

REGENT[®]

HONG KONG

團體醫療保險

Group Medical (In-Patient) Insurance

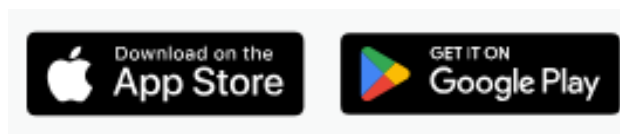
eServices HK 使用指引 User Guide

(For group medical policy
underwritten by bolttech)

Employee Benefits
March 2026

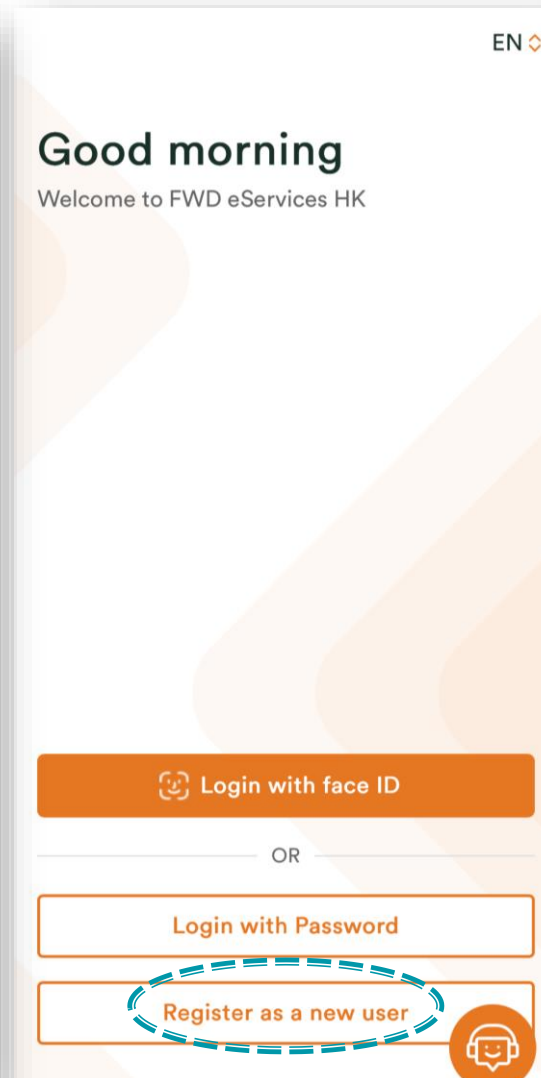


下載程式： Download App:



<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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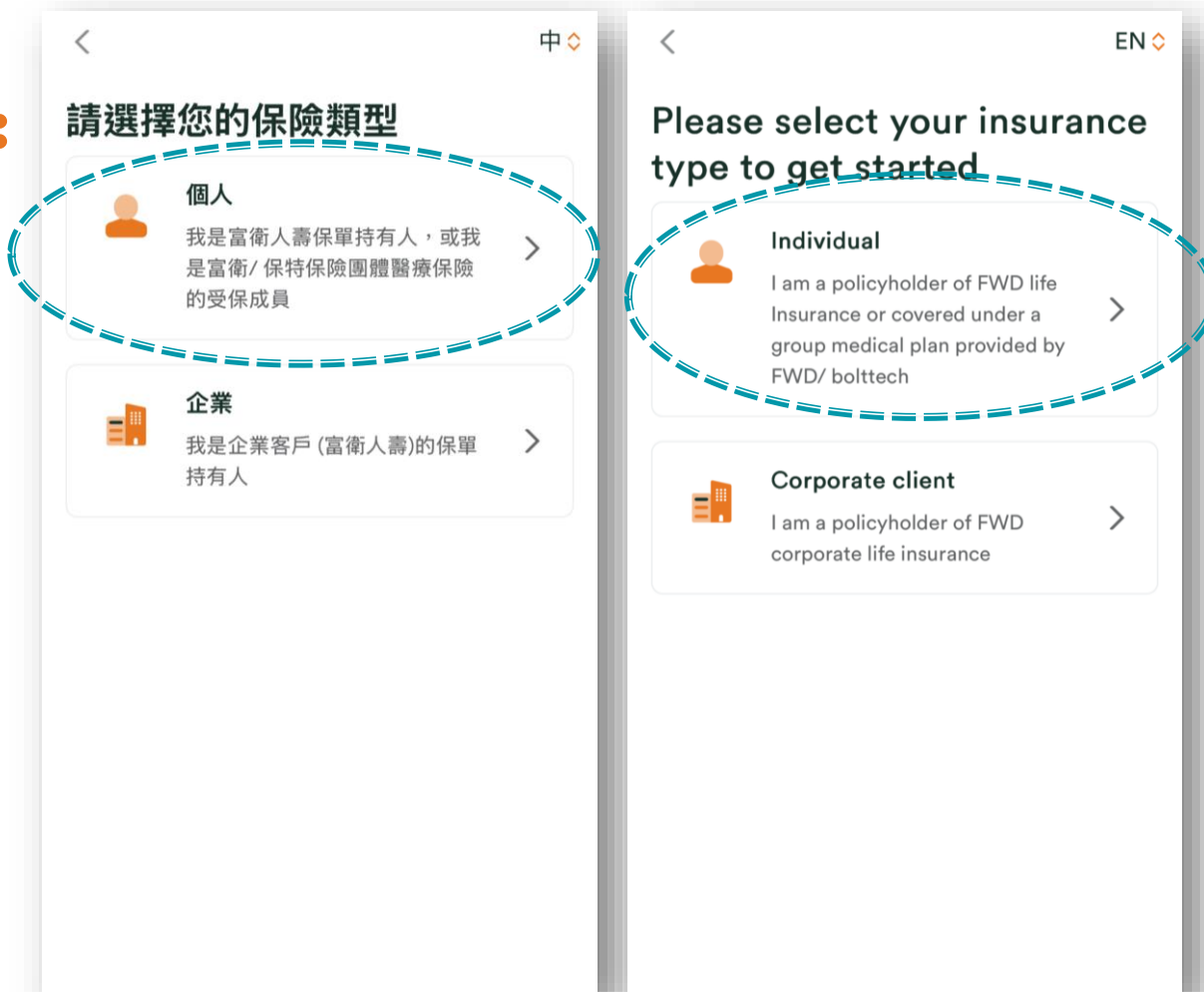
用戶登記: User Registration:



