Guide to Submit Pre- and Post-hospitalisation Bills for HSBC Life

Insurance Advice, Better Experienced™

1. If your bills are incurred due to day surgery, dialysis, cancer therapy or an earlier hospitalisation, and
2. You have already paid in full for these bills

You may submit the bills to HSBC Life via https://www.insurance.hsbclife.com.sg/hsbclifeapp/signin

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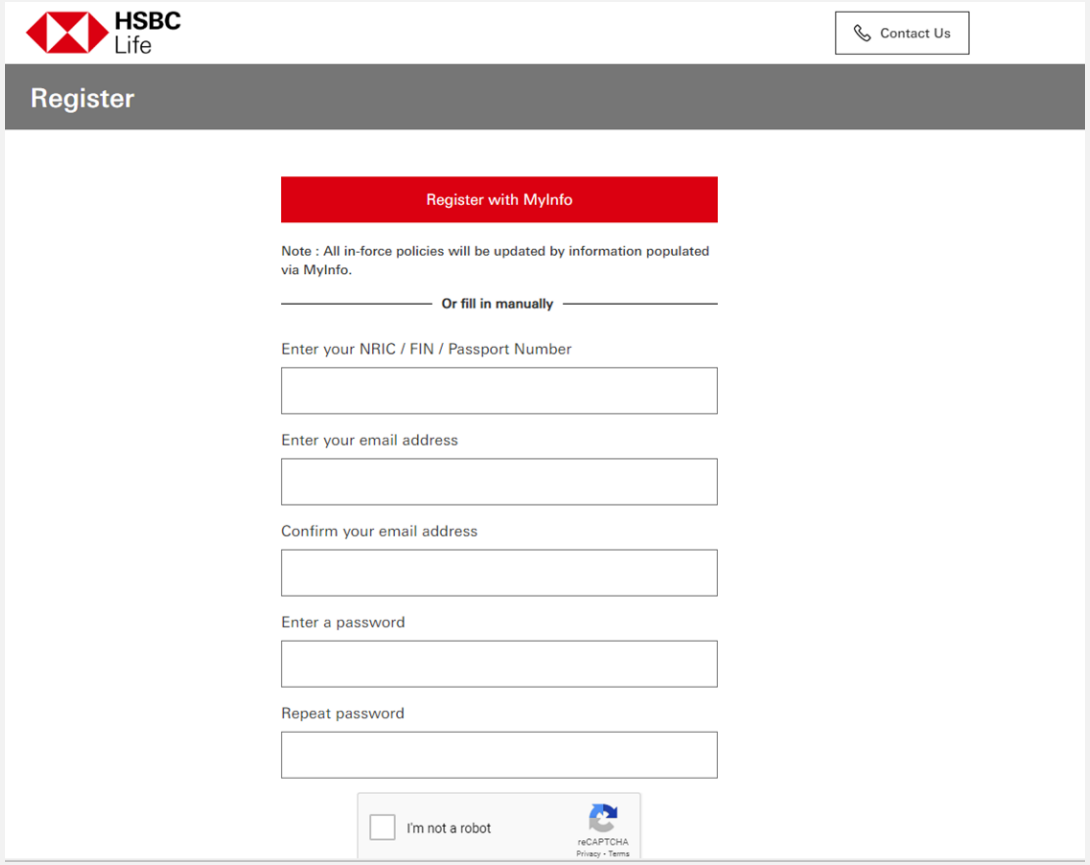
Step 1

- Register for a HSBC Life portal account via https://www.insurance.hsbclife.com.sg/hsbclifeapp/register
- If you already have an account, move on to Step 2



