

# Falcon's Group Medical Insurance e-Service 富勤團體醫療保險網上服務



**FALCON**

*Falcon Insurance Company (Hong Kong) Limited*

富勤保險(香港)有限公司

A FAIRFAX Company

Company Login (User Guide)  
公司登入(用戶指南)



# Overview 概覽

- **Company Profile 公司資料**
  - Allows you to view Company information, benefits details and Member information  
讓您查看公司資料、福利詳情及會員資料
- **Claims 索償**
  - Allows you to view claim records of your members  
讓您查詢會員索償記錄
- **Forms Download 下載表格**
  - Allows you to download claim forms and administrative forms  
讓您下載索償表格及常用行政表格
- **Network Doctor Search (if applicable) 網絡醫生搜尋 (如適用)**
  - Allows you to search our network doctors easily and quickly  
讓您方便、快捷地搜尋網絡內之醫生資料

Online Service Login

Downloads

Opinion/Complaint

## Flexible insurance plan for you

For the past 20 years, Falcon Insurance has been committed to providing customers with tailor-made group medical insurance plans, with different and flexible options.

Details

### Step 1 步驟1

Visit Falcon Insurance Company (Hong Kong) Limited's website at [www.falconinsurance.com.hk](http://www.falconinsurance.com.hk) and select "Online Service Login" from "Customer Service".

瀏覽富勤保險(香港)有限公司的網站 [www.falconinsurance.com.hk](http://www.falconinsurance.com.hk), 然後從「客戶服務」選單中選擇「線上服務登入」。

## Step 2 步驟2

Input your Login ID and preset password

輸入您的用戶名稱及預設密碼

\*For security reason, you are highly recommended to change your password at once after you logon successfully.

\*為了保護帳戶安全，我們建議您成功登入後立即更改密碼。



Please Login

Login ID (i.e. Email Address)

Password

[Forgot Password ?](#)

**Login**

Haven't registered yet?  
(Member only)

[Register now](#)

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請登入

用戶名稱

密碼

[忘記密碼 ?](#)

**登入**

尚未登記做會員?  
(僅適用僱員之登記)

[立即登記](#)

## Step 3 步驟3

Now, you can experience the convenience of our e-Service:

1. Company Profile
2. Claims
3. Forms Download
4. Network Doctor Search  
(if applicable)

現在您可以體驗我們網上服務所提供的方便、快捷的服務:

1. 公司資料
2. 索償
3. 下載表格
4. 網絡醫生搜尋 (如適用)

The screenshot displays the English version of the Falcon Insurance website. At the top, the navigation menu includes 'Home', 'Company Profile', 'Claims', 'Forms Download', and 'Network Doctor Search'. The user is logged in as 'FAL12345678'. A welcome message reads 'Welcome Back FAL12345678'. Below this, two policy details are shown:

Policy Number	12345678
Period of Insurance	01/06/2020 - 31/05/2021
Policy Number	12345679
Period of Insurance	04/06/2020 - 03/06/2021

The main content area features four service tiles: 'Company Profile' (Company & Benefits Details, Member Profile Inquiry), 'Claims' (Claims Inquiry), 'Forms Download' (Hospitalization & Surgical Claim Form, Outpatient Claim Form, More), and 'Network Doctor Search' (Search Now). The Chinese version of the website is shown below, with the navigation menu containing '首頁', '公司資料', '索償', '下載表格', and '網絡醫生搜尋'. The welcome message is '歡迎回來 FAL12345678'. The same two policy details are displayed. The service tiles are: '公司資料' (Company & Benefits Details, Member Profile Inquiry), '索償' (Claims Inquiry), '下載表格' (Hospitalization & Surgical Claim Form, Outpatient Claim Form, More), and '網絡醫生搜尋' (Search Now).

# 1. Company Profile 公司資料

## - Company Details & Benefits Details 公司詳情及福利詳情

**FALCON** Falcon Insurance Company (Hong Kong) Limited  
Home Company Profile Claims Forms Download Network Doctor Search

### Company Profile

12345678 FALCON INSURANCE COMPANY (HONG KONG) LIMITED

#### Company Details

Policy Holder Name :	FALCON INSURANCE COMPANY (HONG KONG) LIMITED(001)
Policy Number :	12345678
Associated Policy holder Name :	-
Contact Person :	MS. EXCELLENT CHAN
Company Address :	SUITE 307-11, 3/F, 12 TAIKOO WAN ROAD TAIKOO SHING HONG KONG
Phone :	(852) 22322777
Email Address :	-
Claim Settlement Method :	Autopay
Broker/Agent Name :	APPLE INSURANCE SERVICES LIMITED(23456)