1
 點擊「註冊成為新客戶」
 Click “Register as a new user”

<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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用戶登記: User Registration:



2
 點擊「個人」
 Click "Individual"

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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用戶登記: User Registration:

中

新用戶登記

參考編號/身份證號碼/護照號碼

英文全名或拼音全名

下一步

或

啟用您的帳戶 — 輸入您電郵中的一次性密碼 (OTP)

點擊下方按鈕並在下一頁輸入一次性密碼 (OTP) 以啟用您的eServices帳戶。

輸入「一次的密碼」

版本: 3.8.4 (12.80.0)

EN

New user registration

Ref no. / ID / passport

Full name

Next

OR

Activate your account – Enter the OTP from your email

Click the button below and enter the one-time password (OTP) on the next page to activate your eServices account.

Enter one-time passcode

Version: 3.8.4 (12.80.0)

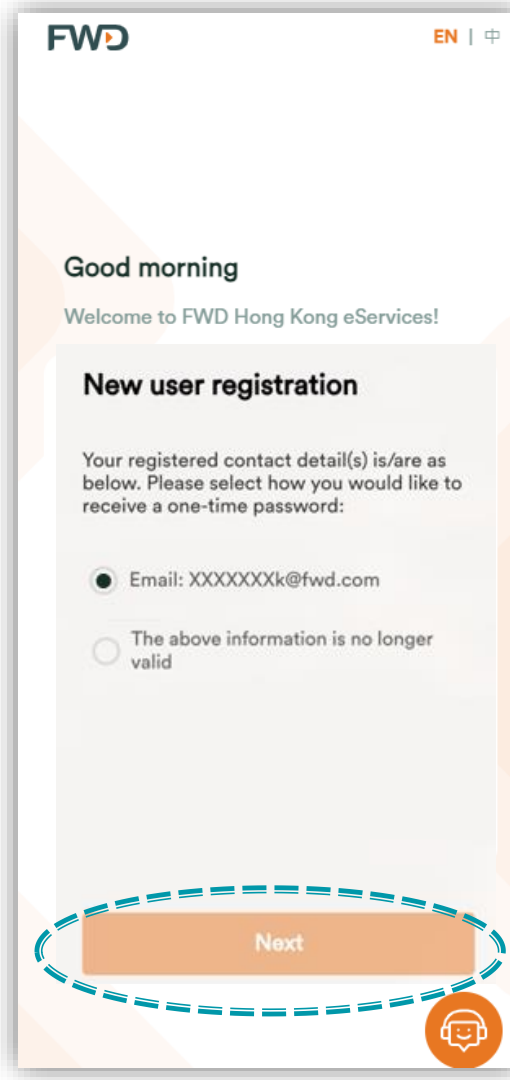
3

請輸入團體醫療保險成員
指引上之參考號碼 /
身份證號碼 / 護照號碼。
以及英文全名

**Please input the
Reference Number on
your Membership Guide
/ HKID No. / Passport No.
and your full English
name.**

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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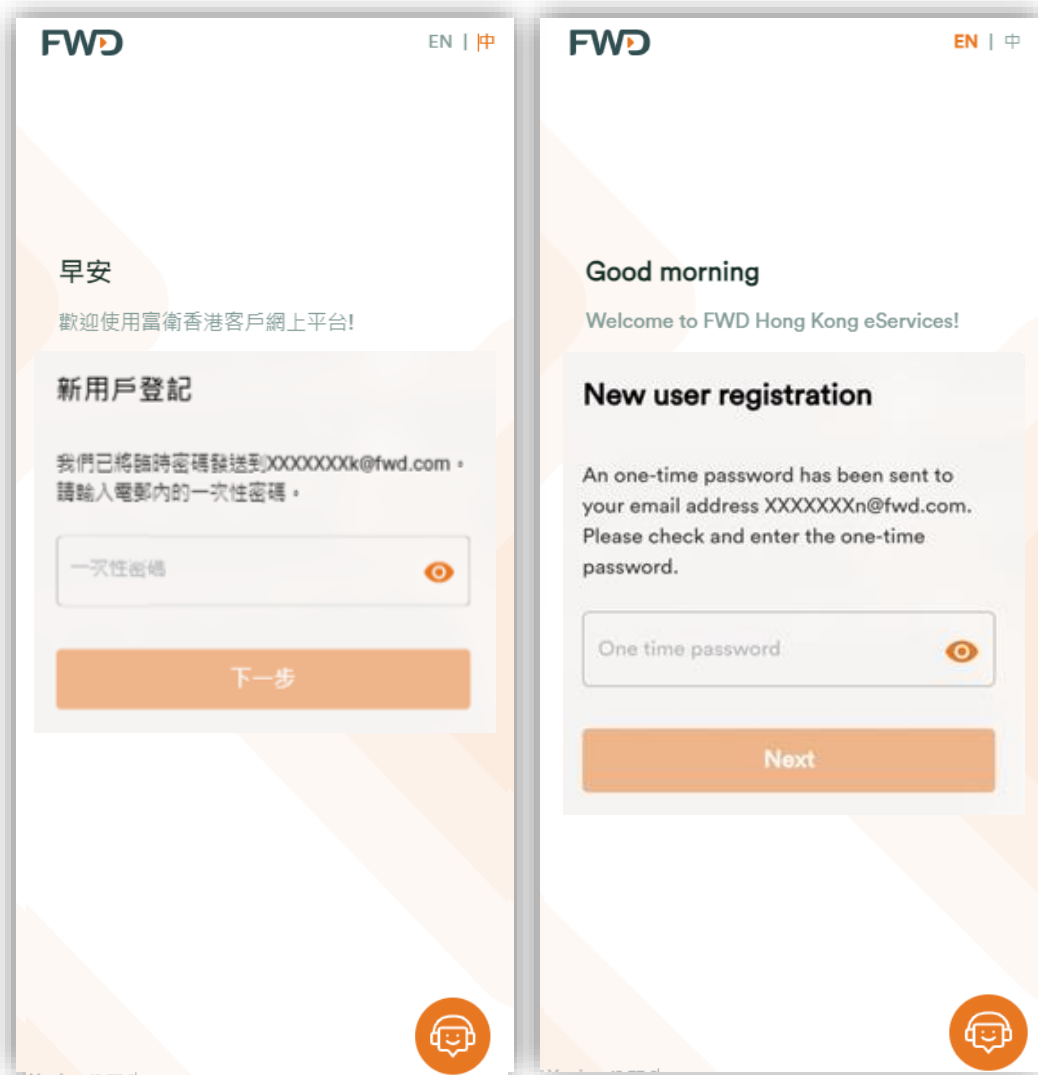
用戶登記: User Registration:



4
以電郵收取
一次性密碼
Receive one-time
password by email

<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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用戶登記: User Registration:



驗證電郵範例

Sample of Verification Email

Subject: FWD eServices - One-time Password 「一次的密碼」

Dear user,

Thank you for using FWD eServices. Please note that your one-time password is:

dxk26W

To protect your policy information, please keep your login information secure and confidential at all times.

Should you have further enquiry, please do not hesitate to contact our Service Hotline (852) 3123 3800.

Customer Engagement

親愛的客戶：

多謝使用富衛eServices。您的一次的密碼如上。

為避免您的保單資料外洩，請將您的登入資料保密。

如有任何查詢，歡迎致電我們的服務熱線(852) 3123 3800。

客戶聯繫中心

用戶登記
User
Registration

忘記帳號 / 密碼
Forgot Login ID /
Password

搜尋醫生/診所
Search clinic &
hospital

電子醫療卡
eHealth Card

提交索償
File a claim

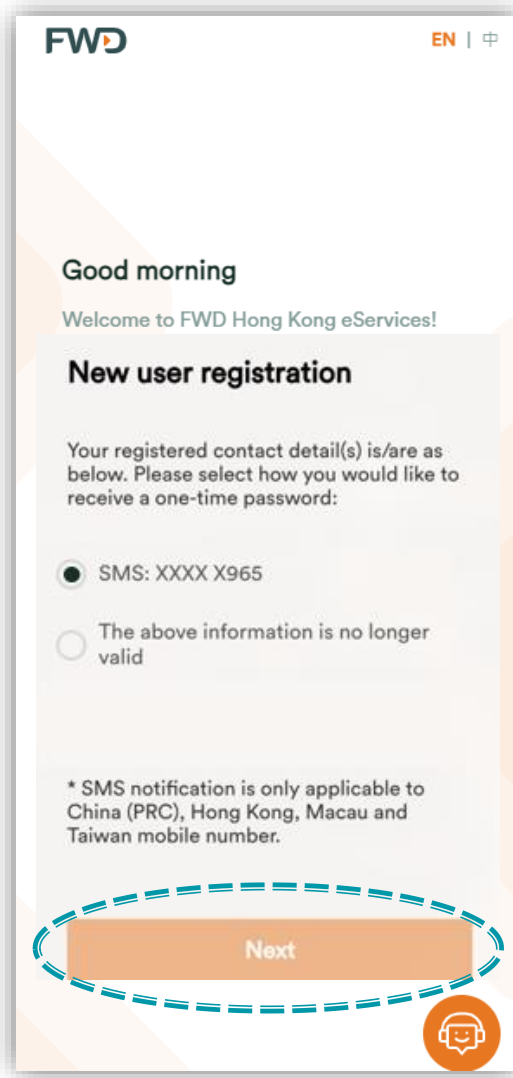
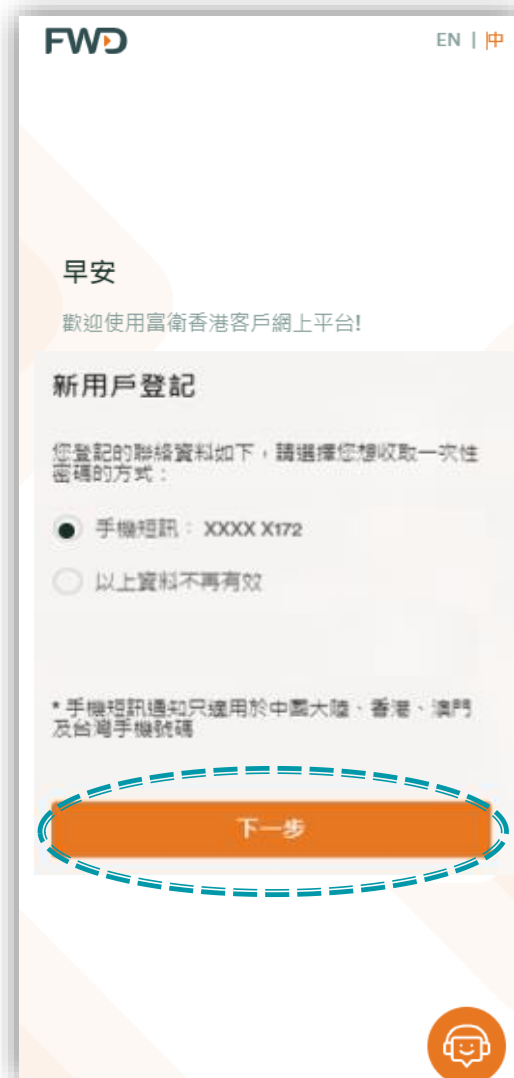
下載索償申請摘要
Download Claim
Submission Summary

