

BOC Life eService Platform: How to submit e-Claims?

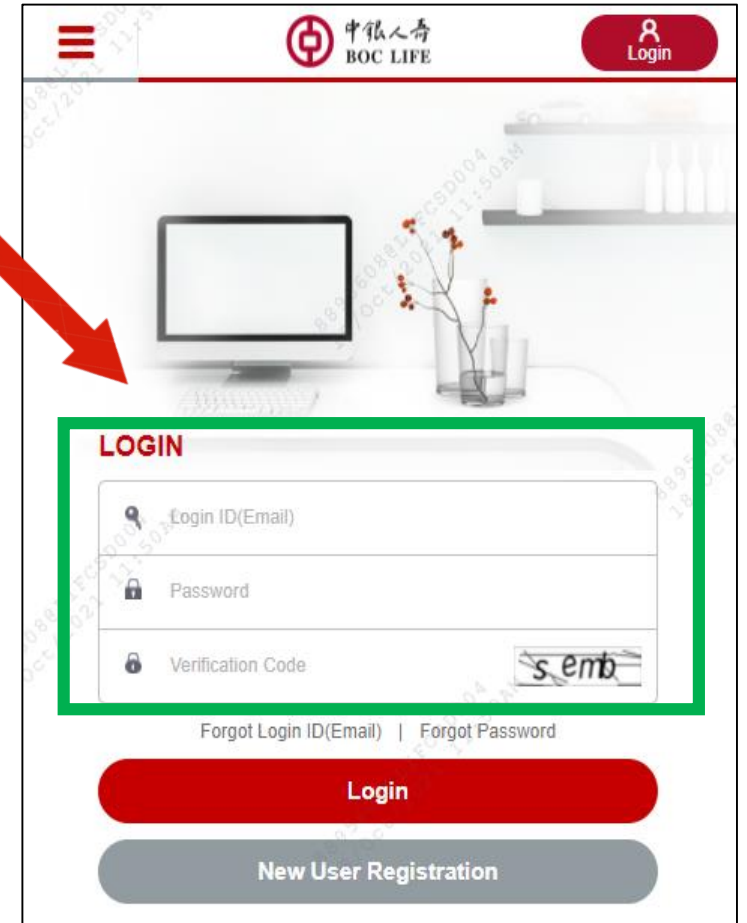
Please scan or take photos of all the required documents.

Type of Claim	Required Documents
Hospital Claims Accident Claims	<ul style="list-style-type: none"> ▪ Accident / Hospitalization Claim Form Part II ▪ Medical bills and receipts ▪ Discharge Summary / Slip ▪ Laboratory test* / imaging scan** reports ▪ Copy of settlement advice from another insurance providers (if any) <p>Note: Claimant may be requested to provide additional information in certain circumstances to process the claim</p>
Critical Illness Claims	<ul style="list-style-type: none"> ▪ Critical Illness Claim Form Part II ▪ Histopathological report(s) ▪ Laboratory test */ Imaging scan** reports
Disability Claims	<ul style="list-style-type: none"> ▪ Disability Claim Form Part II ▪ Sick leave certificate with clear diagnosis ▪ Laboratory test* / imaging scan** reports ▪ Physiotherapy / Occupational therapy progress reports

*Laboratory test: blood tests, urine tests, etc.

**Imaging scan: Ultrasound, X-ray, CT scan, MRI scan, PET-CT scan, etc.

- Go to BOC Life official website (<https://www.boclife.com.hk/en/index.html>)
- Enter “Login ID” and “Password”

