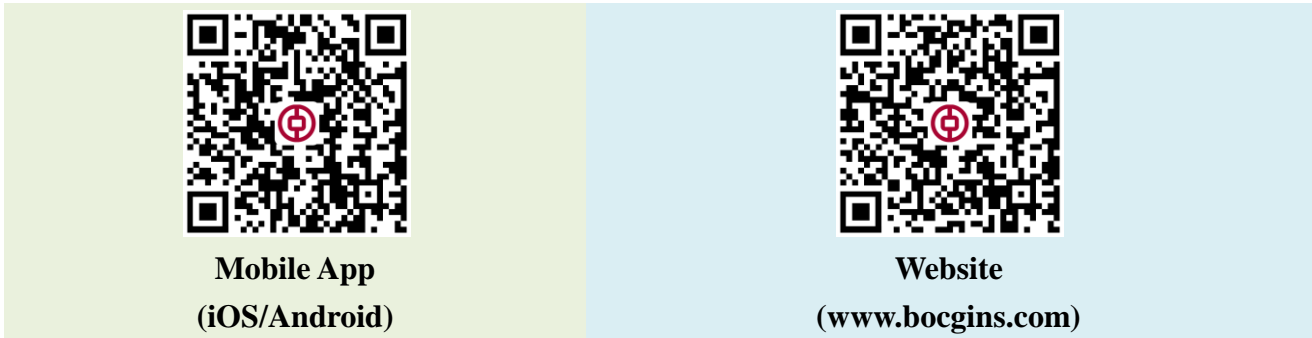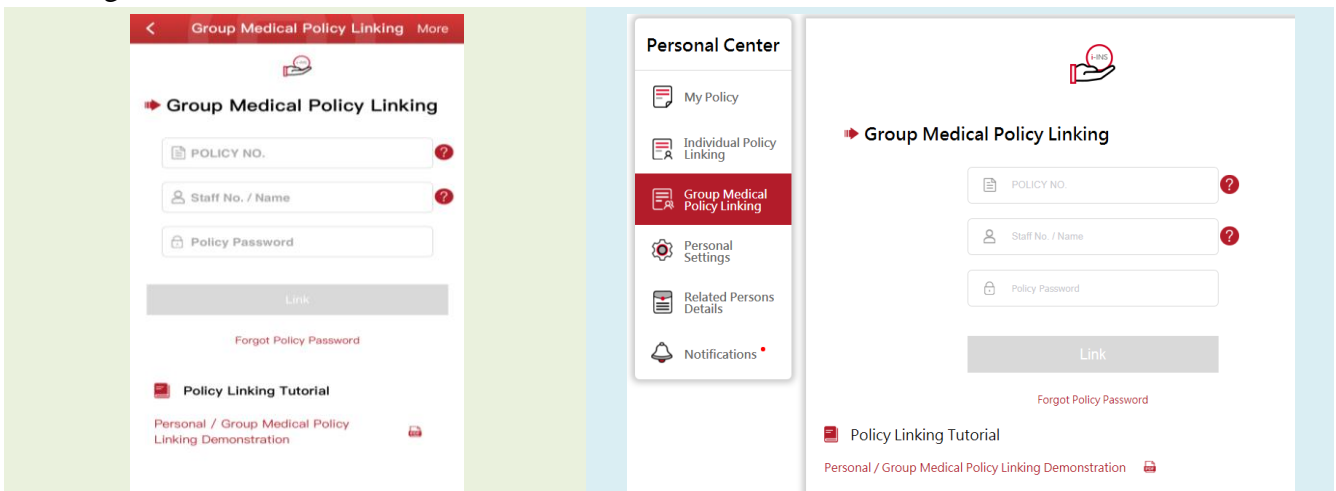# Smart eClaim Experience

