COMPENSA
VIENNA INSURANCE GROUP

Card activation

Activate your health insurance card before using it



Card activation

1 **Log in** › 2 **Complete the required confirmations** › 3 **Use your card**

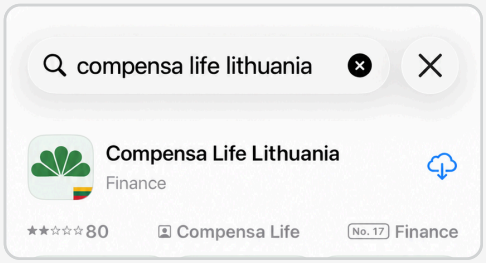
Choose how to log in

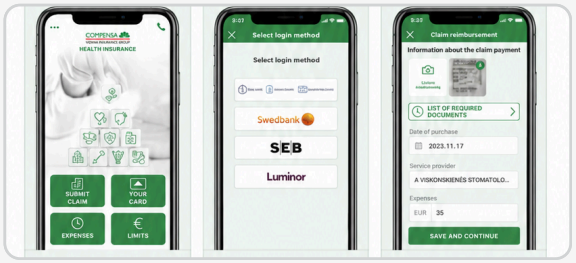
Choose your preferred login method and proceed to the appropriate page.

A — **Method 1 – Mobile app**

Do you use Smart-ID, Mobile-ID or online banking?

Go to page 3

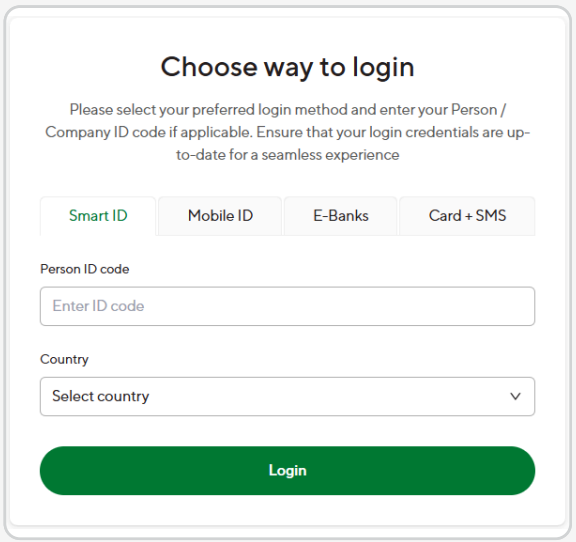




B — **Method 2 – Compensa Self-service**

You can also log in without Smart-ID, Mobile-ID or online banking.

Go to page 5



Method 1 – Mobile app

Download the app and log in using your preferred method.

