

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 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, 然後從「客戶服務」選單中選擇「線上服務登入」。

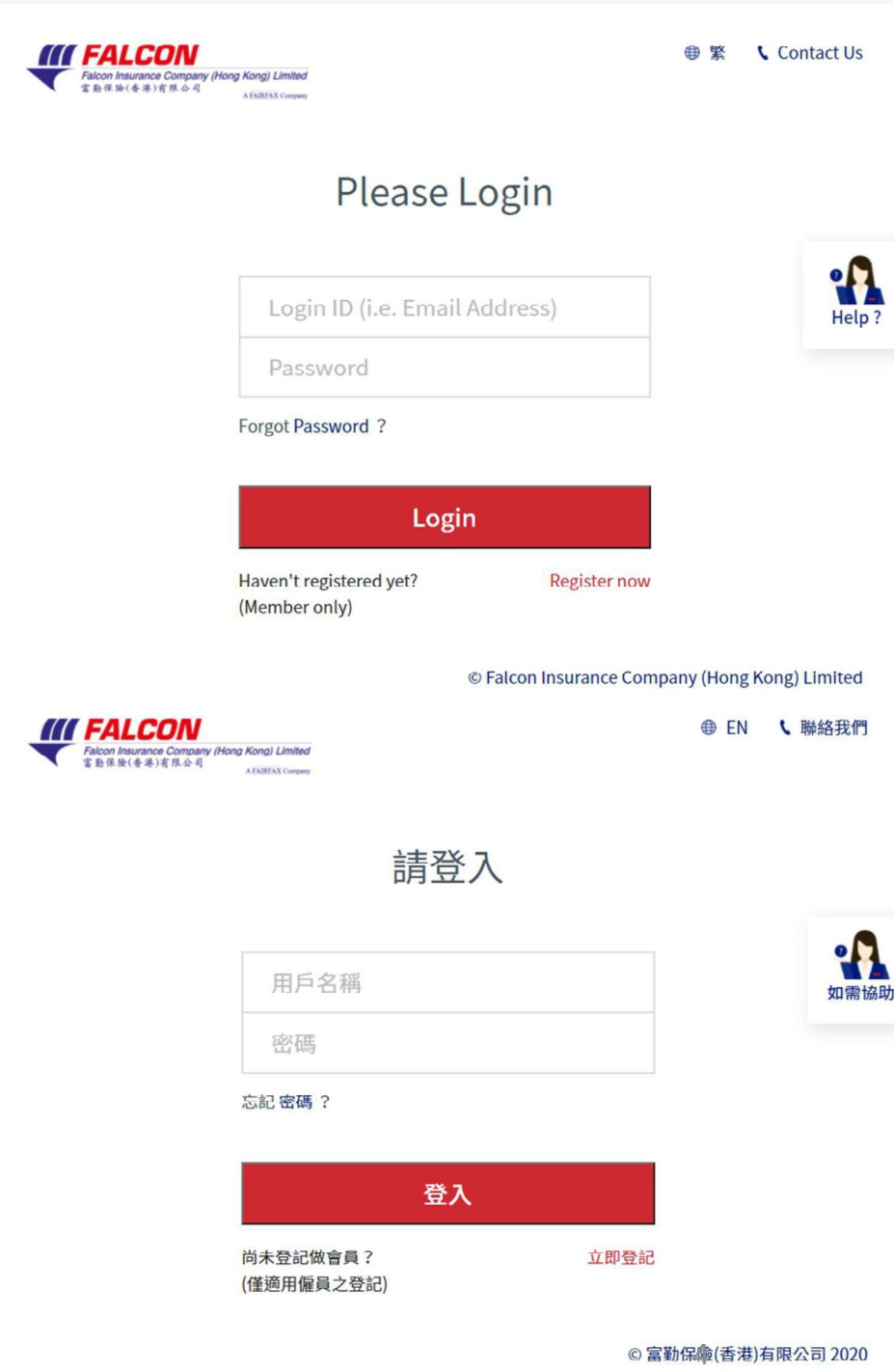
Step 2 步驟2

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。



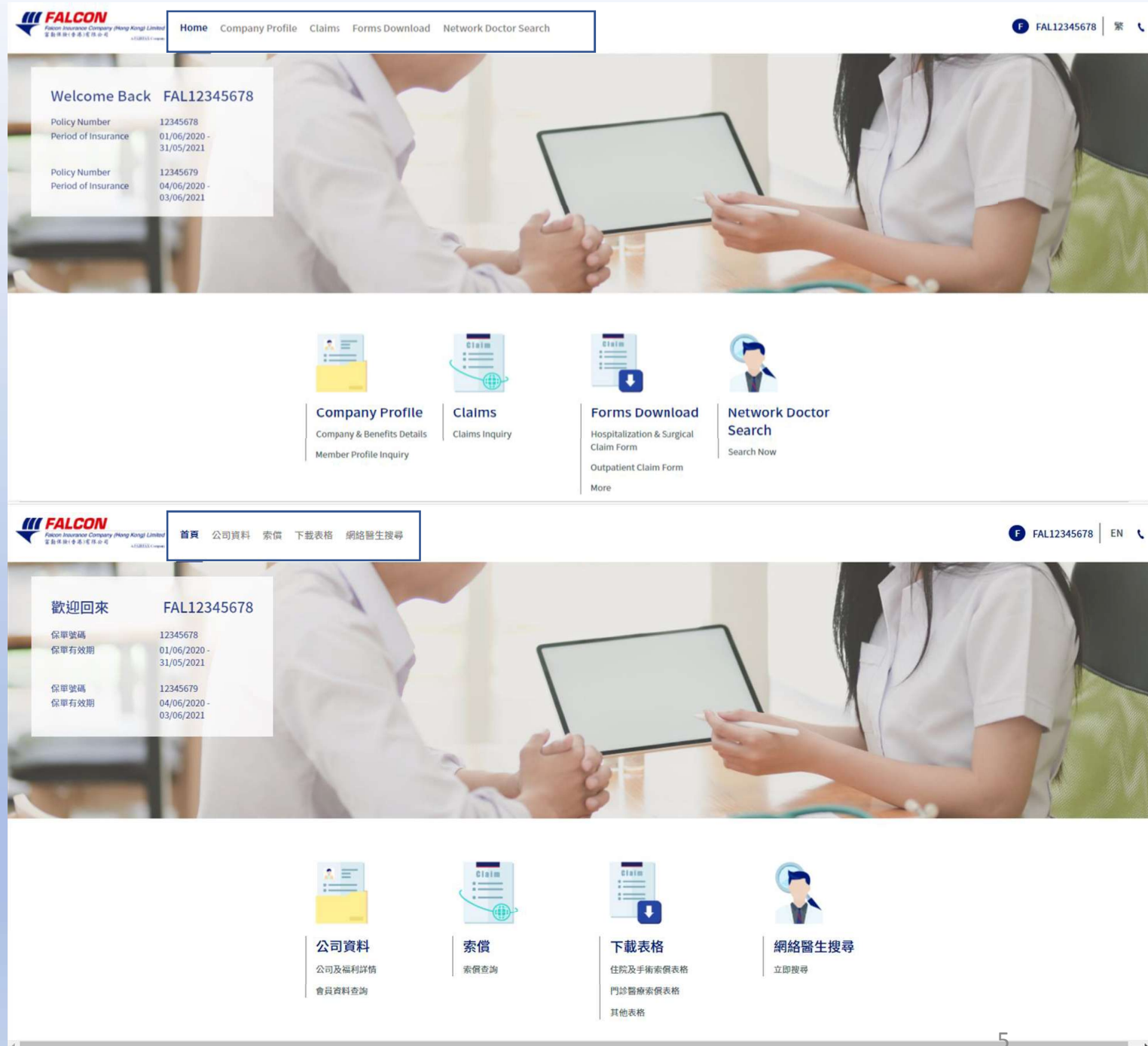
Step 3 步驟3

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)



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

香港保險有限公司

HomeCompany ProfileClaimsForms DownloadNetwork 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 :

SUITES 1006-11, 10/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 :

Download Insurance Schedule

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

FALCON

Falcon Insurance Company (Hong Kong) Limited

香港保險有限公司

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 :

SUITES 1006-11, 10/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 :

