中國人壽 | 海外 CHINA LIFE

Express & SuperSpeedy
Claim Service

Please scan the QR code to login Individual Customer Portal
cs.chinalife.com.hk
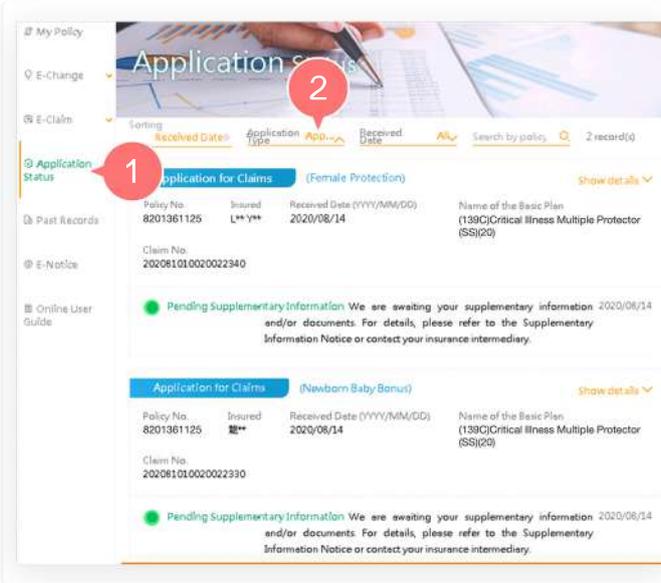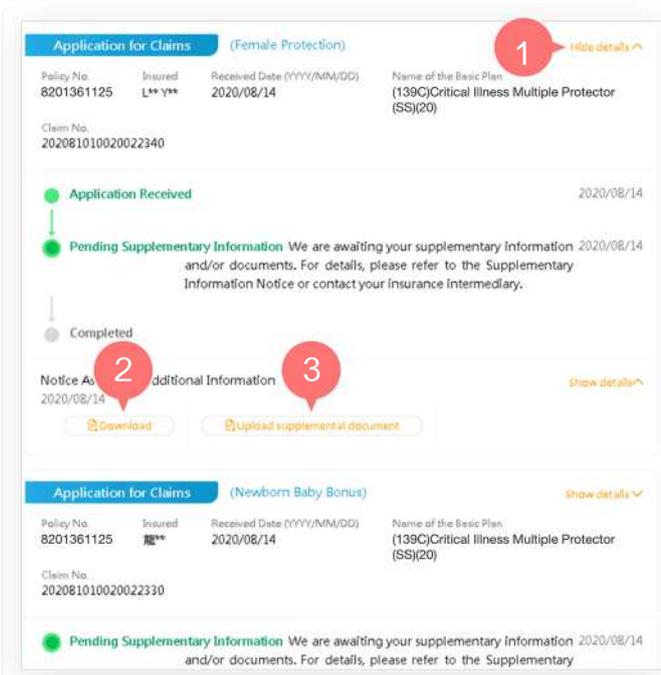
Self Service **Submit Claim Supplemental Information**

1. After logging into the Individual Customer Portal, select "Application Status" from the main manual.

2. Select Application for Claims at "Application Type" to start uploading the supplemental document.
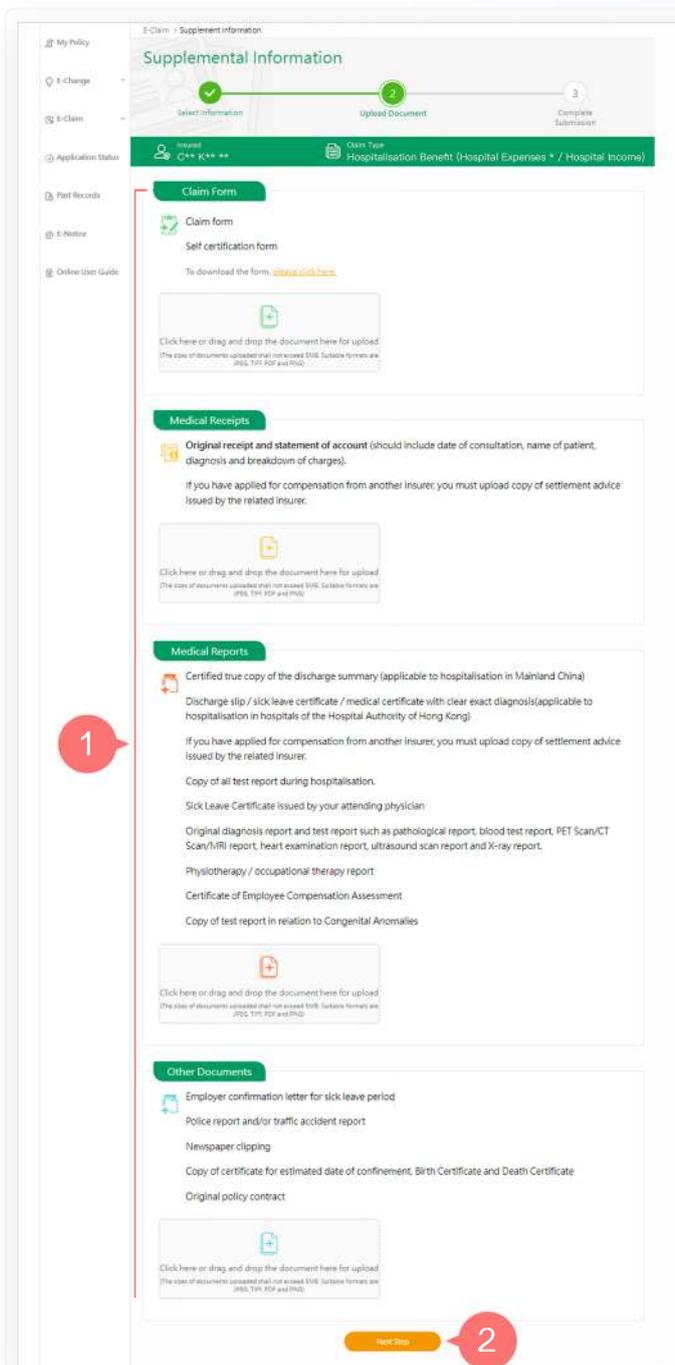
Step 1   Select Information

