



User Guide

User Guide

Group Insurance e-Services allows the employers and employees to access the below essential information: -

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Check Outstanding Bills (Employer only)

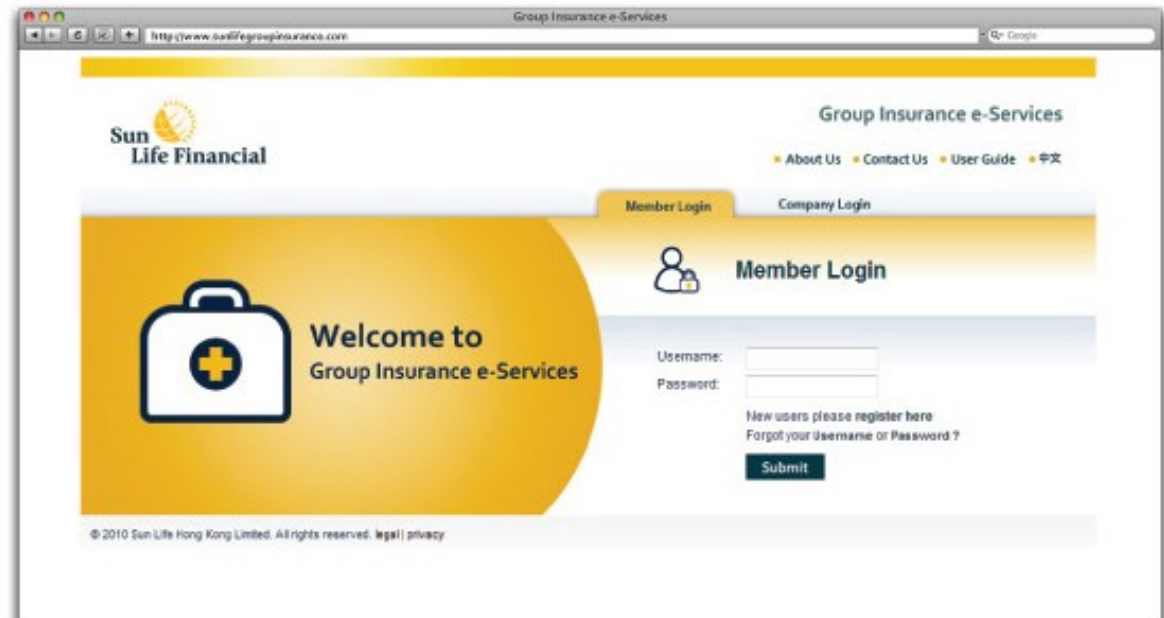
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How to Login & Main Page Overview

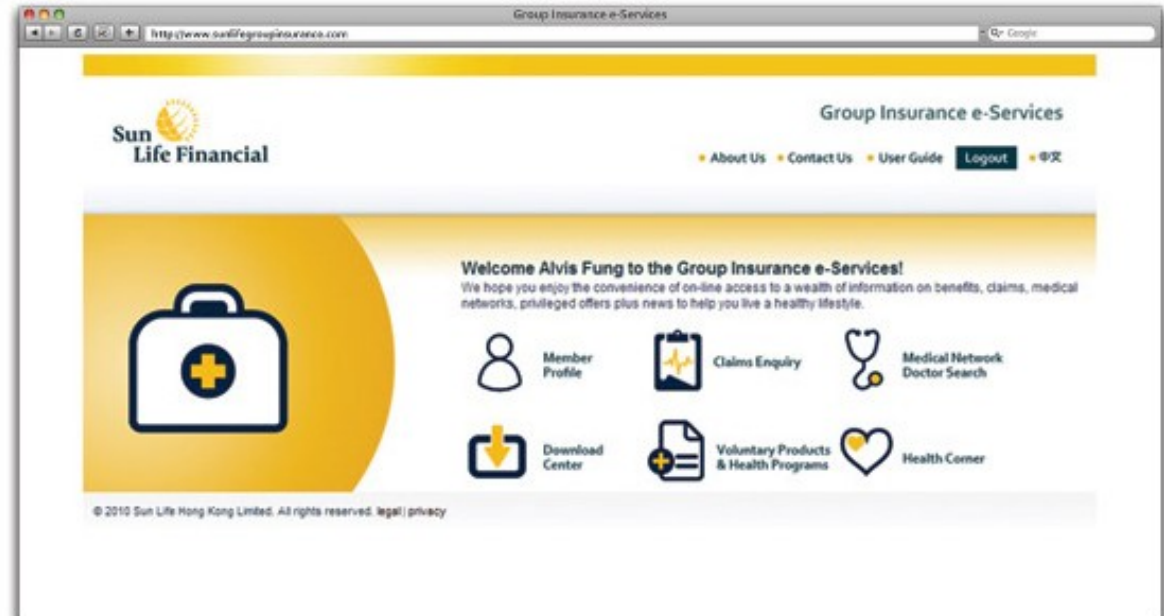
How to Login

- Step 1** go to <http://www.sunlifegroupinsurance.com.hk>
- Step 2** Click **Member/Company** Login
- Step 3** Enter **Username** and **Password**



