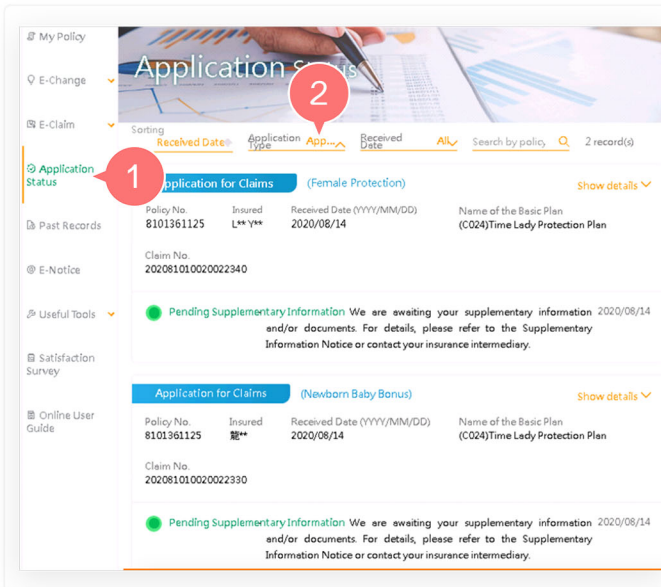


# Express & SuperSpeedy Claim Service



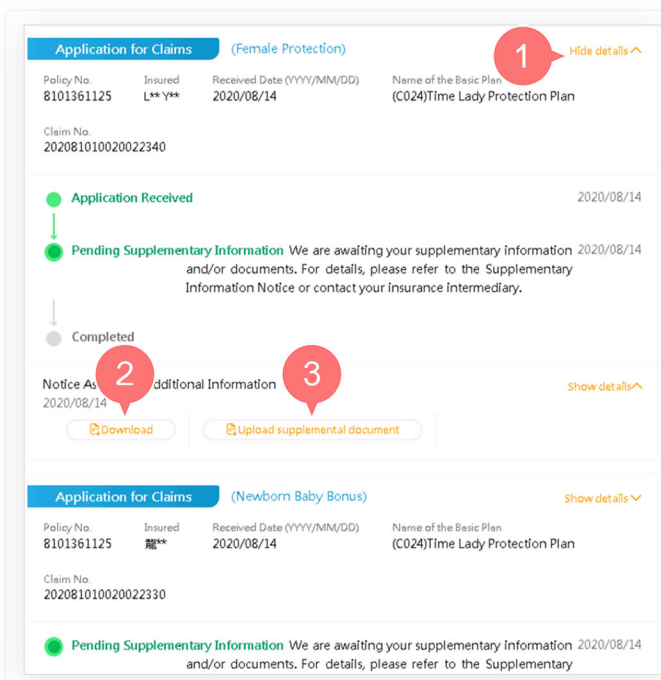
## Self Service **Submit Claim Supplemental Information**



1. After logging into the Individual Customer Portal, select "Application Status" from the main manual.
2. Select Application for Claims at "Application Type" to start uploading the supplemental document.



## Step 1 Select Information



1. Select the claim record that is awaiting your supplemental information and/or documents, and click "Show details" to view the details.
2. Click "Download" to review the supplemental information and/or documents that are required from the Claim Application Follow-up Notification.
3. Click "Upload supplemental document" to start uploading the required documents.

## Step 2 Upload Document



E-Claim > Supplement information

### Supplemental Information

Select Information **2** Upload Document Complete Submission

Insured: T\*\* Y\*\* \*\*\*\* Claim Type: Death Claim

#### Claim Form

Claim form  
Self certification form  
Claim direct payment application form

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 Receipts

**Original receipt and statement of account** (should include date of consultation, name of patient, diagnosis and breakdown of charges).