#### Benefits Details

Type of Insurance :	Group Medical Insurance Plan
Effective Date :	01/06/2020
Period of insurance :	01/06/2020 - 31/05/2021
Benefits :	<a href="#">Download Insurance Schedule</a>

**FALCON** Falcon Insurance Company (Hong Kong) Limited  
首頁 公司資料 索償 下載表格 網絡醫生搜尋

### 公司資料

12345678 FALCON INSURANCE COMPANY (HONG KONG) LIMITED

#### 公司詳情

保單持有人名稱 :	FALCON INSURANCE COMPANY (HONG KONG) LIMITED(001)
保單號碼 :	12345678
保單共同持有人名稱 :	-
聯絡人 :	MS. EXCELLENT CHAN
公司地址 :	SUITE 307-11, 3/F, 12 TAIKOO WAN ROAD TAIKOO SHING HONG KONG
電話 :	(852) 22322777
電郵地址 :	-
索償方式 :	Autopay
經紀人名稱 :	APPLE INSURANCE SERVICES LIMITED(23456)

#### 福利詳情

保險類型 :	團體醫療保險計劃
保障生效日期 :	01/06/2020
保障有效期間 :	01/06/2020 - 31/05/2021
福利詳情 :	<a href="#">下載福利金額表</a>

You can download Insurance Schedule by clicking the button  
您可按鍵下載福利金額表


# 1. Company Profile 公司資料

## - Member Profile Inquiry 會員資料查詢

Member Ref. No. Relationship Member Name

會員編號 關係 會員名稱

You can view Member information in specific order by clicking the arrow next to header and view Member's Details by clicking "the eye".

您可以透過點擊標題旁邊的箭頭以特定順序查看會員資料，並透過點擊「眼睛」 查看會員的詳細信息。

View Details	Policy No.	Associated No.	Member Ref. No.	Relationship	Member Name	Gender	Effective Date (DD/MM/YYYY)	Termination Date (DD/MM/YYYY)	Plan No.	Date of Birth (DD/MM/YYYY)	Bank Account No.
	12345678	001	A0001A	Self	CHAN TAI MAN	F	01/06/2020	-	01	01/11/1971	00367****12345
	12345678	001	A0001B	Spouse	LEE SIU MAN	M	01/06/2020	-	01	01/10/1964	****
	12345678	001	A0001G	Children	LEE SIU WAI	M	01/06/2020	-	01	01/02/2010	****
	12345678	001	A0002A	Self	WONG SIU LAI MARY	F	01/06/2020	-	01	01/10/1964	00423****4488
	12345678	001	A0003A	Self	SZE WAI LAM	F	01/06/2020	-	01	01/01/1982	00434****5566
	12345678	001	A0003G	Children	LUI LOK CHUEN	M	01/06/2020	-	01	01/06/2014	****
	12345678	001	A0003H	Children	LUI LAI MING	M	01/06/2020	-	01	01/12/2015	****
	12345678	001	A0003I	Children	LUI LAI FEI	M	01/06/2020	-	01	01/05/2019	****
	12345678	001	A0004A	Self	HO PO YEE	M	01/06/2020	-	01	01/09/1959	00456****9975
	12345678	001	A0005A	Self	LO LAI MAN	M	01/06/2020	-	01	01/02/1983	00489****123456

查看詳情	保單號碼	相關號碼	會員編號	關係	會員名稱	性別	生效日期 (日/月/年)	保單終止日期 (日/月/年)	計劃	出生日期 (日/月/年)	銀行戶口號碼
	12345678	001	A0001A	僱員	CHAN TAI MAN	女	01/06/2020	-	01	01/11/1971	00367****12345
	12345678	001	A0001B	配偶	LEE SIU MAN	男	01/06/2020	-	01	01/10/1964	****
	12345678	001	A0001G	子女	LEE SIU WAI	男	01/06/2020	-	01	01/02/2010	****
	12345678	001	A0002A	僱員	WONG SIU LAI MARY	女	01/06/2020	-	01	01/10/1964	00423****4488
	12345678	001	A0003A	僱員	SZE WAI LAM	女	01/06/2020	-	01	01/01/1982	00434****5566
	12345678	001	A0003G	子女	LUI LOK CHUEN	男	01/06/2020	-	01	01/06/2014	****
	12345678	001	A0003H	子女	LUI LAI MING	男	01/06/2020	-	01	01/12/2015	****
	12345678	001	A0003I	子女	LUI LAI FEI	男	01/06/2020	-	01	01/05/2019	****
	12345678	001	A0004A	僱員	HO PO YEE	男	01/06/2020	-	01	01/09/1959	00456****9975
	12345678	001	A0005A	僱員	LO LAI MAN	男	01/06/2020	-	01	01/02/1983	00489****123456

