

## Claims Procedure

### Dread Disease Benefit

1. Complete “Dread Disease Benefit Claim Form”\*

Please follow the instructions below to download the application form

Step 1: Visit our website at [www.hklife.com.hk](http://www.hklife.com.hk)

Step 2: Click “CUSTOMER SERVICES”

Step 3: Click “Forms Download”

Step 4: Download “Dread Disease Benefit Claim Form” from “CLAIMS”

- Part I – To be completed and signed by claimant
- Part II – To be completed, signed and stamped by Attending Physician

2. Prepare the following required documents for claims

Required documents

- ✓ ID card copy of Policyowner and Life Insured
- ✓ Discharge Summary
- ✓ Copy of medical or lab test report, including histopathology report, lab test report, diagnostic imaging report and/ or other relevant medical evidence

Other required documents (if applicable)

- ✓ Copy of police report / traffic accident report / police statement (if the dread disease is caused by accident)

We may further require other documents in order to process claims depending on individual circumstances.

3. If you need to make a dread disease benefit claim, please submit a completed dread disease benefit claim form with the required documents to Hong Kong Life within 6 months from the date of diagnosis.

By mail or in person:

Hong Kong Life Insurance Limited

15/F Cosco Tower, 183 Queen's Road Central, Hong Kong

\* Please complete "Hospitalization Claim Form" for Female Diseases Claim of Polycystic Ovarian Disease Benefit, Resection of Cyst Benefit, Hysterectomy Benefit, Mastectomy Benefit, Osteoporosis Leading to Hip Fracture Benefit and Accidental Reconstructive Surgery Benefit.