

# Individual Members

## 24-hour Customer Care helpdesk



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

### 1 Select Language

1 Cantonese

2 English

3 Mandarin

### 2 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. 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. Subscription and shortfall payment method
6. Renewal
7. Talk to our customer service advisor
8. Policy changes