

OMAN INSURANCE COMPANY IS NOW SUKOON INSURANCE

Recently, Oman Insurance Company (OIC) changed its name and is now known as Sukoon Insurance. With this change, you will soon see Sukoon Insurance on certain documents instead of OIC. This document provides important information you need to know about this name change.

We want to reassure you that there are no changes to your policy coverage or benefits as a result of the name change from OIC to Sukoon. The services and the administration of your policy will also continue as normal.

Q: Can I use my existing ID card(s) and if so, for how long?

A: You can continue to use your existing ID card(s) as usual until you receive a new ID card at the beginning of the new plan year, along with new membership documents.

Q: When will new materials be issued?

A: You will receive new member ID card(s) and membership documents at the beginning of the new plan year.

Q: Can I still use my Emirates ID card?

A: For members seeking care in the United Arab Emirates, your Emirates ID card will not be affected. You can continue to use your Emirates ID card.

Q: Is the claim form being updated?

A: Yes, the claim form will be updated, but the current form will continue to be accepted. Please review the new claim form [here](#).

Q: Will an updated member guide be issued?

A: Yes. Along with your member ID cards, a new member guide will be issued to you at the beginning of the new plan year.

Q: How do I search for a provider? Will the current provider search link change?

A: There is a new URL to search for a provider: <https://medicalnetwork.sukoon.com/>. However, the current URL will automatically redirect you to the new link.

Q: Will there be changes to MembersWorld and the mobile app?

A: No, the functionality of MembersWorld and the mobile app will remain the same.

Q: How do I contact Sukoon if I need assistance?

A: You can continue to use the contact phone number on your ID card. However, the email address has changed to information@sukoonglobalhealth.com.