

# myBupa Member Portal User Guide

Last updated: Mar 2025

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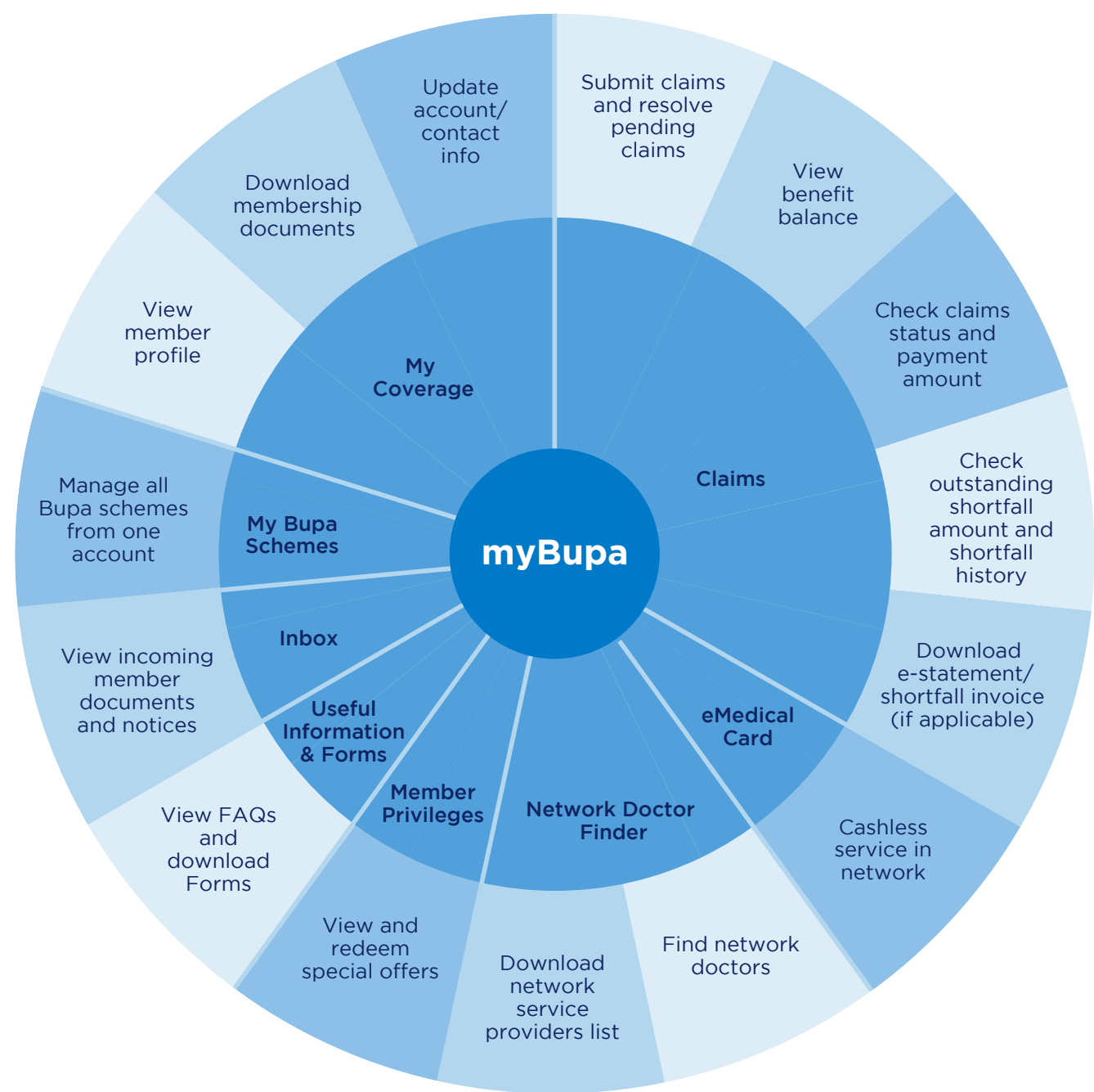
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# 1. Overview

## 1.1 myBupa Overview

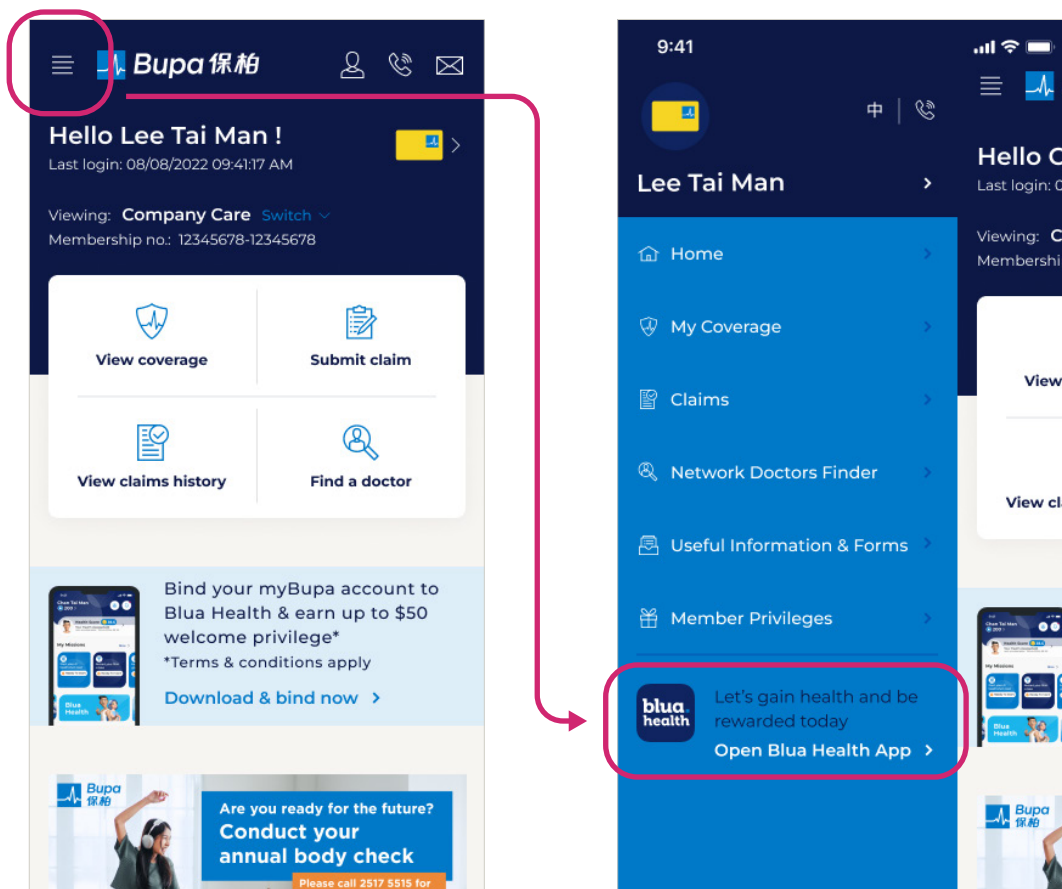


Scan the QR code to watch our video about myBupa now!

## 1.2 Direct access to Blue Health

Your myBupa account provides you with one-stop access to healthcare and wellness services. Simply click “Blue Health” on myBupa to access Bupa’s healthcare and wellness app Blue Health\*!

[Click here](#) to take a look at how Bupa member Mr. Lee enjoys easier, faster and safer healthcare through myBupa.



\* This service is currently available for selected insurance schemes only.



Scan the QR code to  
watch our video  
about myBupa now!

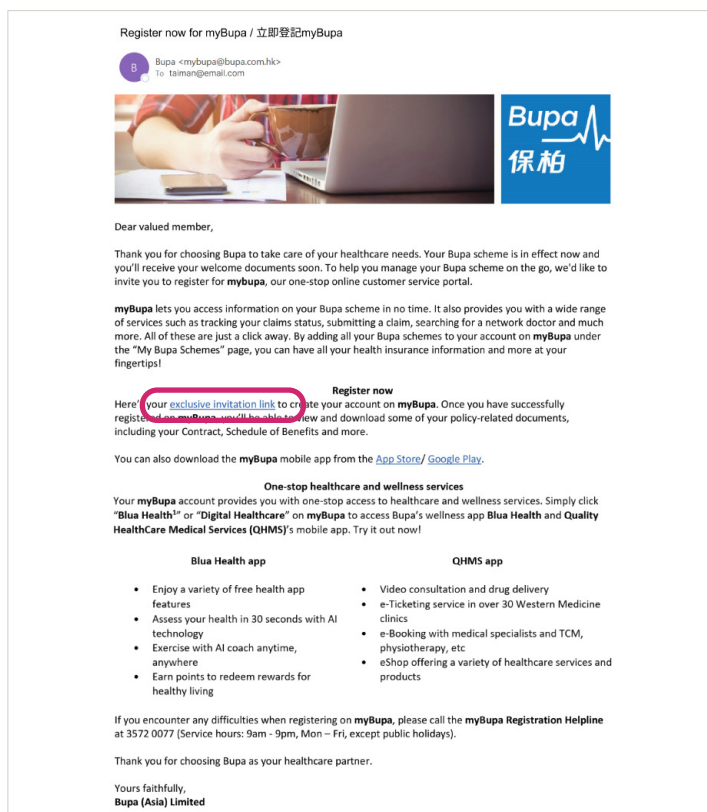
## 2. Member Registration

### 2.1 Create Account

There are two ways to create an account on myBupa:

1. If you already provided us your email address, you will receive an invitation email. Simply click the “exclusive invitation link” on the invitation email to enter myBupa’s account registration page.