1 — **Download the app**

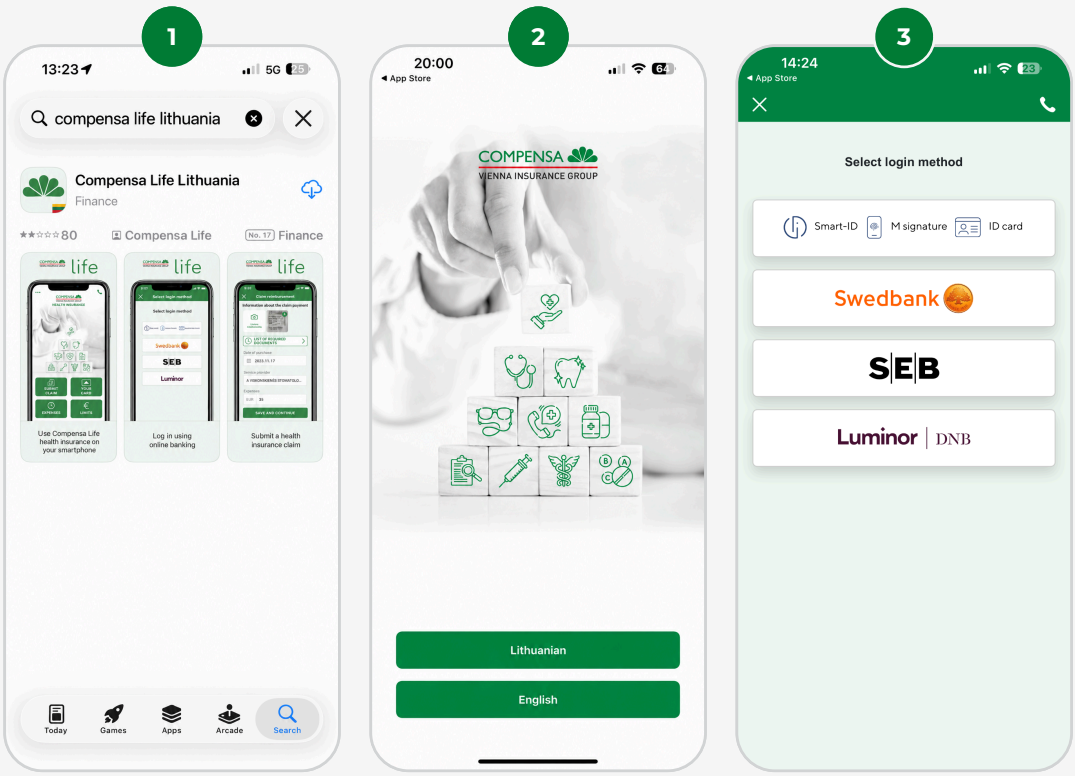
Search for “Compensa Life Lithuania” in the App Store or Google Play and download the app.

2 — **Select a language**

Open the app and select your preferred language.

3 — **Log in**

Choose Smart-ID, Mobile-ID or online banking.



Once you've logged in, complete the following three steps to activate your card.

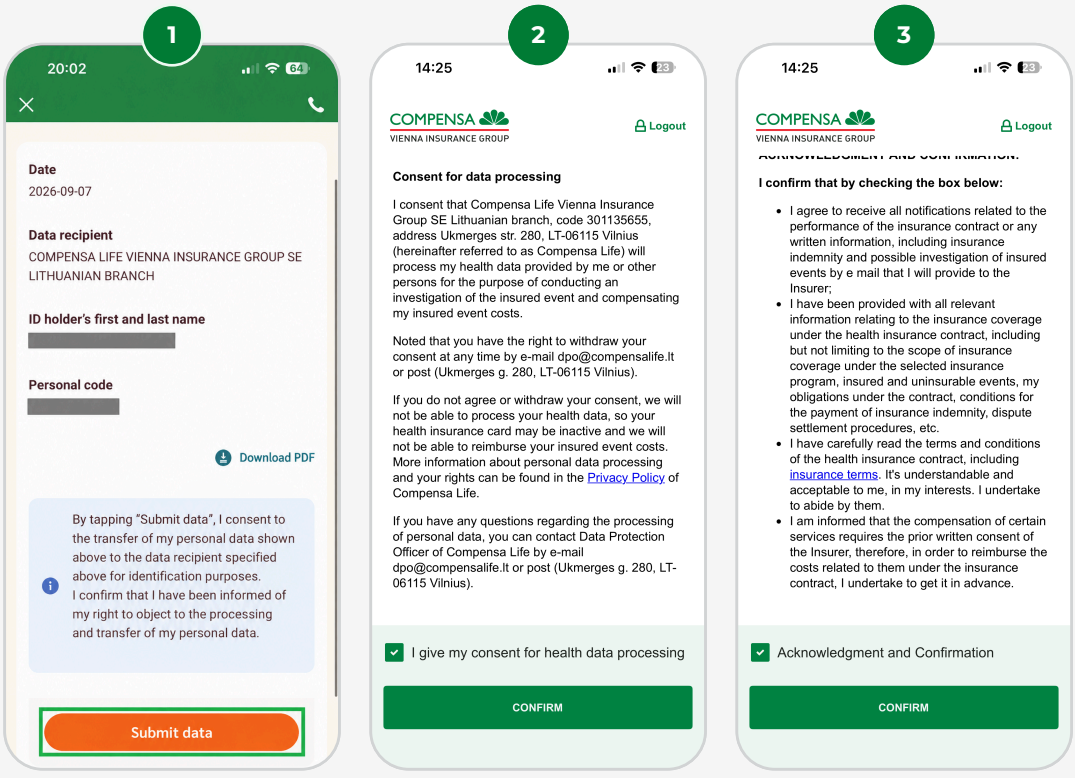
Complete card activation in the app

Complete the following three steps.