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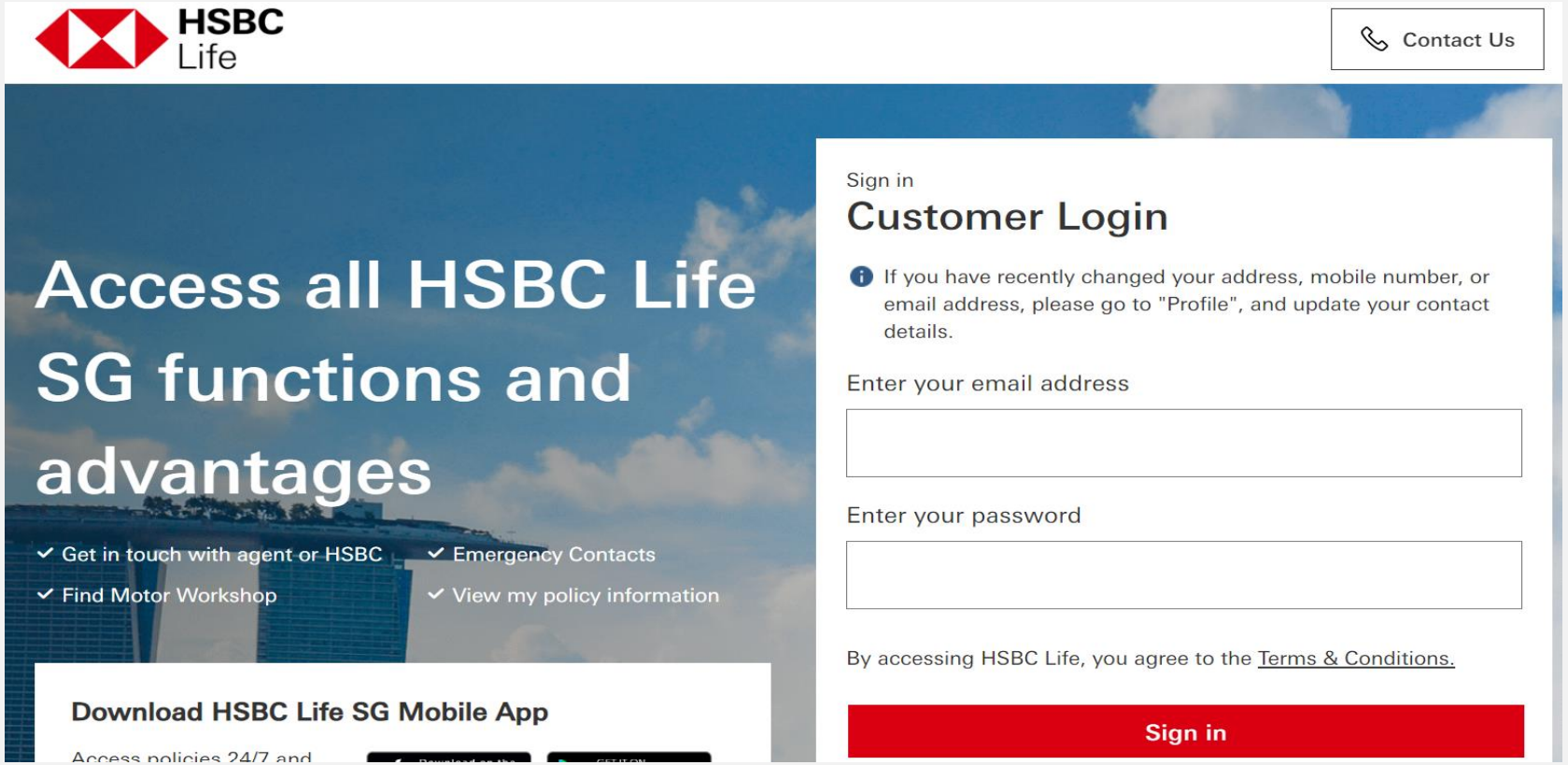
Step 2

- Login to HSBC Life portal via https://www.insurance.hsbclife.com.sg/hsbclifeapp/signin