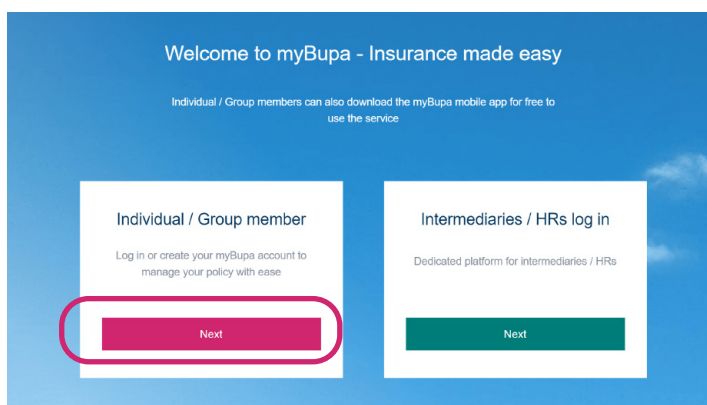
#### Invitation email



or

2. Visit myBupa at <https://mybupa.bupa.com.hk> and click the “Register now” link on the log in page.

#### myBupa login page



- To get started, please enter your membership information, including your:
  - Membership no. – the 16-digit number on your Membership Certificate or medical card.
  - HKID or Passport no. – For HKID no., enter the first 5 digits (including letters) in the format of A1234.
  - Date of Birth – either click the calendar icon to pick the date or enter the date directly in format of DD/MM/YYYY.

#### Register for myBupa – Step 1

### Getting started

It only takes a few minutes to register so you can manage your Bupa account online. Once registered, you'll have access to your membership details, wellness services and exclusive offers.

[Click here to see the quick registration guide to help you get started.](#)

You can also call myBupa Helpline at 3572 0077  
Mon – Fri, 9am – 9pm (Except public holidays)

### Step 1: Get started

Please enter the correct membership no., HKID, and date of birth.

Membership no. \*

HKID/Passport no. (The first 5 digits, including letters)\*  
e.g. A1234

Date of birth \*  
DD/MM/YYYY (e.g. 31/01/2000)

\* Mandatory

**Submit**

- Enter your contact information, login ID and password to create your account. You can only use one email address for each myBupa account.
- To proceed, click the “Send Verification Code” button. You will receive a one-time code via your email. If you don’t receive the verification code from your inbox within a few minutes, please look for our email containing the verification code in your junk or spam mail folder.
- The verification code is valid for 30 minutes. If you’d like to get another verification code, please click “Resend Code” button within 30 minutes.
- If you cannot complete the registration within 30 minutes, you may need to start the registration process from step 1 again.

#### Register for myBupa – Step 2

### Step 2: Contact Verification

Please enter your mobile no. and email address. We'll need to verify your email to proceed to the next step.

Applicable to subscribers of individual schemes(except AON HK and BOC Life) and employees of group schemes - this mobile no. and email address will be updated as your contact information of your policy (if applicable). Employees who have provided their email address here will be taken as their personal email address record while their company email address record will remain unchanged.

Mobile no. \*

For Hong Kong phone no.: No country code is required e.g. 21234567.  
Overseas mobile phone no.: no space or hyphen is required after the country code e.g. +86 138xxxxxxx should be typed as 86138xxxxxxx.  
Overseas fixed line phone no.: no space or hyphen is required between the country code and the area code e.g. +86 755 xxxxxxxx should be typed as 86755xxxxxxx.

Email address \*

**Send Verification Code**



- Your Login ID must be at least 6 characters long, with combination of any letters, numbers or special characters of . - \_ (special characters other than . - \_ are not accepted).
- Your password must be:
  - at least 12 characters long
  - one uppercase letter (A to Z)
  - one lowercase letter (a to z)
  - one number from 0 to 9

### Register for myBupa – Step 3

#### Step 3: Account Creation

Please enter the login ID and password you wish to use for myBupa.

Your password must be:

- at least 12 characters long
- one uppercase letter (A to Z)
- one lowercase letter (a to z)
- one number from 0 to 9

Create Login ID\*

Create password\*

Confirm new password\*

- Read and accept the Conditions of Use and Personal Information Collection Statement.

### Register for myBupa – Accept Conditions of Use and Personal Information Collection Statement

#### Accept Conditions of Use

Conditions of Use for myBupa

This page contains the Conditions of Use which apply to your access to and use of myBupa (also referred to as the 'Service') including the membership transactions you make using this service. Please read carefully through the Conditions of Use. Your use of the Service signifies your acceptance of these Conditions of Use. In these Conditions of Use, references to 'we', 'us' or 'our' are references to

☐ I have read and accepted the Conditions of Use

#### Personal Information Collection Statement

☐ I confirm that I have read and understood the Personal Information Collection Statement ("Statement"). I consent to the transfer of my personal data within or outside of Hong Kong for the purposes and to the types of transferees as set out in the Statement. I have understood the Statement's effect in respect of my personal information collected or held by Bupa (Asia) Limited, including the use, storage, processing, transfer, disclosure and/or sharing of part of or all of my personal information within the Group Companies in accordance with the Statement. The updated version of Statement is available for download from [www.bupa.com.hk](http://www.bupa.com.hk).

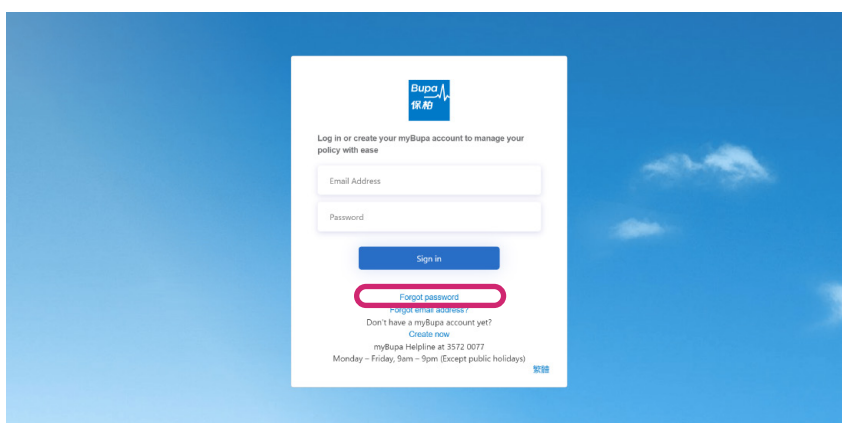
## 2.2 If you have registered myBupa before with same email address

If you have registered before with the same email address, you will not be able to create a new account.

Please follow below steps to reset your password and add new scheme.

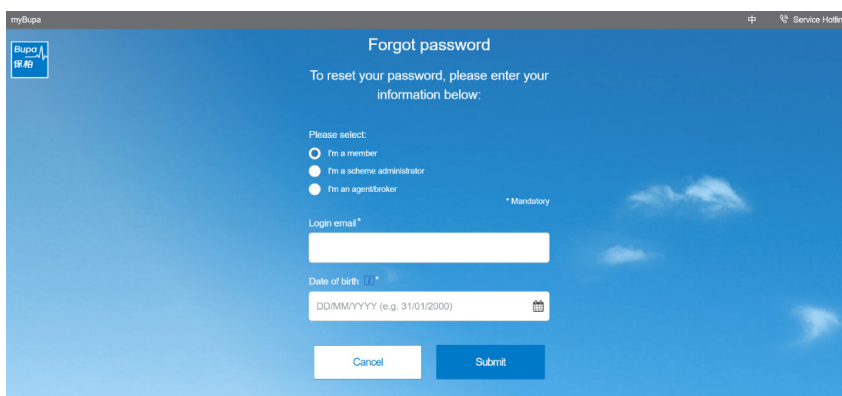
Step 1:

Click “Forgot password



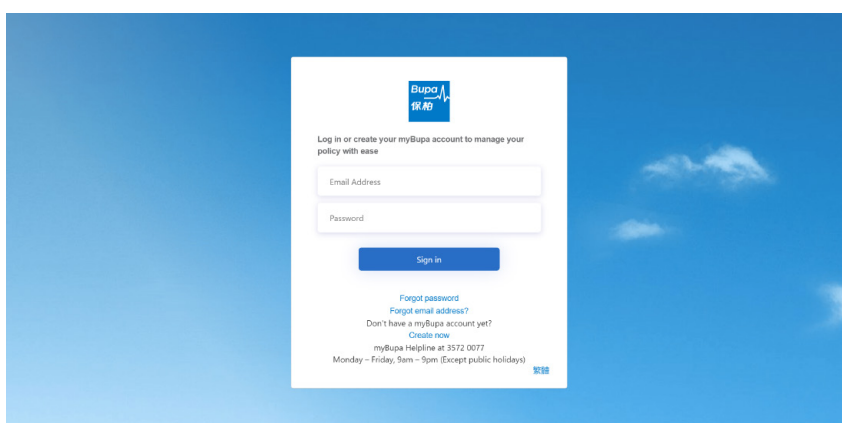
Step 2:

Enter email address and Date of Birth to receive “reset password “ email



Step 3:

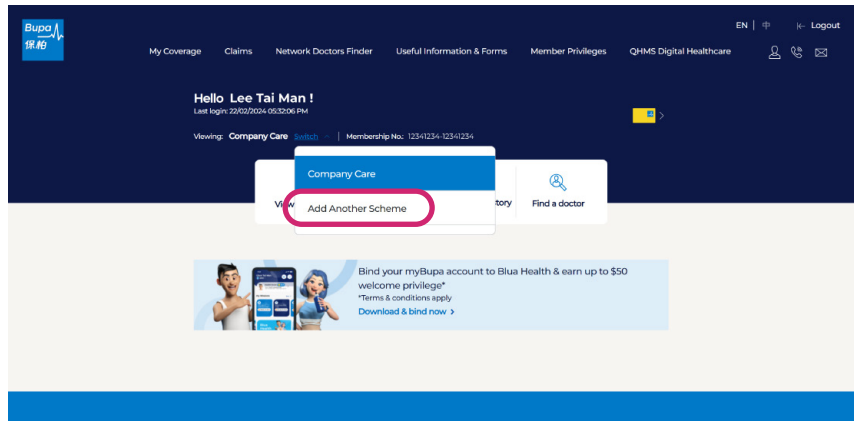
Log in myBupa using email address & new password





#### Step 4:

Once logged in, select “Add Another Scheme”



#### Step 5:

Enter membership number and personal details to proceed

A screenshot of the 'Add Another Scheme' form. The form has a dark blue header with the Bupa logo and navigation links. The main content area is white and contains the title 'Add Another Scheme' and a sub-header 'Add/View as another scheme'. Below this, there is a section titled 'Add Another Scheme' with the instruction 'Simply provide the required information to add another scheme to your record on myBupa.' The form fields include: 'Membership no.\*' (a text input field), 'HKID/Passport no. (The first 5 digits, including letters)\*' (a text input field with an example 'e.g. A1234'), and 'Date of birth' (a date picker with a calendar icon). A red asterisk indicates that these fields are mandatory.

