Individual Members
24-hour Customer Care helpdesk

Bupa 保柏

You can call (852) 2517 5333 to access our "24-hour Customer Care helpdesk" anytime anywhere.

A Select Language

1 Cantonese   2 English   3 Mandarin

B Select Service

1 Check clinical benefit usage, enquiry on myBupa and Bupa4Life registration details

2 Individual member enquiry

3 New product enrolment

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 Individual member enquiry

1. Benefit Coverage, claim procedure and policy change service

2. Status or results of submitted claims

3. Result of Pre-authorisation

4. Renewal enquiry

5. Request documents or confirm Bupa receiving your documents

6. Subscription related enquiries

7. Update your personal contact information