保單查詢
Policy
Enquiry

即時對話
Chatbot
/Live Chat

下載程式
Download App

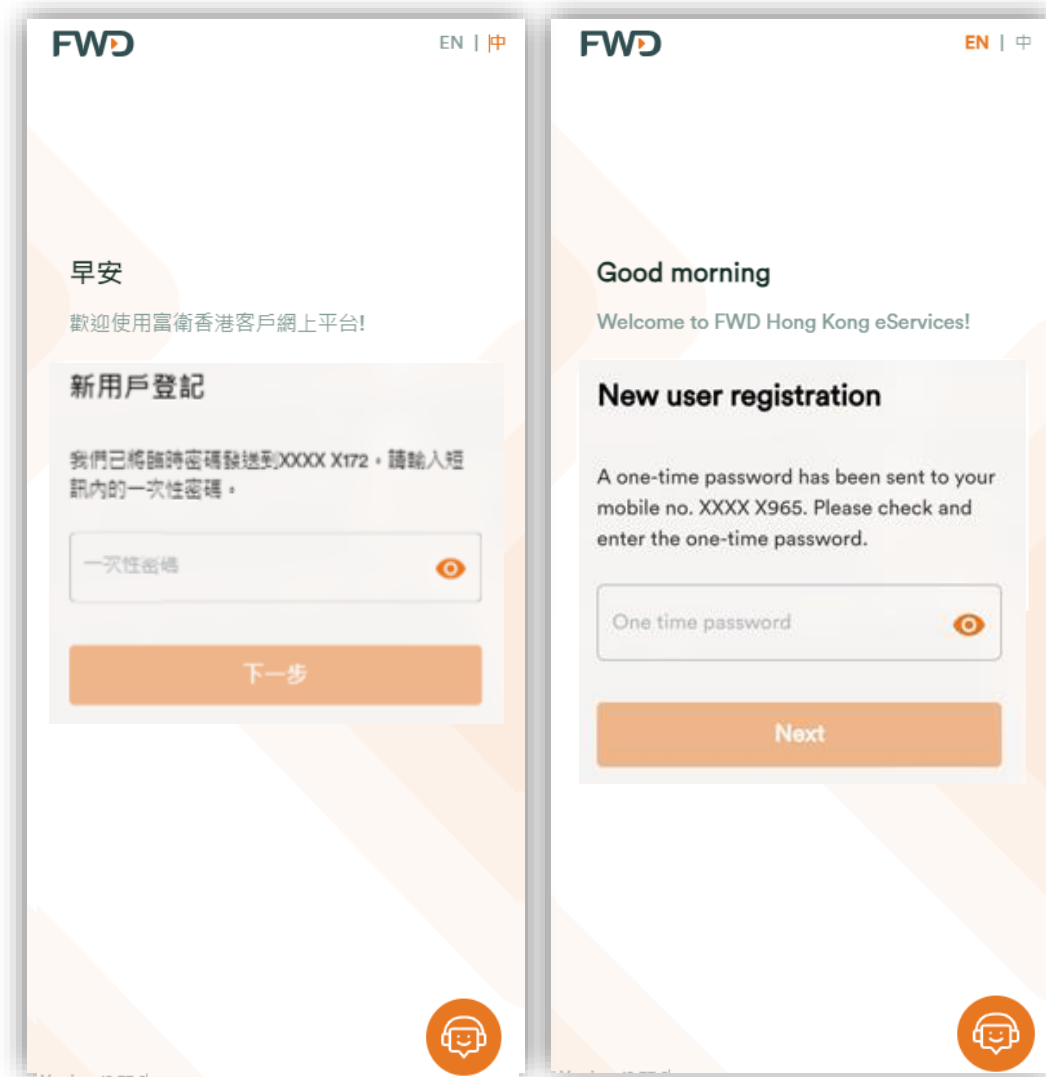
用戶登記: User Registration:



4
或以短訊收取
一次性密碼
Or receive one-time
password by SMS

<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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用戶登記: User Registration:



驗證短訊範例 Sample of Verification SMS



下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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用戶登記: User Registration:



4
輸入收到的一次性密碼
Input received OTP

一次的密碼有效期為5分鐘。
您可以點擊重新發送一次的密碼。

**Valid time of one-time password is 5 minutes.
You can resend the one-time password by clicking the button.**

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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用戶登記: User Registration:

5

提供一組帳號
及密碼以進行登記

Provide with a set of
Login ID and
password to proceed

只允許數字 / 字母 / 字符
(_ . @)