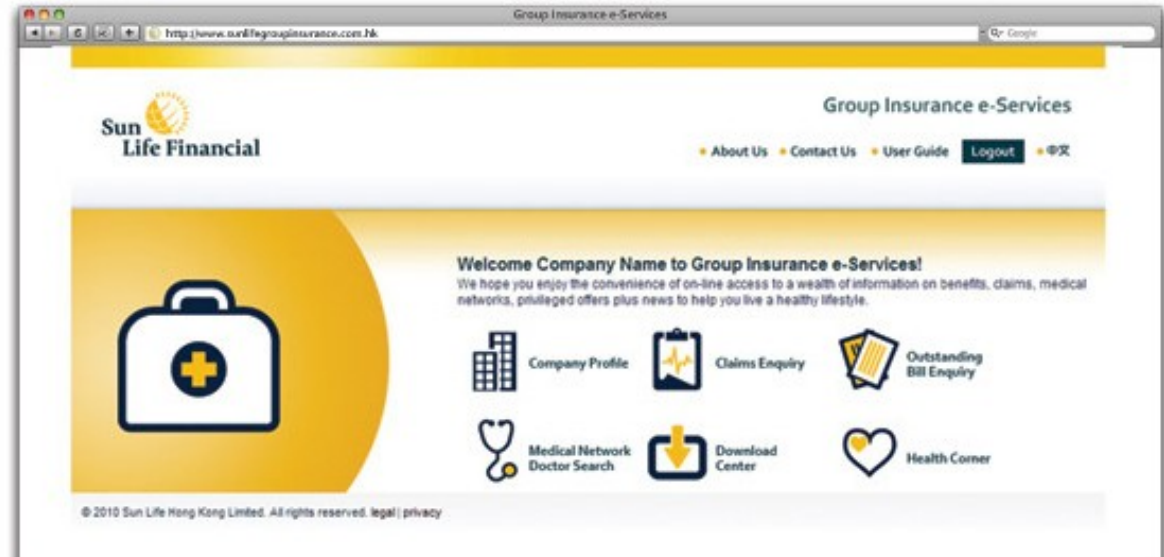
Employee can select the following functions from the main page:

- ▶ Member Profile
- ▶ Claims Enquiry
- ▶ Medical Network Doctor Search
- ▶ Download Center
- ▶ Voluntary Products & Health Programs (Coming Soon)
- ▶ Health Corner



Employer can select the following functions from the main page:

- ▶ Company Profile
- ▶ Claims Enquiry
- ▶ Outstanding Bill Enquiry
- ▶ Medical Network Doctor Search
- ▶ Download Center
- ▶ Health Corner

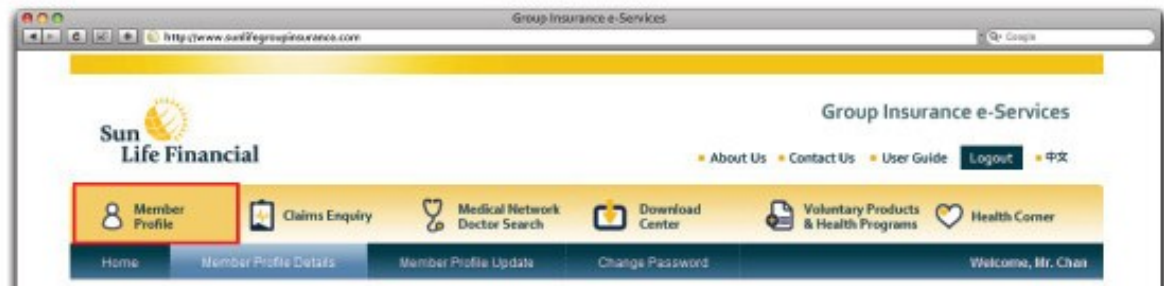
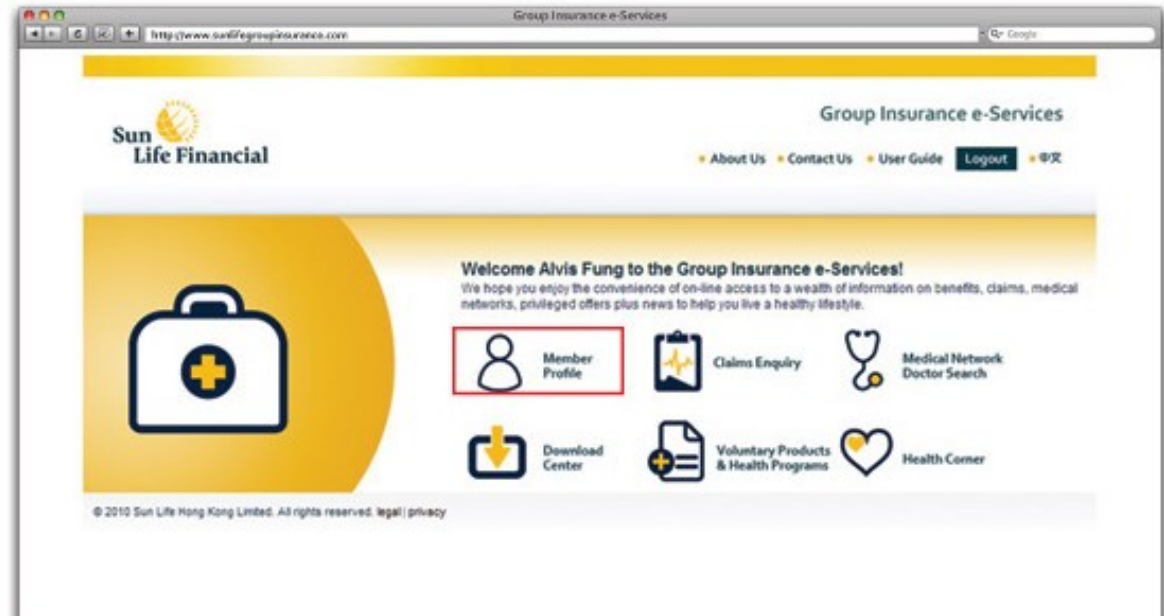




Check Member Profile & Plan Summary

How to get Member Profile

Click **Member Profile** icon from the main page or main menu.



