

# Group Members

## 24-hour Customer Care helpdesk



You can call (852) 2517 5388 to access our “24-hour Customer Care helpdesk” anytime anywhere.

### A Select Language

1 Cantonese

2 English

3 Mandarin

### B Select Service

1 Enquiry on myBupa and Bupa4Life registration details

2 Group Member enquiry

3 HR or Admin account enquiry

4 Agent or Broker enquiry

5 QHMS Specialist Appointment Booking Services

6 If you are calling as a Bupa network provider, clinic or hospital

7 Request forms by fax

#### 2 Group member enquiry

1. Benefit Coverage, claim procedure and policy change service
2. Status or results of submitted claims
3. Result of Pre-authorisation
4. Member enrolment and movement status
5. Request documents or confirm Bupa receiving your documents
6. Clinical or admission procedure