You can view Member's details by clicking "the eye".  
您可以透過點擊「眼睛」 查看會員的詳細信息。

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Home Company Profile Claims Forms Download Network Doctor Search

Member Profile Inquiry

### Member Profile

< Back

#### Member's Details

Member Name :	CHAN TAI MAN
Member Ref. No. :	A0001A
Relationship :	Self
Date of Birth :	01/11/1971
Gender :	F
Bank Account Number :	00367****12345

#### Benefits Details

Type of Insurance :	Group Medical Insurance Plan
Policy Number :	12345678
Policy Holder Name :	FALCON INSURANCE COMPANY (HONG KONG) LIMITED
Associated Policy holder Name :	-
Effective Date :	01/06/2020
Period of insurance :	01/06/2020 - 31/05/2021
Plan No. :	01
Benefits :	<a href="#">Download Insurance Schedule</a>

**FALCON** Falcon Insurance Company (Hong Kong) Limited  
首頁 公司資料 索償 下載表格 網絡醫生搜尋

會員資料查詢

### 會員資料

< 返回

#### 會員詳情

會員名稱 :	CHAN TAI MAN
會員編號 :	A0001A
關係 :	僱員
出生日期 :	01/11/1971
性別 :	女
銀行戶口號碼 :	00367****12345

#### 福利詳情

保險類型 :	團體醫療保險計劃
保單號碼 :	12345678
保單持有人名稱 :	FALCON INSURANCE COMPANY (HONG KONG) LIMITED
保單共同持有人名稱 :	-
保障生效日期 :	01/06/2020
保障有效期間 :	01/06/2020 - 31/05/2021
計劃 :	01
福利詳情 :	<a href="#">下載福利金額表</a>



## 2. Claims 索償

### - Claims Inquiry 索償查詢

You can view claim records in specific order by the following methods:

1. Select different criteria (i.e. Policy No., Date of Treatment/Settled Date, Member Ref. No. & Member Name.....etc)
2. Input specific words (i.e. Keyword search)
3. Click the arrow next to header
4. Click “Advanced filter”

您可以透過以下方法按特定順序查看索償記錄：

1. 選擇不同條件(如保單編號、診治日期/處理日期、會員編號及會員名稱等)
2. 輸入特定字詞（即關鍵字搜尋）
3. 透過點標題旁邊的箭頭
4. 透過點標「進階篩選」

The screenshot displays the 'Claims Inquiry' system interface. At the top, there are tabs for 'Outpatient Claim' and 'Hospitalization & Surgical Claim'. Below these are search filters: 'Select Policy No.', 'Select Associated No.', 'Keyword search', 'Date of Treatment' (From/To), 'Member Ref. No.', and 'Member Name'. A 'Search' button is located to the right of these filters.

The main area shows a table of claim records with columns: Member Ref. No., Member Name, Claim No., Date of Treatment (DD/MM/YYYY), Benefit Description, Claim Amount HKD, Paid Amount HKD, and Settle Date (DD/MM/YY). The table lists several records, including those for WONG SIU LAI MARY, SZE WAI LAM, and LO WAI CHUNG. A 'Total 75 record(s)' summary is shown at the bottom of the table.

An 'Advanced filter' panel is open on the right side, showing various filter options: Benefit Description (GP's Consultation, Specialist's Consultation, Prescribed Medicine, Chinese Medicine Practitioner Treatment/Bonesetting/Acupuncture, Physiotherapist/Chiropractor's Treatment, Lab Test, Dental, Others), Claim Status (Paid, Pending, Declined, In Progress), and a 'Filter' button.

Below the main screenshot, there is a smaller version of the same interface, with an arrow pointing to the 'Advanced filter' button.