Member Profile Details

On Member Profile Details page, you can check your personal information, policy details and dependent(s) details.

You can also download your Benefit Schedule and Membership Certificate by clicking "**Download Benefit Schedule**" and "**Download Membership Certificate**".

Group Insurance e-Services

Sun Life Financial

Group Insurance e-Services

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Member Profile Claims Enquiry Medical Network Doctor Search Download Center Voluntary Products & Health Programs Health Corner

Home Member Profile Details Member Profile Update Change Password Welcome, Mr. Chan

Member Profile Details

Employee Name	Mr Chan	Company Name	ABC Company - IT
Employee Code	A12345	Company Code	ABC2
Sex	M	Servicing Consultant	Mr. Kwok
Date of Birth	15 Aug 1970	Bank Account No.	1234 1244 1244 1423
Email Address	chan@abc.com	Bank Account Name	Mr. Chan

Policy Download Benefit Schedule Download Membership Certificate

Policy Number	Policy Owner	Date Cover Begins	Policy Covered Period	Plan
GME12345	ABC Company	1 Jan 2005	01 Jan 2010 - 31 Dec 2010	1A
GLI55789	ABC Company	1 Jan 2005	01 Jan 2010 - 31 Dec 2010	1A

Dependent

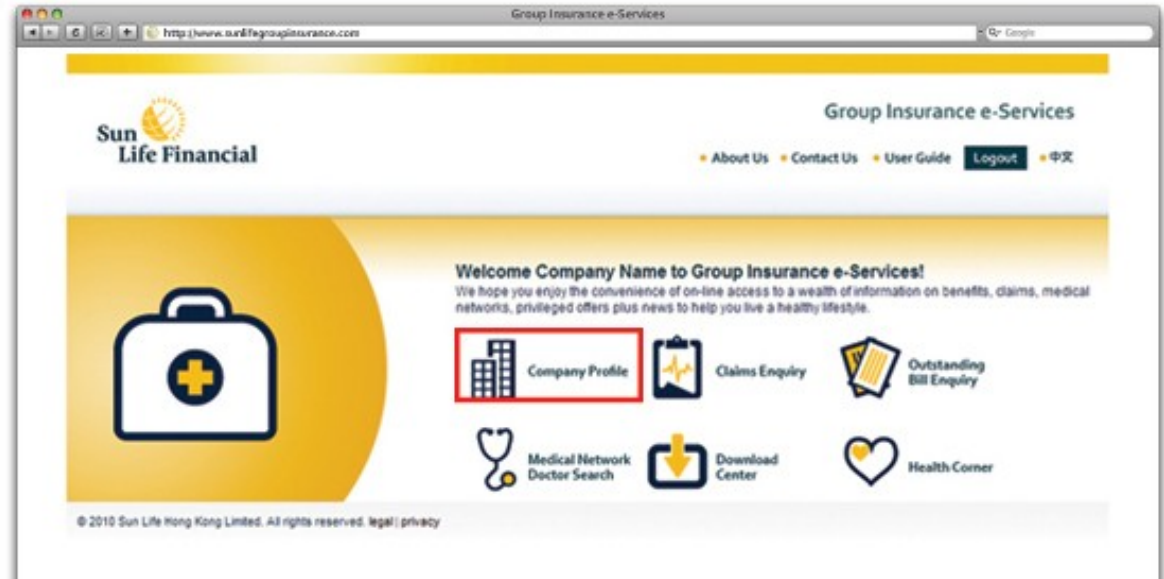
Dependent Name	Dependent Number	Sex	Date of Birth	Policy Number	Date Cover Begins	Policy Covered Period	Plan	Insured Type
Mrs. Chan	1	F	1 Feb 1980	GME12345	GME20097	01 Jan 2010 - 31 Dec 2010	1B	Spouse
Mr. Chan	1	M	8 Oct 1995	GME12345	GME20097	01 Jan 2010 - 31 Dec 2010	1B	Child
Ms. Chan	1	F	8 Jun 1997	GME12345	GME20097	01 Jan 2010 - 31 Dec 2010	1B	Child



Check Company Profile & Member Details

How to check Company Profile & Member Details (Employer Only)

Click **Company Profile** icon from the main page or main menu.



Company Profile Details

On Company Profile Details page, employer can check main company profile and other company profiles under the same policy.

Employer can check Member Details by clicking "**View Member Profile**".

