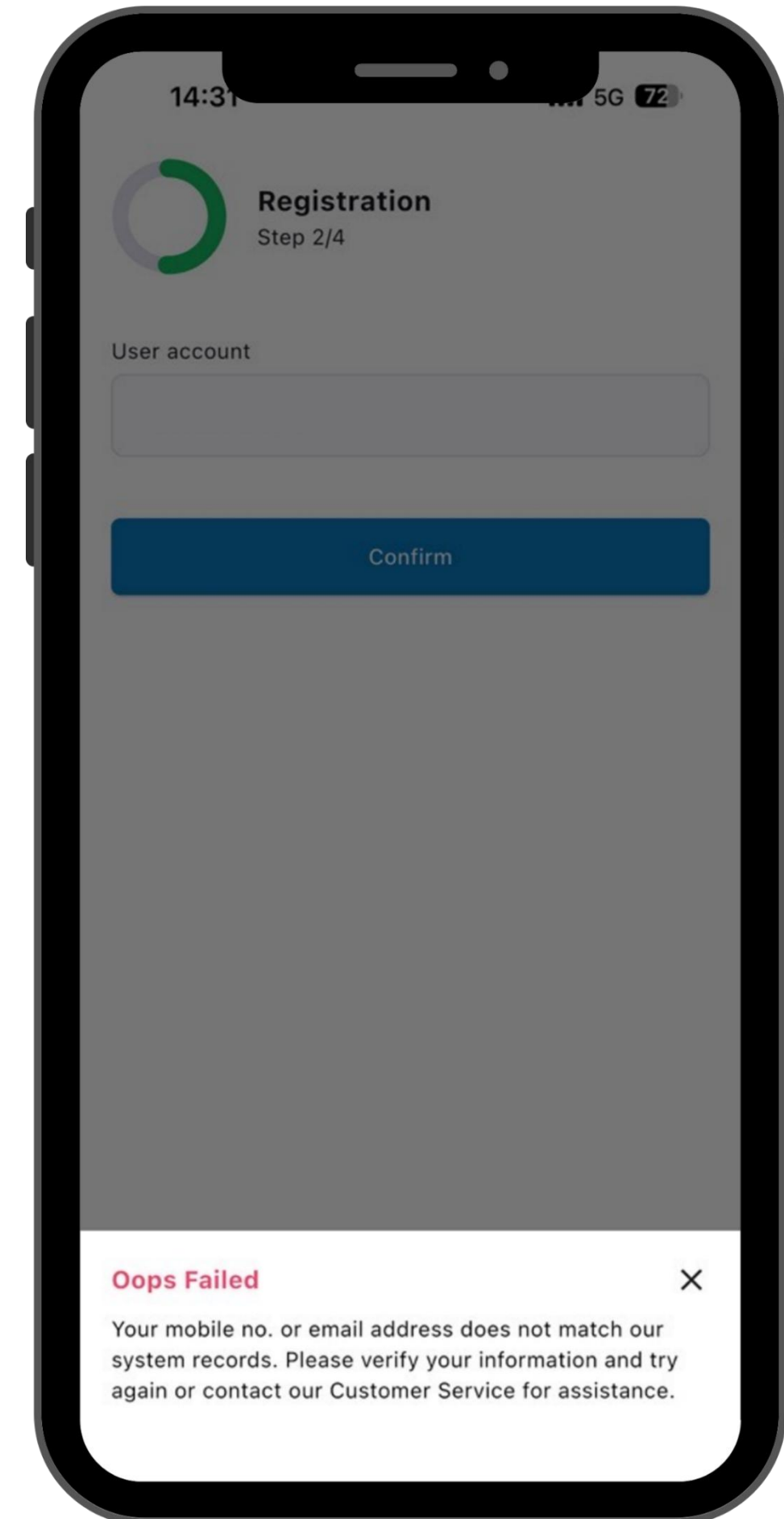
- If the ID Card Number/Passport Number and Date of Birth match the records in our system, a user account will be created.
- **User account:** Input your mobile no. or email address.
- Tap "**Confirm**" to proceed to the next step.



Step 2

Verify Mobile no. or Email address

- The system will verify whether mobile no. or email address exist in our records.
- If the information does not match the records in our system, a notification message will be displayed.