## 3. Mobile App

### 3.1 Download myBupa mobile app

- myBupa is an online customer service portal available on the web as well as a mobile app.
- myBupa mobile app provides the same functionalities as the website. Plus, you can access your eMedical Card\*.

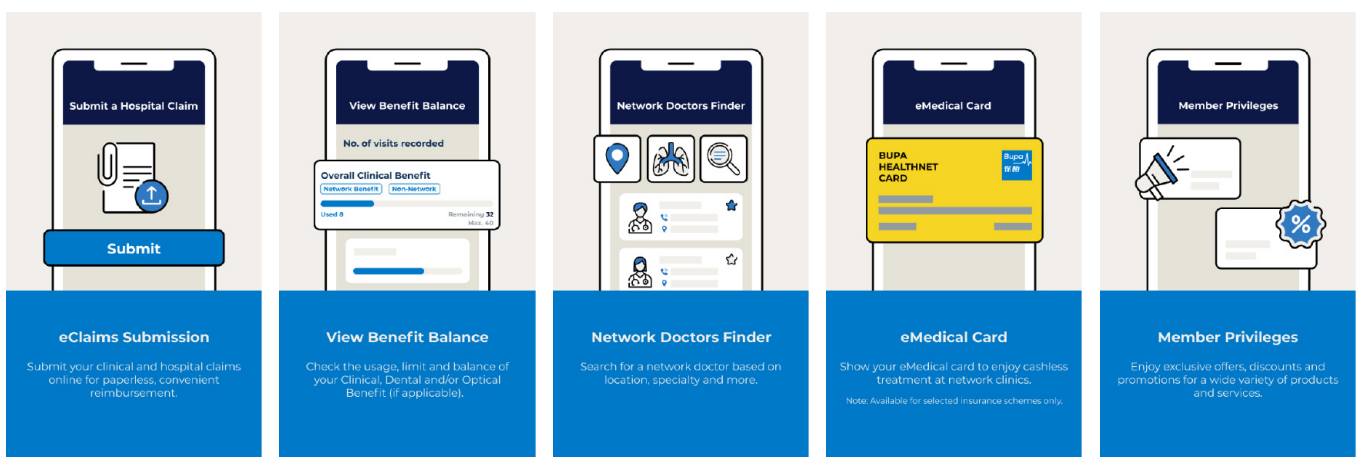
Scan this QR code to download myBupa



Supported version#  
iOS 11.3 and above



Supported version#  
Android 9.0 and above



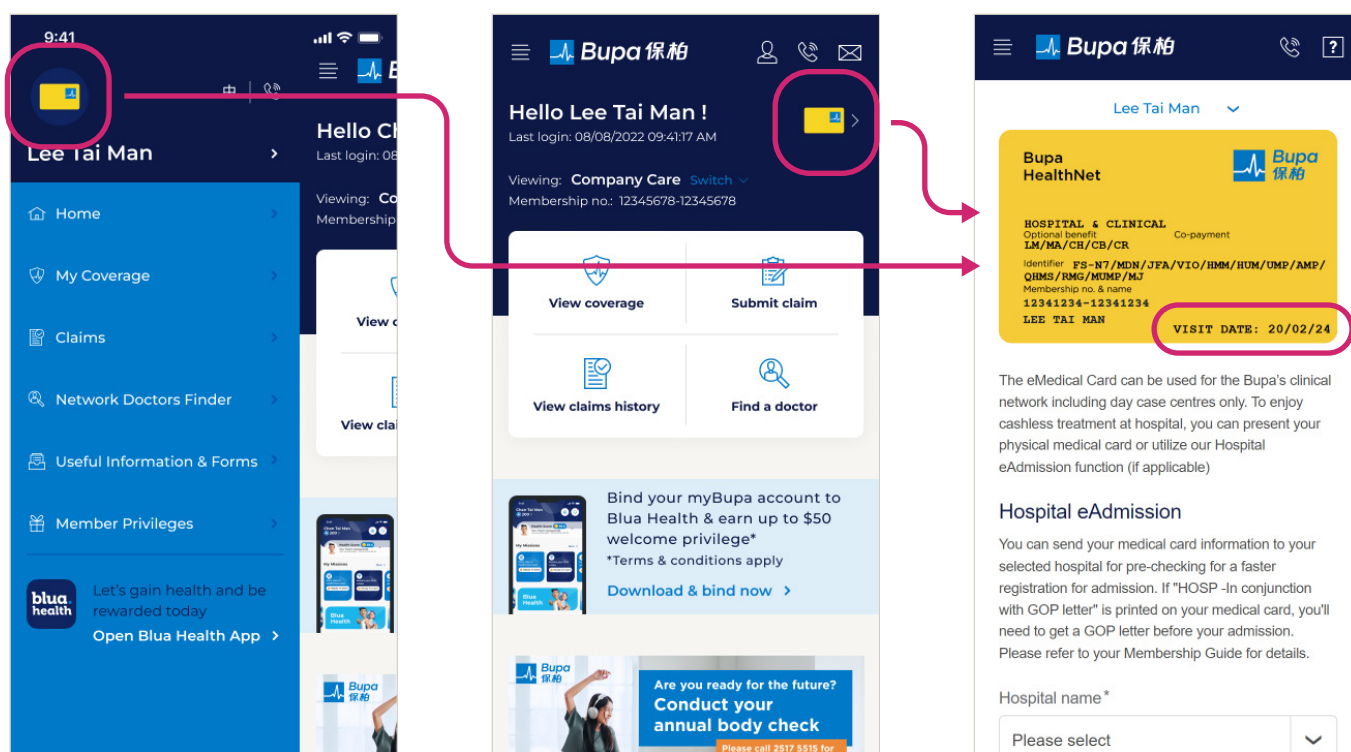
\* This service is currently available for selected insurance schemes only.

# myBupa app is not applicable to HUAWEI AppGallery. HUAWEI device users can visit [mybupa.bupa.com.hk](https://mybupa.bupa.com.hk) to use the web version.

## 3.2 eMedical Card

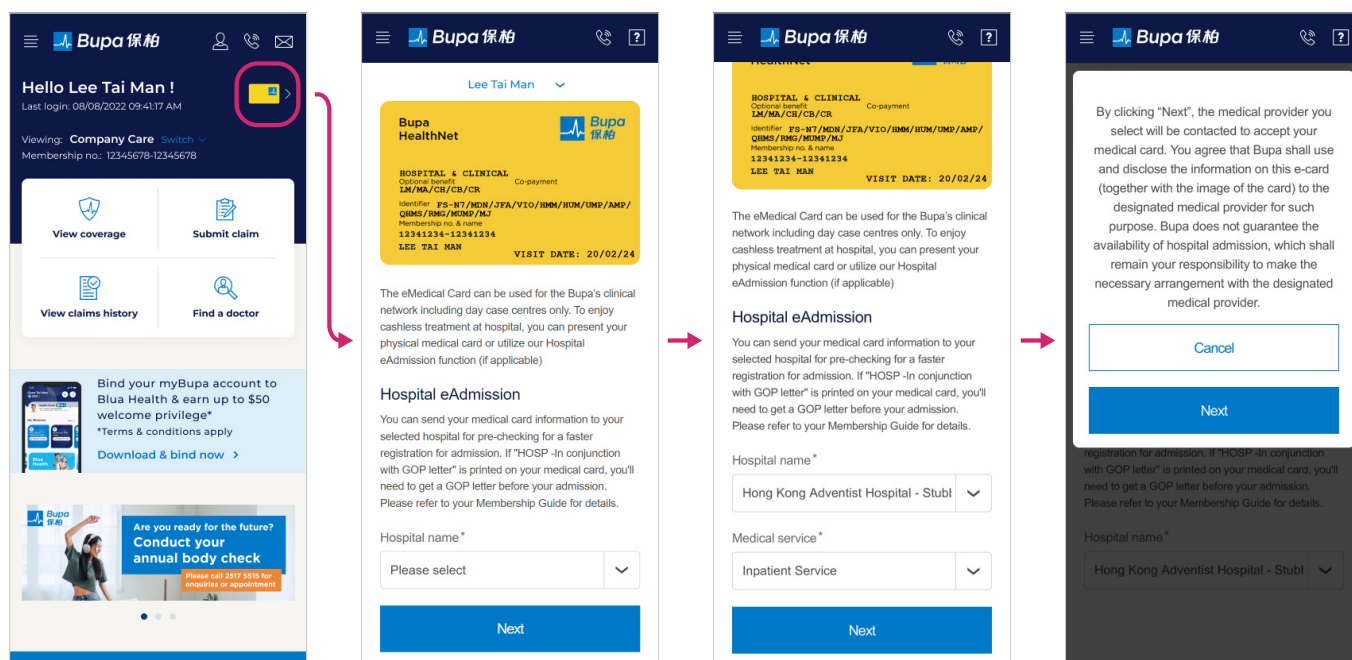
- Access an electronic version of your medical card using the myBupa app (a screenshot of medical card is also accepted but the “VISIT DATE” shown on the screenshot must be same as the day of doctor consultation).
- Present your eMedical Card to enjoy cashless service for designated medical services at Bupa’s clinical network providers.