The screenshot shows a web browser window with the URL <http://www.sunlifegroupinsurance.com>. The page title is "Group Insurance e-Services". The navigation bar includes links for "Company Profile", "Claims Enquiry", "Outstanding Bill Enquiry", "Medical Network Doctor Search", "Download Center", and "Health Corner". The main navigation bar has "Home", "Company Profile Details", "Member Profile Details", "Change Password", and "Welcome, ABC Company".

Company Profile Details

Company Name	ABC Company - IT	View Member Profile				
Company Code	ABC2					
Company Address	22F, 111 Happy Street, Causeway Bay, Hong Kong					
Telephone Number	8888 8888					
Fax Number	8888 8888					
Email Address	chan@abc.com					
Policy Number	GME12345					
Policy Owner	ABC Company					
Company Address	22F, 111 Happy Street, Causeway Bay, Hong Kong					
Contact Person	Ms. Chan					
Telephone Number	8888 8888					
Fax Number	8888 8888					
Email Address	chan@abc.com					
Policy Covered Period	01 Jan 2010 - 31 Dec 2010					
Servicing Consultant	<table><thead><tr><th>Code</th><th>Name</th></tr></thead><tbody><tr><td>123</td><td>Mr Kwok</td></tr></tbody></table>		Code	Name	123	Mr Kwok
Code	Name					
123	Mr Kwok					
Company List	<ul style="list-style-type: none">ABC Company (ABC1)Please SelectABC Company (ABC2)ABC Company (ABC2)ABC Company (ABC3)					

Member Profile Details

Employer can perform member search on the Member Profile Details page to view the details of the selected member.

The screenshot displays the 'Member Profile Details' page on the Sun Life Financial Group Insurance e-Services portal. The page includes a navigation menu with options like 'Home', 'Company Profile Details', 'Member Profile Details', 'Change Password', and 'Welcome, ABC Company'. A search form is highlighted with a red border, containing fields for 'Policy Number' (GME12345), 'Company Name' (ABC Company - IT (ABC2)), 'Employee Code', and 'Employee Name', along with a 'Search' button. Below the search form, a table lists search results with columns for Policy Number, Company Name, Employee Code, Employee Name, and Plan. The footer contains the copyright notice: © 2010 Sun Life Hong Kong Limited. All rights reserved. legal | privacy | security.

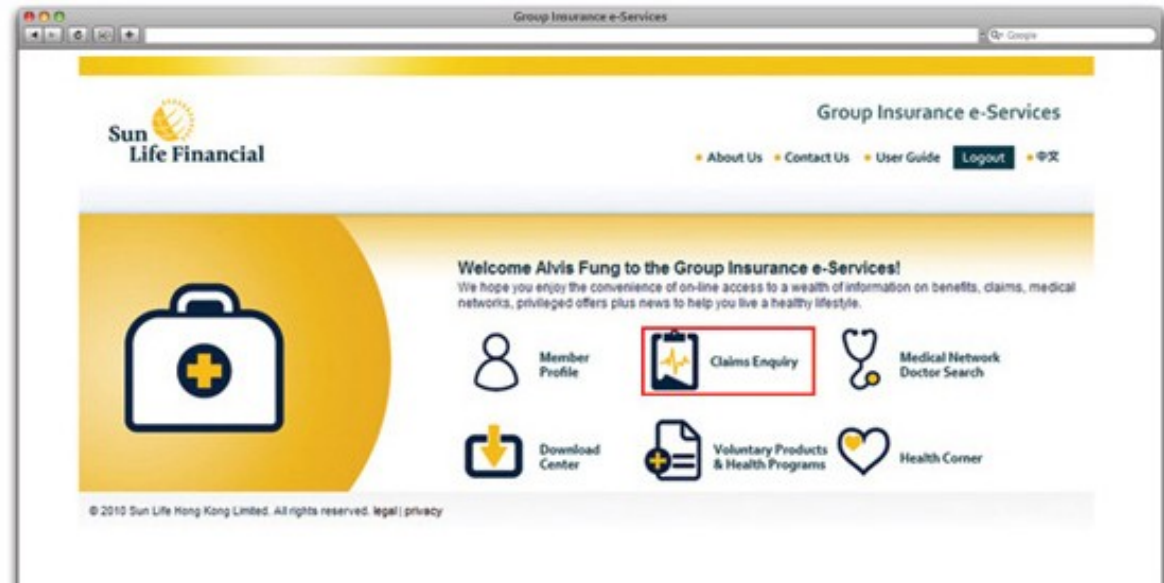
Policy Number	Company Name	Employee Code	Employee Name	Plan	
GME12345	ABC Company - IT (ABC2)	A987665	Mr. Tam	1A	More Details
GME12345	ABC Company - IT (ABC2)	A987667	Mr. Chan	1A	More Details
GME12345	ABC Company - IT (ABC2)	A987668	Mr. Tai	1A	More Details
GME12345	ABC Company - IT (ABC2)	A987669	Mr. Lee	1	More Details
GME12345	ABC Company - IT (ABC2)	A987655	Mr. Or	1	More Details
GME12345	ABC Company - IT (ABC2)	A987766	Ms. Ng	1	More Details



Check Claim History

How to access Claims Enquiry

Click Claims Enquiry icon from the main page or main menu.



Claims Enquiry

Input the following data for searching your claims history:

Step 1 Choose Admission / Consultation Date or Claim Paid Date

Step 2 Choose the Enquiry Period

Step 3 Click "**Search**" button, and the search result will be displayed in the next page.