1. Select the claim record that is awaiting your supplemental information and/or documents, and click "Show details" to view the details.

2. Click "Download" to review the supplemental information and/or documents that are required from the Claim Application Follow-up Notification.

3. Click "Upload supplemental document" to start uploading the required documents.

Step 2   Upload Document

1. Upload document according to the procedures shown on the page.

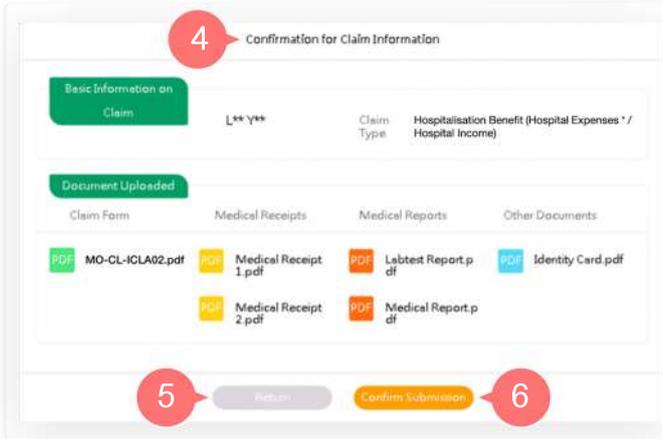2. After completion, click "Next Step" to submit the document.

   Notes:
   a. If you have to download the form, please click the link to download.

   b. The uploaded document should be in JPEG, TIFF, PDF or PNG format, and should not exceed 5MB in size.

3. After reading the Declaration and Authorization, click "Agree" to continue.
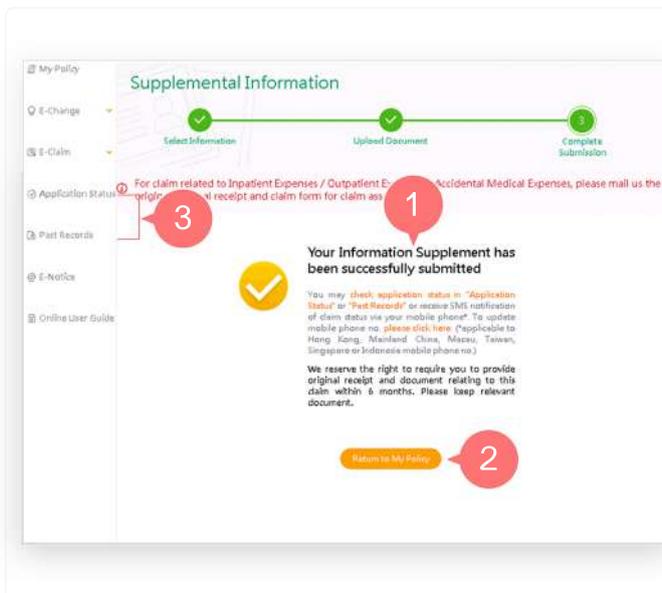
4. Preview the page and verify whether the document uploaded is correct.

5. If you want to revise the documents, click "Return".

6. If the uploaded documents are correct, click "Confirm Submission".

Step 3 Complete the Submission

1. You have successfully completed the submission procedures.

2. Click "Return to My Policy" to return to homepage, or

3. You may check application progress in "Application Status" or "Past Records".

Note:

Please mail us the original documents and receipts, or the certified true copies for claim assessment, according to the requirement stated in the Claim Application Follow-up Notification.

Review all policy information at one go

Check application status anytime

View various types of E-Notice

Submit E-Claim instantly

Change policy information instantly

Receive instant important messages