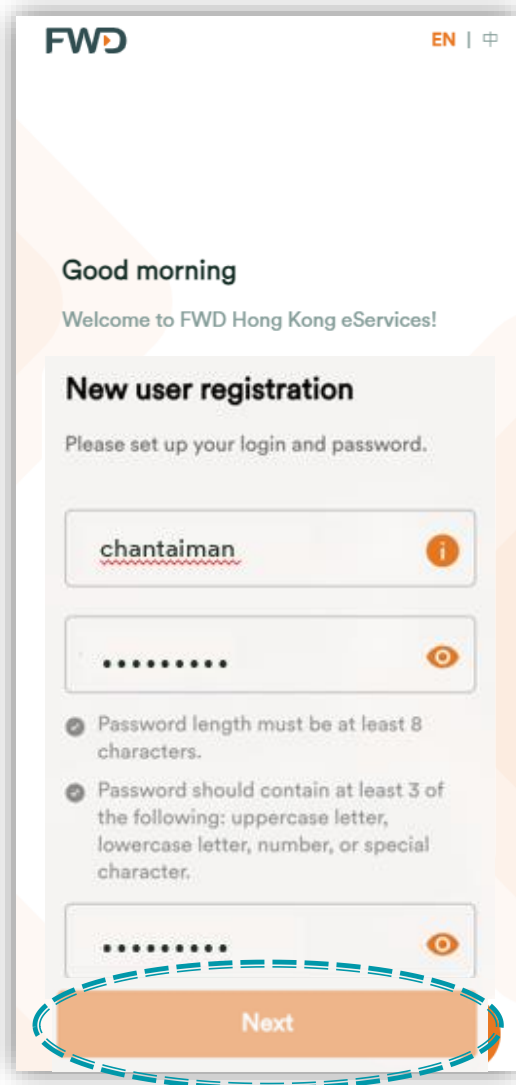
Only allow:
number/characters/symbols
(_ . @)

長度不少於8個字元。
必須包含大小寫，數字或特殊
字符 (4項之中選3項)。

Length must not be less
than 8 characters.
Must include upper/lower
case, number or special
symbols.(choose 3 out of 4)

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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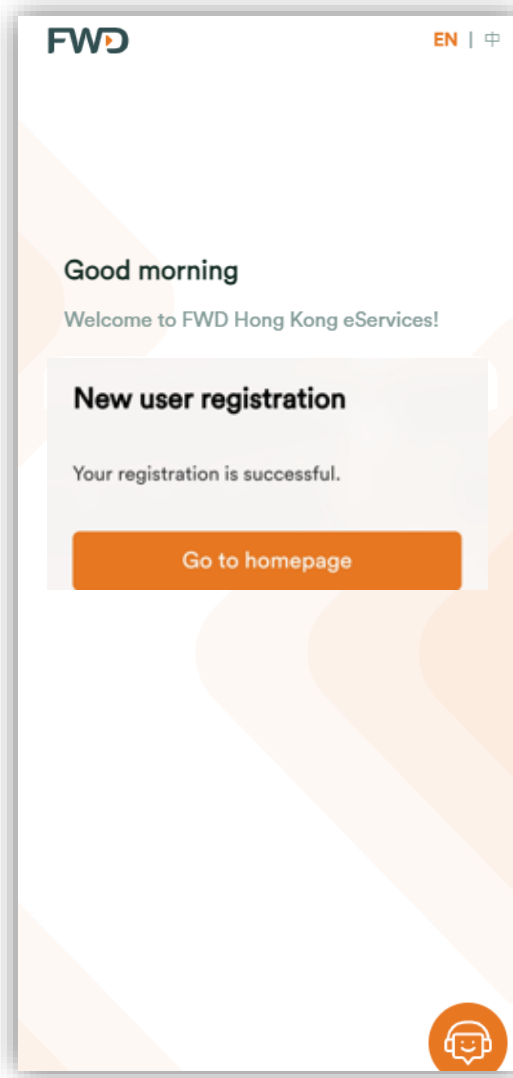
用戶登記: User Registration:



6
輸入帳號及密碼後，按「下一步」以完成登記
Enter your Login ID and password, then click “Next” to complete registration

<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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用戶登記: User Registration:



