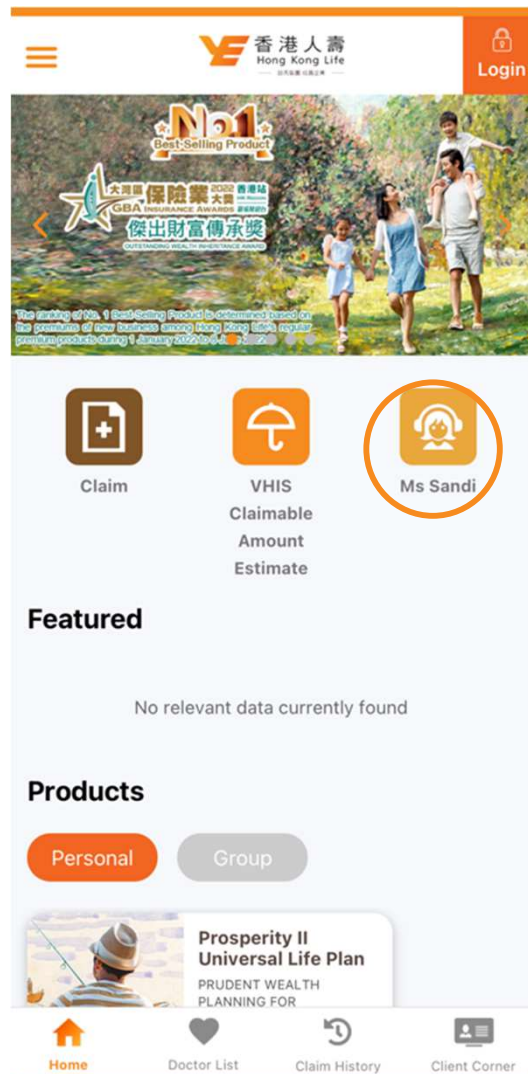


“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Click “Ms Sandi” if you use “HKLife” App.

Step
1a



“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Select “Medical Documents Collection Service (Applicable for Individual Customers – Dread Disease Benefit Claim only)”.

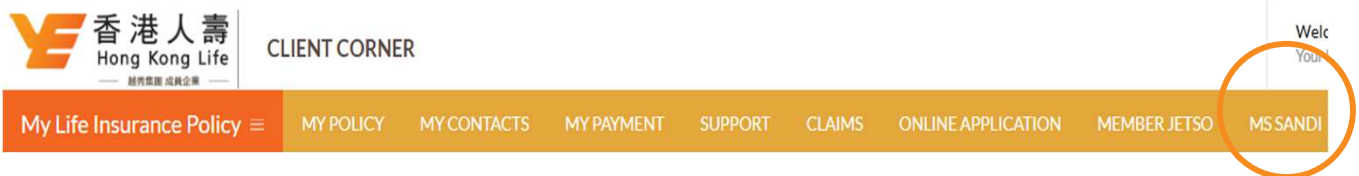
Step
1b



“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

If you use “Client Corner” from Hong Kong Life corporate website, please login and click “Ms Sandi”.

Step
2a



“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Select “Medical Documents Collection Service (Applicable for Individual Customers – Dread Disease Benefit Claim only)”.

Step
2b



“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step 3

Select and fill in “Email” or “HK Mobile Number” to receive one-time password. Fill in “Policy Number” and click “Next”.

Ms Sandi – Medical Documents Collection Service
Please fill in the following information.

Email/ HK Mobile Number
(Please provide a valid email/
HK Mobile Number to receive
the one-time password):

☐ Email ☐ HK Mobile Number

Policy Number:

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

If you have submitted a claim form and the claim application is in progress, you can click “Yes” and skip “Part A Upload Claim Form”.

Step 4a

Ms Sandi – Medical Documents Collection Service

Hong Kong Life will help you to collect medical documents for processing the claims. Please complete and upload the Claim Form. If you have not downloaded the form, you may click [here](#) to download. You may click [here](#) to view the claims procedure.

A. Upload Claim Form

If you have submitted a claim form and the claim application is in progress, you can click “Yes” and skip Part A Upload Claim Form.

Have you submitted claim form before for this claim application?

Yes

No

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step
4b

If you have not submitted a claim form for the claim, you can click “No” and upload the claim form.

Ms Sandi – Medical Documents Collection Service

Hong Kong Life will help you to collect medical documents for processing the claims. Please complete and upload the Claim Form. If you have not downloaded the form, you may click [here](#) to download. You may click [here](#) to view the claims procedure.

