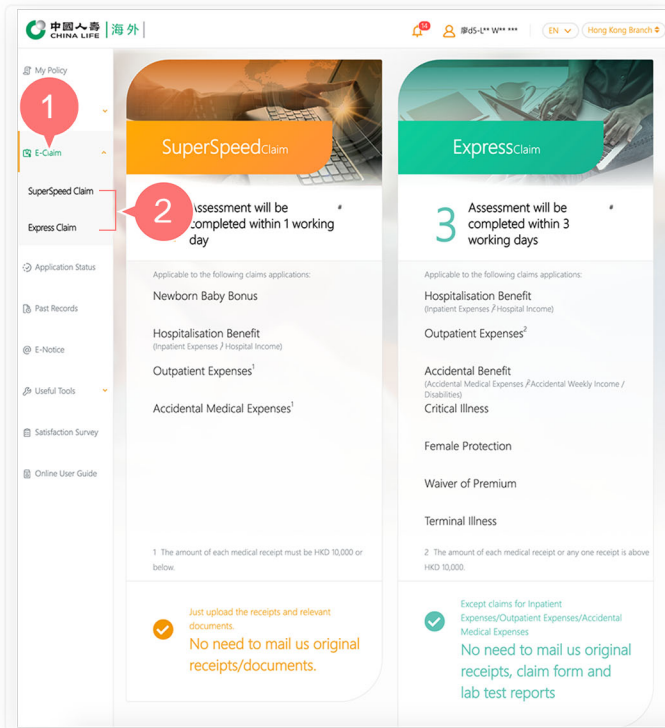


# Express & SuperSpeedy Claim Service

Please scan the QR code to login Individual Customer Portal  
[cs.chinalife.com.hk](http://cs.chinalife.com.hk)

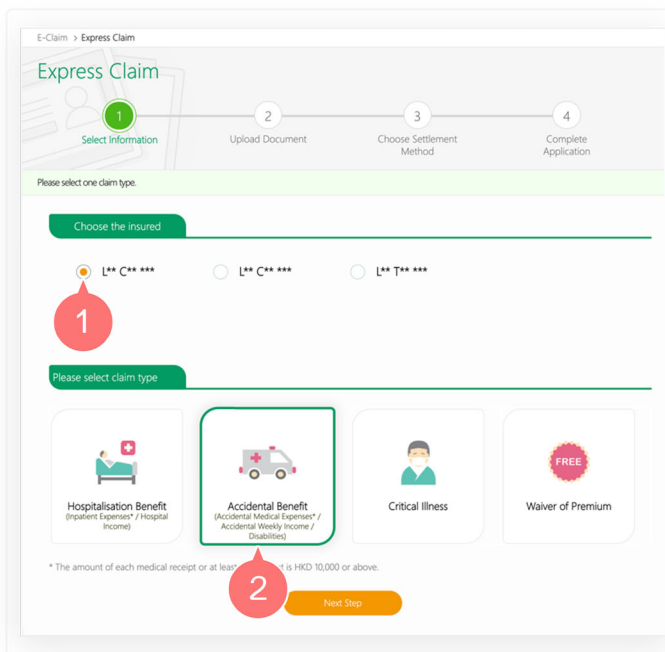
## Self Service E-Claim



1. After logging into the Individual Customer Portal, select "E-Claim" from the main manual.
2. Click applicable claim service (SuperSpeed Claim / Express Claim) to start a claim.



## Step 1 Select Information



1. **Select Insured**  
Click the insured name which the claim involves.
2. **Select Claim Type**  
Only the claim types applicable to the insured selected are listed. Click "Next Step" after selecting claim type.

## Step 2 Upload Document

Insured: CHEN DA WEN | Claim Type: Outpatient Expenses

**Claim Form**  
Individual Out-Patient Claim Form (CS-CLA10) (completed by the claimant)  
To download the form, please [click here](#).