Claims Enquiry

Employee Name Employee Code Policy Number

Admission / Consultation Date Claim Paid Date Period from to

Note:
 1) If period is not specified, only claims record for the last two months will be retrieved.
 2) Claim that is in process of adjudication will not be shown. Our average claims turnaround time is 5-10 days.

Dec 2010

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Claims Enquiry

Employee Name Employee Code Policy Number

Admission / Consultation Date Claim Paid Date Period from to

Note:
 1) If period is not specified, only claims record for the last two months will be retrieved.
 2) Claim that is in process of adjudication will not be shown. Our average claims turnaround time is 5-10 days subject to complete claims documents are received.

Admission / Consultation Date : 1 Jan 2010 - 1 Jun 2010

Go To Page Page 1 of 4

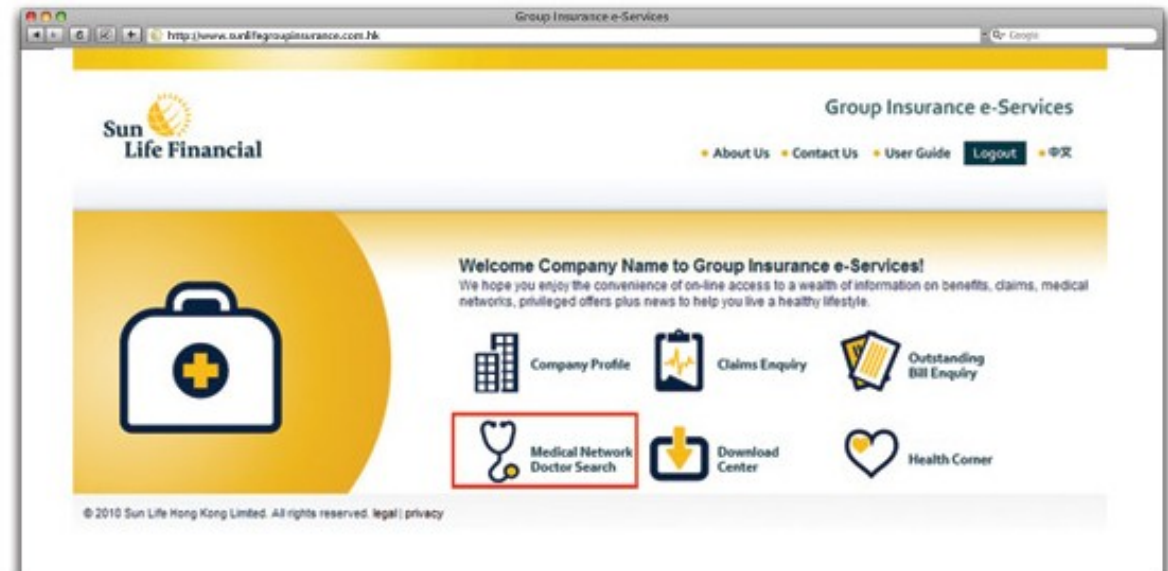
Claim No.	Benefit Category	Date Received	Date of Consultation	Currency	Amount Incurred	Amount Paid	Actual Paid Amount	Paid Date	Claim Status
Patient Name : Mr Chan (Employee / 1A)									
993748	Outpatient	25 May 2010	14 Apr 2010	HK	300	0	0	29 May 2010	Paid
Remarks: Diagnosis is not provided									
Patient Name : Mrs Chan (Spouse / 1B)									
993749	Outpatient	29 May 2010	19 Apr 2010	HK	N/A	N/A	N/A	30 Jun 2010	Paid
993750	Hospitalization	30 May 2010	25 May 2010	HK	15,000	10,000	11,000	2 Jul 2010	Paid



Find a Doctor

How to Find a Doctor

Click **Medical Network Doctor Search** icon from the main page or main menu



Find a Doctor

Two kinds of searches are available:

- ▶ Search by Criteria
- ▶ Search by Location

Search by Criteria

- Step 1** Input **Policy Number**
- Step 2** Select **Location, District** and **Specialty** from the list or
- Step 3** Search by **Doctor's Name**
- Step 4** Click "**Search**"

The screenshot displays the Sun Life Financial Group Insurance e-Service website. The page features a navigation bar with the Sun Life Financial logo and links for About Us, Contact Us, User Guide, Logout, and 中文. Below the navigation bar are icons for Member Profile, Claims Enquiry, Medical Network Doctor Search, Download Center, Voluntary Products & Health Programs, and Health Corner. The main content area is titled 'Find a Doctor' and includes a 'Search by Location' section with a map of Hong Kong. The map is divided into New Territories, Kowloon, and Hong Kong Island, with Outlying Islands shown in purple. A search form is visible on the left, with a red box highlighting the search criteria options: Search by Policy Number (All Policies), Search by Location (Hong Kong Island), Search by District (Central and Western District), Search by Sub-District (Central), Search by Specialty (General Practice), and Search by Doctor's Name. A 'Search' button is located at the bottom of the form. The footer of the page contains the copyright notice: © 2010 Sun Life Hong Kong Limited. All rights reserved. legal privacy.

Search by Location

Click the location from the map and select district.