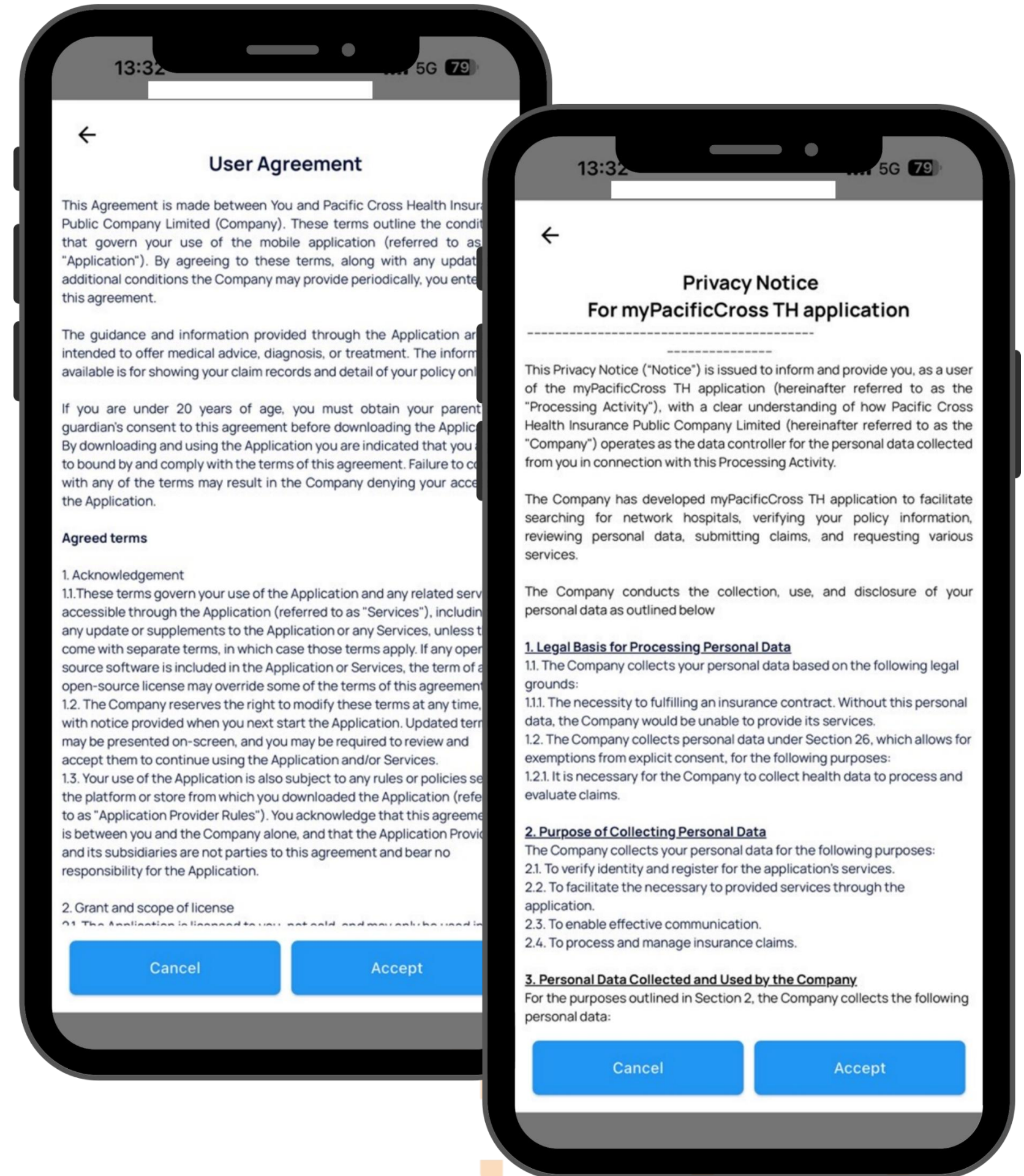




Step 2

User Agreement & Privacy Notice

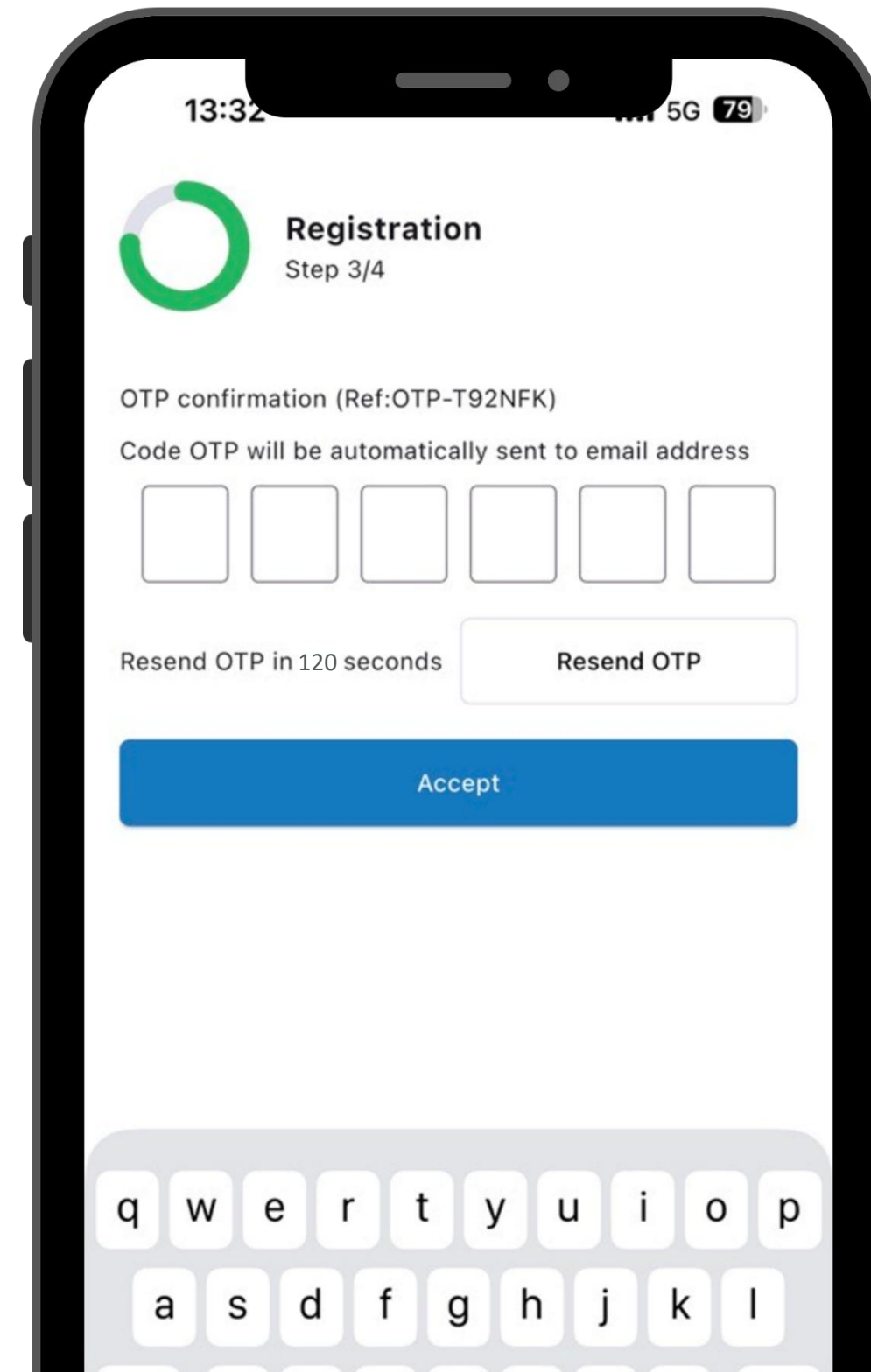
- Please review the User Agreement and Tap **"Accept"** to continue.
- Please review the Privacy Notice and Tap **"Accept"** to continue.