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

FALCON

Home

Company Profile

Claims

Forms Download

Network Doctor Search

Member Profile Inquiry

Member Profile Inquiry

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

Total 26 record(s)

10 Records per page

Last update:17-08-2020

< 1 2 3 >

FALCON

首頁

公司資料

索償

下載表格

網絡醫生搜尋

會員資料查詢

會員資料查詢

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

共 26 個紀錄

10 每頁紀錄

最後更新：17-08-2020

< 1 2 3 >

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。

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。



HomeCompany ProfileClaimsForms DownloadNetwork 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 :

Download Insurance Schedule



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 :

01/06/2020 - 31/05/2021

計劃 :

01

福利詳情 :

下載福利金額表

- e-Record Change Form

線上資料變更表格

You can now add/edit Member personal information and report Member movement online.

您可以透過網上新增/更改成員個人資料及申報成員離職通知。

****All changes must be submitted within 31 days from the effective date.**

****所有更改必須在生效日期起計31日內提交。**

The screenshot shows the English version of the Falcon e-Record Change Form. At the top, the Falcon logo and navigation links (Home, Company Profile, Claims, Forms Download, Network Doctor and Medpass Service) are visible. The user is logged in as FAL1234. The main heading is "e-Record Change Form". Below this, a banner states: "All changes must be submitted within 31 days from the effective date." The form fields include "Policy no." (12345678) and "Associated no." (001 STAR COMPANY LIMITED). There are three tabs: "Addition of Employee", "Addition of Dependant", and "Other Changes". The "Termination of Employee and/or Dependant" section is active, showing fields for "Employee/Dependant Member Ref. No.*", "Employee/Dependant Name (English)*", "Termination Date*", and "Reason for Termination (if still employed)". A red "Next" button is at the bottom.

The screenshot shows the Chinese version of the Falcon e-Record Change Form. The layout is identical to the English version, but the text is in Chinese. The main heading is "線上資料變更表格". The banner states: "所有更改必須在生效日期起計31日內提交。". The tabs are "新增僱員", "新增家屬", and "其他更改". The "終止僱員及/或家屬保障" section is active, showing fields for "僱員/家屬會員編號*", "僱員/家屬名稱 (英文)*", "離職生效日期*", and "終止的原因 (如仍受僱於機構)". A red "下一步" button is at the bottom.

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」

Claims Inquiry

Outpatient ClaimHospitalization & Surgical Claim

Q Select Policy No.

Q Keyword search

Member Ref. No.

Q Select Associated No.

📅 Date of Treatment From Now To

👤 Member Name

Search

Related no. : -Policy no. : -

Member Ref. No.	Member Name	Claim No.	Date of Treatment (DD/MM/YYYY)	Benefit Description	Claim Amount HKD	Paid Amount HKD	Settle Date (DD/MM/YYYY)	Claim Status	Download [PDF]
A0002A	WONG SIU LAI MARY	1200323478	10/07/2020	Chinese Herbalist/ Bonesetter/ Acupuncturist's Treatment	85.00	85.00	29/07/2020	Paid	001Download [PDF]
A0002A	WONG SIU LAI MARY	1200323478	10/07/2020	Chinese Herbalist/ Bonesetter/ Acupuncturist's Treatment	150.00	-	29/07/2020	Declined	249Download [PDF]
A0003A	SZE WAI LAM	1200323149	22/06/2020	Out-patient Physician's Consultation	290.00	290.00	08/07/2020		
A0002G	LO WAI CHUNG	1200323141	21/06/2020	Out-patient Physician's Consultation	510.00	500.00	07/07/2020		
Total 75 record(s)					33,364.00	26,459.00			

