DKV

CHANGING PERSONAL DETAILS

Activa DKV app Guide

Health activists

PRESENTATION

In DKV we are Health activists. That's why we want to make your life easier and help you to feel better.

With this guide we want you to see all possibilities offered by the App Activa DKV. In this way, you will login and manage your health policy procedures in a simple and fast way. Moreover, you will know all services offered by your policy, so you can benefit fully from it.

Next, we will show you step by step how to access to every section so the registration and the beginning of its use will be as simple as possible!

DOWNLOAD ACTIVA DKV   **DKV EXPLANATORY VIDEO**

**IF YOU HAVE DOUBTS...
WE WANT TO HELP YOU WITH
OUR SUPPORT CHANNELS!**

WhatsApp channel:
Contact to our support staff.
Please, click on **www.dkv.es/whatsapp** or save the phone number **+34 960 160 602** and directly chat to them.

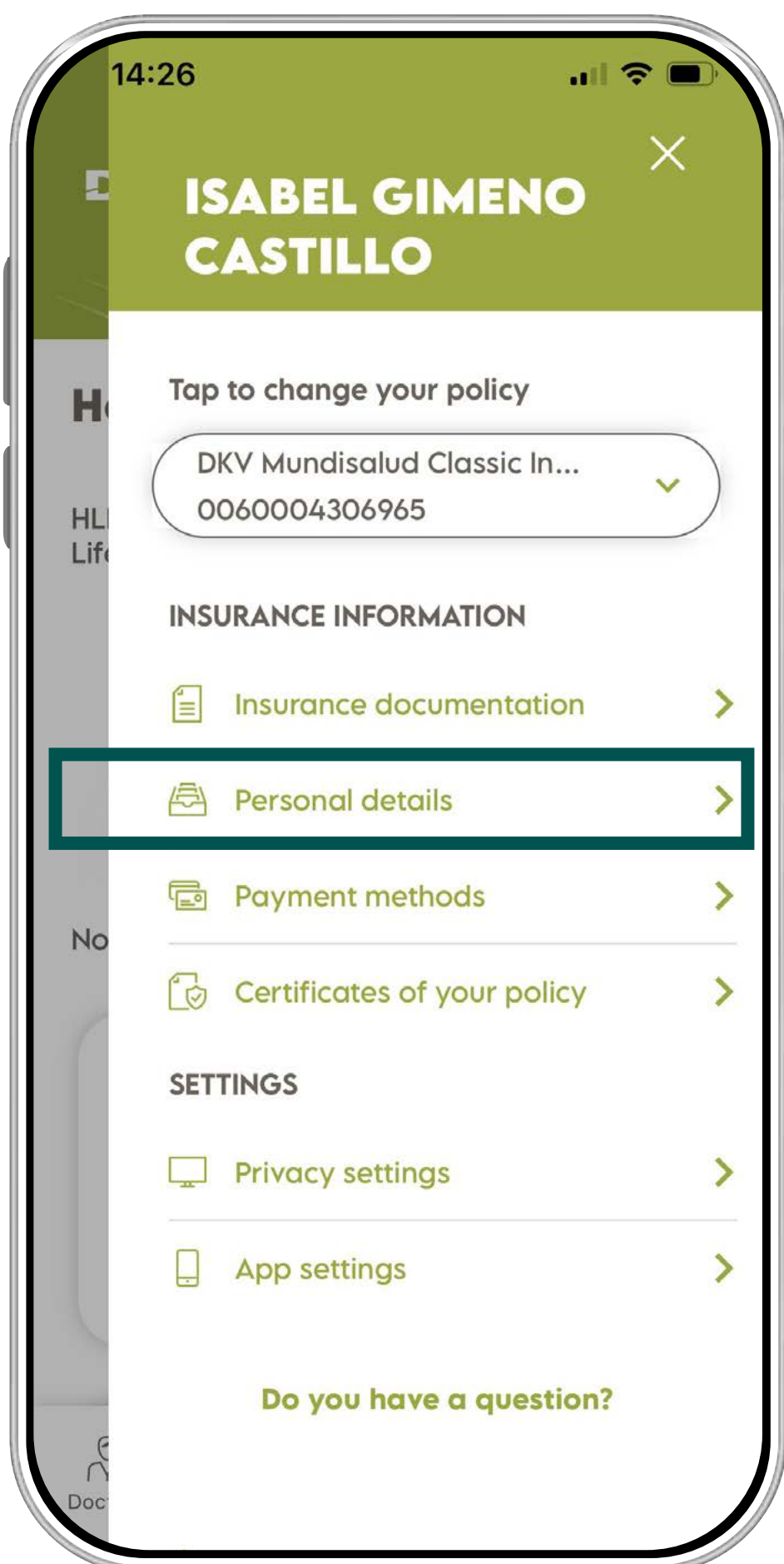**Activa app Support**

+34960160602

atencionclientedigital@dkvseguros.es
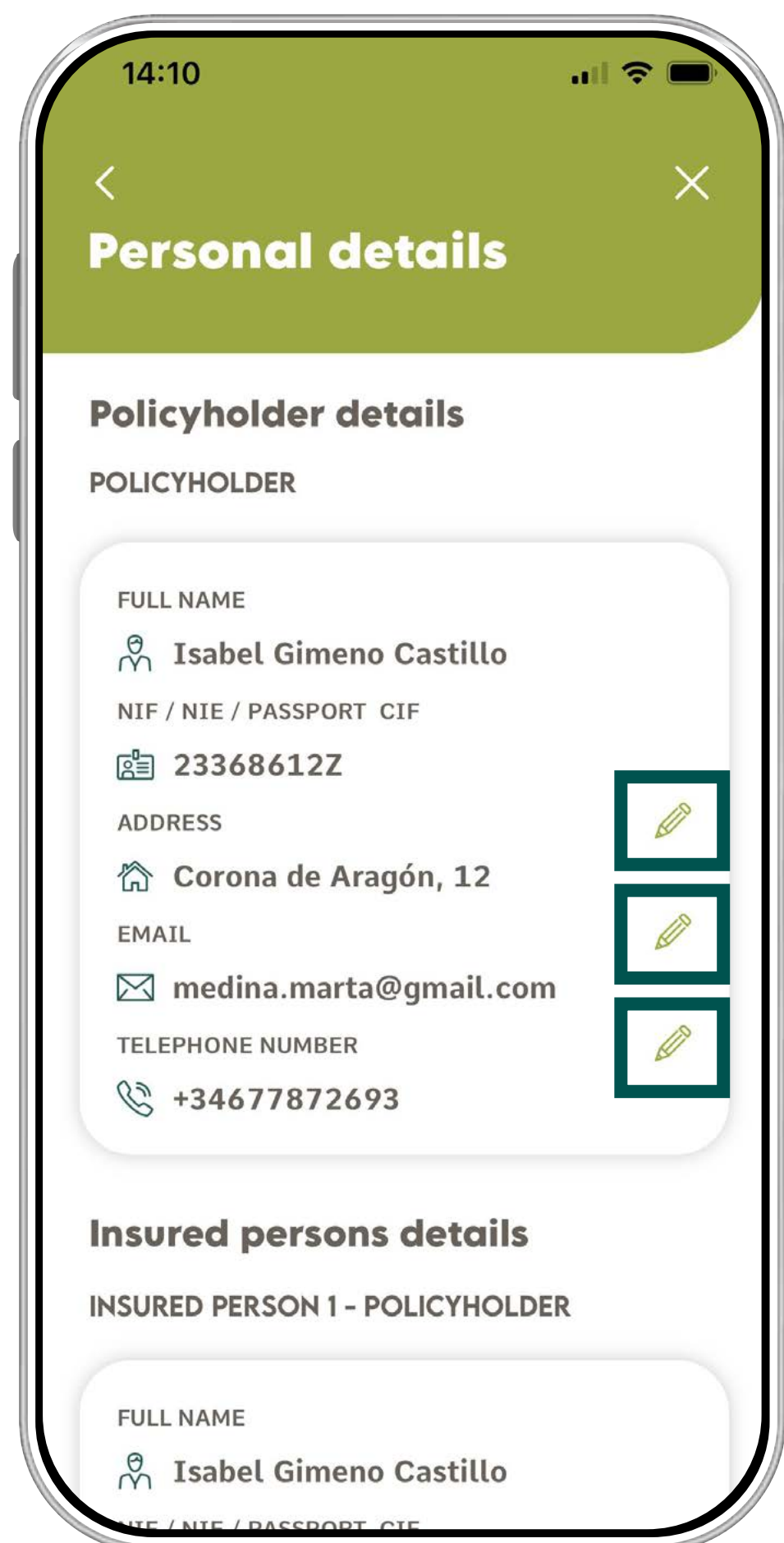
CHANGING PERSONAL DETAILS

DO YOU NEED TO CHANGE YOUR PERSONAL DETAILS?