Click here or drag and drop the document here for upload  
(The sizes of documents uploaded shall not exceed 5MB. Suitable formats are JPEG, TIFF, PDF and PNG)

**Medical Receipt**  
Original receipt (should include date of consultation, name of patient, name of illness and breakdown of charges).  
If you have applied for compensation from another insurer for the same event, you must upload true copy of original receipt certified by the related insurer.

Click here or drag and drop the document here for upload  
(The sizes of documents uploaded shall not exceed 5MB. Suitable formats are JPEG, TIFF, PDF and PNG)

**Other Documents**  
If you have applied for compensation from another insurer for the same event, you must upload copy of settlement advice issued by the related insurer.

Click here or drag and drop the document here for upload  
(The sizes of documents uploaded shall not exceed 5MB. Suitable formats are JPEG, TIFF, PDF and PNG)

Previous Step | Next Step

1. Upload document according to the procedures shown on the page.
2. After completion, click "Next Step" to submit the application

### Notes:

- a. If you have not filled out the claim form, please click the link to download.
- b. The uploaded document should be in JPEG, PDF, PNG or TIFF format, and should not exceed 5MB in size.



## Step 3 Select Settlement Method

Insured: [\*\* C\*\* \*\*] | Claim Type: Accidental Benefit (Accidental Medical Expenses / Accidental Weekly Income / Disabilities)

**1**

FPS (selected) | Direct Payment (only applicable to HKD Account set up in HK) | Crossed cheque issued by local bank | Offset Premium and Levy

**1a**

FPS Account  
If you want to receive claim payment through FPS account, please provide the following information (only applicable to FPS Account set up in HK, maximum limit of claim payment is HKD1,000,000.00 or CNY1,000,000.00).

FPS (selected) | Direct Payment (only applicable to HKD Account set up in HK) | Crossed cheque issued by local bank | Offset Premium and Levy

FPS Account  
If you want to receive claim payment through FPS account, please provide the following information (only applicable to FPS Account set up in HK, maximum limit of claim payment is HKD1,000,000.00 or CNY1,000,000.00).

Bank Name: BANK OF CHINA

Bank No. 012 | Branch No. -123 | Account No. -123456789 | Name of Account Holder (Must be Policyholder): CHAN TAI MAN

\*Please enter numeric digit | \*Please enter in English

Upload identity document of bank account (bank card/monthly statement/passbook with account number and account holder name)

Click here or drag and drop the document here to start uploading  
(The size of documents being uploaded shall not exceed 5MB. Suitable formats are JPEG, TIFF, PDF and PNG)

Please contact your insurance intermediary or call our Customer Service Hotline during office hours to learn about other settlement methods and required documents.

Previous Step | Next Step

1. Select one of the following settlement methods:

- FPS
- Direct Payment (only applicable to HKD Account set up in HK)
- Crossed cheque issued by local bank
- Offset Premium and Levy

- 1a. If you select "FPS", please enter your bank account information and upload identity document of related bank account, and then click "Next Step".

**1b**

FPS **Direct Payment** (only applicable to HKD Account set up in HK) **Crossed cheque issued by local bank** **Offset Premium and Levy**

**Designated Bank Account**  
If you want to receive claim payment through other bank account, please provide the following information (only applicable to HKD Account set up in HK).

Bank Name: BANK OF CHINA

Bank No. 012 Branch No. -123 Account No. -123456789 Name of Account Holder (Must be Policyholder) CHAN TAI MAN  
\*Please enter numeric digit \*Please enter in English

Upload identity document of bank account (bank card/monthly statement/passbook with account number and account holder name)

Click here or drag and drop the document here for upload  
(The sizes of documents uploaded shall not exceed 5MB. Suitable formats are: JPEG, TIFF, PDF and PNG)

Please contact your insurance intermediary or call our Customer Service Hotline during office hours to learn about other settlement methods and required documents.

