

Claims Procedure – “We-Care Backpack”

1. Complete the relevant application form by the applicant

	Free Hospital Income Benefit	Mandatory Quarantine Subsidy
Required application form	Hospitalization Benefit Claim Form – Part I	Application Form for Mandatory Quarantine Subsidy

Please follow the instructions below to download the application form

Step 1: Visit our website at www.hklife.com.hk

Step 2: Click “CUSTOMER SERVICES”

Step 3: Click “Forms Download”

Step 4: Download “Hospitalization Benefit Claim Form” or “Application Form for Mandatory Quarantine Subsidy” from “CLAIMS”

2. Prepare the following required documents for application

	Free Hospital Income Benefit	Mandatory Quarantine Subsidy
Required documents for submission	<ul style="list-style-type: none"> ✓ Completed “Hospitalization Benefit Claim Form – Part I” ✓ Copy of HKID card of the applicant ✓ Hospital bills and receipts (if any) ✓ Proof of diagnosis, such as discharge summary, sick leave certificate 	<ul style="list-style-type: none"> ✓ Completed “Application Form for Mandatory Quarantine Subsidy” ✓ Copy of HKID card of the applicant ✓ Residential address proof of the applicant ✓ Copy of Mandatory Quarantine Order Notification

*We may further require other documents in order to process the application depending on individual circumstances.

3. Submission to Hong Kong Life

Method	<p>By email to : client_service@hklife.com.hk</p> <p>Or upload the required documents to Hong Kong Life website by following the below instructions :</p> <p>Step 1: Visit our website at www.hklife.com.hk</p> <p>Step 2: Click “CUSTOMER SERVICES”</p> <p>Step 3: Click “Documents Upload”</p> <p>Step 4: Fill out the required information and upload the required documents for the application</p> <p>Or mail to :</p> <p>Hong Kong Life Insurance Limited 15/F Cosco Tower, 183 Queen's Road Central, Hong Kong</p>
Deadline for submission'	Within 90 days after the date of discharge from hospital or Date of Mandatory Quarantine Order Notification