10Records per page

< 1 2 3 4 5 ... 8 >

Advanced filter

Filter

Clear all

Benefit Description

☐ GP's Consultation

☐ Specialist's Consultation

☐ Prescribed Medicine

☐ Chinese Medicine Practitioner Treatment/Bonesetting/Acupuncture

☐ Physiotherapist/ Chiropractor's Treatment

☐ Dental

☐ Lab Test

☐ Others

Claim Status

☐ Paid

☐ Pending

☐ Declined

☐ In Progress

CancelFilter

索償查詢

門診索償住院及手術索償

Q 選擇保單編號

Q 關鍵字搜尋

會員編號

Q 選擇相關號碼

📅 診治日期 由 現在 至

👤 會員名稱

搜尋

保單編號 : -相關號碼 : -

會員編號	會員名稱	索償編號	診治日期 (日/月/年)	福利項目	索償金額 HKD	賠償金額 HKD	處理日期 (日/月/年)	索償狀況	原因	進階篩選
A0002A	WONG SIU LAI MARY	1200323478	10/07/2020	中醫/跌打/針灸治療	85.00	85.00	29/07/2020	受理	001	下載 [PDF]
A0002A	WONG SIU LAI MARY	1200323478	10/07/2020	中醫/跌打/針灸治療	150.00	-	29/07/2020	不獲賠償	249	下載 [PDF]
A0003A	SZE WAI LAM	1200323149	22/06/2020	醫生診治	290.00	290.00	08/07/2020	受理	001	下載 [PDF]
A0002G	LO WAI CHUNG	1200323141	21/06/2020	醫生診治	510.00	500.00	07/07/2020	受理	001	下載 [PDF]
共 75 個紀錄					33,364.00	26,459.00				

10每頁紀錄

< 1 2 3 4 5 ... 8 >

最後更新 : 19-08-2020

3. Forms Download 下載表格

Forms Download

Claim Forms

Hospitalization & Surgical Claim Form

Outpatient Claim Form

Other Forms

Medical Card Loss Declaration
Form

Record Change Form

下載表格

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)

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

Home Company Profile Claims Forms Download Network Doctor Search

FAL12345678 繁

Map Satellite

Network Doctor Search

Doctor Name

Area District

Please Select Please Select

Doctors near me

Service Type

Please Select

Search

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

首頁 公司資料 索償 下載表格 網絡醫生搜尋

FAL12345678 EN

Map Satellite

網絡醫生搜尋

醫生名稱

地區 分區

請選擇 請選擇

我附近的醫生

服務類型

請選擇

搜尋

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。

Network Doctor Search

Doctor Name

Area

Hong Kong

District

Admiralty

Doctors near me

Service Type

General Practitioner

Search

網絡醫生搜尋

醫生名稱

地區

香港

分區

金鐘

我附近的醫生

服務類型

普通科

搜尋

Map

Satellite

Search Result

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	8668, 2529 8667
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.

Map

Satellite

Search Result

Map

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





FALCON
Falcon Insurance Company (Hong Kong) Limited
富勒保險(香港)有限公司
A FALCON Company

Home

Company Profile

Claims

Forms Download

Network Doctor and Medpass Service Search

FAL12345678

繁



Contact us

Tel:

(852) 2232 2777

Fax:

(852) 3909 4208

Email:

eb.support@falconinsurance.com.hk

Address:

Suites 1006-11, 10/F, 12 Taikoo Wan Road,
Taikoo Shing, Hong Kong

Office Hours:

Mon to Fri
09:00 - 12:45
14:00 - 17:30





FALCON
Falcon Insurance Company (Hong Kong) Limited
富勒保險(香港)有限公司
A FALCON Company

首頁

公司資料

索償

下載表格

網絡醫生及
任中橫服務搜尋

FAL12345678

EN



聯絡我們

電話:

(852) 2232 2777

傳真:

(852) 3909 4208

電郵:

eb.support@falconinsurance.com.hk

地址:

香港太古城太古灣道12號10樓6-11室

辦公時間:

星期一至星期五
09:00 - 12:45
14:00 - 17:30



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Login Profile

用戶資料



FALCON
Falcon Insurance Company (Hong Kong) Limited
富勒保險(香港)有限公司
A FALCON Company

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FAL12345678

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Login ID Profile

Login Profile

Change Password

Logout

< 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
富勒保險(香港)有限公司
A FALCON Company

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FAL12345678

EN

用戶資料

用戶資料

更改密碼

登出

< 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
富勒保險(香港)有限公司

[Home](#) [Company Profile](#) [Claims](#) [Forms Download](#) [Network Doctor Search](#)

FAL12345678 繁

Login Profile
Change Password
Logout

Change Password

[< 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
富勒保險(香港)有限公司

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FAL12345678 EN

用戶資料
更改密碼
登出

更改密碼

[< 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~