(This service is currently available for selected insurance schemes only)



## 3.3 Hospital eAdmission

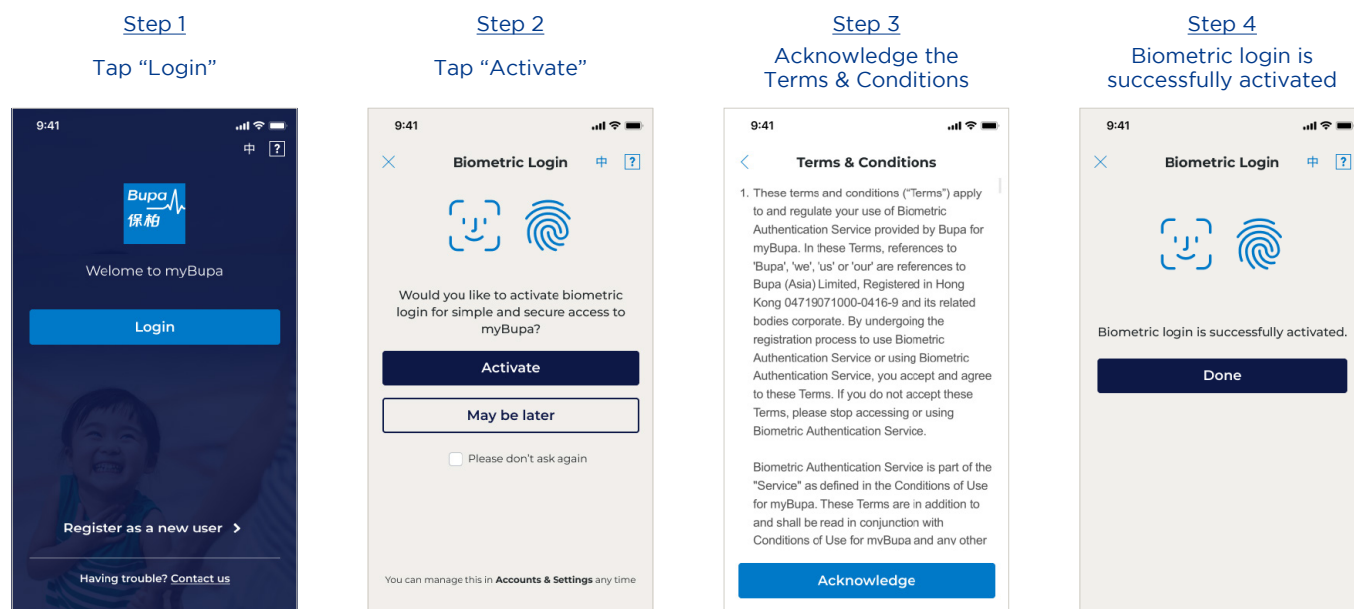
- For hospitalisation or hospital outpatient service, use Hospital eAdmission to send your medical card information to your selected hospital upon your admission or outpatient registration.
- Click eMedical card from myBupa app menu, select hospital and type of medical services\*, press “Next” and an email confirmation will be sent to or a QR code will be scanned by your selected hospital.
- You’ll also receive an email notification from us instantly or show a QR code on myBupa as a confirmation, subject to the hospital arrangement.
- Present your eMedical Card, QR code on myBupa or physical medical card to enjoy cashless service and/or full cover at registration for admission upon request.
- This function is applicable to selected individual schemes and all group schemes with cashless benefit for hospitalisation only.



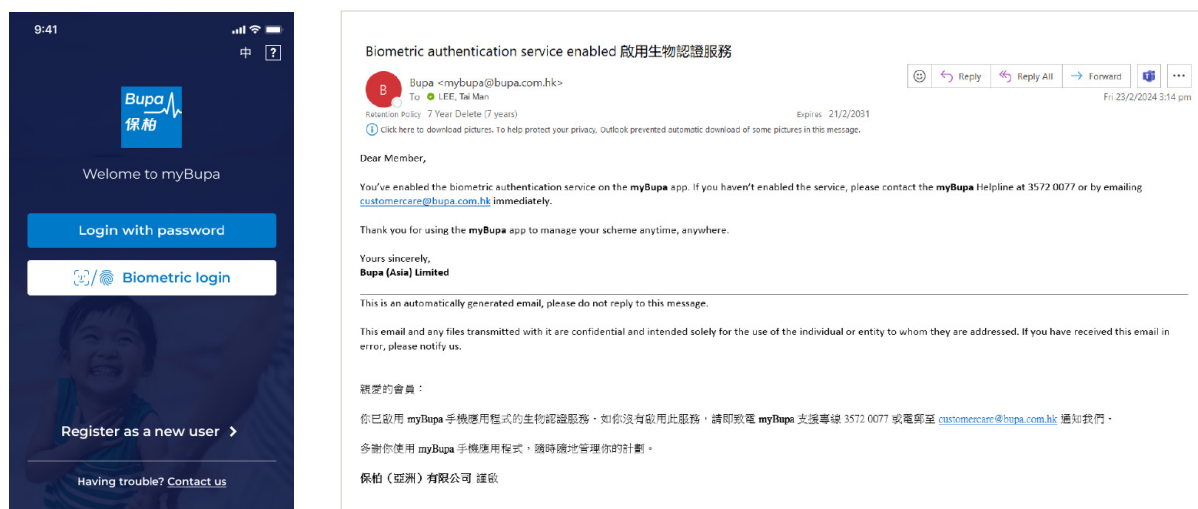
\* if myBupa app menu does not display the hospital name or type of medical service, present your eMedical Card for registration.

## 3.4 Biometric login on myBupa app

- Activate the service:

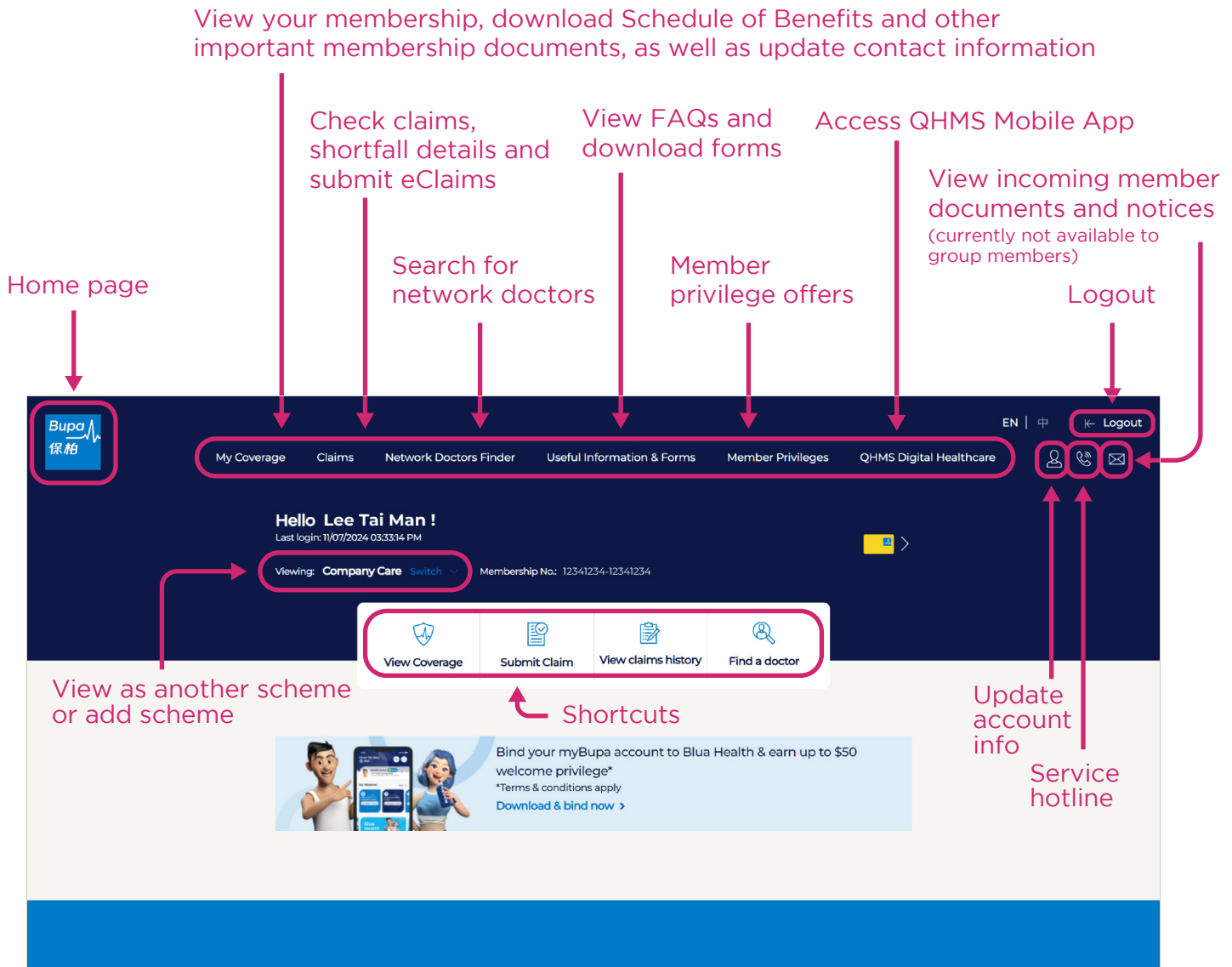


- The biometric login supports iOS/Android mobile devices with fingerprint, facial and/or other biometric sensor and the following operating systems:
  - Apple iOS version 11.3 or above
  - Android OS version 9.0 (API28) or above
- Next time when you log in, you can see this login page. Simply tap "Biometric Login" to access myBupa.
- After activating the service, you'll receive an email notification from us.