5

登記完成

Registration Completed

<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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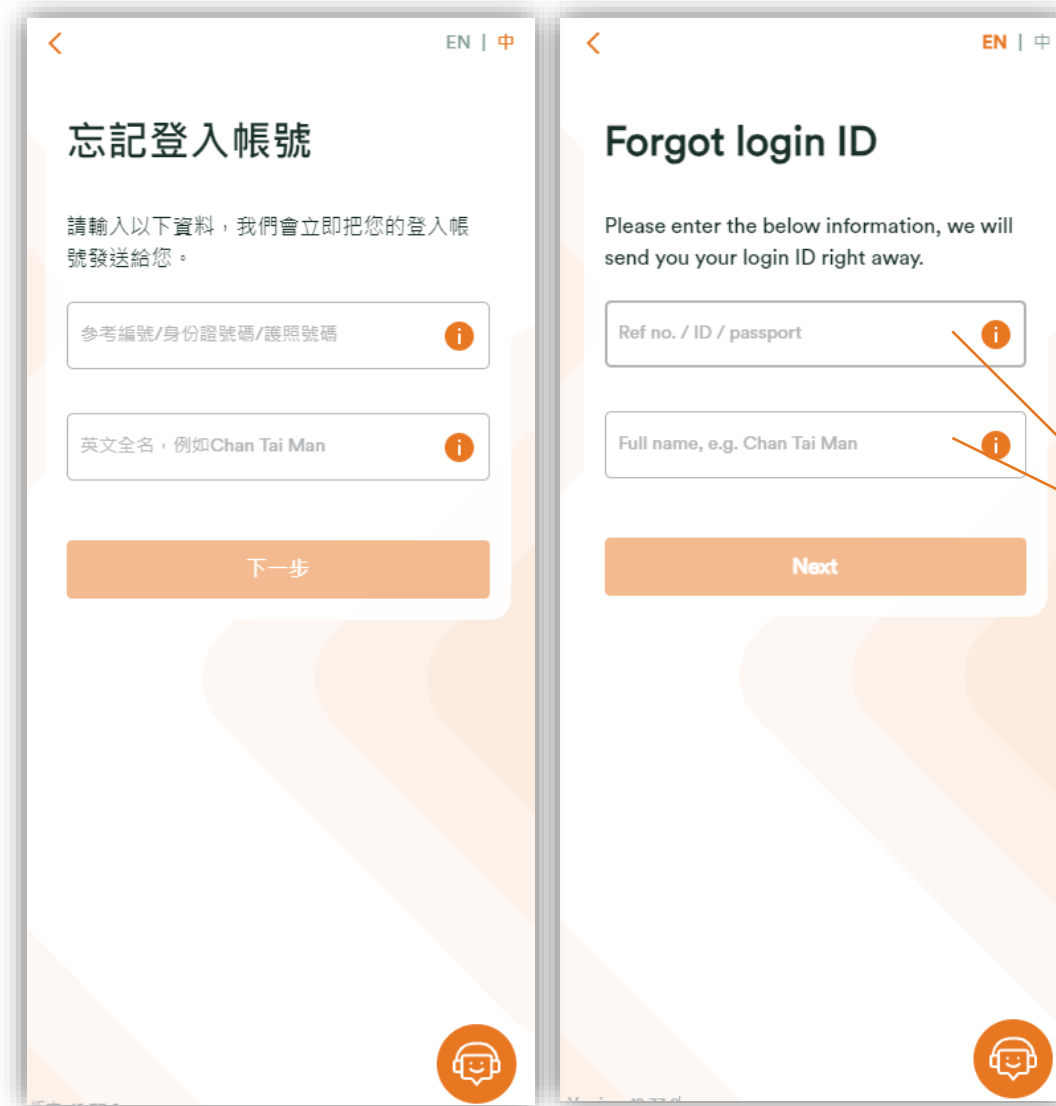
忘記帳號: Forgot Login ID:



1
如忘記帳號, 請按此
If you forgot your
login ID, please click
here

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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忘記帳號: Login ID:



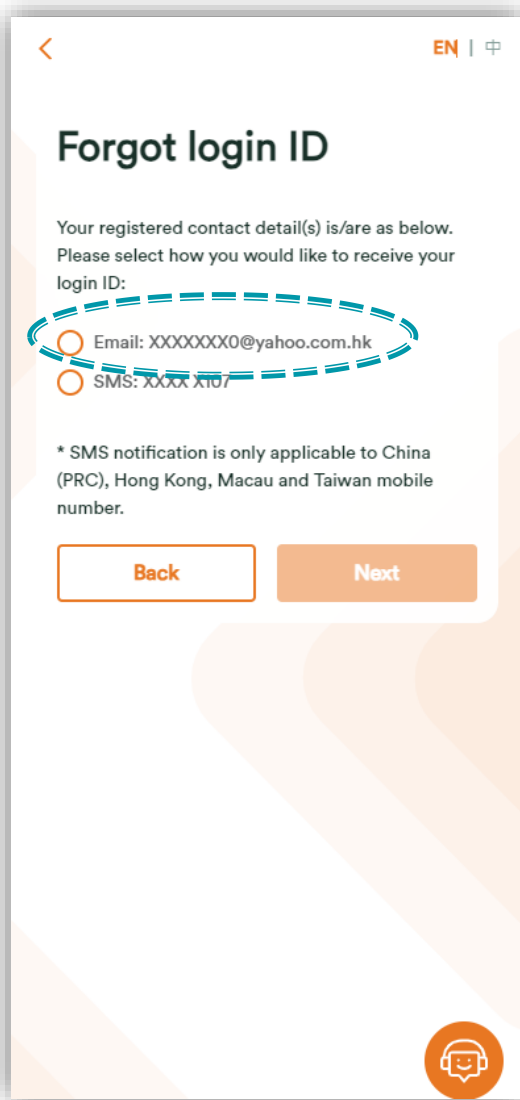
2

請輸入團體醫療保險成員
指引上之參考號碼 /
身份證號碼 / 護照號碼。
以及英文全名

**Please input the
Reference Number on
your Membership Guide
/ HKID No. / Passport No.
and your full English
name**

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Username / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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忘記帳號: Login ID:



3
以電郵收取登入帳號
Receive login ID by email

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot / Live Chat
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忘記帳號： Login ID:



驗證電郵範例

Sample of Verification Email

Subject: FWD eServices - Login ID 登入帳號

Dear user,

Thank you for using FWD eServices. Your request for retrieving Login ID has been processed. Please note that your Login ID is:

chanman123

To protect your policy information, please keep your login information secure and confidential at all times.

Should you have further enquiry, please do not hesitate to contact our Service Hotline (852) 3123 3123.