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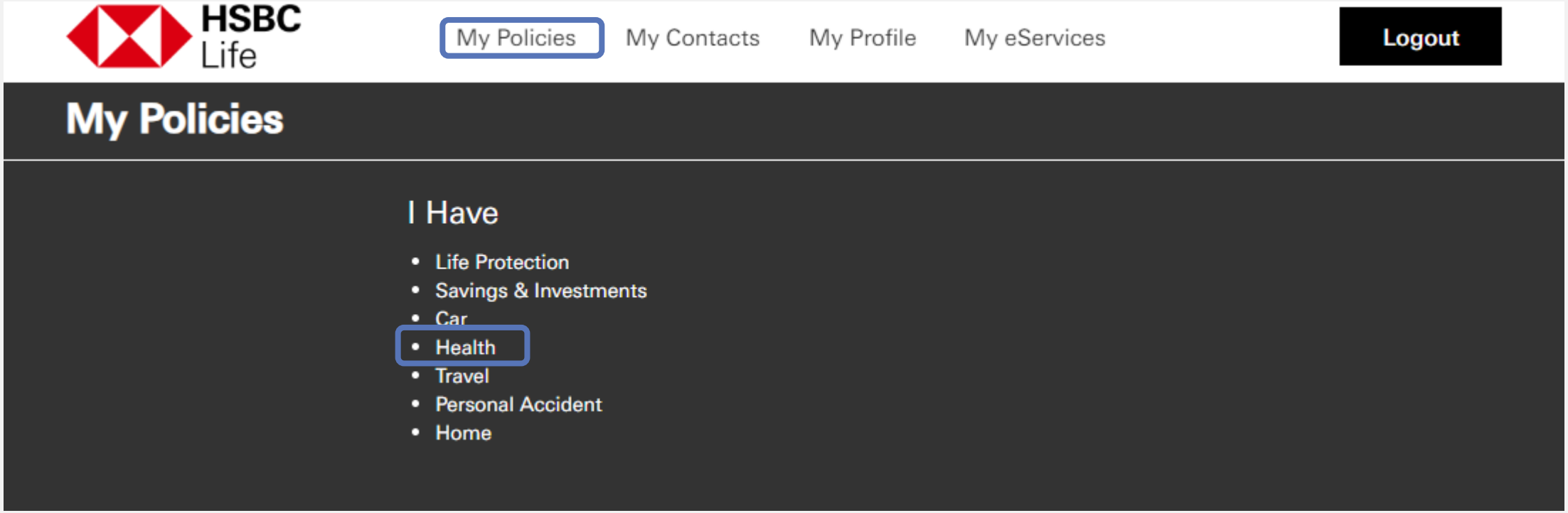
Step 3

- Click on “My Policies” -> “Health”



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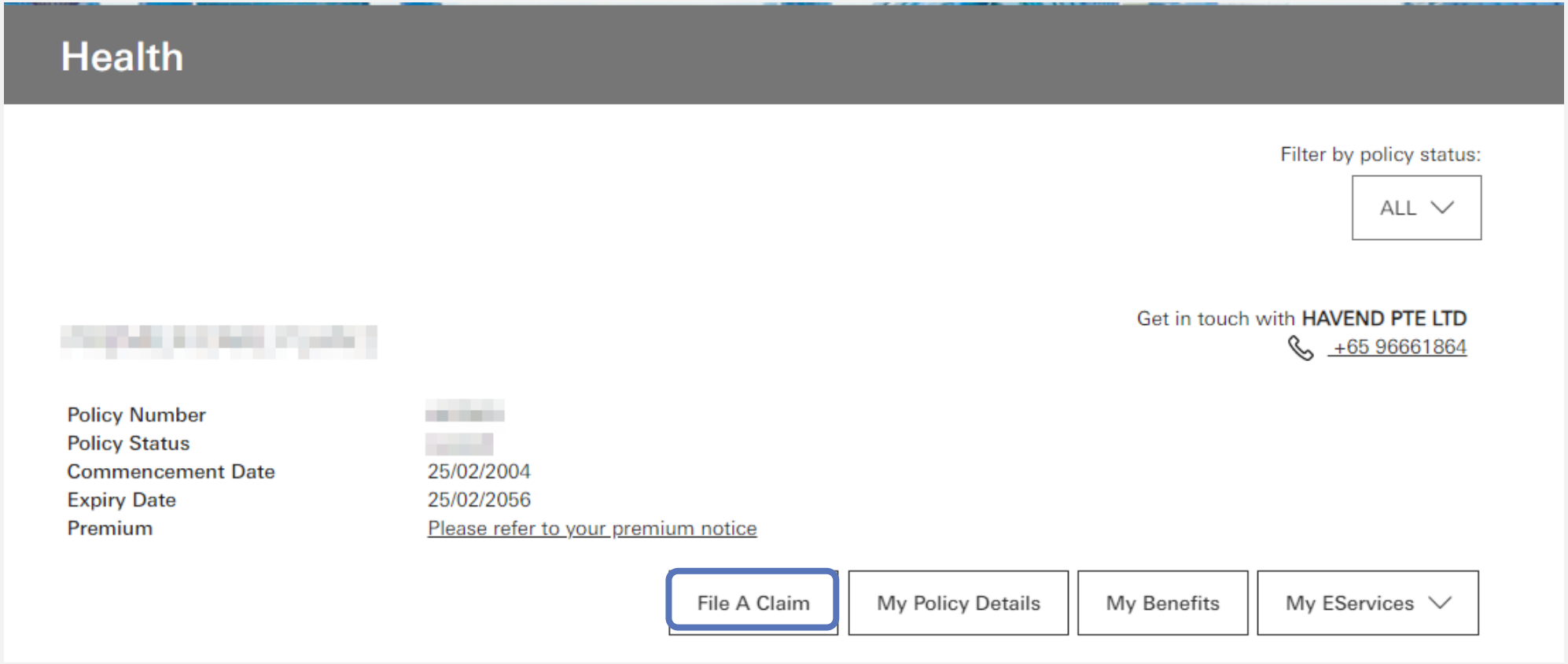
Step 4