The screenshot displays the Sun Life Financial Group Insurance e-Services website. The page features a navigation bar with the Sun Life Financial logo and links for About Us, Contact Us, User Guide, Logout, and 中文. Below the navigation bar, there are icons for Member Profile, Claims Enquiry, Medical Network Doctor Search, Download Center, Voluntary Products & Health Programs, and Health Corner. The main content area is titled "Find a Doctor" and includes a search form with the following options:

- Search by Policy Number: All Policies
- Search by Location: Hong Kong Island
- Search by District: Central and Western District
- Search by Sub-District: Central
- Search by Specialty: General Practice
- Search by Doctor's Name

A "Search" button is located at the bottom of the search form. To the right of the search form is a map of Hong Kong with a red box highlighting the Central & Western District. The map also shows other districts: Wan Chai, Eastern District, and Southern District. A "ZOOM OUT" button is visible above the map. The footer of the page contains the copyright notice: © 2010 Sun Life Hong Kong Limited. All rights reserved. legal | privacy | security.

Doctor Search Result Page

Find the doctor you need from the search result. User can print, email, save the doctor list by clicking the **Print/Email/Save** icons

The screenshot shows the 'Find a Doctor' search results page on the Sun Life Financial Group Insurance e-Services website. The page features a navigation bar with links for 'Home', 'Find a Doctor', and 'Welcome, Mr. Chas'. Below the navigation bar, there are search filters for 'Policy Number', 'Search by Location', 'Search by District', 'Search by Sub-District', 'Search by Specialty', and 'Search by Doctor's Name'. The search results are displayed in a table with columns for Name, Specialty, Address, Telephone No., Office Hour, Qualification, and Select. The 'Print', 'Email', and 'Save' icons are highlighted in a red box.

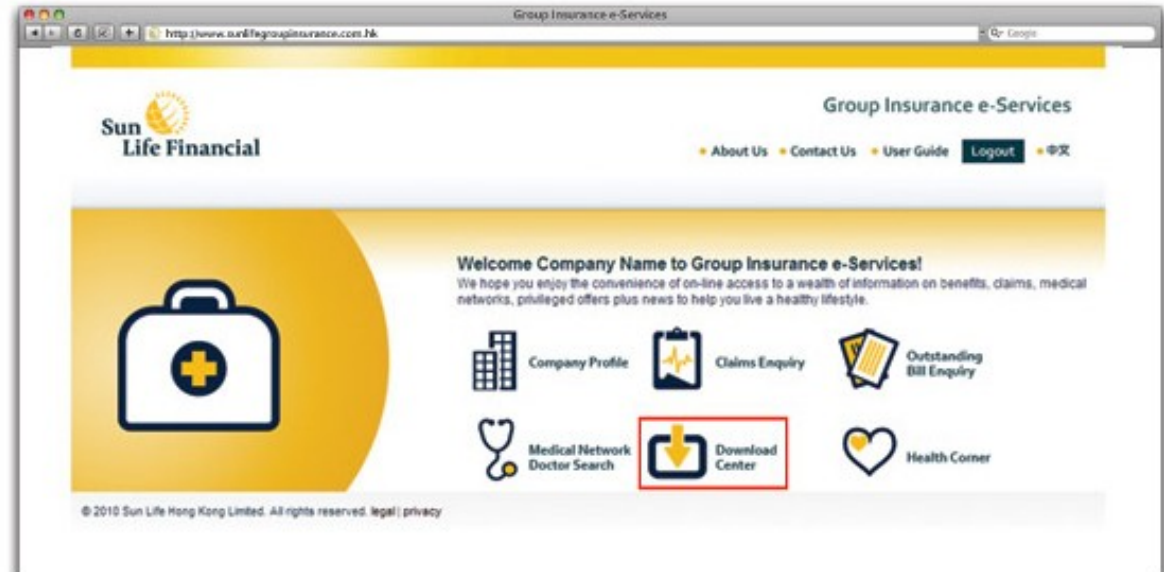
Name	Specialty	Address	Telephone No.	Office Hour	Qualification	Qualification	Select
Dr. Chan	General Practitioner	Room 123, Hong Kong Building, Hong Kong Road, Central	2222 3333	Mon-Fri 9:00am-1:00pm Mon-Fri 3:00pm-8:00pm Sat 9:00am - 1:00pm Sun Closed	MBBS	By Appointment	<input type="checkbox"/>
Dr. Wong	General Practitioner	Room 234, Hong Kong Building, Hong Kong Road, Central	3333 4444	Mon-Fri 9:00am-1:00pm Mon-Fri 3:00pm-8:00pm Sat 9:00am - 1:00pm Sun Closed	MBBS	By Appointment	<input type="checkbox"/>
Dr. Ng	General Practitioner	Room 567, Hong Kong Building, Hong Kong Road, Central	3456 3456	Mon-Fri 9:00am-1:00pm Mon-Fri 4:00pm-8:00pm Sat 9:00am - 1:00pm Sun Closed	MBBS	By Appointment	<input type="checkbox"/>



Forms Download

How to download forms

Click **Download Center** icon from the main page or main menu.



Download Center

After clicking Download Center, select Tab to download related documents and forms.