BOCG Insurance has launched Group Medical eClaim Service. Everyone can apply eClaim anytime and anywhere through our Mobile APP or Website in just 5 steps.
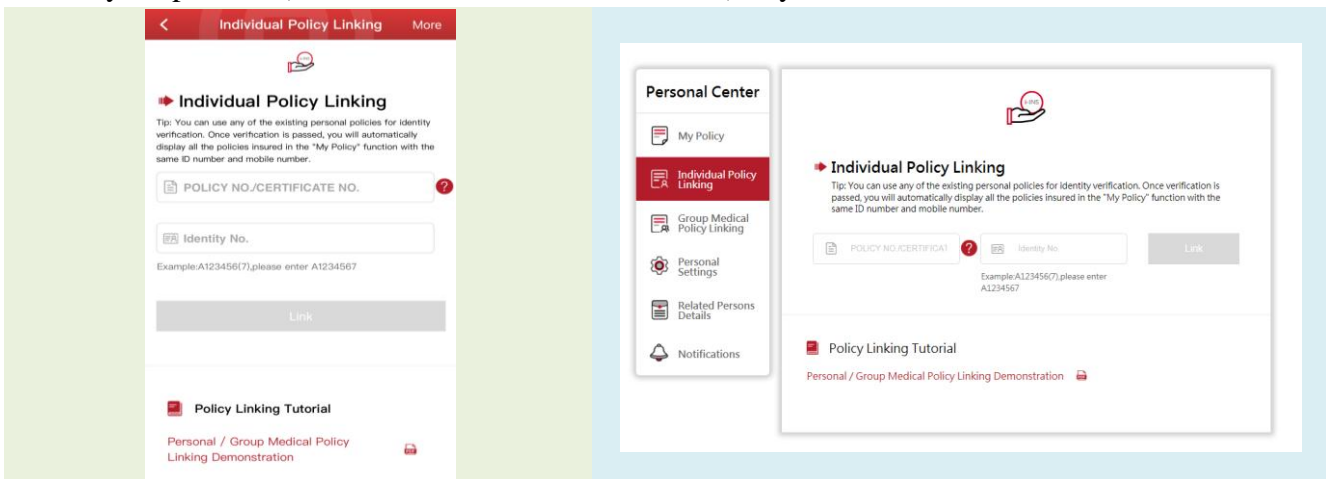
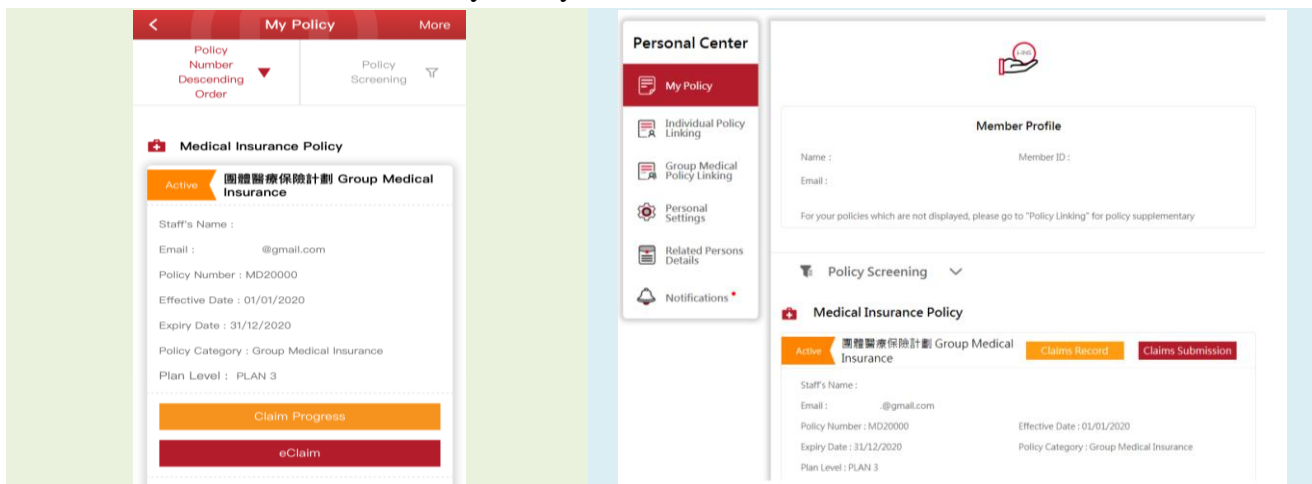1. Download BOCG Insurance Mobile App or visit our website to [REGISTER] and [LOGIN];

Mobile App
(iOS/Android)

Website
(www.bocgins.com)

2a. Enter the relevant information on your Group Medical Card, then click [Group Medical Policy Linking] in [Personal Center];
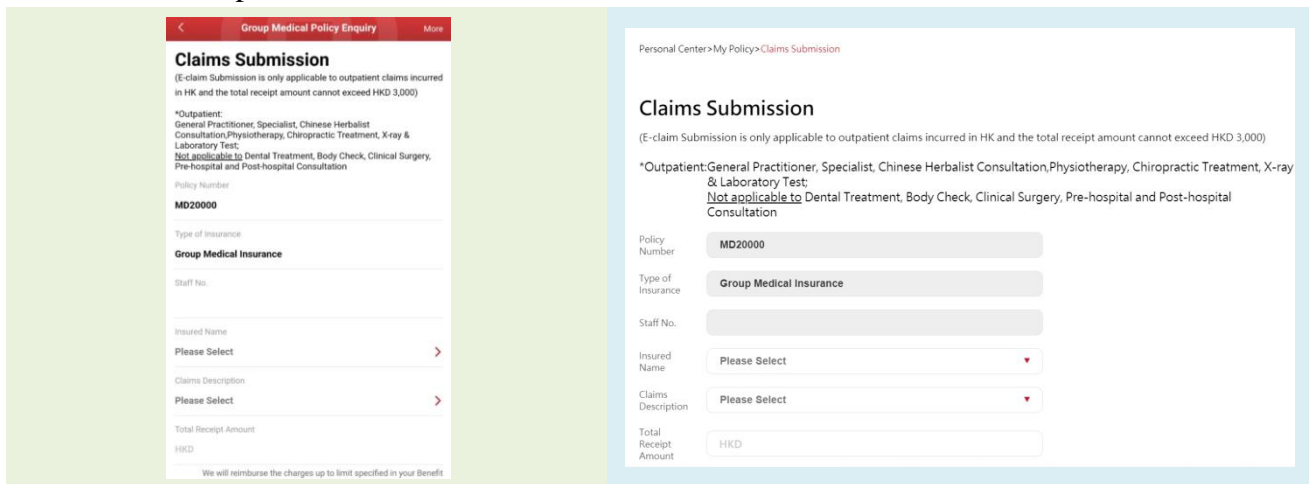

2b. If you have an Individual Medical Policy, click [Individual Policy Linking] in [Personal Center] to add your policies (with same mobile no. & HKID no) to your member account.

3. After successful linkage, you can access to your Individual/Group Medical Insurance policy and check the claim record via [My Policy] in the [Personal Center];

4. Click [Claims Submission] on each policy if you would like to apply for a claim. Enter the relevant claim items, upload the medical receipt, select [Agree and Submit], and the application will be completed.

5. After successful submission, you can check the claim progress and results in [Claim Progress](Mobile App) / [Claim Record] (Website).