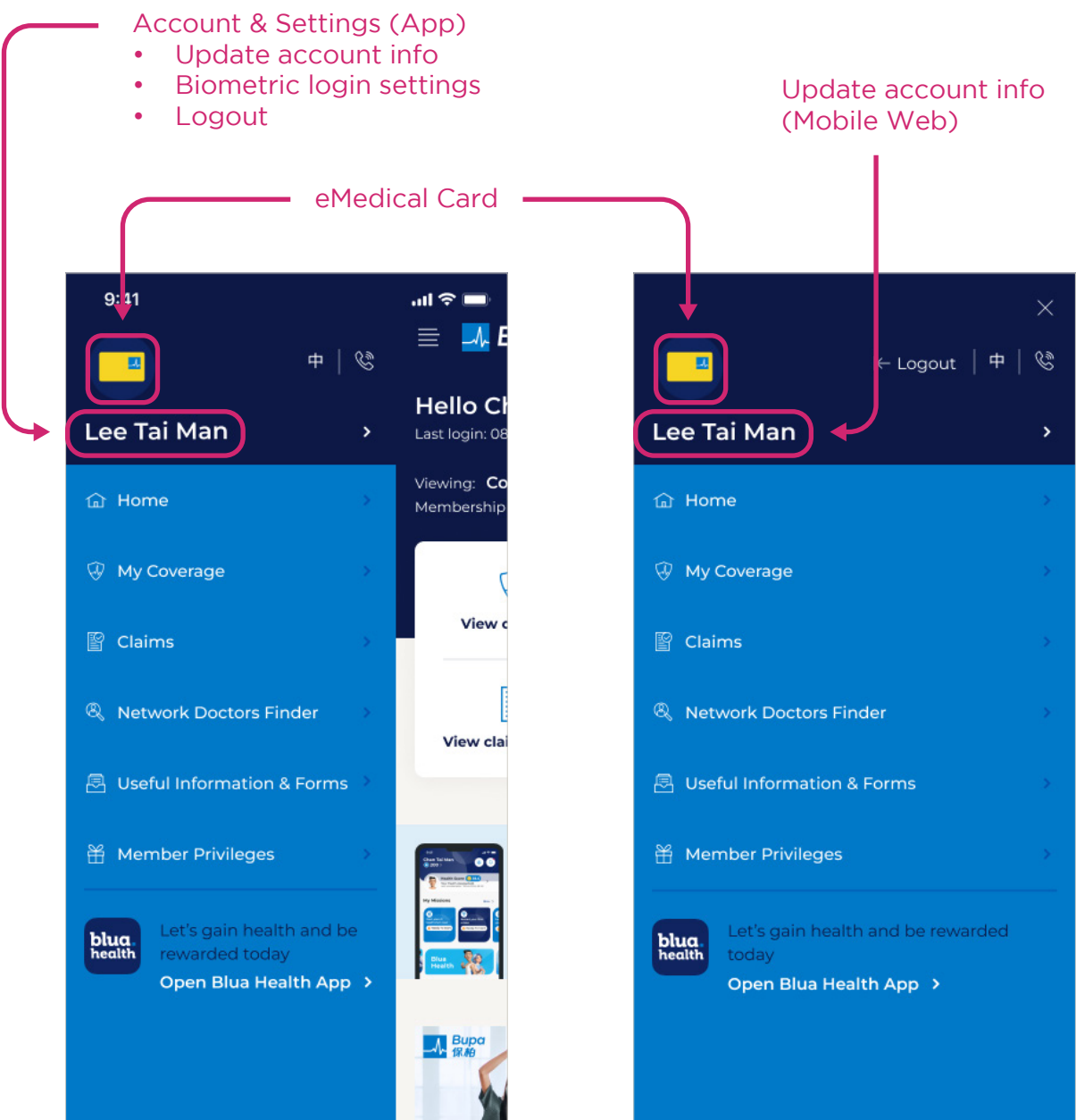
## 4. Navigation

### 4.1 Home Page





# 4.2 Side Menu on Mobile (App & Mobile Web)



# 4.3 Function Pages

You can filter and sort your search results in this bar

Sub menu shows more functions under this page

EN | 中

Logout

My Coverage

Claims

Network Doctors Finder

Useful Information & Forms

Member Privileges

QHMS Digital Healthcare

Home

Claims

Claim Submission

Download Claim Statement

Resolve Pending Claims

View Shortfall

View Benefit Balance

Download Shortfall Invoice

All

Voucher no.

Treatment period Last 3 months

Sort by Newest

If you are the subscriber/employee, you can view the claims history of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the claims history of yourself and your dependant(s).

Voucher no.	Member name	Benefit item	Claim status	Received date (DD/MM/YYYY)	Treatment date (DD/MM/YYYY)	Completion date (DD/MM/YYYY)
56315021	Lee Tai Man	General Practitioner	Submitted	02/02/2024	31/01/2024	

Page: 1 / 1

Search result/ content

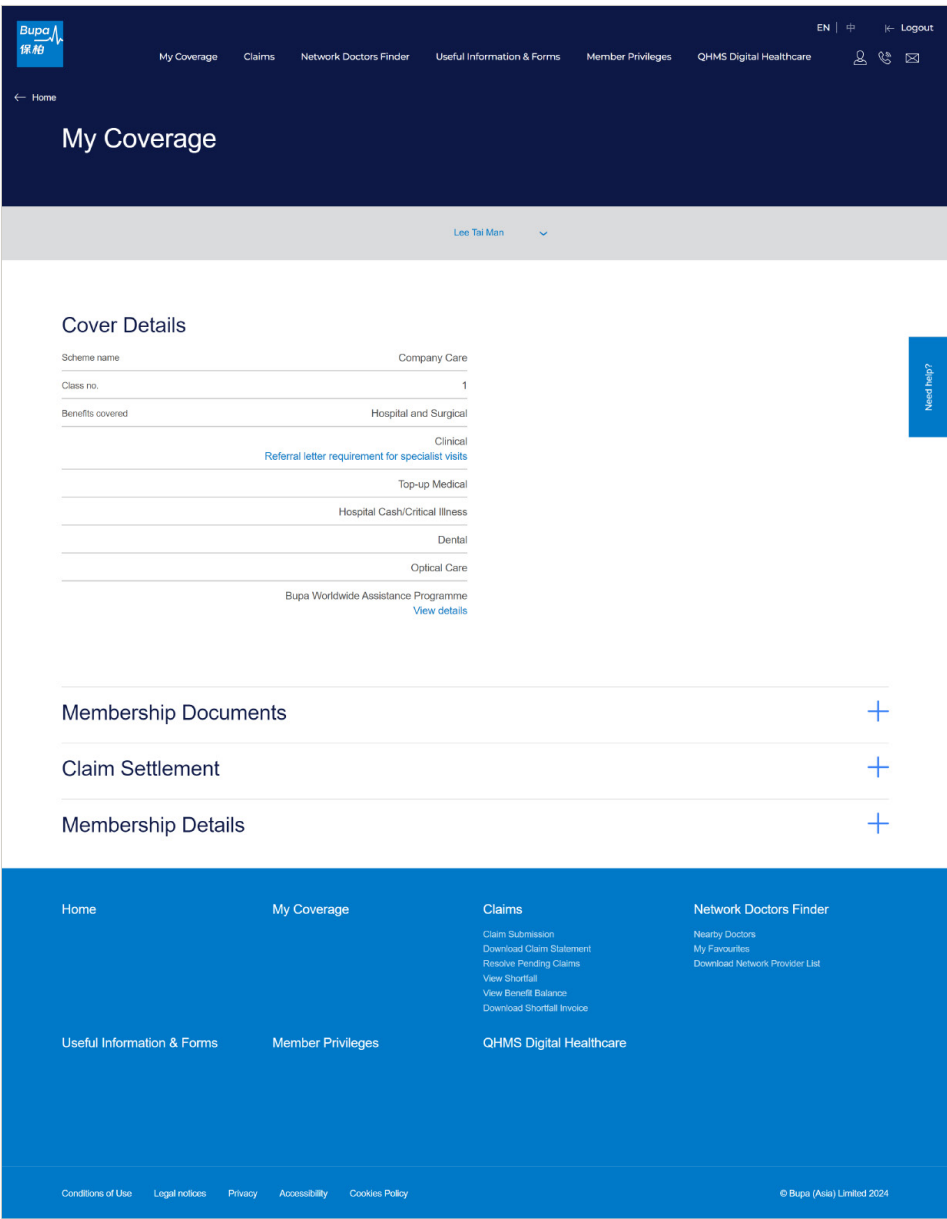
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# 5. Function Highlights

## 5.1 My Coverage

On this page, you can view your scheme details, bank account number for claims reimbursement and your contact information in our record. You can also update your bank account number and contact information including your email address, contact number and local mailing address\*. Changes will be reflected within 24 hours.



\* This service is not applicable to group members.

# 5.2 Claims

On this page, you can check your claims status, view your claims history for the past 12 months; and

- 1 Submit hospital, day surgeries and clinical claims online.
- 2 Download and view claims statement and shortfall invoice (if you or your company have registered to use e-statement service).
- 3 View your outstanding shortfall records since the start of your membership.
- 4 Check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable).
- 5 View the pending items of your claims and reply with required additional information online.

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Logout

My Coverage

Claims

Network Doctors Finder

Useful Information & Forms

Member Privileges

QHMS Digital Healthcare

Home

Claims

1 Claim Submission

2 Download Claim Statement

5 Resolve Pending Claims

3 View Shortfall

4 View Benefit Balance

2 Download Shortfall Invoice

Need help?

All

Voucher no.

Treatment period Last 3 months

Sort by Newest

If you are the subscriber/employee, you can view the claims history of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the claims history of yourself and your dependant(s).

Voucher no.	Member name	Benefit item	Claim status	Received date (DD/MM/YYYY)	Treatment date (DD/MM/YYYY)	Completion date (DD/MM/YYYY)
56315021	Lee Tai Man	General Practitioner	Submitted	02/02/2024	31/01/2024	


Page: 1 / 1

\* The summary does not include claims that are pending, processing or not yet submitted to Bupa.

# 5.3 Submit a claim

On this page, you can:

- 1 Choose the type of claim (clinical, day surgeries, hospital) you'd like to file.
- 2 Also answer a few simple questions and we'll guide you to the correct claim form.



EN | 中 | Logout


My CoverageClaimsNetwork Doctors FinderUseful Information & FormsMember PrivilegesQHMS Digital Healthcare

← Claims


Claim Submission

1 What kind of medical expenses do you need to claim for?


All claims must be submitted within 90 calendar days after discharge, surgery or treatment.

**Clinical / Outpatient treatment**


All outpatient or clinical claims including consultations at outpatient clinics inside hospitals, prenatal check-up or postnatal check-up, dental treatments, wellness benefit or pre-admission or post-hospitalisation outpatient care.