- ▶ Claims
- ▶ Administrative Forms & Reports (Employer Only)
- ▶ Member Benefits
- ▶ Product Brochure & Application Forms

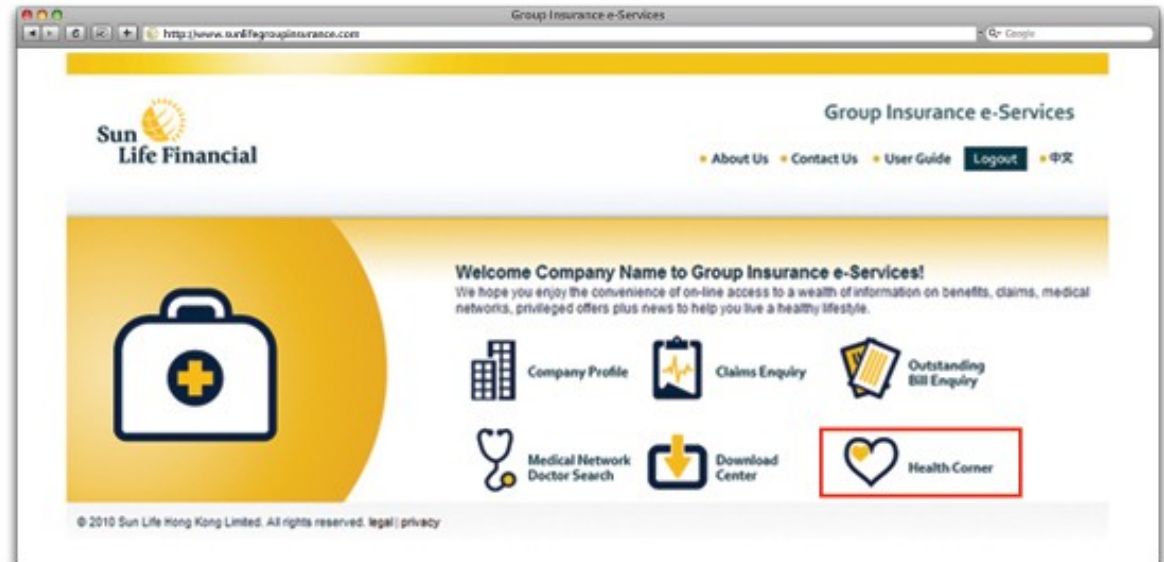
The screenshot shows the Sun Life Financial Group Insurance e-Services website. The page is titled "Download Center" and features a navigation menu with tabs for "Claims", "Administrative Forms & Reports", "Member Benefits", and "Product Brochure & Application Forms". The "Claims" tab is selected. Below the navigation menu, there is a "Policy Number" field with the value "GME20097". A table titled "Result" lists various documents available for download, each with a download icon.

Result	
Group Claimant's Statement	
Group Disability / Dismemberment Claim Form	
Group Hospitalization & Surgical Insurance Claim Form	
Group Clinical Insurance Claim Form	
Pre-claim Assessment Form	
Report of Enrolment / Changes / Termination of Employees & / or Dependents	



How to go to Health Corner

Click **Health Corner** icon from the main page or main menu.



Health Corner

User can find useful health news & tips, and links to key health organizations around the world

The screenshot shows a web browser window displaying the Sun Life Financial Group Insurance e-Service Health Corner. The page features a yellow and blue color scheme. At the top, the Sun Life Financial logo is on the left, and the text "Group Insurance e-Service" is on the right. Below the logo, there are navigation links: "About Us", "Contact Us", "User Guide", "Logout", and "中文". A secondary navigation bar contains icons and labels for "Member Profile", "Claims Enquiry", "Medical Network Doctor Search", "Download Center", "Voluntary Products & Health Programs", and "Health Corner". A dark blue bar below this shows "Home" and "Health Corner" as active tabs, with a "Welcome, Mr. Chan" message on the right. The main content area is titled "Health Corner" and is styled to look like a spiral-bound notebook. It is divided into two columns: "Health News" on the left and "Health Tips" on the right. The "Health News" column contains a list of eight items, each starting with a right-pointing arrow and followed by the text "Causes and Prevention of [Disease] - November 2010". The "Health Tips" column contains a single tip: "Running 30 minutes and exercise per day can help prevent cancer." Below the notebook-style content, there are two blue bars. The left bar is labeled "Sun Life Medical Service Partners" and the right bar is labeled "Key Health Organizations and Government Health Bodies". Below these bars are logos for "myHealthCare", "UMF", "World Health Organization", and "Centers for Disease Control and Prevention".

Group Insurance e-Service

Sun Life Financial

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Member Profile Claims Enquiry Medical Network Doctor Search Download Center Voluntary Products & Health Programs Health Corner

Home Health Corner Welcome, Mr. Chan

Health Corner

Health News

- ▶ Causes and Prevention of Cataract - November 2010
- ▶ Causes and Prevention of Allergic Rhinitis - November 2010
- ▶ Causes and Prevention of Coronary Heart Disease - November 2010
- ▶ Causes and Prevention of Cataract - November 2010
- ▶ Causes and Prevention of Allergic Rhinitis - November 2010
- ▶ Causes and Prevention of Coronary Heart Disease - November 2010
- ▶ Causes and Prevention of Cataract - November 2010
- ▶ Causes and Prevention of Allergic Rhinitis - November 2010
- ▶ Causes and Prevention of Coronary Heart Disease - November 2010

Health Tips

- ▶ Running 30 minutes and exercise per day can help prevent cancer.

