

Group Members

24-hour Customer Care helpdesk



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

1 Select Language

1 Cantonese

2 English

3 Mandarin

2 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. Check your benefits

2. Claims and pre-authorisation

3. Request claim statement, shortfall invoice or certified true copy of receipt

4. Network doctor & clinic locations

5. Shortfall payment method

6. Membership transfer to Bupa Transfer Care

7. Talk to our customer service advisor