**Hospitalisation / Inpatient treatment**

Claims involving Room and Board or Day Case Ward expenses in any private or public hospital or day-case unit of a Hospital (including delivery, non-surgical cancer treatment or kidney dialysis)

**Day surgeries (Clinical Surgeries)**

Treatments or surgeries at clinics or hospitals or day-case unit of a Hospital that do not involve Room and Board or Day Case Ward expenses (including non-surgical cancer treatment or kidney dialysis)

**Compensation for a critical illness**

A lump sum payment to compensate any medical expenses for treating a critical illness (Applicable to Bupa Critical Essential Care, Bupa Safe Critical Illness Insurance Scheme and Supplementary Critical Illness Benefit under Bupa Hero VHIS Plan)  
\*Online claim submission is currently unavailable. Please submit your claim via a paper form.

?

Not sure which one to choose?

2 Let us guide you to the right claims submission process in just a few steps so that your claims can be processed smoothly

Start

3 Subscribers of individual schemes and employees under group schemes can submit eClaims for themselves and their dependant(s) (if any) under the same contract. Please select the dependant's name from a drop-down list.

- Fill in the treatment / hospitalisation date, claim item, treatment amount and other details, then upload supporting documents, and sign to confirm the submission.
- There's no limit on the no. of files that you can upload, but you can only upload a max. of 30MB in total file size per claim submission.
- As we may request you to provide the original copy of any claims documents, please keep the original copies for at least 6 months from the date of claim submission.

The screenshot displays the Bupa Member Portal interface for submitting a claim. The top navigation bar includes the Bupa logo, a language selector (EN | 中), a logout link, and several menu items: My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, and QHMS Digital Healthcare. A breadcrumb trail shows the user is in the 'Claim Submission' section.

## Submit a Clinical/Outpatient Claim

### Claims Details

Submit claim for [?](#)

3 Please select

Date of treatment

DD/MM/YYYY (e.g. 31/01/2000)

Claim item

Please select

Cancel Next

Need help?

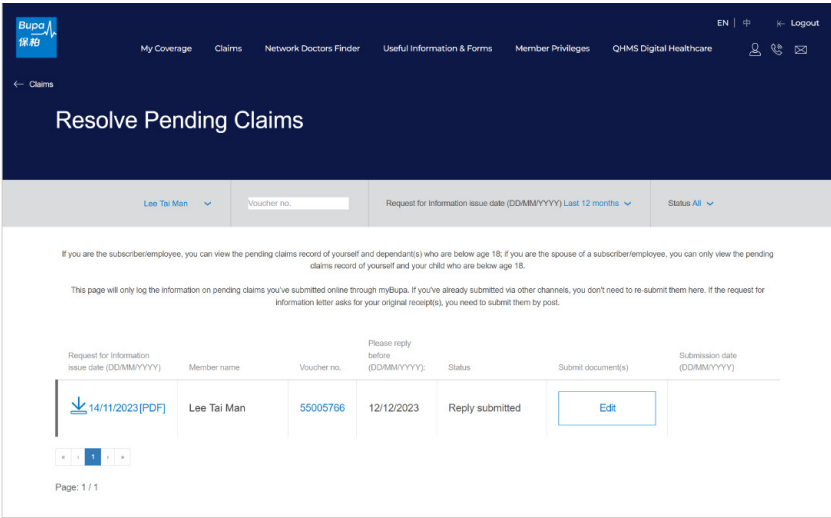


# 5.4 Resolve Pending Claims

We’ve launched a new electronic version of our existing Request for Information Notification (also known as CIRs). It’s currently available for individual members and selected group scheme members only.

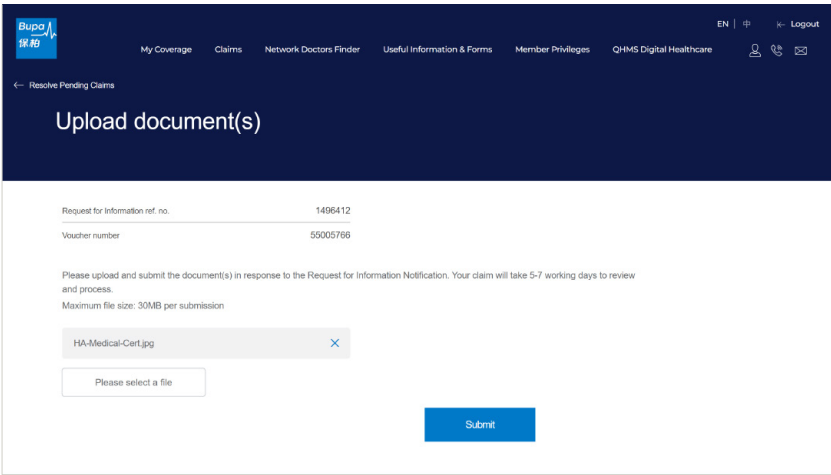
On this page, you can:

- View the pending items of your claims. A notification will be sent to you by email or post if any pending items are required.



On this page, you can:

- Reply with additional information as required through myBupa directly.



# 5.5 View Benefit Balance

On this page, you can check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable) under your contract. Full details on your usage can be found in your claim history.

Bupa

保柏

My Coverage

Claims

Network Doctors Finder

Useful Information & Forms

Member Privileges

QHMS Digital Healthcare

EN

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中

←

Logout

←

Claims

View Benefit Balance

Lee Tai Man

2024/01

Need help?

Benefit Balance

as of 21/02/2024

Full detail on your usage can be found on in [your claim history](#).

The following balance does not include claims that are pending, processing or not yet submitted to Bupa.

No. of visits recorded

Below benefit item's balance may be subject to the overall balance

Overall Clinical Benefit

Network Benefit

Non-Network

Used 20

Remaining 30

Max. 50

General Practitioner

Used 2

Physiotherapist

Used 11

Specialist

Used 2

Chinese Herbalist, Bonesetter

Network Benefit

Non-Network

Used 1

Remaining 19

Max. 20

\* The summary does not include claims that are pending, processing or not yet submitted to Bupa.

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# 5.6 Doctors Finder

On this page, you can:

- 1 Find network doctors' contact information based on provider name, service type or location.
- 2 Save your favourite doctors' contact details to 'My Favourites' to easily find them next time.
- 3 Download a full list of providers and Medpass Network Hospitals - the list of network hospitals in China (if applicable).

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Home

Network Doctors Finder

1

Nearby Doctors

>

2

My Favourites

>

3

Download Network Provider List

>

Need help?

Lee Tai Man

Q District All

Q Service Type All

Female Male

Night Clinic

Keyword search (e.g. name, tel, clinic...)

Sort by Default

Network provider services maybe subject to change from time to time. You're advised to call the network providers in advance to ensure your medical card is accepted before visiting.

Requiring referral

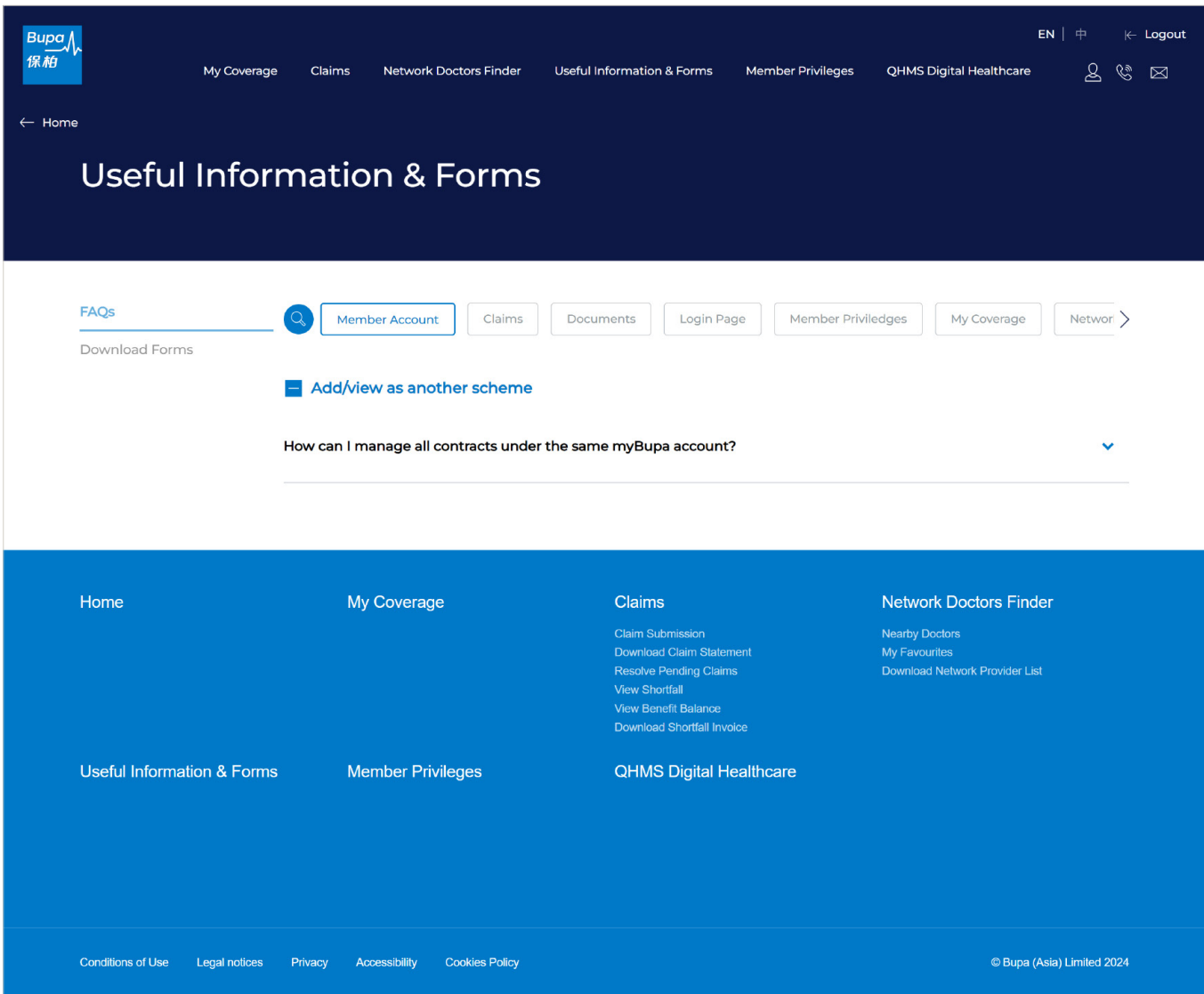
Bupa 保柏 Medical Centre

Bupa Medical Centre offers premium integrated specialist healthcare staffed with service assistants to provide personalised experience.