- Click on “File A Claim”



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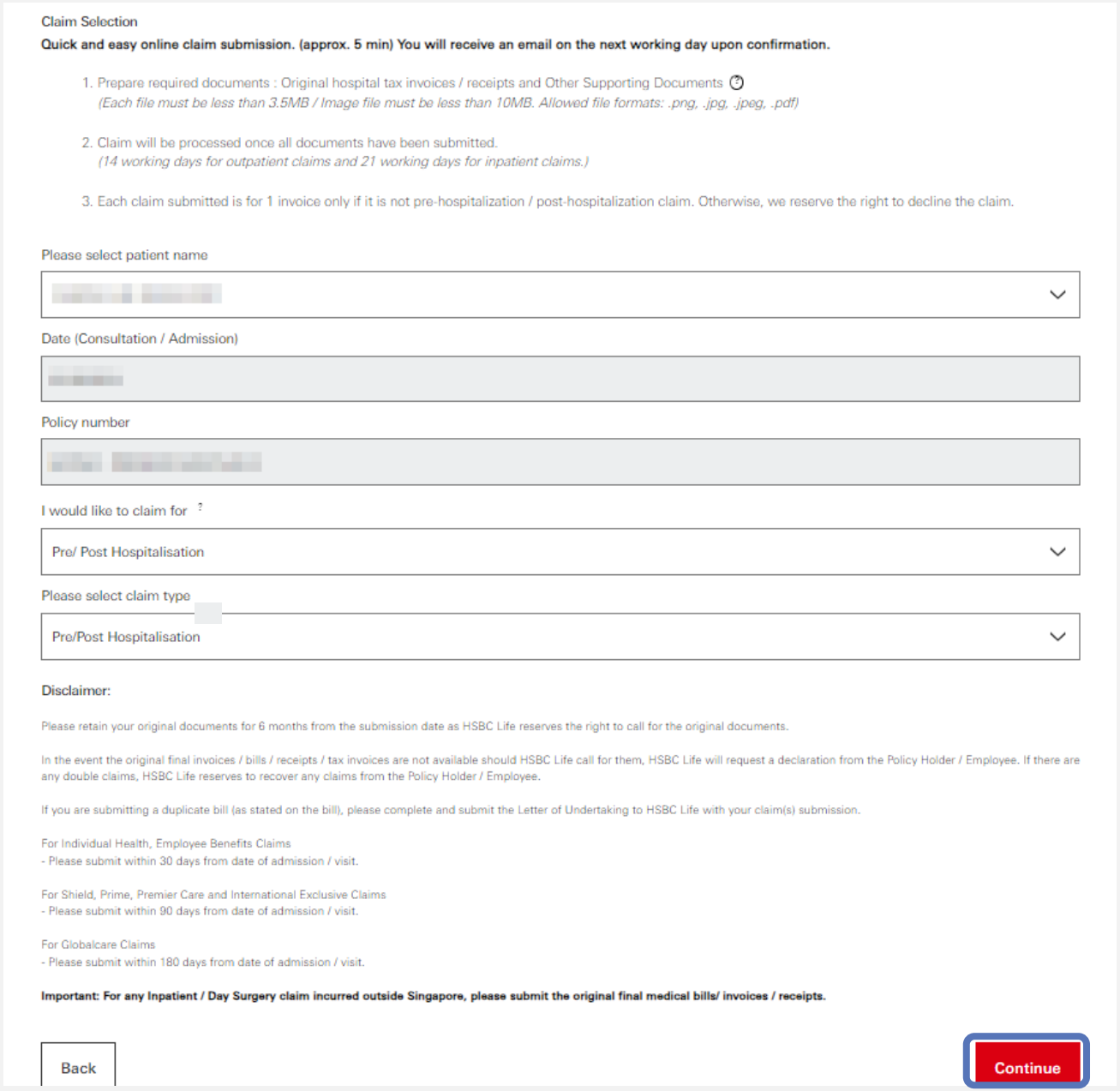
Step 5

