

# 「電子理賠」 暢快體驗

中銀集團保險現已推出嶄新的團體醫療電子理賠服務，只需 5 步，透過我們的 APP 流動電話應用程式或官方網站平台，足不出戶實現電子理賠。

1. 下載本公司 APP 流動電話應用程式或瀏覽本公司官網平台，進行會員【註冊】及【登入】；



流動電話應用程式  
(iOS/Android)



官方網站平台  
(www.bocgins.com)

- 2a. 輸入您持有的團體醫療卡資料，於【個人中心】按【團體醫療保單連結】增添保單；

Mobile app screenshot of the 'Group Medical Policy Link' form. The form includes fields for 'Policy Number', 'Employee ID/Name', and 'Policy Password'. A 'Link' button is at the bottom. Below the form are links for 'Policy Linking Tutorial' and 'Single Policy / Group Medical Policy Linking Demo'.

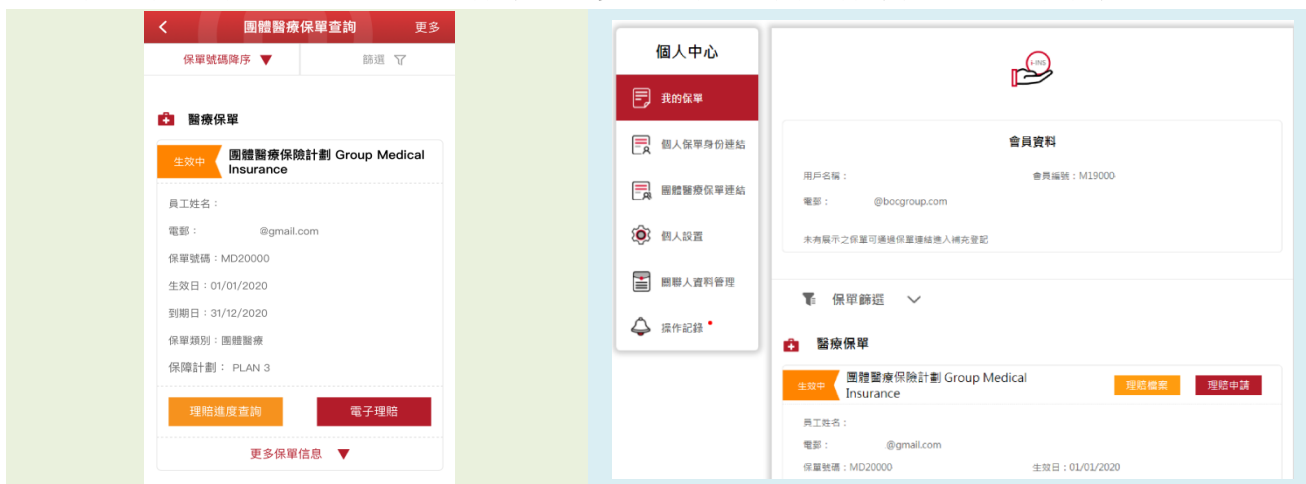
Website screenshot of the 'Group Medical Policy Link' form. The form includes fields for 'Policy Number', 'Employee ID/Name', and 'Policy Password'. A 'Link' button is at the bottom. Below the form are links for 'Policy Linking Tutorial' and 'Single Policy / Group Medical Policy Linking Demo'. A sidebar menu on the left shows 'Personal Center' with options like 'My Policies', 'Individual Policy Linking', 'Group Medical Policy Linking', 'Personal Settings', 'Contact Information Management', and 'Transaction Record'.

- 2b. 如您持有的是個人醫療保單，亦可於【個人中心】按【個人保單身份連結】，將同一投保人資料的保單（同一身份證號碼及手機號碼的保單）增添到您的帳戶內；

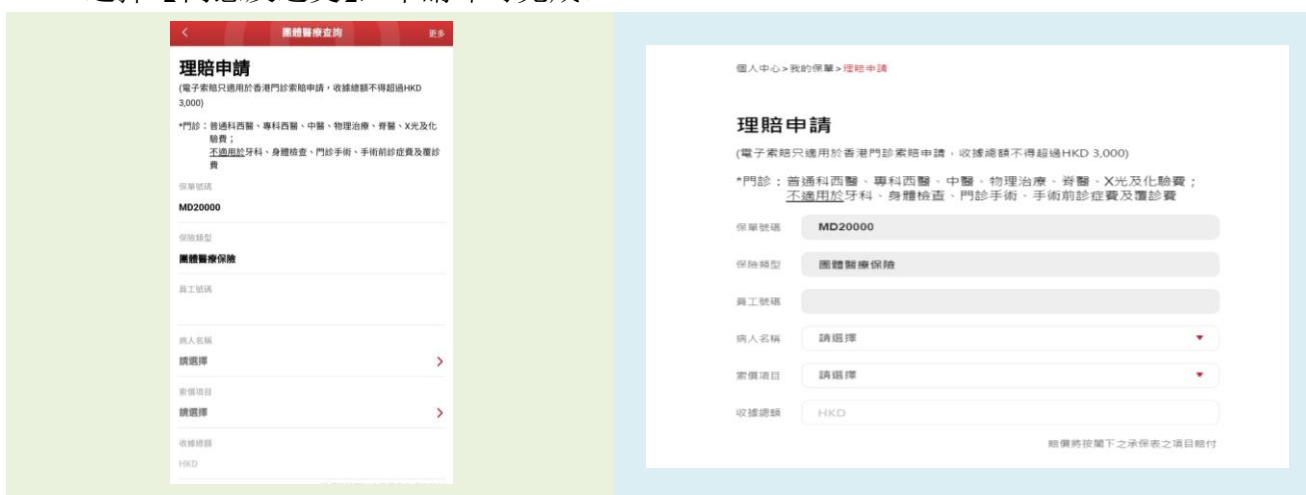
Mobile app screenshot of the 'Individual Policy Identity Link' form. The form includes fields for 'Policy Number/Insurance ID Number' and 'Identity Card Number'. A 'Link' button is at the bottom. Below the form are links for 'Policy Linking Tutorial' and 'Single Policy / Group Medical Policy Linking Demo'.

Website screenshot of the 'Individual Policy Identity Link' form. The form includes fields for 'Policy Number/Insurance ID Number' and 'Identity Card Number'. A 'Link' button is at the bottom. Below the form are links for 'Policy Linking Tutorial' and 'Single Policy / Group Medical Policy Linking Demo'. A sidebar menu on the left shows 'Personal Center' with options like 'My Policies', 'Individual Policy Identity Linking', 'Group Medical Policy Linking', 'Personal Settings', 'Contact Information Management', and 'Transaction Record'.

3. 於【个人中心】內的【我的保單】一覽您的個人/團體保單資訊及理賠狀況；



4. 如需申請理賠，可選擇每張保單上的【理賠申請】。輸入相關索償項目，上傳醫療收據，選擇【同意及遞交】，申請即可完成。



5. 成功遞交後，您可在【理賠進度查詢】(流動電話應用程式)/【理賠檔案】(官方網站平台)中查閱該理賠的申請進度及處理結果。