Step 3

OTP Confirmation

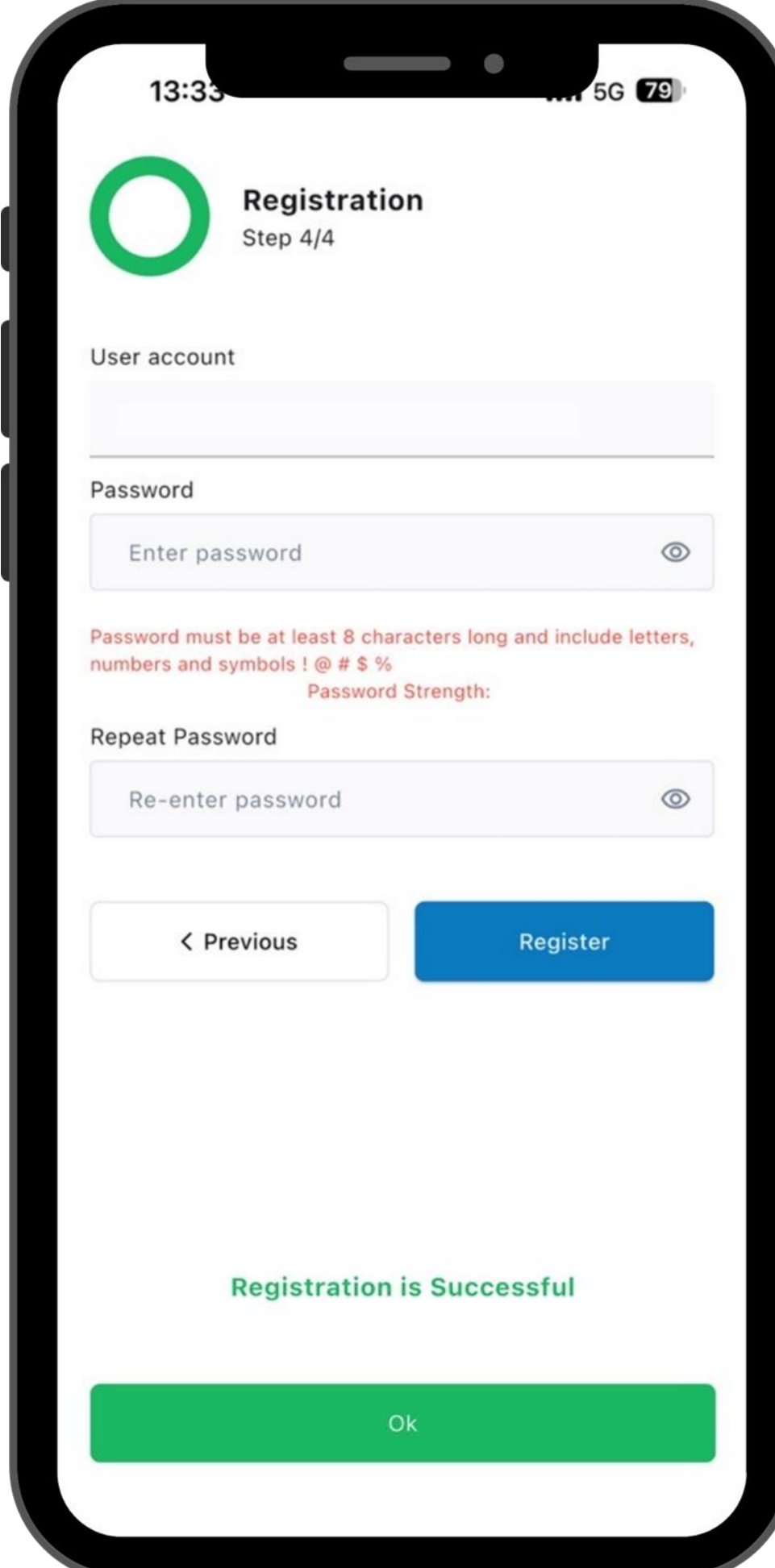
- The OTP code will send to your provided mobile no. or email address.
- Check your SMS or email from “**Pacific Cross Health Notification**” and enter the OTP code within 120 seconds.
- If the time expires, tap “**Resend OTP**” to request a new code.
- Tap “**Accept**” to verify OTP code.
- If OTP is correct, will proceed to the next step.



Step 4

Set Your Password

- **User account**: Display your provided mobile no. or email address.
- **Password**: create a password at least 8 characters long and include letters, numbers, and symbols (!@#%\$%).
- **Repeat Password**: Re-enter the same password.
- Tap "**Register**" for confirmation.
- If the passwords are match, will display "Registration is Successful"



The image shows a smartphone screen with the registration process at Step 4/4. At the top, the status bar shows the time 13:33, 5G signal, and 79% battery. Below the status bar is a green circular progress indicator. The title "Registration" and subtitle "Step 4/4" are displayed. The form has three sections: "User account" with an empty text field; "Password" with a text field containing "Enter password" and a toggle icon; and "Repeat Password" with a text field containing "Re-enter password" and a toggle icon. A red error message states: "Password must be at least 8 characters long and include letters, numbers and symbols ! @ # \$ %". Below this, "Password Strength:" is indicated. At the bottom of the form are two buttons: "< Previous" and "Register". A green success message "Registration is Successful" is displayed below the buttons, with a green "Ok" button at the very bottom.

13:33 5G 79

Registration
Step 4/4

User account

Password

Enter password

Password must be at least 8 characters long and include letters, numbers and symbols ! @ # \$ %
Password Strength:

Repeat Password

Re-enter password

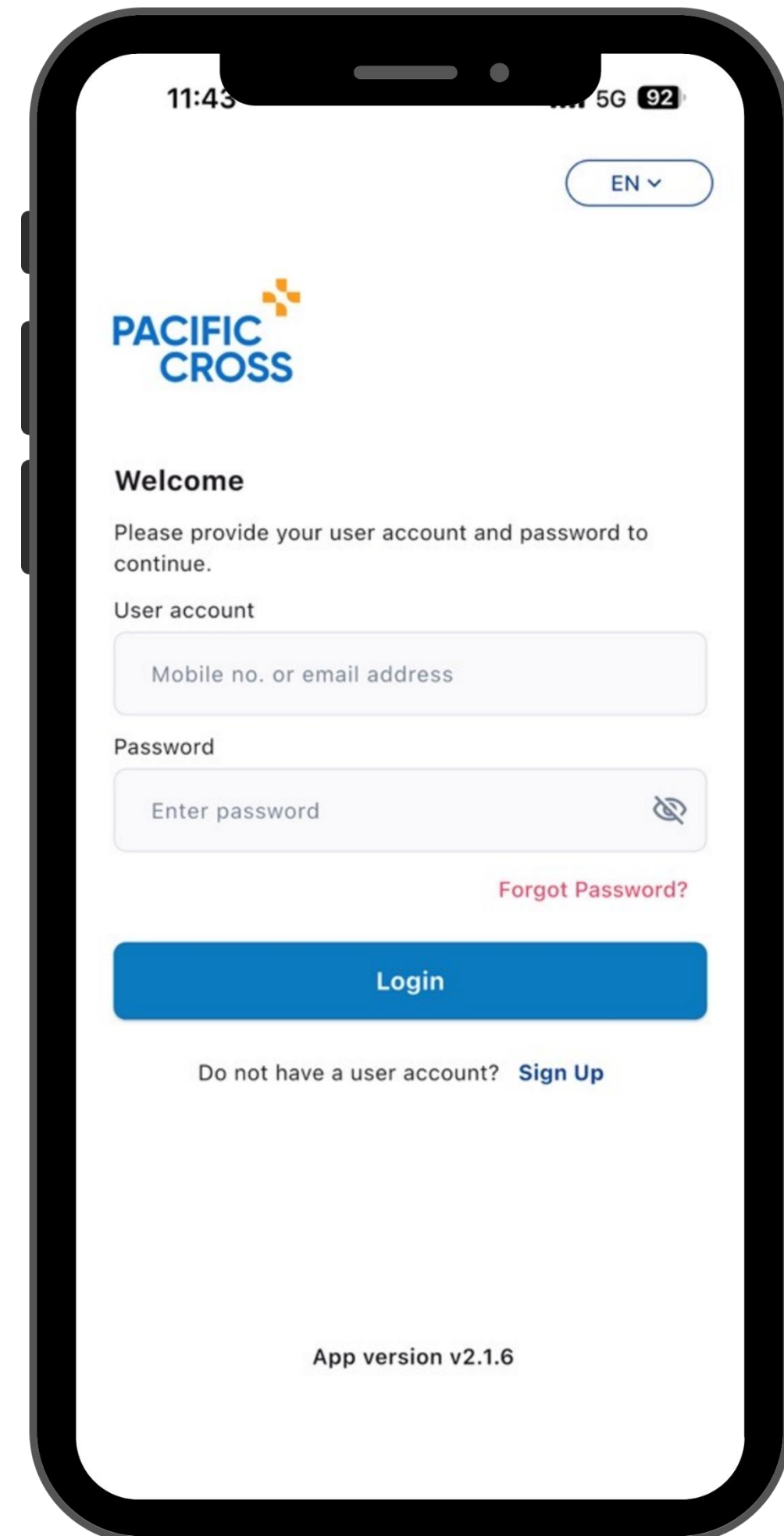
< Previous Register

Registration is Successful

Ok

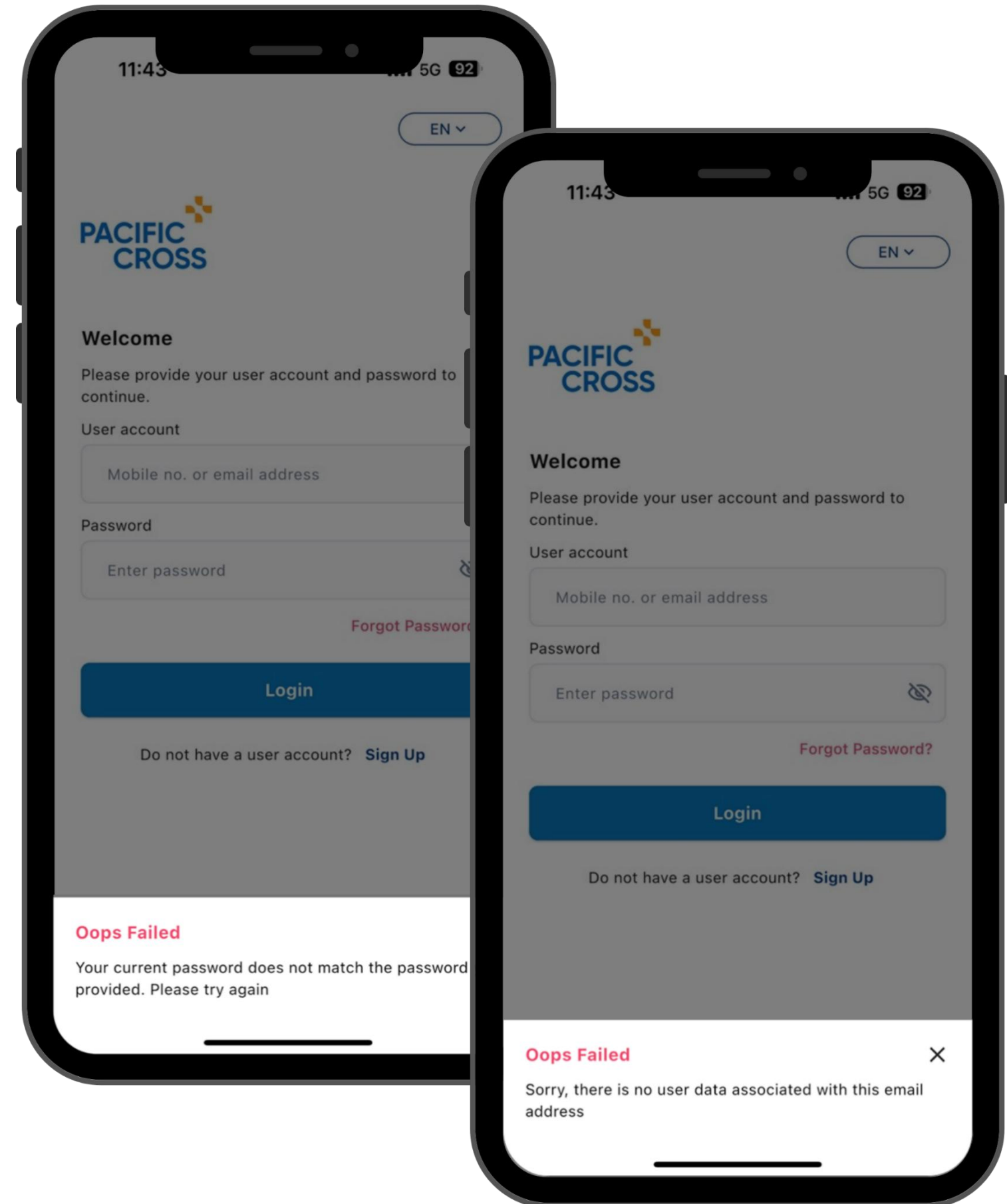
02 Login

- **User account** : Enter your login mobile no. or email address.
- **Password** : Enter your password. You can tap the icon (👁️) to view the password you type.
- Tap "**Login**" to login Mobile Application.



