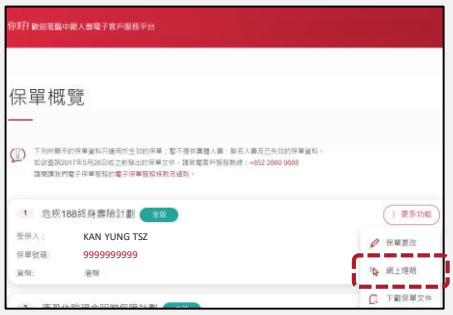
電子服務平台||網上理賠

1. 登入電子服務平台

請使用以下網址或掃描二維碼登入電子服務平台

https://www.boclifeonline.com

2. 選擇網上理賠



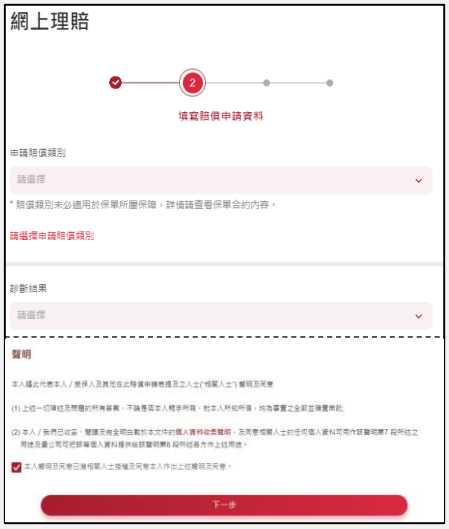
登入電子服務平台後，您的保單將顯示於保單概覽頁面

於您的保單右上方點擊「更多功能」，選擇「網上理賠」閱讀及接受電子保單更改的條款及細則後，點擊「開始理賠」

3. 填寫基本資料

輸入/確認您的聯絡電話，電郵地址及選擇合適的聯絡時間，然後點擊「下一步」

4. 填寫賠償申請資料



選擇申請賠償類別，然後填妥資料。閱讀及同意聲明後，點擊「下一步」

5. 上載相關文件

按要求上傳相關文件，上傳完成後，點擊「下一步」，進入確認資料頁面

6. 確認資料

覆檢資料輸入無誤，點擊「確定」遞交申請

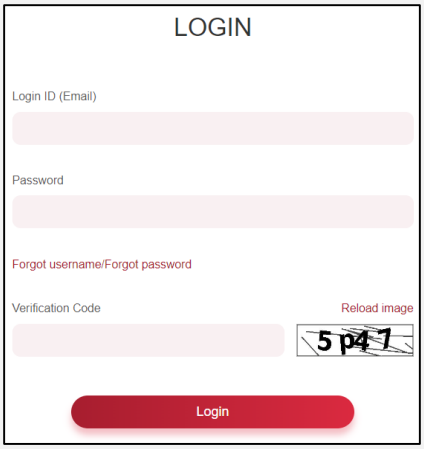
申請成功遞交後，請記下參考編號，以作日後查詢之用

如有查詢，請致電客戶服務熱線 (852) 2860 0688 查詢

中銀人壽 BOC LIFE

eService | e-Claims

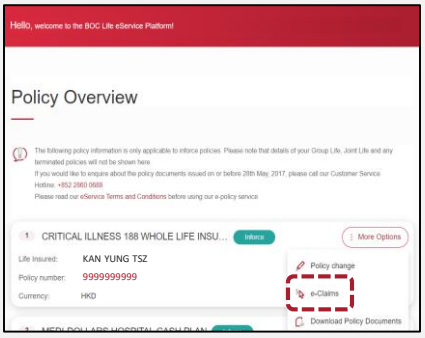
1. Login eService



Please use below Website or scan the QR Code to login eService Platform

https://www.boclifeonline.com

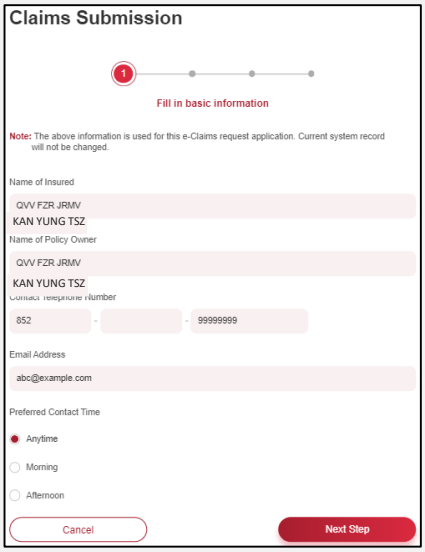
2. Select “e-Claims”



After login, your policies will be listed under Policy Overview Page

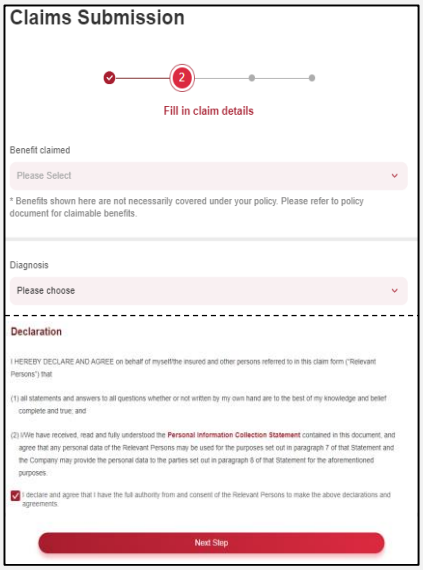
Click “More Options” and select “e-Claims” on the right side of your policy. After reading and accepting the e-Policy Change Service Terms and Conditions, click “Start eClaims”

3. Fill in basic information



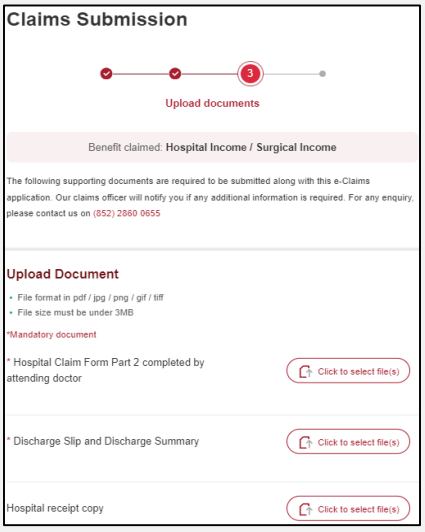
Enter / confirm your contact phone number, email address, choose a suitable contact time, and then click “Next Step"

4. Fill in claim details



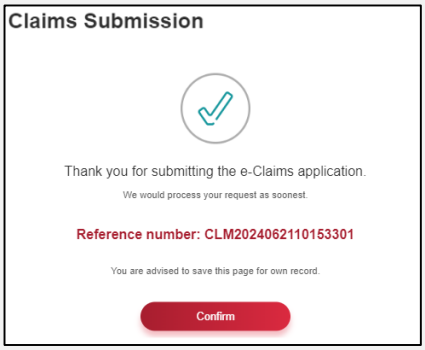
Select the benefit claimed, fill in the information, read and agree to the declaration, then click “Next Step"

5. Upload documents



Upload the relevant documents as requested. After uploading, click “Next Step” to enter Confirm Submission page

6. Confirm Submission



Verify the information inputted, click “Confirm” to submit the application

After submitting the application, remember to jot down the reference number for future enquiries

For further inquiries, please call Customer Service Hotline at (852) 2860 0688