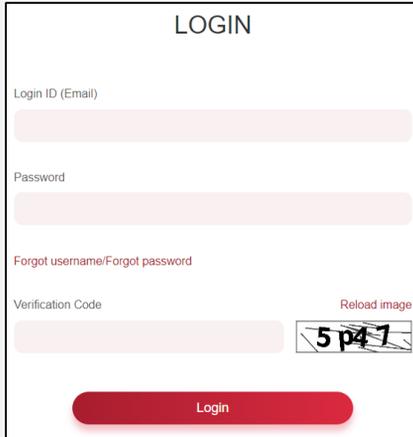


1. Login eService

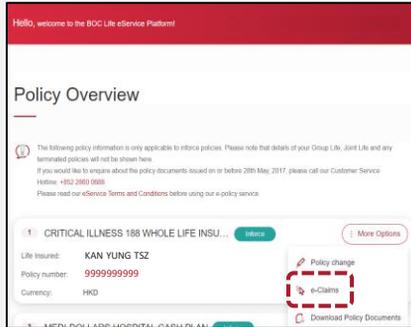


Please use below [Website](#) or scan the [QR Code](#) to login eService Platform



<https://www.boclifeline.com>

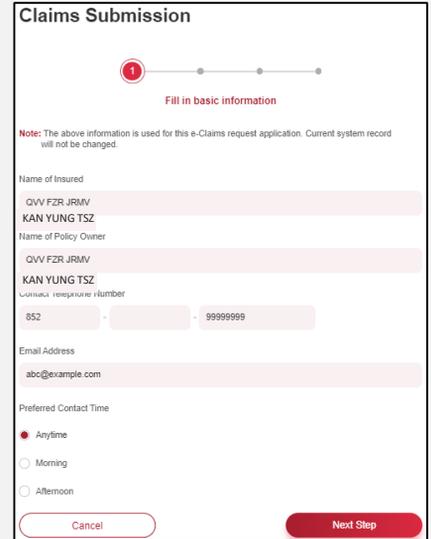
2. Select “e-Claims”



After login, your policies will be listed under [Policy Overview Page](#)

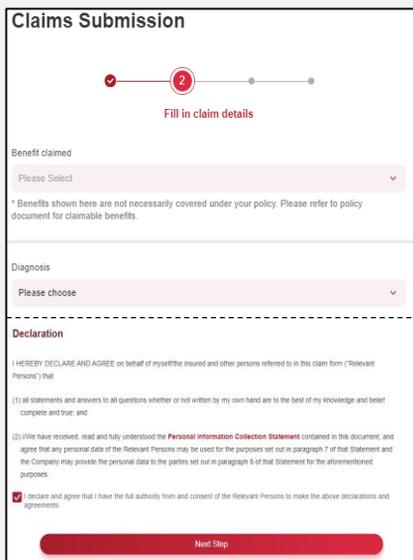
Click “More Options” and select “e-Claims” on the right side of your policy. After reading and accepting the e-Policy Change Service Terms and Conditions, click “Start eClaims”

3. Fill in basic information



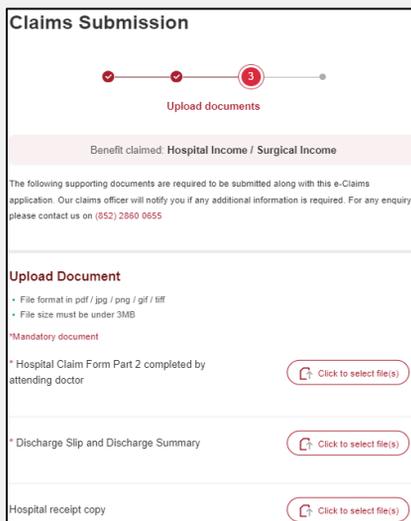
Enter / confirm your contact phone number, email address, choose a suitable contact time, and then click “Next Step”

4. Fill in claim details



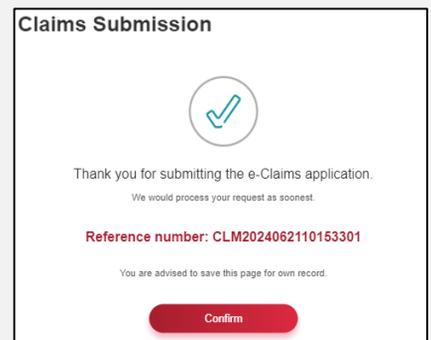
Select the benefit claimed, fill in the information, read and agree to the declaration, then click “Next Step”

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