- Select the policy you are claiming for
- Enter the date of consultation/Admission
- Select “Pre/ Post Hospitalisation” as the claim type
- Click on “Continue”



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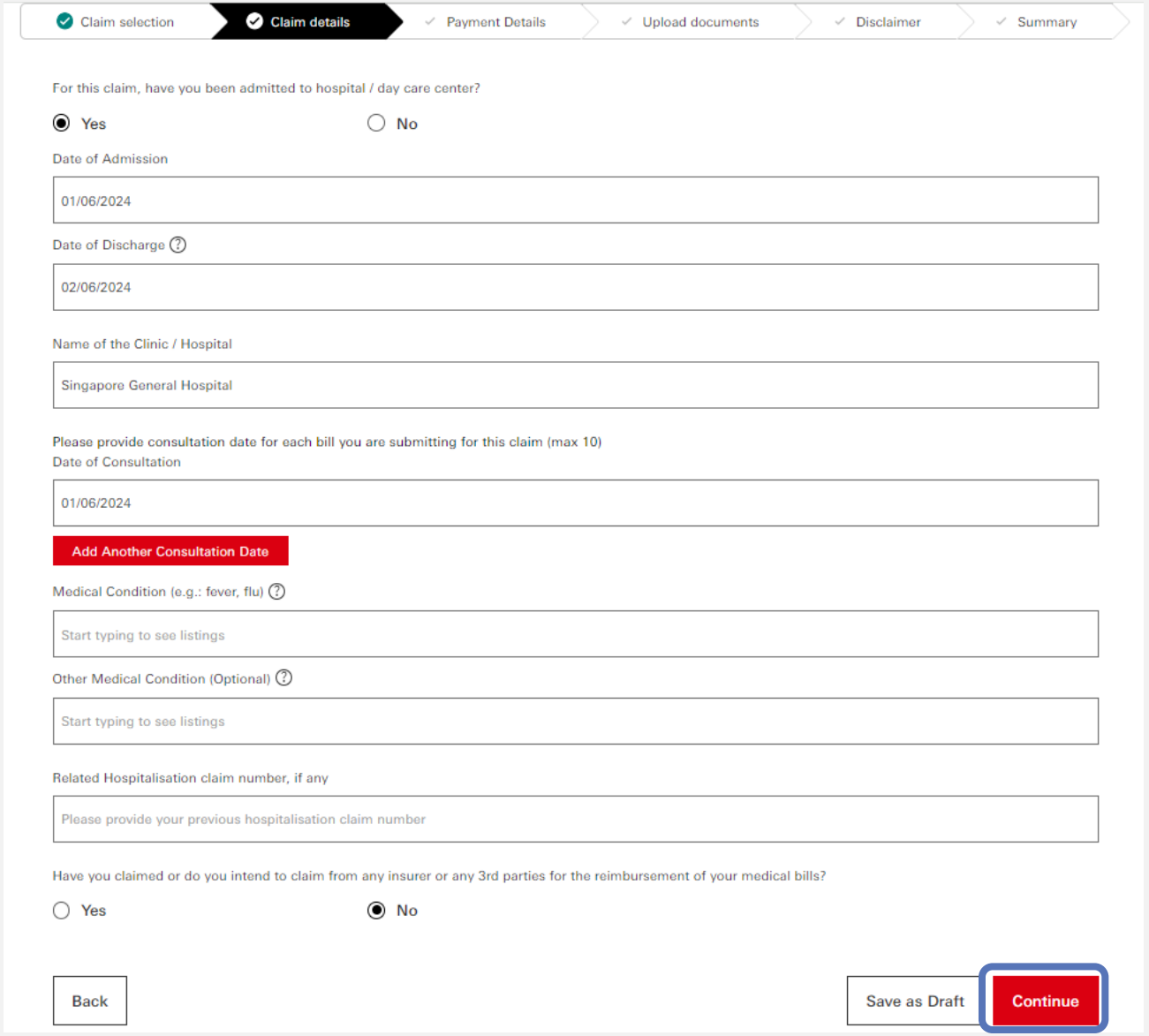
Step 6