To change your personal details, please, follow these steps:

1. On the sidebar menu, go to "**Personal details**" (Picture 1).

2. Tap the "**pencil**" (Picture 2) placed on each item that you want to change: **postal address, email, and phones**.

3. Confirm the personal details; and click on "**Accept**" (Imagen 3).

1. Tap "**Personal details**".

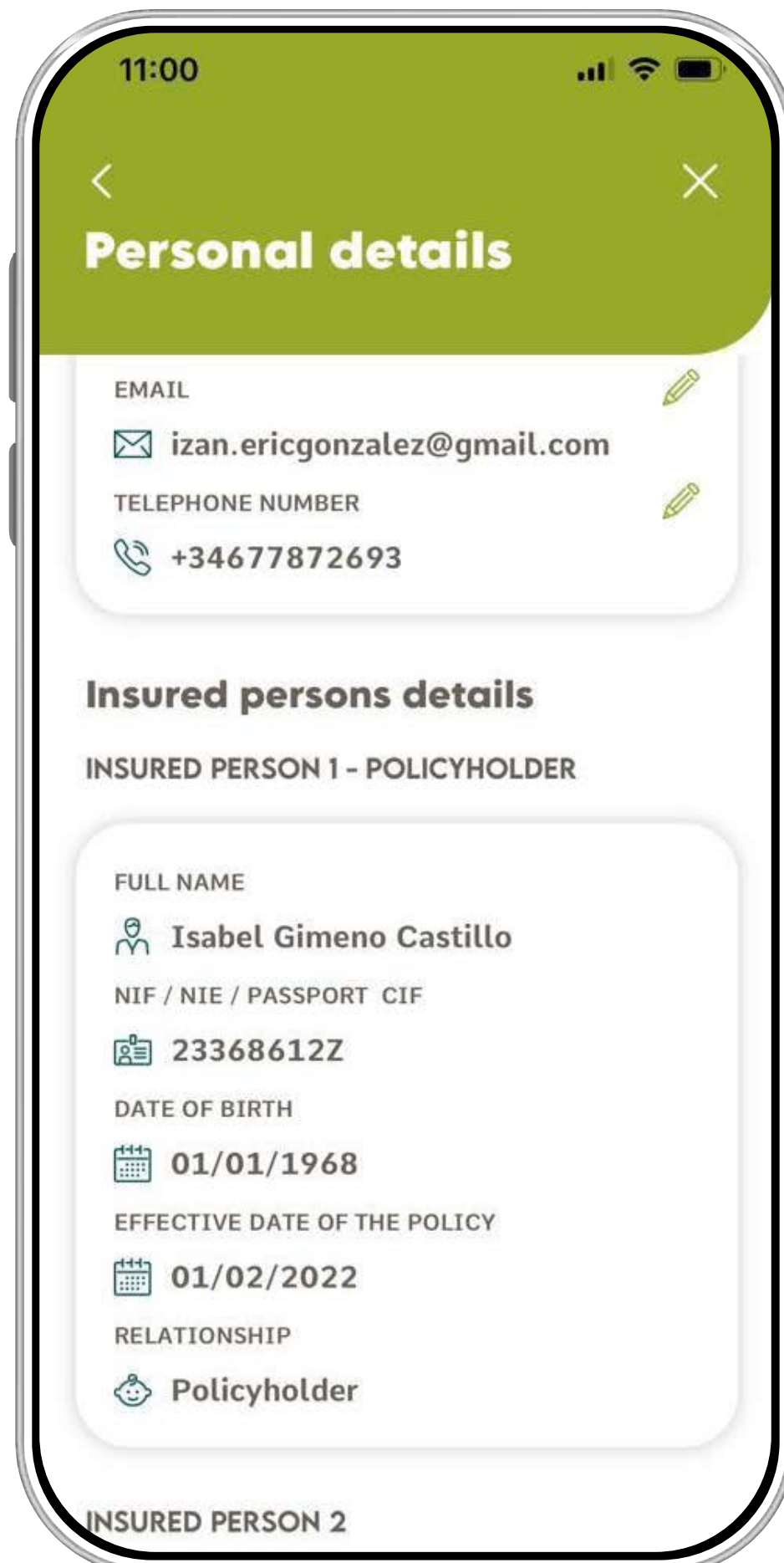2. Tap the "**pencil**" to carry the mods out.

REMEMBER

The personal details changes can be only made by the policy holder.

If you have any problem to change your personal details in your app, contact to us by Whatsapp DKV or through the app wall.

3. Confirm the details
and tab "**Accept**"

NOTE

You can change:

- The postal address.

- The email address.

- The phone numbers.

If you had any problem to change your personal details in the app, contact to us by Whatsapp DKV or through the app wall.

Activa app Support

+34960160602

atencionclientedigital@dkvseguros.es

OTHER INTERESTING GUIDES...

> **Login & Register**

> **Medical List**

> **Digital Card**

> **Authorizations**

> **Reimbursements**

> **Digital Signature**

> **Coverages**

> **Bank Account**

> **Payment period mod**

> **QC+**

Activa app Support

+34960160602

atencionclientedigital@dkvseguros.es