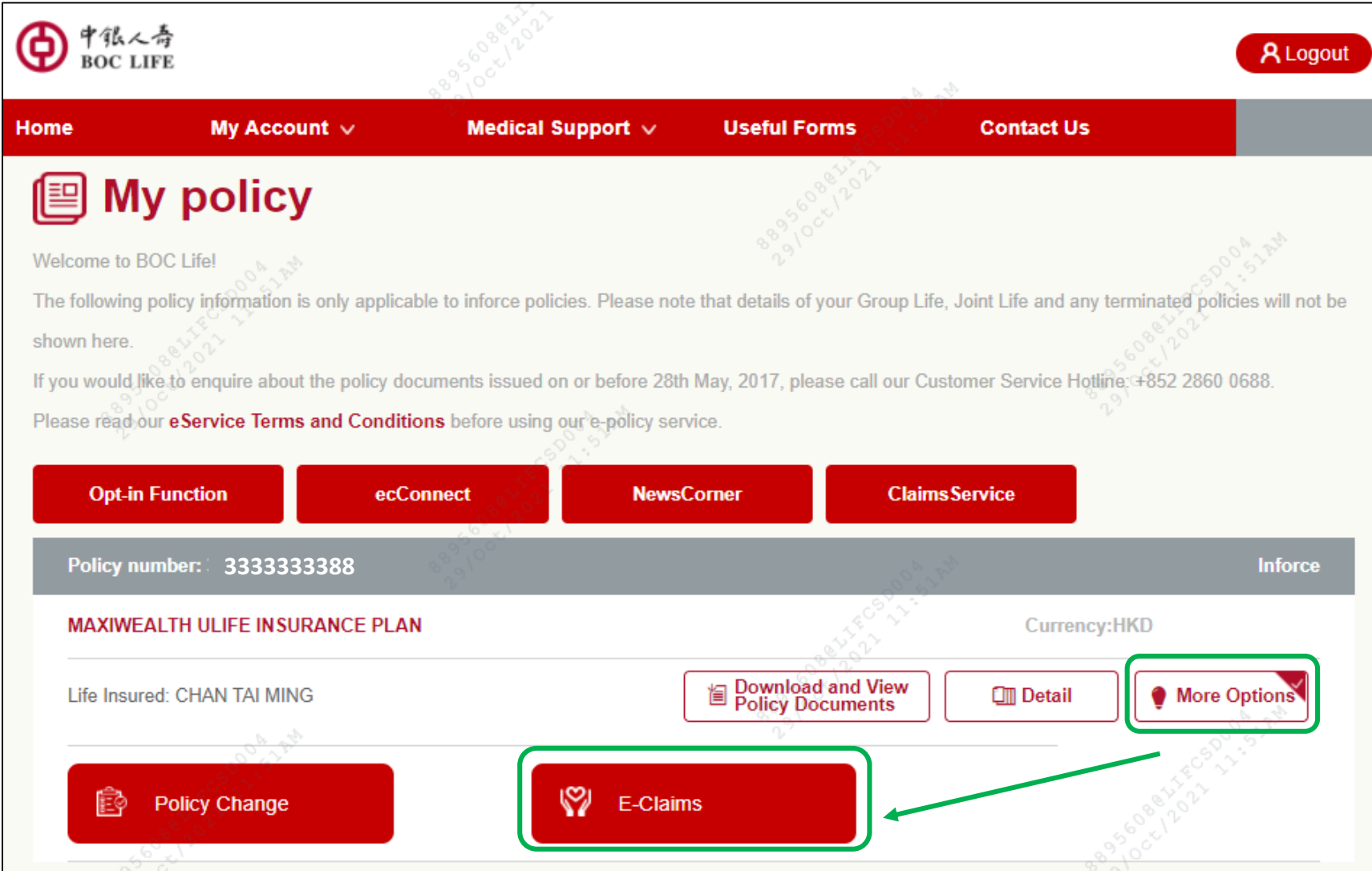


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Submit e-Claims

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Click **“More Options”** under the policy, then click **“E-Claims”**