02 Login Verification

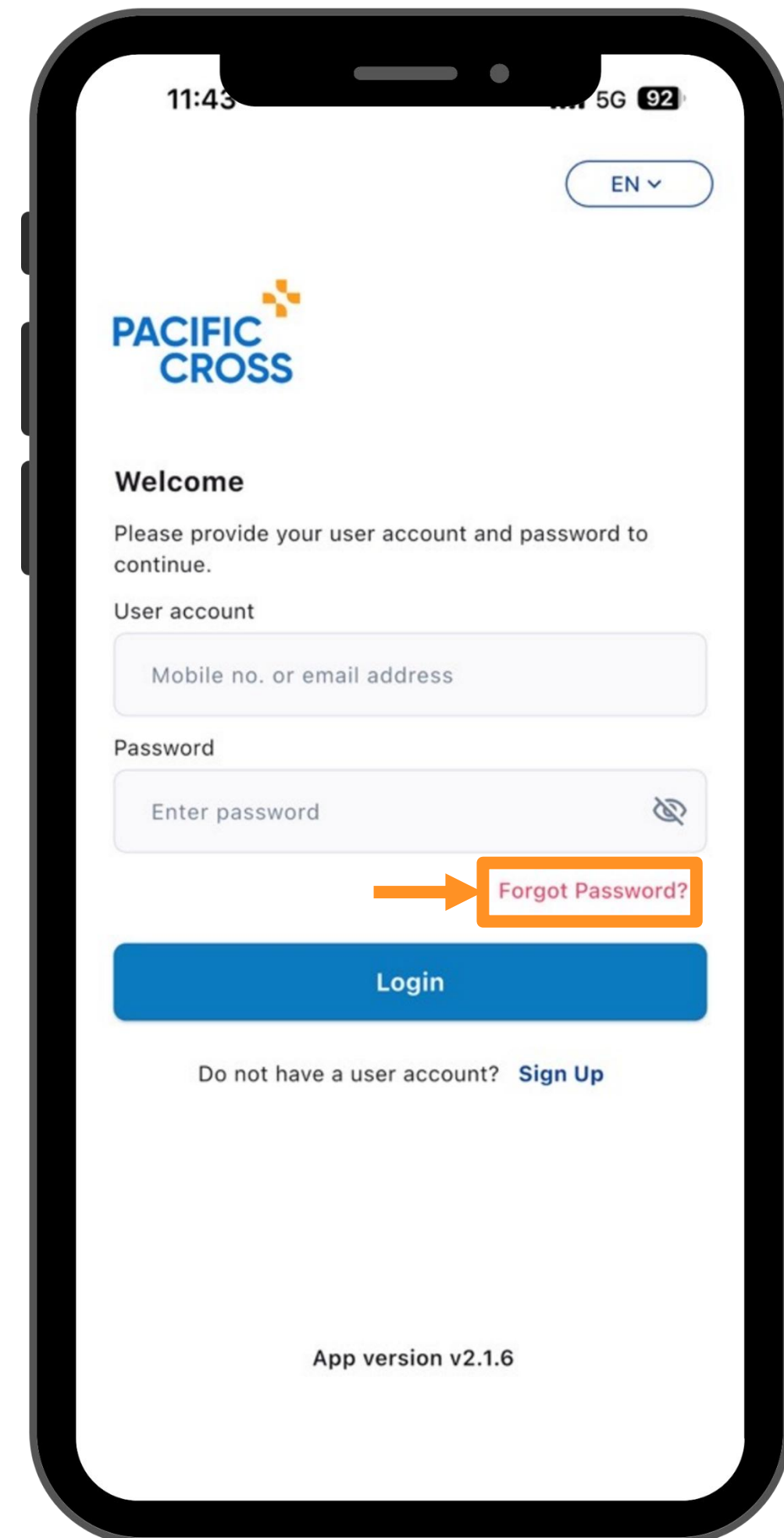
- The system will verify the User account and password.
- If the User account or password is incorrect, Please try again.