If you have applied for compensation from another insurer, 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)

#### Medical Reports

**Certified true copy of the discharge summary** (applicable to hospitalisation in Mainland China)

Discharge slip / sick leave certificate / medical certificate with clear exact diagnosis (applicable to hospitalisation in hospitals of the Hospital Authority of Hong Kong)

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

Copy of all test report during hospitalisation.  
Sick Leave Certificate issued by your attending physician  
Original diagnosis report and test report such as pathological report, blood test report, PET Scan/CT Scan/MRI report, heart examination report, ultrasound scan report and X-ray report.  
Physiotherapy / occupational therapy report  
Certificate of Employee Compensation Assessment  
Copy of test report in relation to Congenital Anomalies

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

Employer confirmation letter for sick leave period  
Police report and/or traffic accident report  
Newspaper clipping  
Copy of certificate for estimated date of confinement, Birth Certificate and Death Certificate  
Original policy contract

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)

**Next Step** **2**

#### 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** **3**

1. Upload document according to the procedures shown on the page.

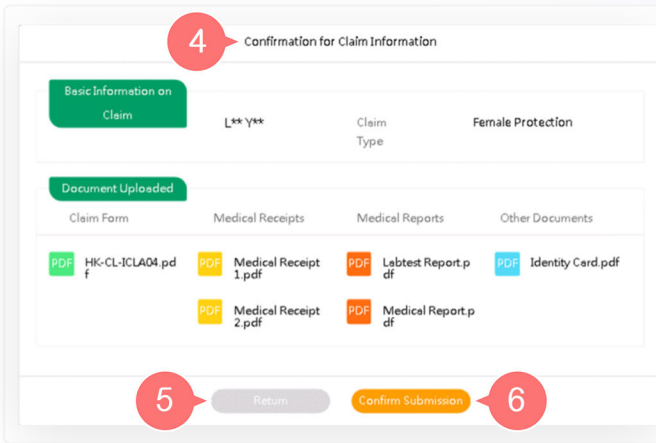
2. After completion, click "Next Step" to submit the document.

#### Notes:

a. If you have to download the form, please click the link to download.

b. The uploaded document should be in JPEG, TIFF, PDF or PNG format, and should not exceed 5MB in size.

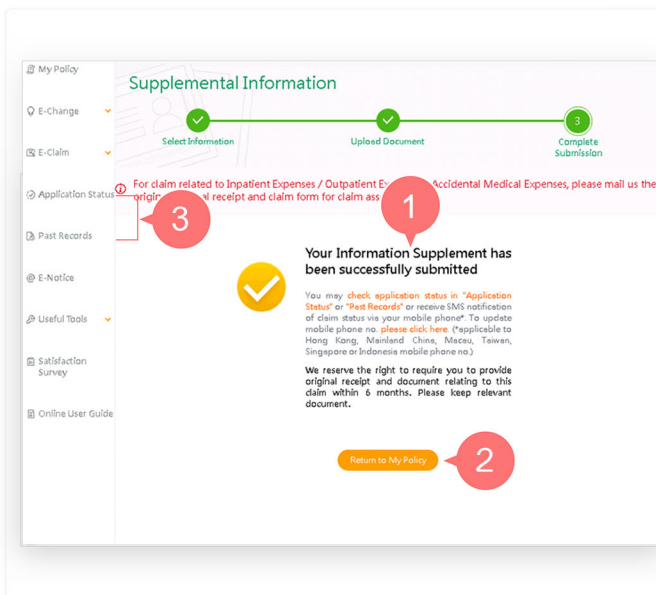
3. After reading the Declaration and Authorization, click "Agree" to continue.



4. Preview the page and verify whether the document uploaded is correct.
5. If you want to revise the documents, click "Return".
6. If the uploaded documents are correct, click "Confirm Submission".









## Step 3 Complete the Submission



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

**Note:**

Please mail us the original documents and receipts, or the certified true copies for claim assessment, according to the requirement stated in the Claim Application Follow-up Notification.

-  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