1 — **Verify your identity**
Check your personal details and submit data.

2 — **Agree to the processing of your personal data.**
Tick the box and select **“Confirm”**.

3 — **Confirm that you have read the Health Insurance Terms and Conditions**
Read the Terms and Conditions, tick the box and select **“Confirm”**.



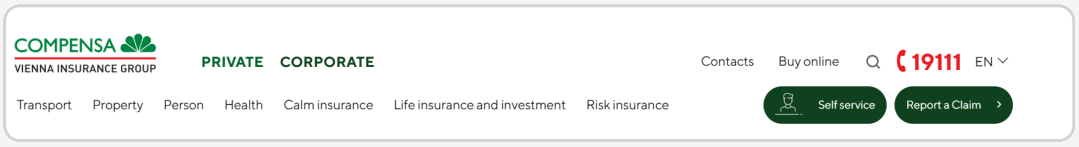
✓ — **Your card is activated and ready to use!**
In the app, you can view your digital health insurance card, coverage limits and reimbursement history.

Method 2 – Compensa Self-service

You can log in using Smart-ID, Mobile-ID, online banking, or your health insurance card number and an SMS code.

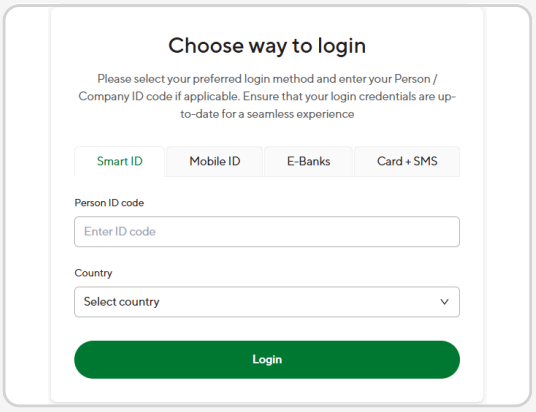
1 — **Go to www.compensa.lt**

Click **“Self service”** at the top of the page.



2 — **Select your login method**

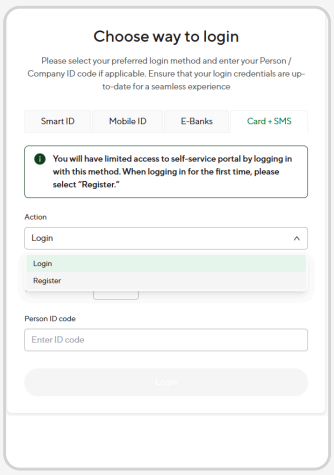
Choose Smart-ID, Mobile-ID or online banking, enter the requested details and click **“Login”**.



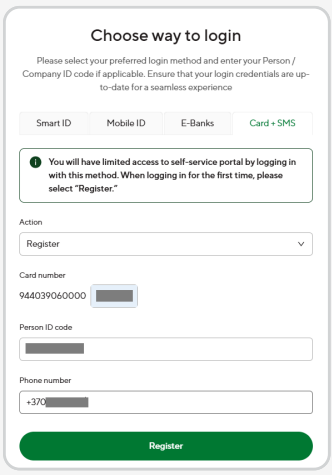
3 — **Don’t have Smart-ID, Mobile-ID or online banking?**

Select “Card + SMS” and complete the following 3 steps:

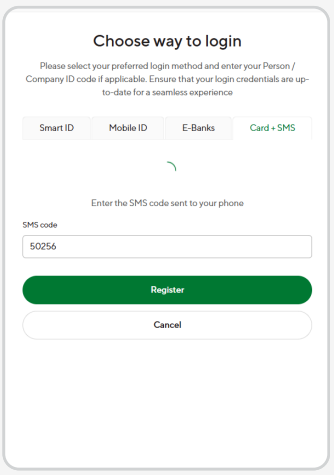
I Select “Register”



II Enter the requested details



III Enter the SMS code



You only need to register your card once. For future logins, select “Login”.