## 3. Forms Download 下載表格

Forms Download

下載表格

### Claim Forms

Hospitalization & Surgical Claim Form

Outpatient Claim Form

### Other Forms

Medical Card Loss Declaration Form

Record Change Form

### 索償表格

住院及手術索償表格

門診醫療索償表格

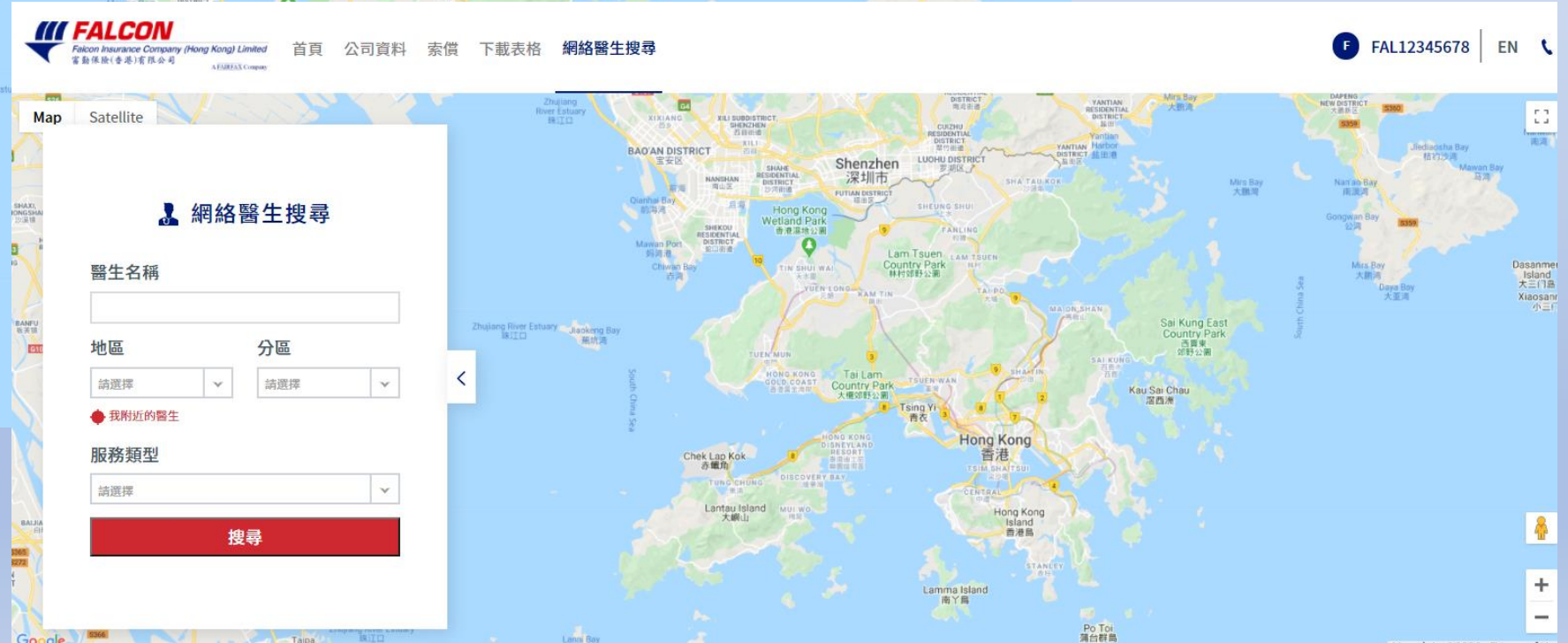
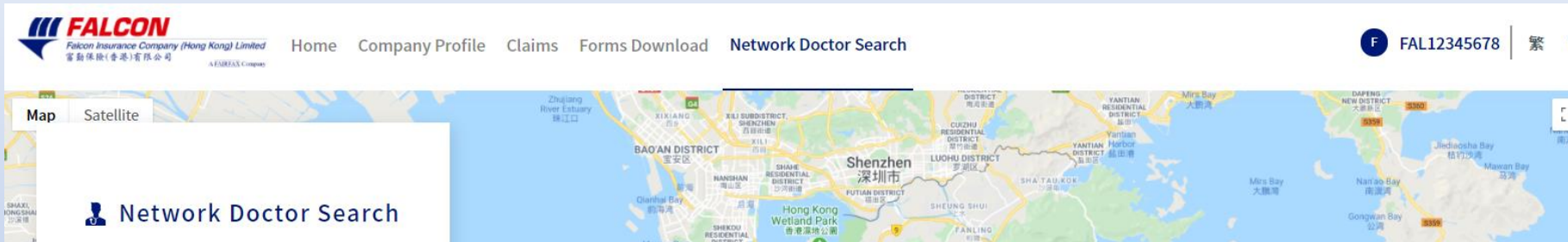
### 其他表格

遺失會員卡聲明表格

資料更改表格

# 4. Network Doctor Search (if applicable)

## 網絡醫生搜尋 (如適用)



## 4. Network Doctor Search (if applicable)

### 網絡醫生搜尋 (如適用)

You can search our network doctors by selecting different criteria (i.e. Doctor Name, Area, District and Service Type) or clicking “**Doctors near me**”.