A. Upload Claim Form

If you have submitted a claim form and the claim application is in progress, you can click “Yes” and skip Part A Upload Claim Form.

Have you submitted claim form before for this claim application?

Document Type:

Claim Form

Upload more



Claim Form

test.png

0.00 MB

Delete

Verification Code

cqUwv8

cqUwv8

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step
5

Fill in Medical Documents Collection Details. You can choose to fill in “Email of doctor” or “Contact number of hospital/ clinic”. Read and agree with the terms and declaration. Click “Next”.

B. Fill in Medical Documents Collection Details

Name of hospital/ clinic:

Name of doctor:

Please choose the types of medical documents you would like Hong Kong Life to collect (Choose at least one):

<input type="checkbox"/> Attending Physical Statement	<input checked="" type="checkbox"/> Histopathological Report
<input checked="" type="checkbox"/> Laboratory Report	<input type="checkbox"/> Diagnostic Imaging Report

Please note that

- Medical Documents Collection Service (“the Service”) does not guarantee the documents collected are complete and sufficient for the approval of the claim.
- The Service does not guarantee the successful collection of Medical Documents from clinics/ hospitals. It is subject to the decisions and handling procedures of the clinics/ hospitals.
- There is no charge by Hong Kong Life for Medical Documents Collection Service. However, a fee on the Medical Documents may be charged by relevant clinics/ hospitals.

☒ I have read, understood and agreed to the “Personal Information Collection Statement”.

☐ Please check the box on the left if you do not agree with the provision to provide, use and/or transfer your personal data for direct marketing purposes in accordance with the “Personal Information Collection Statement”.

☒ I have read, understood and agreed to the “Terms and Conditions of Documents Upload”.

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step 6

Click “Submit” if you confirm the inputted information is correct.
Click “Edit” or “Back” if you want to make any changes.

Ms Sandi – Medical Documents Collection Service

Confirm Information
Please ensure that all information is correct and make edits whenever necessary.

Email: test@hklife.com.hk
Policy Number: 9999999999

A. Upload Claim Form
Have you submitted claim form before for this claim application? Yes

B. Medical Documents Collection Details
Name of Hospital/ Clinic: test
Name of doctor: test
Email of doctor: test
Type of medical documents you would like Hong Kong Life to collect:
☒ Attending Physical Statement
☒ Laboratory Report

Please note that
• Medical Documents Collection Service (“the Service”) does not guarantee the documents collected are complete and sufficient for the approval of the claim.
• The Service does not guarantee the successful collection of Medical Documents from clinics/ hospitals. It is subject to the decisions and handling procedures of the clinics/ hospitals.
• There is no charge by Hong Kong Life for Medical Documents Collection Service. However, a fee on the Medical Documents may be charged by relevant clinics/ hospitals.

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☐ I have read, understood and agreed to the “Terms and Conditions of Documents Upload”


Back Next

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step 7

Input the one-time password from email or SMS (According to the provided email or HK Mobile Number on step 3). Click “Confirm”.

Ms Sandi – Medical Documents Collection Service



One-time password (OTP) had been sent to your email. Please enter the OTP.


One-time password (OTP)

Hmpo

Wait 44s to resend **Confirm**

if you cannot receive the OTP, please contact Customer Services Hotline at 2290 2882.

Ms Sandi – Medical Documents Collection Service



One-time password(OTP) had been sent to your HK mobile number through SMS.

One-time password (OTP)

Mtms

Wait 114s to resend **Confirm**

if you cannot receive the OTP, please contact Customer Services Hotline at 2290 2882.

“Ms Sandi – Medical Documents Collection Service” User Guide (Applicable for Individual Customers – Dread Disease Benefit Claim only)

Step 8

You will receive confirmation email or SMS (According to the provided email or HK Mobile Number on step 3) after submitting the application.

Confirmation email sample:

Dear Customer,

We have received your application for Ms Sandi – Medical Documents Collection Service and Claims Application (if applicable) . Your transaction number is SAM20230919153501. Please email us at HongKongLifeCS@hklife.com.hk if you have any enquires.

Regards,

Hong Kong Life Insurance Limited

This is an automated message. Please do not reply directly to this email.

Confirmation SMS sample:

Hong Kong Life: We have received your application for Ms Sandi – Medical Documents Collection Service and Claims Application (if applicable) . Your transaction number is SAM20231101094201. EN [2290 2882](tel:22902882)