

Application Status

音外 🦉 🙎 Chen Tai Man 🔗 📧 🗸	tiana Durch d
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Application Status	
Sorting AppReation Type Received Data All Society Poly No. C	4 m
Application for New Policy	
Appleatins No. Insund (Proceeding of the Appleating No. 10101234567 Chan Tai Man 202: C Norms of Base Plan (1014)8-Year Saver Endowment Plan	
Process Underway 202	1/11/12 Show details
Application for Claims (Hospitalisation Benefit)	
Know No. Insured (YYYYMWC00) Name at Basis Pari B200000000 Chan Tai Man 2021/11/09 (139C)Critical Illness Multiple Protector	(55)(20)
Claim Mr. 202181020020000010	
Process Underway - We have applied to obtain the required medical document. 202	1/11/11 Blow details
	- marcala
Application for Change of Policy (Pre-Application/Application for Policy Maturity Policy No. missed Heatived Date (YYYY/MWXOD)	y Benefit)
8200000002 Chan Tai Man 2021/11/08 Name of Basic Plan Case No.	
(067H) MasterCare Medical Plan - Asia Plan 3 (MOP) 2021810100336748223	
Application Deceased Uta Customer Portal	Hile details -
	202111100 10:00:0
Under Review 33 update days)	2021/11/09 17:38:0
Follow-up Letter Issue viting for a Reply	2021/11/10 12:06:0

- **1.** After logging into the Individual Customer Portal, select "Application Status" from the main manual.
- 2. On the "Application Status" page, you may check (i) the Application for New Policy and Application for Change of Policy which have been submitted by filling out paper forms, and (ii) the status of the Application for Claim submitted online or by filling out paper forms. You may also sort or filter records by policy no., received date of application or application type.
- **3.** Check the application and approval progress for the submitted Pre-Application/Application for Policy Maturity Benefit, Policy Value Withdrawal and Change of Policy Ownership Transfer in real-time.
- **4.** Click "Follow-up Letter" (if any) to check the required follow-up details.

Note

- Only Received Date of Applications on or after 1 May 2018 are shown.
- You may also select "My Policy" from the main manual, and click policy no. with status of "Application Underway" in the policy list to enter the "Application Status" page and know the status of insurance application.



Customer Portal User Guide

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T My Palky	Past Records	1	The	J.F.
A screeds			SJN F	
geom ,	Sorting Application Type Received Bate © All	Received Date	rthm v Policy No. Q	12 seco
🕑 Application Status	Application Type	Pakey No.	Application-Data/o	Received Data (http://doi.org/
Past Rocords	Application for Claims (Hospitalisation Benefit (inpu /hospital income))	8200000000 Chan Tai Man	Claim No. <2021231117651234562	2021/11/12
	Application for Claims	820000001	Claim No. <202123111765123434	
Critice Liver Guide	(Warver of Premium)	Chan Tai Man	E Download notice	2021/11/10
	Application for Change of Policy (Pre-Application/Application for Policy Maturity Benefit)	8200000002 Chan Tai Man	Application Process Complete	2021/11/09
	Application for Change of Policy	8200000003	Application Process Complete	
	(Pre-Application/Application for Policy Maturity Benefit)	Chan Tai Man	(Downitized Environment)	4
	Case No. : 2021810100336748223			
· · · · ·	Application Received (Paper-based F	form)		2021/11/08 16:58:0
3	Under Review		5 ************************************	021/11/09 17:38:0
	Application Process Com	plete	2	021/11/12 09:23:0

- **1.** After logging into the Individual Customer Portal, select "Past Records" from the main manual.
- 2. On "Past Records" page, you may check records of all processed Applications for Change of Policy and Application for Claims submitted online or by filling out paper forms. You may also sort or filter records by policy no., received date of application or application type.
- **3.** The process points and approval progress for the completed Pre-Application/Application for Policy Maturity Benefit, Policy Value Withdrawal or Change of Policy Ownership Transfer can be checked in real-time.
- 4. Click the download button (if any) in "Application Details" section to know status of the Application for Change of Policy and the Application for Claim.

Note:

Only Received Date of Applications on or after 1 May 2018 are shown.



Review all policy information at one go

Submit E-Claim instantly



Check application status anytime

Change policy information instantly



Receive instant important messages

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