

Hospitalisation (inpatient) above HK\$10,000



Step 1

File your claim

Fill in the [Claim Form - Hospitalisation/Surgical](#) and mail all original copies of relevant documents to Liberty at Suites 2601-04 & 2607-16, 26/F 1111 King's Road, Taikoo Shing, Hong Kong, attention to Medical Claims Department.

- Part I to be completed by the Insured/Claimant
- Part II to be completed by the attending physician

Pre-assessment and Cashless Hospitalisation Services

Applicable to individual and group policy members

Fill in the [Hospital Confinement Pre-admission Cost Review Form](#) and submit through our [Libbie by Liberty App](#) before hospital admission. [Click here](#) for more details and submission steps.

Hospitalisation (inpatient) below HK\$10,000



Step 1

File your claim

You can file your claims by

- Downloading the Libbie by Liberty App - scan the QR code available on iOS or Android app store. Login to your Libbie by Liberty account or register one if you don't have one.



Libbie By Liberty App

[Download](#)



Step 2

Submit claims

After logging in, select "Claim" and key in basic information. Submit claims with all relevant documents within 90 days from the date of discharge from hospital.

Attached documents or the screen captured of receipt(s) should show the name of the patient (must be identical with ID card), diagnosis, confinement period, itemised medical bills with the attending physician's chop, and signature.



Step 3

Process your claim

We will receive your claim submission instantly and it will be processed around 7-10 working days.



Step 4

Payment

Claim payment will be processed to the mode of payment that you have selected.



Step 5

Supplement documents for a pending/reject claim

- Select the pending/rejected claim in "Claim History" page
- Attach supplementary document or take a photo of the supplementary document

Outpatient above HK\$10,000



Step 1

File your claim

Fill in the relevant claim forms and mail all original copies of relevant documents to Liberty within 90 days from the date of consultation.

- [Claim form - Dental](#)
- [Claim form - Outpatient medical](#)
- [Claim form - Outpatient medical \(proMedico\)](#)

Medical Claims Department - Liberty International Insurance Limited, Suites 2601-04 & 2607-16, 26/F, 1111 King's Road, Taikoo Shing, Hong Kong



Claim Form – Dental

[Download](#)



Claim Form - Outpatient medical

[Download](#)



Claim Form - Outpatient medical (proMedico)

[Download](#)



Step 2

Process your claim

Upon receiving all original supporting documents, the claim will be processed an estimated 10 working days.



Step 3

Payment

Claim payment will be processed to the mode of payment that you have selected.

Outpatient below HK\$10,000



Step 1

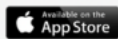
File your claim

You can file your claims by

- Downloading Libbie by Liberty App - scan the QR code available on iOS or Android app store. Login to your Libbie by Liberty account or register one if you don't have.

OR

- Submit your claim on [EasyClaim online portal](#)



Libbie by Liberty App

[Download](#)



Step 2

Submit claims

Submit claims with all relevant documents within 90 days from the date of consultation.

The screen captured of receipt(s) should show the name of the patient (must be identical with ID card), diagnosis, date of consultation, itemised medical bills with the attending physician's chop, and signature.



Step 3

Process your claim

We will receive your claim submission instantly and it will be processed around 3-5 working days.



Step 4

Payment

Claim payment will be processed to the mode of payment that you have selected.