- Enter your claim details
- Declare if you have claimed or have the intention to claim from another insurer or any 3rd parties for the reimbursement of your medical bills
- Click on “Continue”



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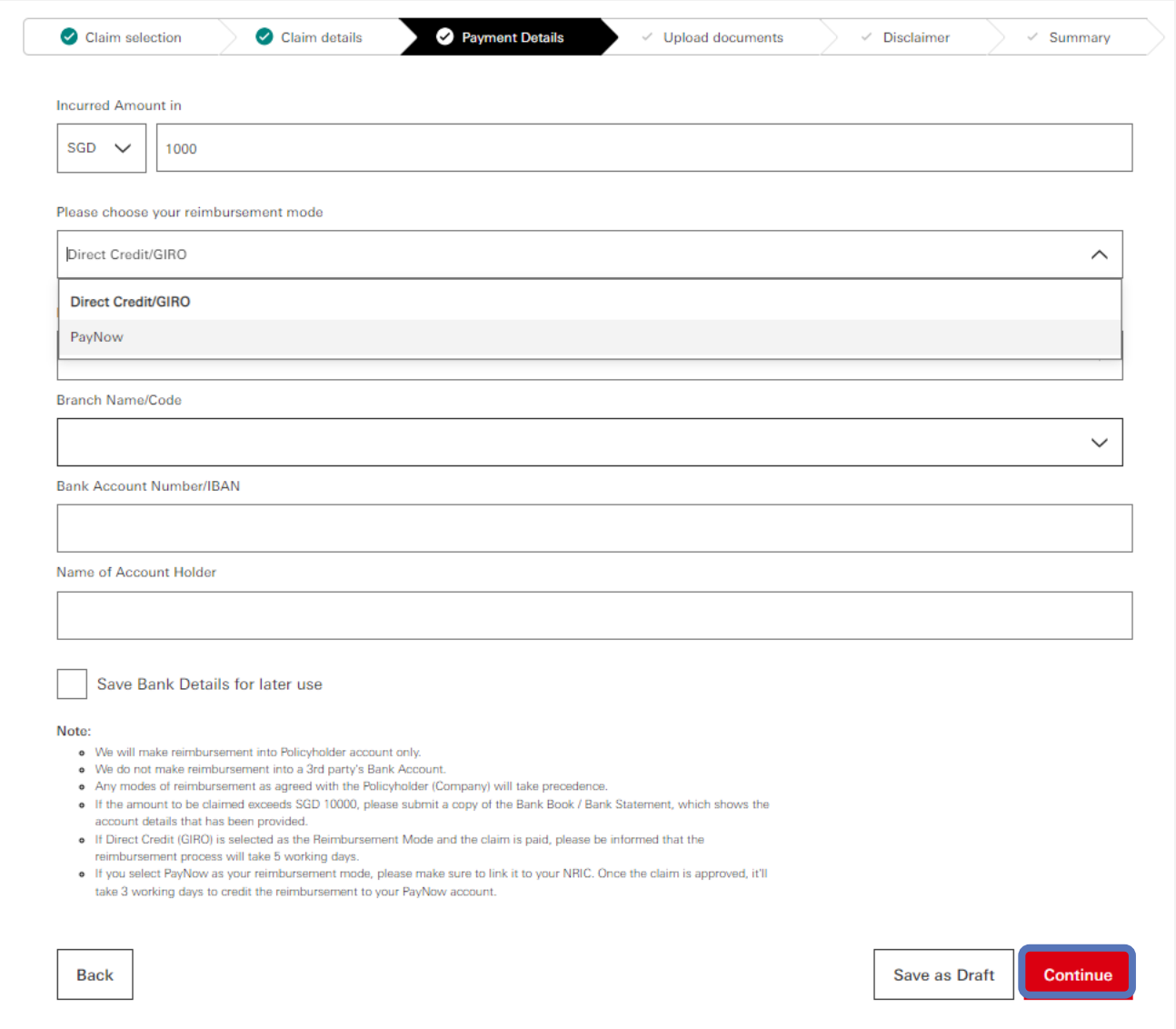
Step 7