[Previous Step](#) [Next Step](#)

**1c**

FPS **Direct Payment** (only applicable to HKD Account set up in HK) **Crossed cheque issued by local bank** **Offset Premium and Levy**

Policy Currency  HKD (calculated at fixed exchange rate adopted by China Life Insurance (Overseas) Company Limited each month)

Please contact your insurance intermediary or call our Customer Service Hotline during office hours to learn about other settlement methods and required documents.

[Previous Step](#) [Next Step](#)

**1d**

FPS **Direct Payment** (only applicable to HKD Account set up in HK) **Crossed cheque issued by local bank** **Offset Premium and Levy**

If you choose "Offset Premium and Levy", we will offset the levy when offsetting premium.

Policy No.	Modal Premium	Premium Due Date (YYYY/MM/DD)
<input checked="" type="checkbox"/>	HKD 60,020.00	2021/10/17
<input type="checkbox"/>	HKD 4,501.44	2021/10/17
<input type="checkbox"/>	HKD 7,527.27	2021/10/17
<input type="checkbox"/>	HKD 17,989.19	2021/10/17
<input type="checkbox"/>	HKD 12,154.46	2021/11/01
<input type="checkbox"/>	HKD 4,119.98	2021/11/01

Please contact your insurance intermediary or call our Customer Service Hotline during office hours to learn about other settlement methods and required documents.

[Previous Step](#) [Next Step](#)

**Declaration and Authorization**

- I/We understand that this claim submission is just a part of the whole claim process, and shall not be held to admit validity of any claim or waive the breach of any conditions of the Policy. I/We will not receive any claim amount before completion of the whole claim process by your Company.
- I/We understand that any subsequent claims follow up may involve the insurance intermediary in administering this claim submission.
- I/We confirm that I/We have not submitted the claim of the same event to another insurer, or that, if I/We have applied for compensation from another insurer for the same event, I/We have attached true copy of original receipt certified by the related insurer and relevant copy of settlement advice.
- I/We understand that, to examine the claim, your Company may, within 180 days from the claim completion date or designated period, require me/us to submit originals of relevant medical receipts and supporting documents ("original documents") related to my/our claim which has been successfully processed by your Company for verification. If I/We receive notice from your Company stating such requirements, I/We undertake and agree to forthwith submit the original documents to your Company. If I/We fail to submit the original documents within the period designated by your Company, it may result in the Company's inability to process and deal with this claim, or any original document submitted is false, forged or deceptive, your Company will reserve the right to take any other actions.
- If the related Policy was issued in Hong Kong, the above terms and conditions are governed by and must be construed in accordance with the laws of Hong Kong. I/We have read and accepted all information and contents in this declaration and authorization.
- In case of any inconsistency between the English version, Traditional Chinese and Simplified Chinese versions of these Terms and Conditions, the Traditional Chinese version shall prevail.

[Disagree](#) [Agree](#) **2**

**1b.** If you select "Direct Payment (only applicable to HKD Account set up in HK)", please enter your bank account information and upload identity document of related bank account, and then click "Next Step".

**1c.** If you select "Crossed cheque issued by local bank", please select policy currency cheque or HKD cheque, and then click "Next Step".

**1d.** If you select "Offset Premium and Levy", the claim amount will be directly transferred to suspense account of one of the selected policies for paying premiums and/or premium levy.

**2.** After reading the Declaration and Authorization, click "Agree" to continue.

3. Preview the page and verify whether the information entered is correct.
4. If the contents are correct, click "Confirm Submission".
5. If you need to revise the contents, click "Return".

**Note:**

We only accept policyholder's bank account.



## Step 4 Complete the Application

1. You have successfully completed the application procedures.
2. Click "Return to My Policy" to return to homepage, or
3. You may check application progress in "Application Status" or "Past Records".

- Review all policy information at one go
- Check application status anytime
- View various types of E-Notice
- Submit E-Claim instantly
- Change policy information instantly
- Receive instant important messages