03

Forgot Password

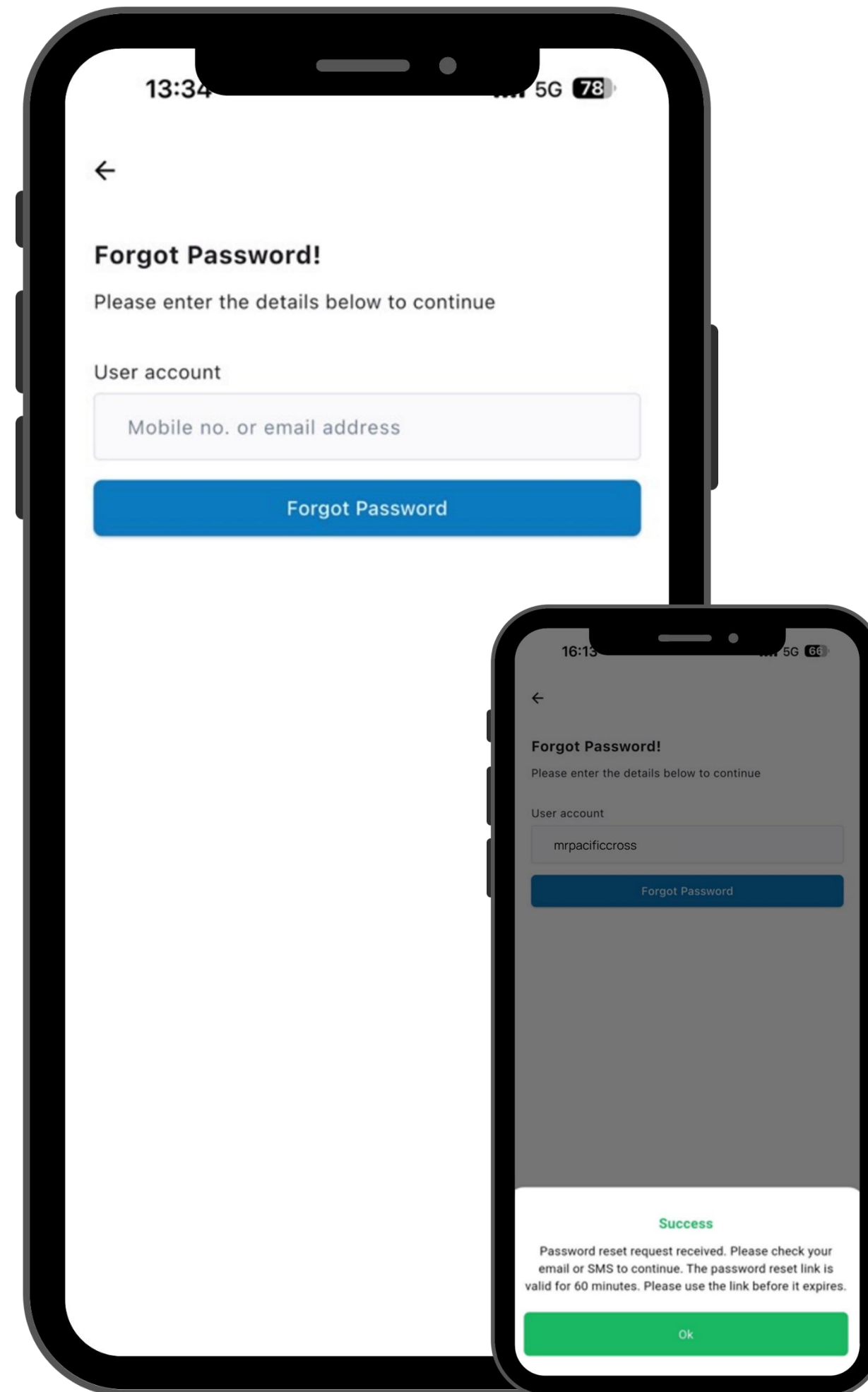
If you have forgotten your password, tap the link **Forgot Password?** on the log in page.