The screenshot displays the BOC LIFE user interface. At the top left is the BOC LIFE logo. A navigation bar includes links for Home, My Account, Medical Support, Useful Forms, and Contact Us. A 'Logout' button is in the top right. The main heading is 'My policy'. Below it, there is a welcome message and a disclaimer: 'The following policy information is only applicable to inforce policies. Please note that details of your Group Life, Joint Life and any terminated policies will not be shown here.' A customer service hotline number (+852 2860 0688) is provided for policy documents issued on or before 28th May, 2017. A note advises reading the eService Terms and Conditions. A row of service buttons includes 'Opt-in Function', 'ecConnect', 'NewsCorner', and 'ClaimsService'. A grey bar shows 'Policy number: 3333333388' and 'Inforce' status. The policy name is 'MAXIWEALTH ULIFE INSURANCE PLAN' with 'Currency: HKD'. The insured name is 'CHAN TAI MING'. Three buttons are visible: 'Download and View Policy Documents', 'Detail', and 'More Options'. The 'More Options' button is highlighted with a green box. Below this, there are three large red buttons: 'Policy Change', 'E-Claims', and another button. The 'E-Claims' button is also highlighted with a green box, and a green arrow points from the 'More Options' button to it.

Choose the benefit to be claimed

Claims Information

Benefit Claimed

Hospital & Surgical Reimbursement ✓

Please choose

New Born Baby Benefit

Hospital Income / Surgical Income

Hospital & Surgical Reimbursement

Accident benefit

Critical Illness

Input relevant claims information

The hospital/ physician first consulted for this injury/illness

Consultation Date

Name and address of the hospital/ physician

Other hospitals/ physicians consulted for this injury/illness

Consultation Date

Select the payment option

Settlement Option

Cheque / Autopay / FPS

Cheque Autopay ✓ FPS

Holder Name of Autopay Account

*The account must be a BOCHK/ NCB/ CYB account solely owned by the Policy Owner.

Autopay Account Number

Bank Code - Branch Code - Account number

Declare any claims make under other insurance company

Making any other insurance claims as a result of this incident?

Yes ✓ No

Name of Company

Policy No.





Upload the Required Supporting Documents & Complete



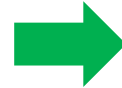
Upload claims supporting documents *

Copy of Settlement Advice from another insurance provider (if applicable) File format in pdf / jpg / png / gif / tiff and file size must be under 3MB

瀏覽...

[Add more file](#)

[Confirm Upload](#) ✕



Complete!

I confirm that the information provided for the Claim herein is true and accurate.

[Confirm](#) [Back](#)

Policy Number : _____

Thank you for submitting the e-Claims application.

We would process your request as soonest. You are advised to save this page for own record.
Reference number: ECSEC2022062400

[Back to Home](#)



How to Check the Claim Status?



Click **“Claims Service”** to check the claim status & claim history (if any).

The screenshot shows the BOC LIFE website interface. At the top left is the BOC LIFE logo. At the top right is a red 'Logout' button. Below the logo is a red navigation bar with the following items: 'Home', 'My Account' (with a dropdown arrow), 'Medical Support' (with a dropdown arrow), 'Useful Forms', and 'Contact Us'. The main content area is titled 'My policy' with a document icon. Below the title, it says 'Welcome to BOC Life!' and provides information about policy details. At the bottom, there are four red buttons: 'Opt-in Function', 'ecConnect', 'NewsCorner', and 'Claims Service'. The 'Claims Service' button is highlighted with a green border.

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BOC LIFE

Logout

Home My Account Medical Support Useful Forms Contact Us

My policy

Welcome to BOC Life!

The following policy information is only applicable to inforce policies. Please note that details of your Group Life, Joint Life and any terminated policies will not be shown here.

If you would like to enquire about the policy documents issued on or before 28th May, 2017, please call our Customer Service Hotline: +852 2860 0688.

Please read our [eService Terms and Conditions](#) before using our e-policy service.

Opt-in Function ecConnect NewsCorner **Claims Service**



Claims Record



Claims Record

Application Receipt Date	Claims No.	Policy No. ¹	Claims Type	Incident Date	Claims Status	Paid Amount	Pending Doc.	Details
2021-10-22	HK00002022051 000XXX	321XXXXX88	Medical	2021-10-13	Settled	HK\$5,200		

Note(s):

1. The above shows the claims record of the policy(ies) binded to eService platform and is for your reference only.
2. You may search the claims application record for which the claims application receipt date on or after 19 Aug 2019.