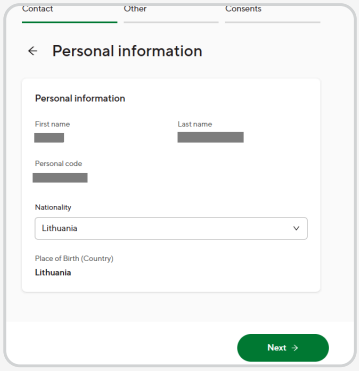
Once you've logged in, complete the following three steps to activate your card.

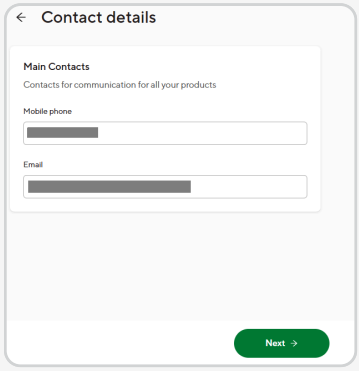
Complete card activation in Self-service

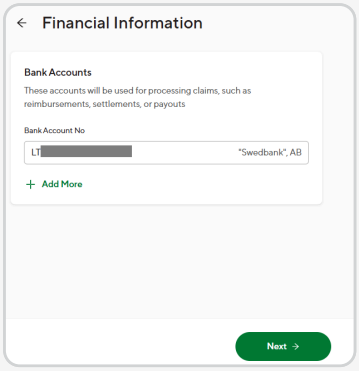
Check your details and complete the required steps.

1 — **Update your personal details** (if requested)

Check your details and enter or update any information if necessary.
You can update this information later.
If all the information is correct, click “Next”.



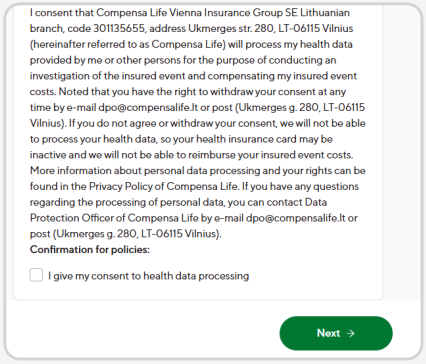




2 — **Confirm your consent to the processing of personal data**

Tick the box and click **“Next”**.

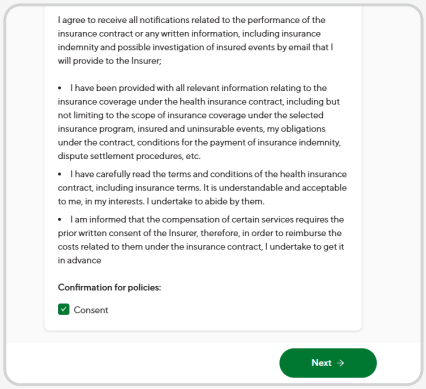
This confirmation is required so that we can administer your health insurance, reimburse eligible expenses and process reimbursement claims.



3 — **Confirm that you have read the Health Insurance Terms and Conditions**

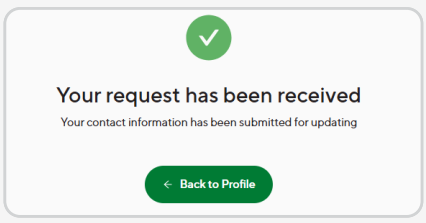
Tick the box and click **“Next”**.

This confirmation is required to use your health insurance. Before using your health insurance, please read the Terms and Conditions applicable to you.



✓ — **Your card is activated and ready to use!**

You can return to your profile to view your insurance information.



Need help? sd@compensalife.lt | +370 5 250 4100