Step 1

Reset Password

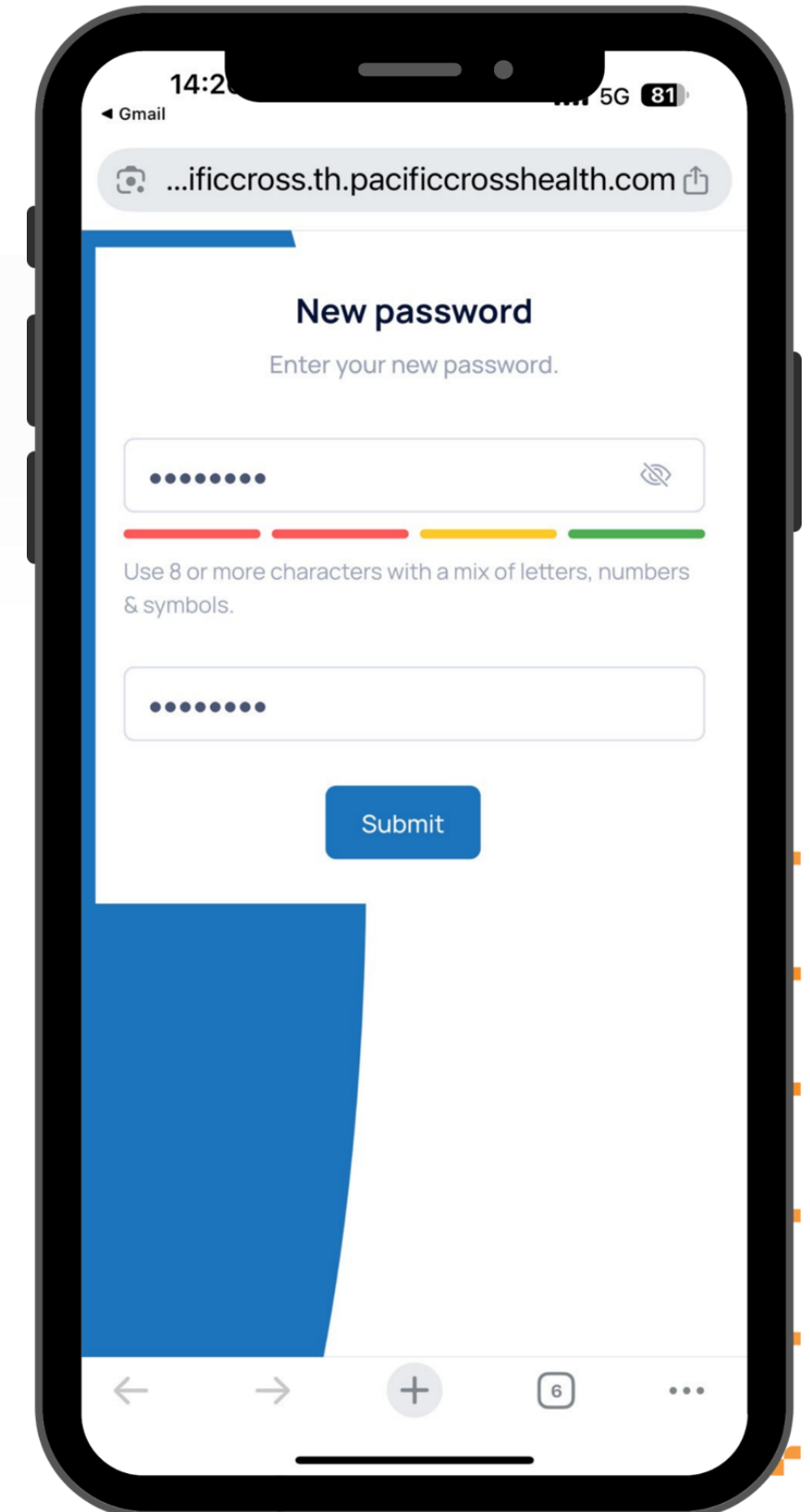
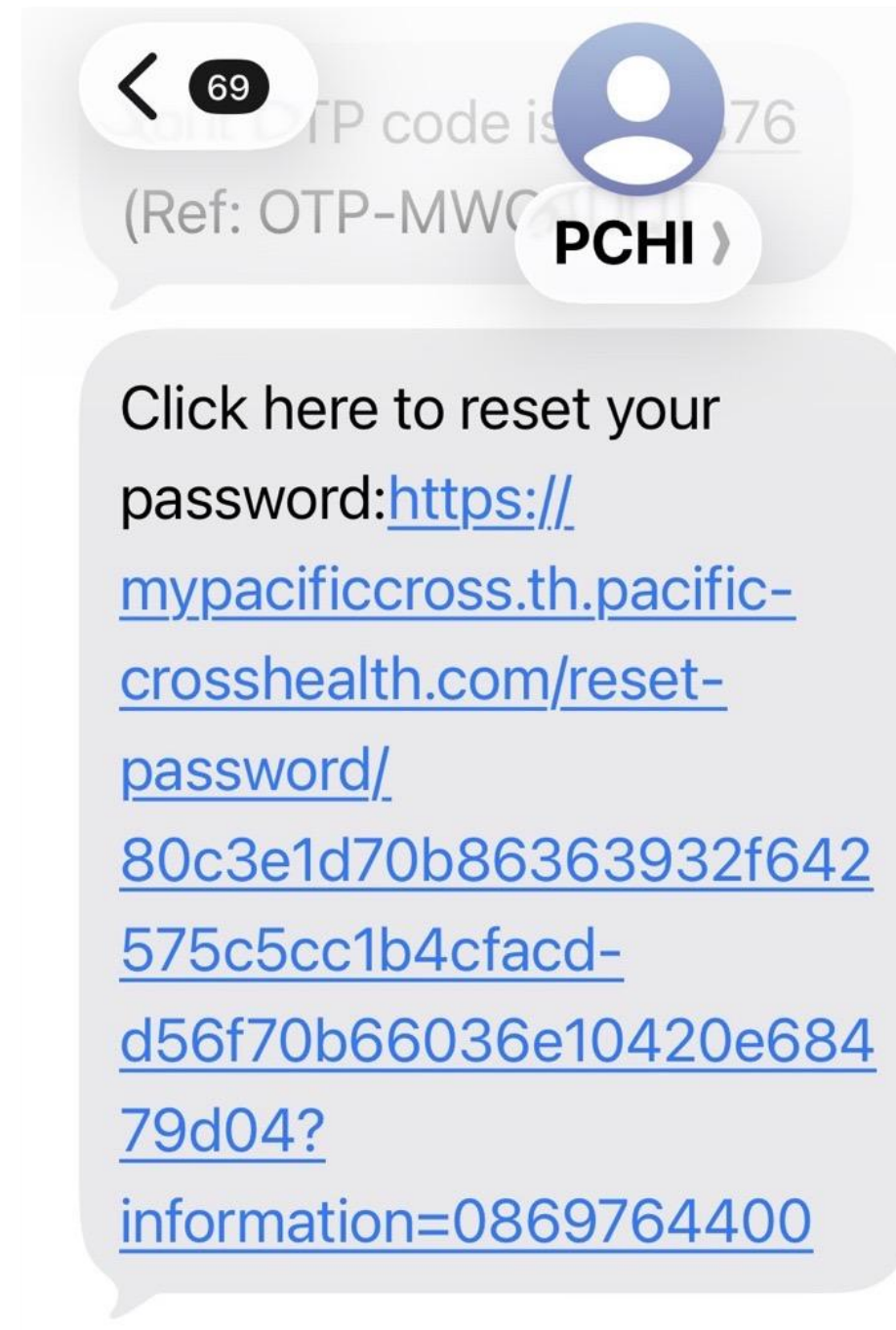
- **User Account** : Enter your registered mobile no. or email address
- Tap "**Forgot Password**" button.
- The system will send a SMS or an email containing a password reset link.
- Tap "**OK**" to continue.
- Check your SMS or email.



Step 2

Reset Password by Mobile no.

- Open your SMS from **PCHI**
- Click the reset password link
- Enter New Password and confirm new password
- Tap "**Submit**"