Sun Life Medical Service Partners Key Health Organizations and Government Health Bodies

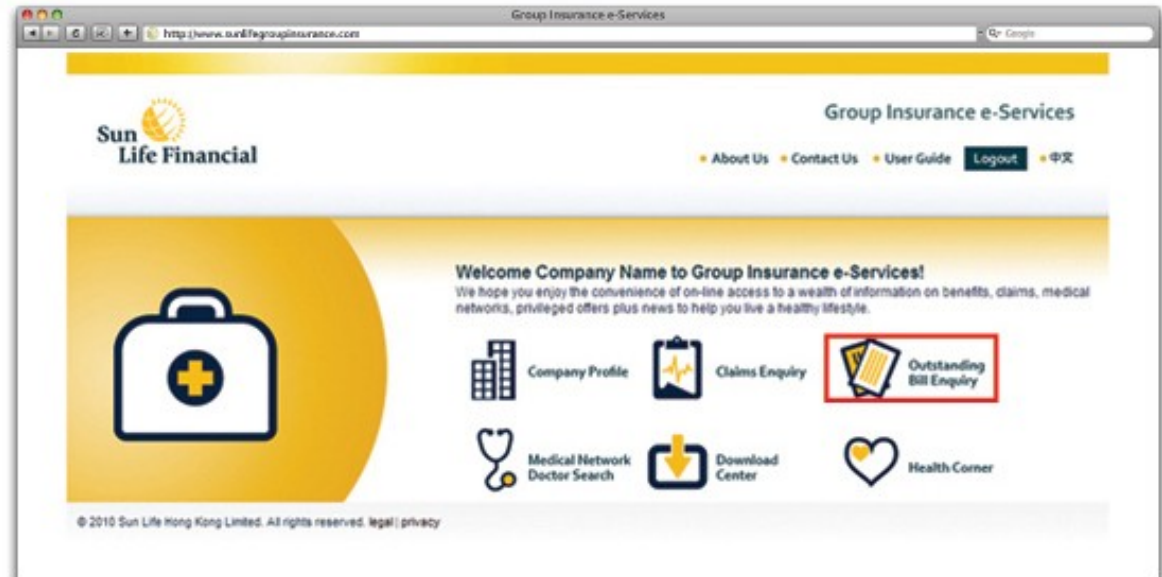
myHealthCare UMF World Health Organization Centers for Disease Control and Prevention



Outstanding Bill Enquiry

How to enquire an outstanding bill (Employer Only)

Click **Outstanding Bill Enquiry** icon from the main page or main menu.



Outstanding Bill Enquiry

Input **Policy Number**, **Billed Company Name** and **Billed Company Code**, and click "**Search**" to display companies with outstanding bills.

Click "**More Details**" to view the outstanding bill information.

The screenshot shows the Sun Life Financial Group Insurance e-Services website. The page title is "Outstanding Bill Enquiry". The search form is highlighted with a red border and contains the following fields:

Policy Number	Billed Company Name	Billed Company Code	
GME12345	ABC Company	ABC1	More Details
GME12345	ABC Company - IT	ABC2	More Details

The search results table is also highlighted with a red border and contains the following data:

Policy Number	Billed Company Name	Billed Company Code	
GME12345	ABC Company	ABC1	More Details
GME12345	ABC Company - IT	ABC2	More Details

Outstanding Bill Enquiry Details

Employer can view the details of each outstanding bill.

The screenshot displays the Sun Life Financial Group Insurance e-Services portal. The page title is "Outstanding Bill Enquiry". It shows details for a policy with number GME12345, billed to ABC Company (ABC1). A table lists two invoices, both for 100,000.00 HKD, dated 01 Jul 2009, covering the period from 01 Jul 2009 to 30 Jun 2010. Each invoice is broken down into two company entries: ABC Company (ABC1) and ABC Company - IT(ABC2), each with a billing amount of 50,000.00. A "Back" button is visible at the bottom left of the content area.

Group Insurance e-Services

Sun Life Financial

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Company Profile Claims Enquiry Outstanding Bill Enquiry Medical Network Doctor Search Download Center Health Corner

Home Outstanding Bill Enquiry Welcome, ABC Company

Outstanding Bill Enquiry

Policy Number GME12345
Billed Company ABC Company (ABC1)

Invoice Number	Type	Invoice Date	Policy Covered Period	Currency	Billing Amount	Outstanding Amount
▶ 1000012345	R	01 Jul 2009	01 Jul 2009 to 30 Jun 2010	HK\$	▶ 100,000.00	100,000.00
		Company Name		AIC Number	Billing Amount	
		ABC Company (ABC1)		AIC00098765	50,000	
		ABC Company - IT(ABC2)		AIC00098764	50,000	
▶ 1000012345	R	01 Jul 2009	01 Jul 2009 to 30 Jun 2010	HK\$	▶ 100,000.00	100,000.00
▶ 1000012345	R	01 Jul 2009	01 Jul 2009 to 30 Jun 2010	HK\$	▶ 100,000.00	100,000.00
		Company Name		AIC Number	Billing Amount	
		ABC Company (ABC1)		AIC00098765	50,000	
		ABC Company - IT(ABC2)		AIC00098764	50,000	

Back