

## Claims Procedure

### Hospitalization benefit – only applicable to “Health Supreme Medical Plan” and “Health Essential Medical Plan – Standard”

1. Completed “Hospitalization 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 “Hospitalization 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 Policy Holder and Insured Person
- ✓ Original medical bills and receipts
- ✓ Discharge Summary
- ✓ Copy of medical or lab test report, including laboratory, diagnostic imaging & histopathology report.

#### Other required documents (if applicable)

- ✓ Sick leave certificate with diagnosis
- ✓ Reimbursement breakdown from other insurer(s) and original / certified true copies of receipts from such insurer(s) (if any).
- ✓ Copy of police report / traffic accident report / police statement (If hospitalization 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 hospitalization and surgical benefit claim, please submit the a completed hospitalization benefit claim form with the required documents to Hong Kong Life within 90 days after discharging from hospital or the date of outpatient treatment.

By mail or in person:

Hong Kong Life Insurance Limited

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