Doctor/Clinic/Centre name	Service Type/Specialty/Day Case Surgery	Phone no.	Address	Service remarks
<div>Sin Chung Yau</div> <div><div>Bupa 保柏 Medical Centre</div><div></div></div>	Day Case Centres (Gastroscopy & Colonoscopy) - General Surgery	9389 1732	Bupa Medical Centre, Rooms 1007, 10/F, New Town Tower, 10-18 Pak Hok Ting Street, Shatin, New Territories	
<div>Sin Chung Yau</div> <div><div>Bupa 保柏 Medical Centre</div><div></div></div>	Specialists - General Surgery	9389 1732	Bupa Medical Centre, Rooms 1007, 10/F, New Town Tower, 10-18 Pak Hok Ting Street, Shatin, New Territories	


# 5.7 Useful Information & Forms

In this page, you can view our frequently asked questions, download claim forms and other frequently-used forms.



## 5.8 Member Privileges

- myBupa Member Privileges are special offers exclusively for Bupa members. These include discounts on healthcare services, such as doctors' consultations or immunisations, as well as entertainment and lifestyle products.
- Redeem any myBupa Member Privileges offer by presenting the e-voucher and a valid identity document to the participating vendor. Prior appointment may be required.
- Please note: myBupa Member Privileges offers can only be redeemed by Bupa members with active memberships.



EN | 中 | Logout

My Coverage | Claims | Network Doctors Finder | Useful Information & Forms | Member Privileges | QHMS Digital Healthcare

Home



# Member Privileges

Filter by

### Member Privileges

myBupa Member Privileges features exclusive offers, discounts and promotions for a wide variety of products and services. Check out the latest offers exclusively available for Bupa members like you.



#### Basic Health Check 2



Health Check Package

Exclusive privilege for Bupa members at Quality HealthCare clinics



#### Comprehensive Women Health Check



Health Check Package

Exclusive privilege for Bupa members at QHMS clinics

#### Comprehensive Men Health Check



Health Check Package


Exclusive privilege for Bupa members at QHMS clinics

Need help?

# 5.9 Inbox

On this page, you can view latest incoming member documents and notices, such as Monthly Shortfall Statement. By clicking on the file name, you can download the respective documents.

(This feature is currently not available to group members)



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Logout

My Coverage




Claims

Network Doctors Finder

Useful Information & Forms

Member Privileges

QHMS Digital Healthcare



Home

Inbox

All document types

Period All

Sort by Newest

Updated Date (DD/MM/YYYY)	Document
06/11/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
05/11/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
24/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
23/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
22/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
17/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
17/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
10/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>
08/10/2024	<a href="#">Monthly Shortfall Statement [PDF]</a>

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## 5.10 Add/view as another scheme

On this page, you can:

- 1 View the list of Bupa schemes that you have added to your account on myBupa.
- 2 Add another scheme by providing corresponding membership number, HKID and date of birth.
- 3 Select the specific scheme to view its details.

The image shows two screenshots from the myBupa portal. The top screenshot shows the user's account page with a 'Company Care' dropdown menu. A red circle labeled '3' highlights the 'Add Another Scheme' button. A red arrow points from this button to the bottom screenshot. The bottom screenshot shows the 'Add Another Scheme' form. A red circle labeled '2' highlights the form title. The form contains fields for 'Membership no.\*', 'HKID/Passport no.\* (The first 5 digits, including letters)\*', and 'Date of birth [icon]\*'. Below these fields is a 'Personal Information Collection Statement' with a checkbox for consent. A 'Submit' button is at the bottom right.

**Top Screenshot: myBupa Account Page**

Navigation: My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, QHMS Digital Healthcare

Hello Lee Tai Man!  
Last login: 22/10/2024 09:52:06 PM

Viewing: Company Care | Membership No: 12341234-12341234

Company Care

View Add Another Scheme Find a doctor

Bind your myBupa account to Blue Health & earn up to \$50 welcome privilege\*  
\*Terms & conditions apply  
Download & bind now >

**Bottom Screenshot: Add Another Scheme Form**

Navigation: My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, QHMS Digital Healthcare

← Add/View as another scheme

### Add Another Scheme

Simply provide the required information to add another scheme to your record on myBupa.

\* Mandatory

Membership no.\*

HKID/Passport no.\* (The first 5 digits, including letters)\*  
e.g. A1234

Date of birth [icon]\*  
DD/MM/YYYY (e.g. 31/01/2000)

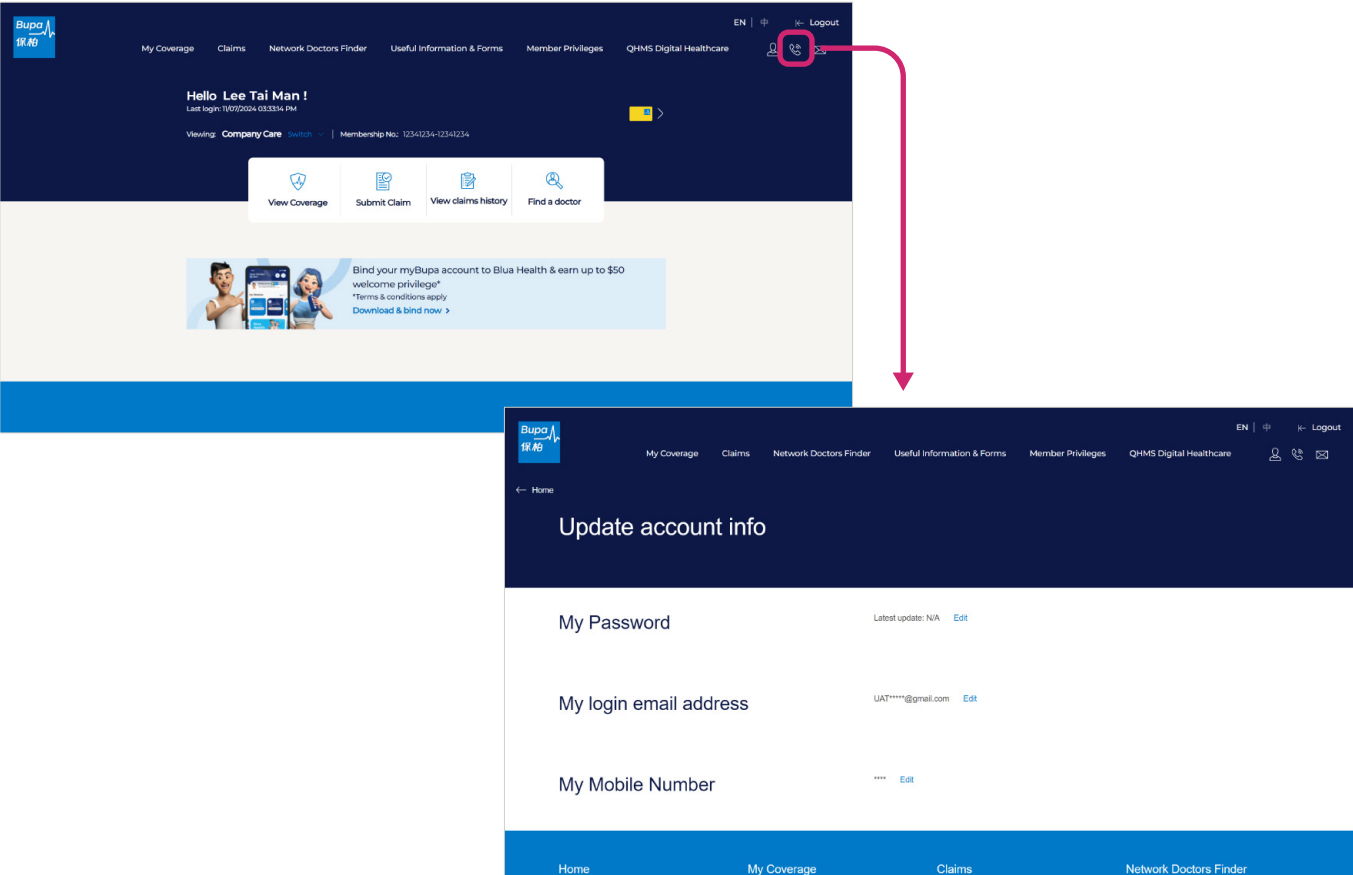
**Personal Information Collection Statement**

☐ I confirm that I have read and understood the [Personal Information Collection Statement](#) ("Statement"). I consent to the transfer of my personal data within or outside of Hong Kong for the purposes and to the types of transferees as set out in the Statement. I have understood the Statement's effect in respect of my personal information collected or held by Bupa (Asia) Limited, including the use, storage, processing, transfer, disclosure and/or sharing of part of or all of my personal information within the Group Companies in accordance with the Statement. The updated version of Statement is available for download from [www.bupa.com.hk](http://www.bupa.com.hk).

Submit

# 5.11 Update account info

On this page, you can change your myBupa password, email address and mobile number.



## 5.12 Update bank account no. and contact information

- 1 You can go to “My Coverage” > “Claim Settlement” to update your bank account no. at any time if needed.
- 2 You can also update your contact information including email, mailing address and contact no. at the bottom of the same page. Upon successful change, you’ll receive our email notification.

(This service is currently available to selected members only)

EN | 中

Logout

My Coverage

Claims

Network Doctors Finder

Useful Information & Forms

Member Privileges

QHMS Digital Healthcare

Person icon

Phone icon

Email icon

Membership Documents

Claim Settlement

Subscription Details

Membership Details

Contact Information

1

Claim settlement methodAutopay

Bank account no.