- Enter the incurred amount for your medical bill(s)
- Select your preferred reimbursement mode
- Enter the payment details
- Click on “Continue”



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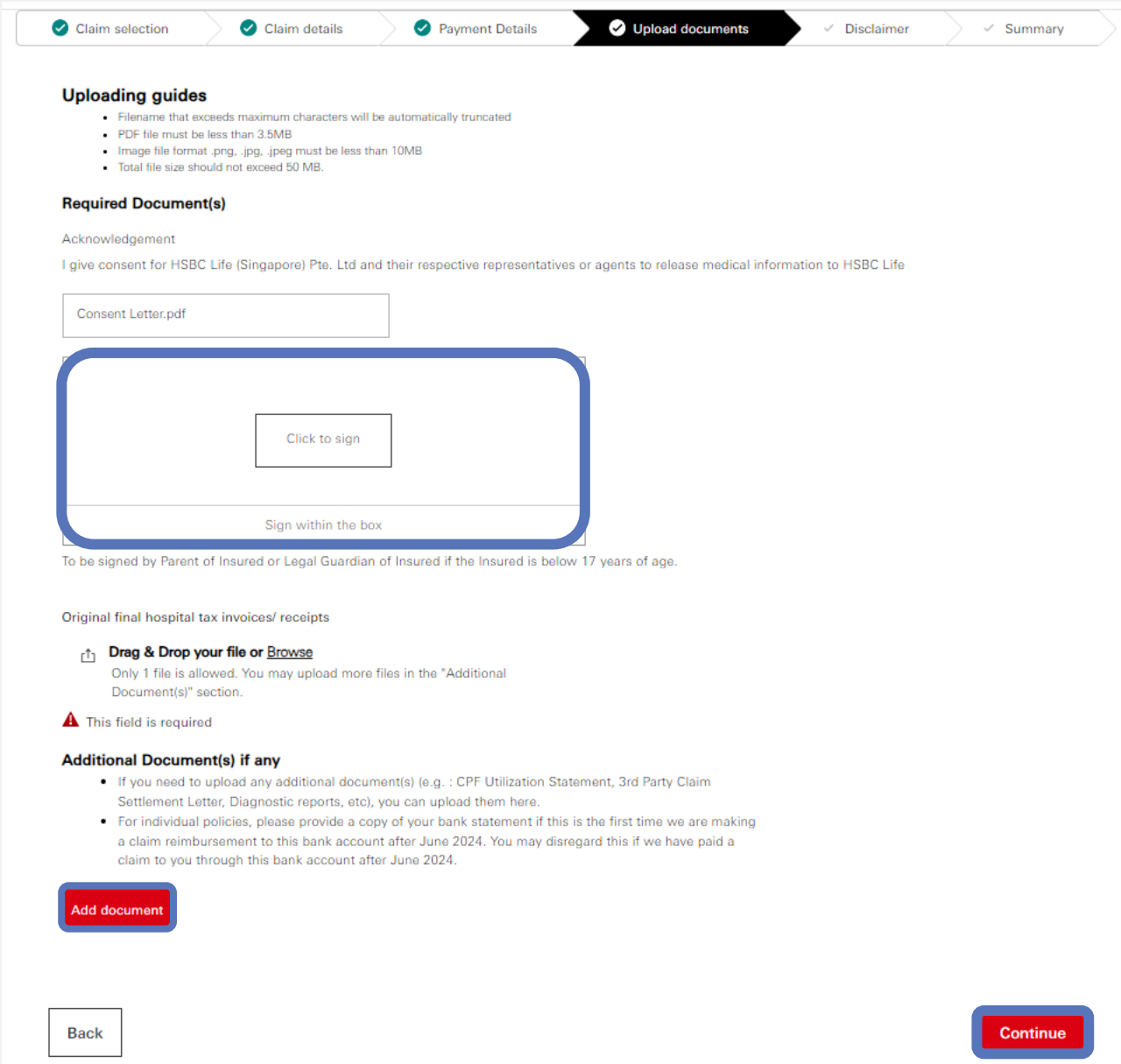
Step 8

