

Individual Members

24-hour Customer Care helpdesk



You can call (852) 2517 5333 to access our “24-hour Customer Care helpdesk” anytime anywhere.

A) Select language

1 Cantonese

2 English

3 Mandarin

B) Select service

1 Check clinical benefit usage, enquiry on myBupa and Bupa4Life registration details

2 Individual member enquiry

3 New product enrolment

4 Agent or Broker enquiry

5 QHMS Specialist Appointment Booking Services

6 If you are calling as a Bupa network provider, clinic or hospital

7 Request forms by fax

2 Individual member enquiry

1. Benefit Coverage, claim procedure and policy change service
2. Status or results of submitted claims
3. Result of Pre-authorisation
4. Renewal enquiry