您可以選擇不同條件(如醫生名稱、地區、分區及服務類型)或透過點標題「我附近的醫生」搜尋網絡內之醫生資料。


The screenshot displays the 'Network Doctor Search' interface in both English and Chinese. The search criteria are set to: Doctor Name (empty), Area (Hong Kong), District (Admiralty), and Service Type (General Practitioner). The 'Doctors near me' option is selected. The search results table is as follows:

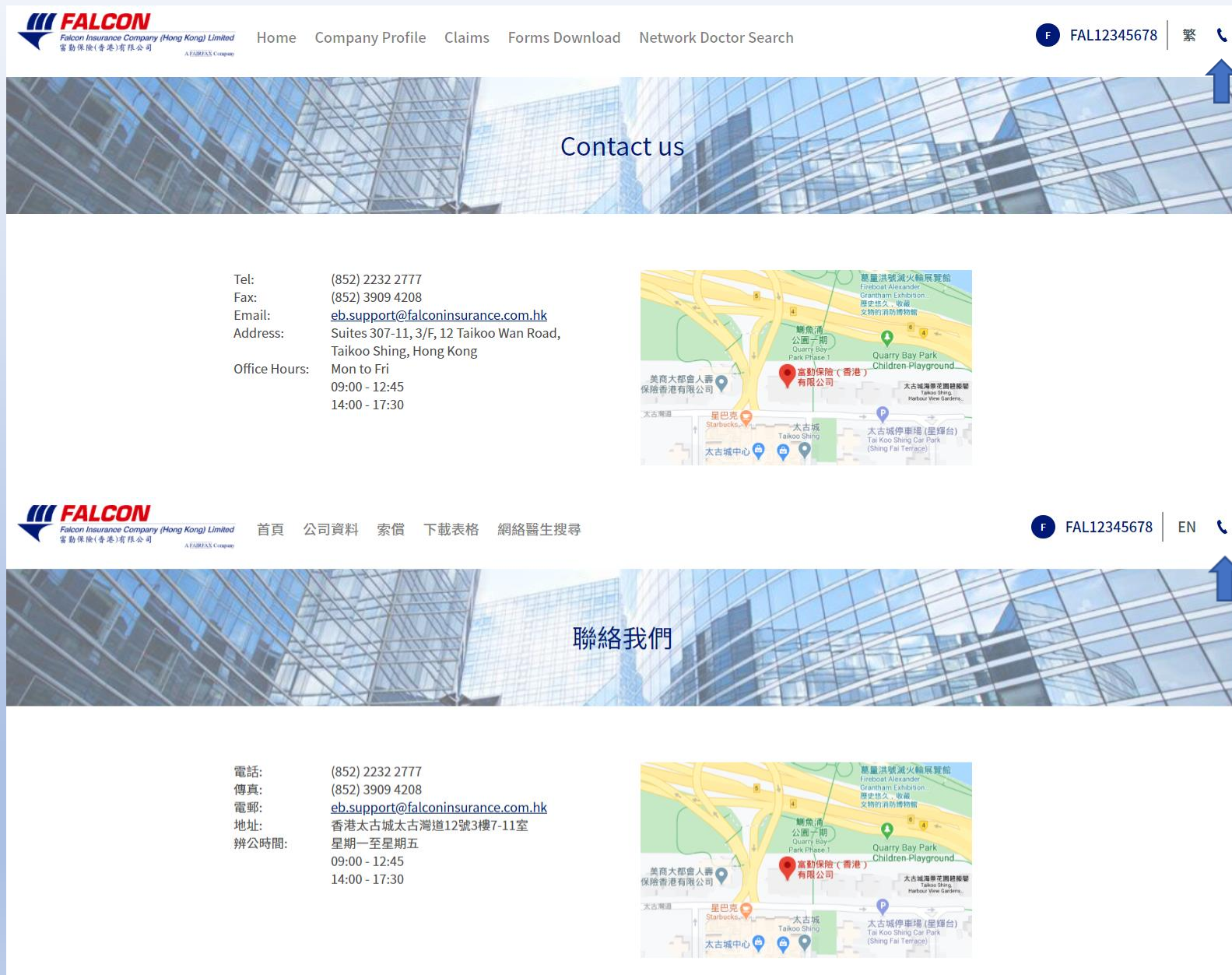
Doctor Name	Service Type	District	Clinic Address	Clinic Tel.
鄧上恩醫生 - Dr. Siu Sheung Yan	General Practitioner	Admiralty	Unit 1605-09, 16/F, Tower 1, Admiralty Centre, 18 Harcourt Road	2529 8668
徐穎珩醫生 - Dr. Tsui Wing Hang	General Practitioner	Admiralty	Unit 1605-09, 16/F, Tower 1, Admiralty Centre, 18 Harcourt Road	2529 8668
潘彥嫻醫生 - Dr. Poon Ilima Yin Shan	General Practitioner	Admiralty	Unit 1605-09, 16/F, Tower 1, Admiralty Centre, 18 Harcourt Road	2529 8668
林樞庭醫生 - Dr. Lam Shu Ting	General Practitioner	Admiralty	Unit 1605-09, 16/F, Tower 1, Admiralty Centre, 18 Harcourt Road	2529 8668