- Sign the Consent Letter by clicking on the box
- Upload your tax invoice(s) and supporting documents that prove the bills are fully paid
- Click on “Continue”



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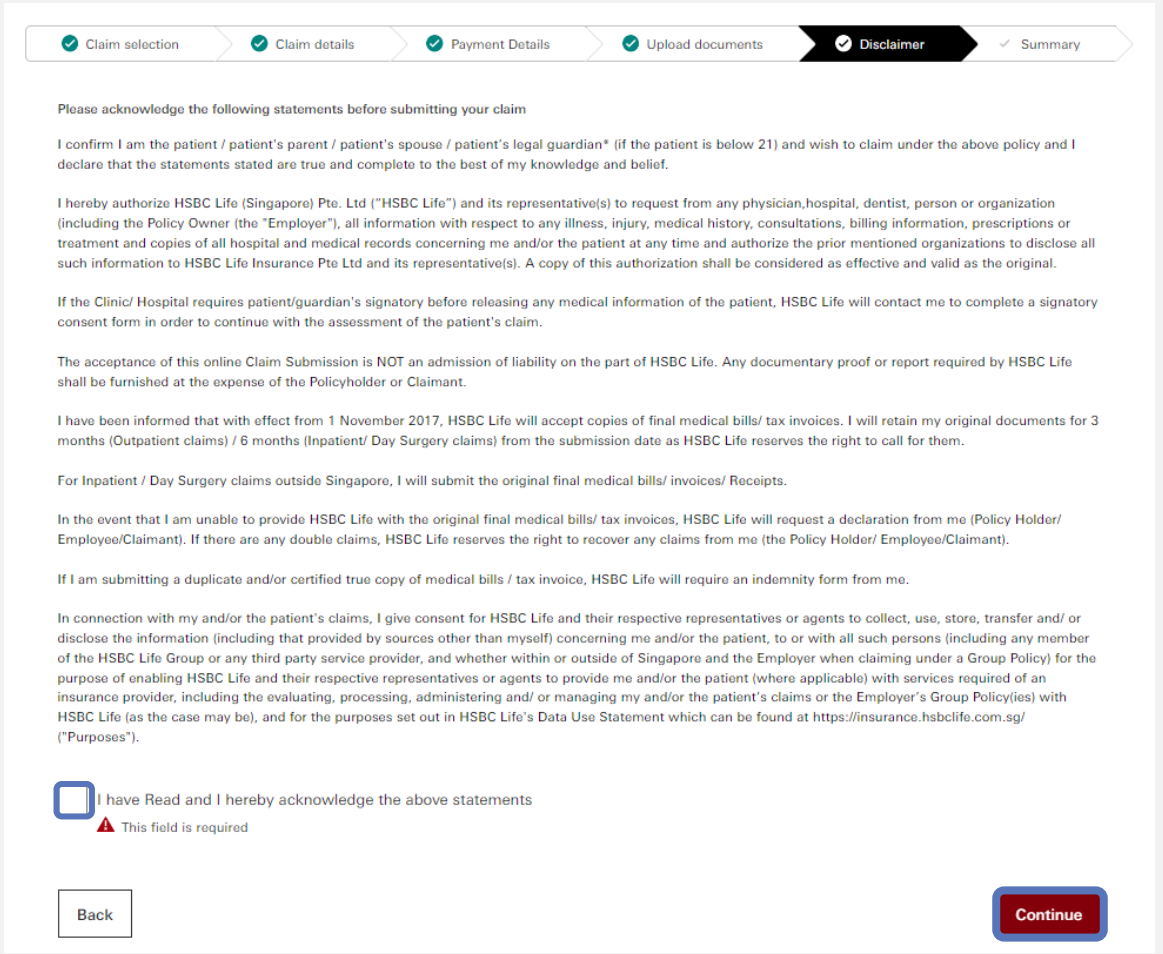
Step 9

- Check and agree to the declarations and T&Cs
- Click “Submit”



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Thank You

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