P\*\* A\*\*\* N\*\*\* F\*\*\* 6\*\*\*\*\* 2\*\*\*\*\*

999999\*\*\*\*999999

Document delivery methodVia e-Services / Softcopy on myBupa

\*Please refer to <https://www.bupa.com.hk/en/customer-care/mybupa/> for the latest list of e-documents available on myBupa. This list is subject to change.

2

Preferred email602\*\*\*\*\*@home.com

Mailing Address

Corr Addr 1 60236532

Corr Addr 2 60236532

Corr Addr 3 60236532

Kwun Tong, Kowloon

Contact Numbers

Mobile no.

Office no.

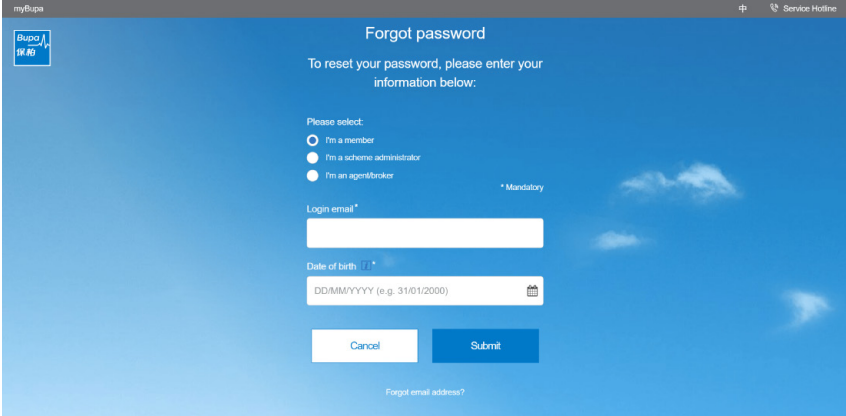
Home no.99\*\*\*\*\*99

## 5.13 Forgot Password

There are three steps to reset your myBupa password:

### Step 1:

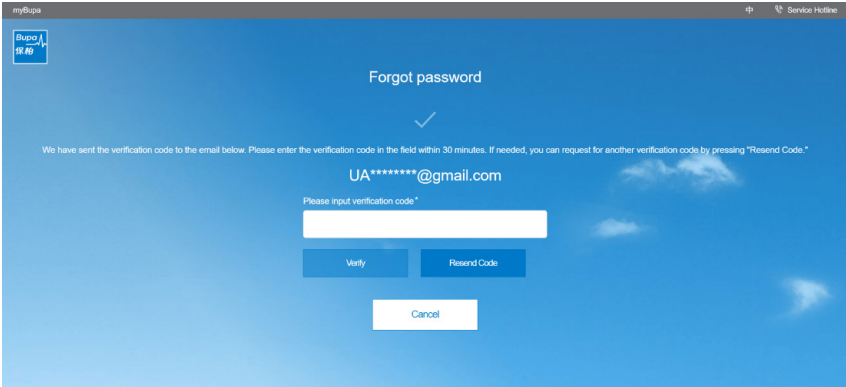
Select your role as a member, enter your email address and the 16-digit membership number.



The screenshot shows the 'Forgot password' page on the myBupa portal. The page has a blue header with the myBupa logo and a 'Service Hotline' link. The main content area is white with a blue background image of a sky with clouds. The title 'Forgot password' is centered. Below the title, it says 'To reset your password, please enter your information below:'. There are three radio buttons for role selection: 'I'm a member' (selected), 'I'm a scheme administrator', and 'I'm an agent/broker'. A note '\* Mandatory' is next to the 'I'm an agent/broker' option. Below the role selection, there is a text input field for 'Login email\*' and a date input field for 'Date of birth\*' with a calendar icon. The date field has a placeholder 'DD/MM/YYYY (e.g. 31/01/2000)'. At the bottom, there are 'Cancel' and 'Submit' buttons. A link 'Forgot email address?' is at the very bottom.

### Step 2:

Check your email that's registered in myBupa to get the verification code and enter the code to complete email verification.

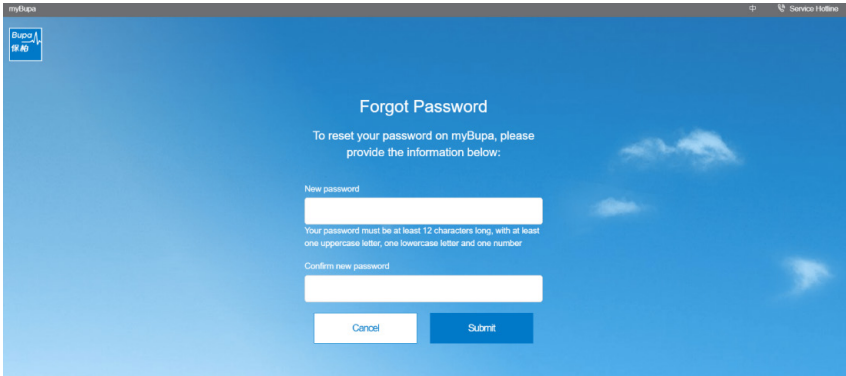


The screenshot shows the 'Forgot password' page on the myBupa portal, Step 2. The page has a blue header with the myBupa logo and a 'Service Hotline' link. The main content area is white with a blue background image of a sky with clouds. The title 'Forgot password' is centered. Below the title, there is a green checkmark icon and a message: 'We have sent the verification code to the email below. Please enter the verification code in the field within 30 minutes. If needed, you can request for another verification code by pressing "Resend Code".' Below the message, the email address 'UA\*\*\*\*\*@gmail.com' is displayed. There is a text input field for 'Please input verification code\*'. Below the input field, there are 'Verify' and 'Resend Code' buttons. At the bottom, there is a 'Cancel' button.

### Step 3:

Enter your new password twice to complete.

Your password must be at least 12 characters long, with at least one uppercase letter, one lowercase letter and one number.



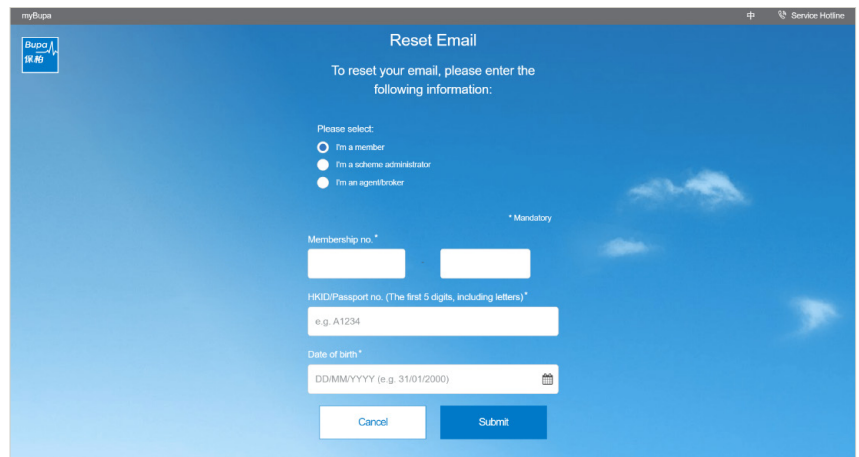
The screenshot shows the 'Forgot password' page on the myBupa portal, Step 3. The page has a blue header with the myBupa logo and a 'Service Hotline' link. The main content area is white with a blue background image of a sky with clouds. The title 'Forgot Password' is centered. Below the title, it says 'To reset your password on myBupa, please provide the information below:'. There are two text input fields: 'New password' and 'Confirm new password'. Below the 'New password' field, there is a note: 'Your password must be at least 12 characters long, with at least one uppercase letter, one lowercase letter and one number'. At the bottom, there are 'Cancel' and 'Submit' buttons.

## 5.14 Forgot Email Address

There are two steps to reset your email address on myBupa:

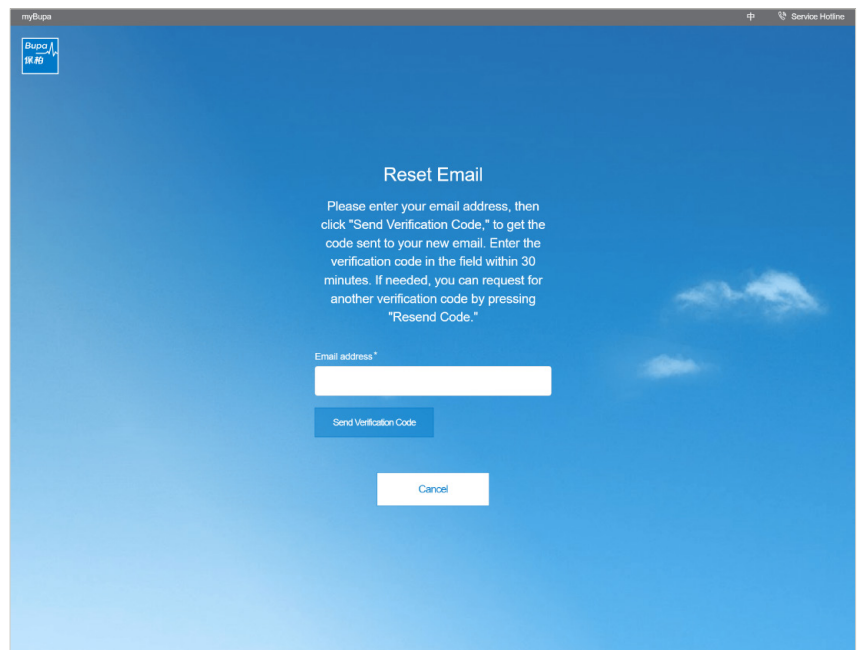
### Step 1:

Select your role as a member and then enter the three key membership details.



### Step 2:

Enter your new email address and click “Send Verification Code” to send the code to your new email. Enter the verification code to complete the change email process.



# Support

myBupa Helpline

Tel: **3572 0077**

Mon - Fri, 9am - 9pm (Except public holidays)