

# In which countries is screening available?

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Yes, international screening is possible in all countries, but there is a manual process for international clients who do not have access to the South African Playstore or iStore.

Here are the two scenarios in terms of how it can work:

- If the client has access to the South African Playstore (Android) or iStore (Apple):
  - If the client has a South African cellphone with a South African cell number, the client will be able to screen for LifeReturns®, provided that:
    - They can still receive an SMS, which is possible if they have activated roaming:
    - They can still access the screening app, which is only available in the South African app store.
    - Their internet security and Kimi's security don't block them.
- If the client DOES NOT have access to the South African Playstore (Android) or iStore (Apple):
  - The Myriad Quote Support team can be contacted via email to support the process.
  - However, a longer SLA of two working days will apply for these queries.
  - A manual SMS or WhatsApp message can be sent to the client to facilitate the screening process if they do not receive the SMS.