As the information of network doctors will be updated from time to time, it is recommended to make an appointment by phone before you see the network doctor.

# Contact us 聯絡我們

You can find our contact  
by clicking  at the top  
right corner

您可以透過點擊右上角  
找到我們的聯繫人 



The image shows two screenshots of the Falcon Insurance website. The top screenshot is in English, and the bottom screenshot is in Chinese. Both pages feature a navigation bar with the Falcon logo and menu items: Home, Company Profile, Claims, Forms Download, and Network Doctor Search. The English page has a phone icon and the number FAL12345678 in the top right corner. The Chinese page has a phone icon and the number FAL12345678 and the characters EN in the top right corner. The main content area of both pages is titled 'Contact us' (聯絡我們) and includes contact information: Tel: (852) 2232 2777, Fax: (852) 3909 4208, Email: [eb.support@falconinsurance.com.hk](mailto:eb.support@falconinsurance.com.hk), Address: Suites 307-11, 3/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong, and Office Hours: Mon to Fri, 09:00 - 12:45, 14:00 - 17:30. A map of the Taikoo Shing area is also displayed on the right side of each page.

# Login Profile 用戶資料

**FALCON** Falcon Insurance Company (Hong Kong) Limited  
富勤保險(香港)有限公司 AEGIS Group

Home Company Profile Claims Forms Download Network Doctor Search

FAL12345678 繁

Login Profile  
Change Password  
Logout

Login ID Profile

< Back FAL12345678 (falconins@falconinsurance.com.hk)

Email Address falconins@falconinsurance.com.hk

Phone Number 2232 2777

Last Update:

Edit

**FALCON** Falcon Insurance Company (Hong Kong) Limited  
富勤保險(香港)有限公司 AEGIS Group

首頁 公司資料 索償 下載表格 網絡醫生搜尋

FAL12345678 EN

用戶資料  
更改密碼  
登出

用戶資料

< 返回 FAL12345678 (falconins@falconinsurance.com.hk)

電郵 falconins@falconinsurance.com.hk

電話 2232 2777

最新更新:

編輯

# Change Password 更改密碼

FALCON Falcon Insurance Company (Hong Kong) Limited 富衛保險(香港)有限公司 a FALCON Group

Home Company Profile Claims Forms Download Network Doctor Search

FAL12345678 緊

Change Password

Login Profile  
Change Password  
Logout

< Back FAL12345678 (falconins@falconinsurance.com.hk)

Old Password

New Password

Password must be at least 8 characters long with at least one lowercase letter, one uppercase letter, one number and one special character. (e.g. !, &, %...)

Confirm Password

Last update:

Update

FALCON Falcon Insurance Company (Hong Kong) Limited 富衛保險(香港)有限公司 a FALCON Group

首頁 公司資料 索償 下載表格 網絡醫生搜尋

FAL12345678 EN

更改密碼

用戶資料  
更改密碼  
登出

< 返回 FAL12345678 (falconins@falconinsurance.com.hk)

舊密碼

新密碼

密碼須最少有8個字元，並包含大楷及細楷英文字母、數字及特別符號 (例如!、&、%...)

確認新密碼

最新更新：

更新

~The End~

~完~