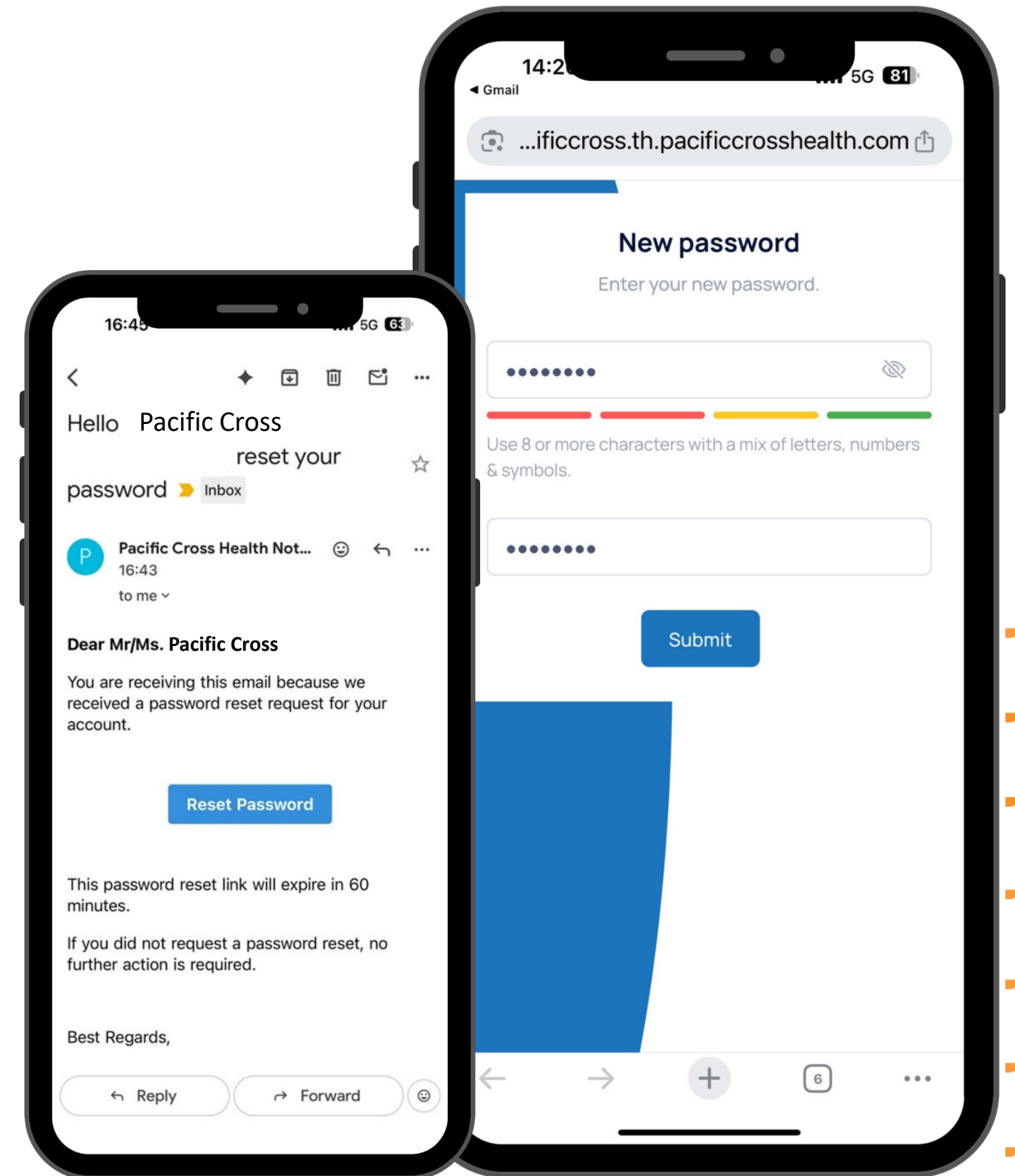




Step 2

Reset Password by Email

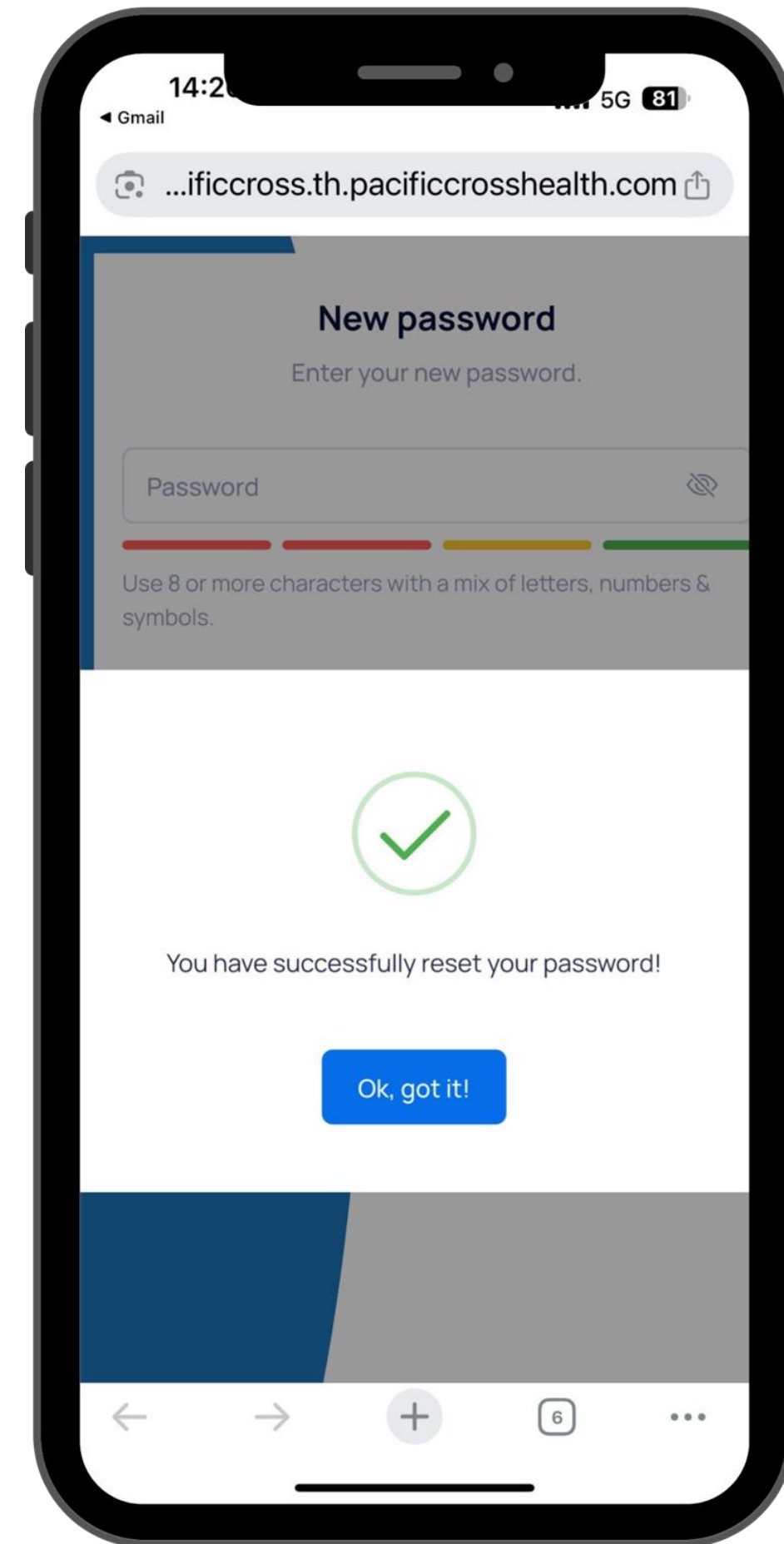
- Open email from **Pacific Cross Health** with the subject "**Reset Password Notification**".
- tap the "**Reset Password**" in the email.
- Enter New Password and confirm new password
- Tap "**Submit**"



Step 3

Log in with Your New Password

- If your new password and confirmed password are matched, it will display *"You have successfully reset your password!"*.
- Tap **"Ok, got it!"**
- Go to Login page, input login account and your new password.





THANK YOU