Customer Engagement

親愛的客戶：

多謝使用富衛eServices。您的取回登入帳號要求已完成。您的登入帳號如上。

為避免您的保單資料外洩，請將您的登入資料保密。

如有任何查詢，歡迎致電我們的服務熱線(852) 3123 3123。

客戶聯繫中心

忘記帳號 / 密碼
Forgot Login ID /
Password

搜尋醫生/診所
Search clinic &
hospital

電子醫療卡
eHealth Card

提交索償
File a claim

下載索償申請摘要
Download Claim
Submission Summary

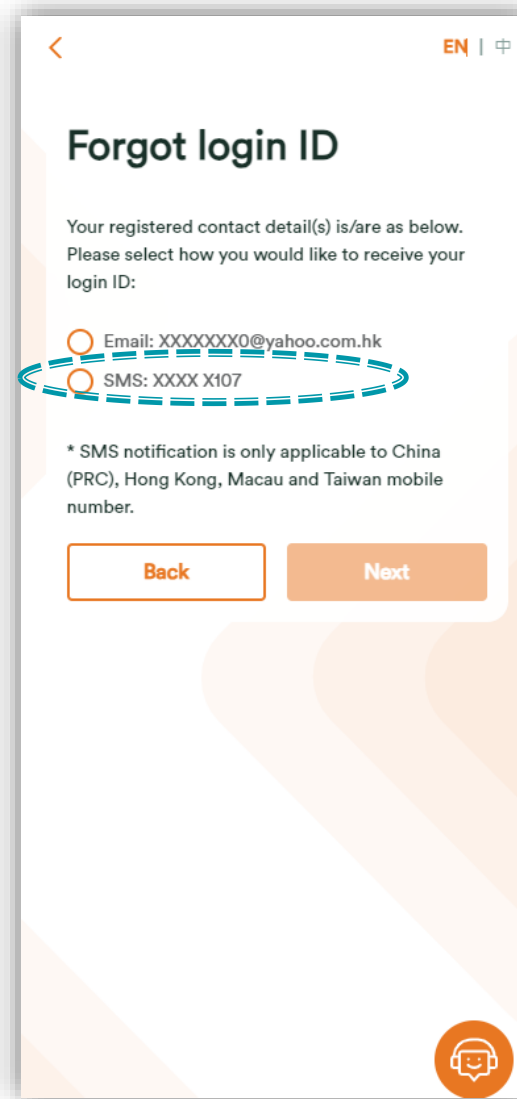
保單查詢
Policy
Enquiry

即時對話
Chatbot
/Live Chat

下載程式
Download App

用戶登記
User
Registration

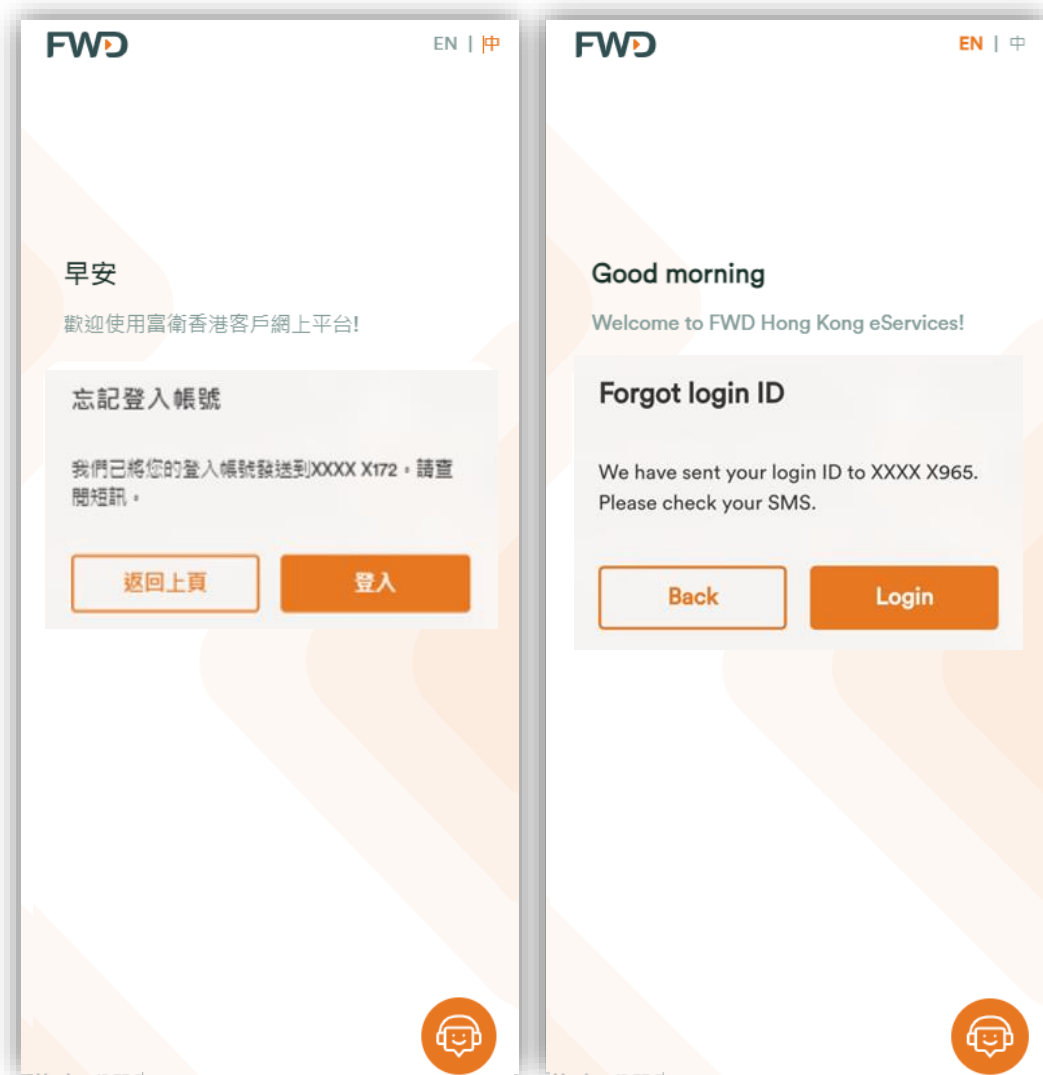
忘記帳號： Login ID:



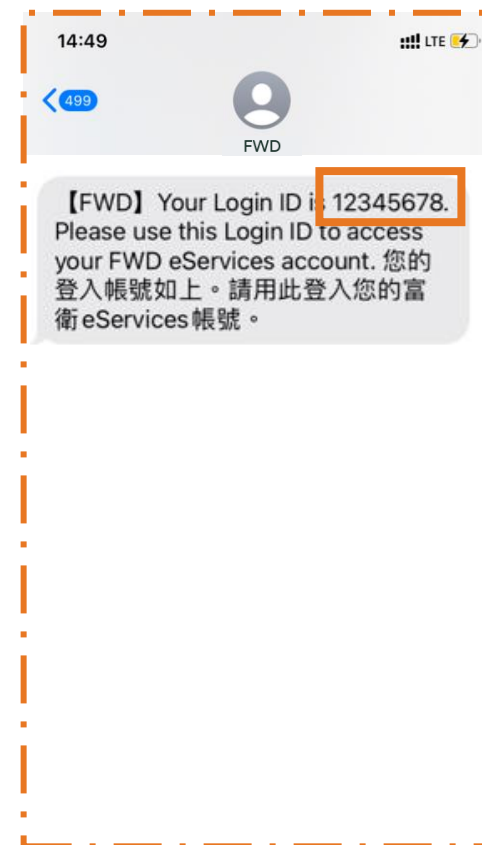
3
或以短訊收取登入帳號
Or receive login ID by
SMS

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot / Live Chat
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忘記帳號: Login ID:



驗證短訊範例 Sample of Verification SMS



下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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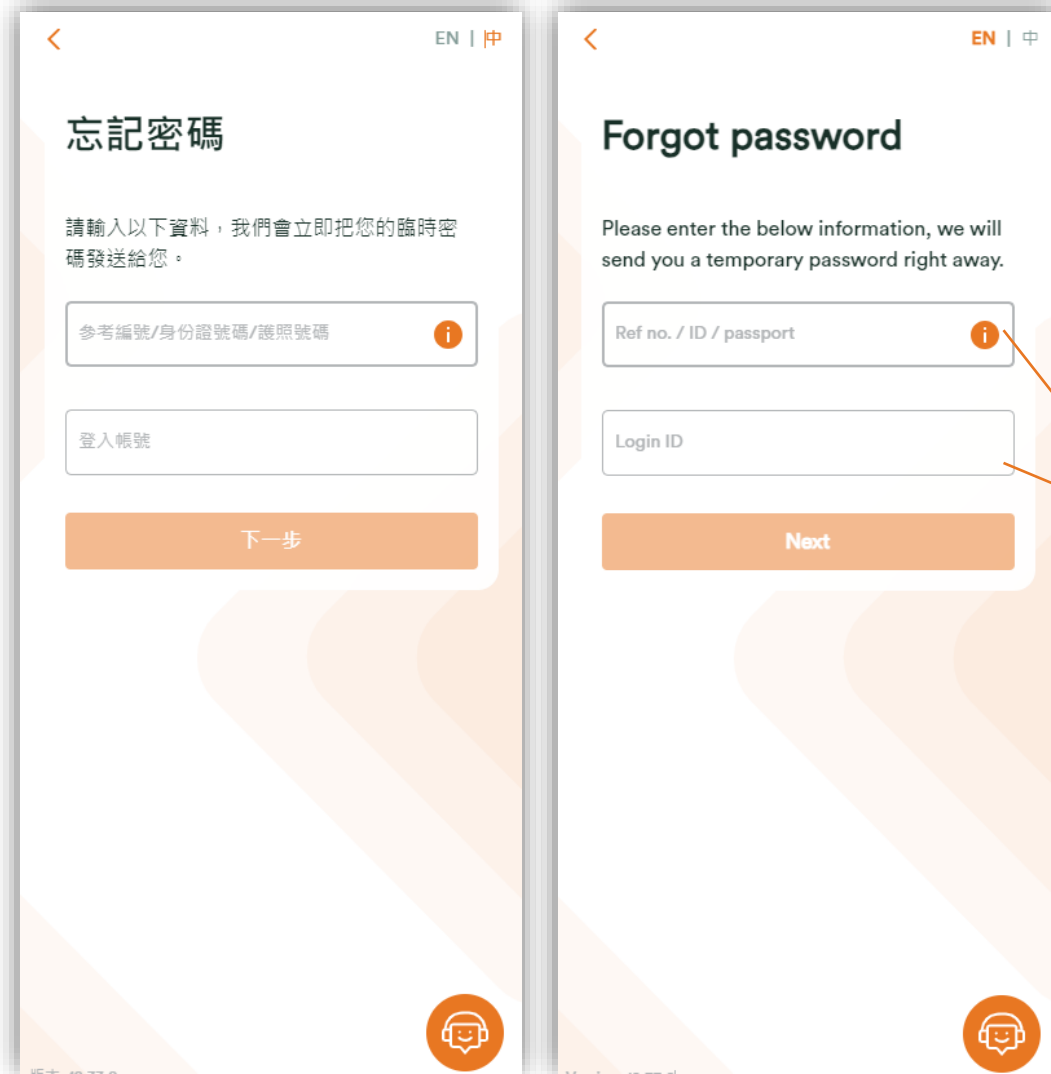
忘記密碼: Forgot Password:



1
如忘記密碼, 請按此
If you forgot your password, please click here

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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忘記密碼: Forgot Password:



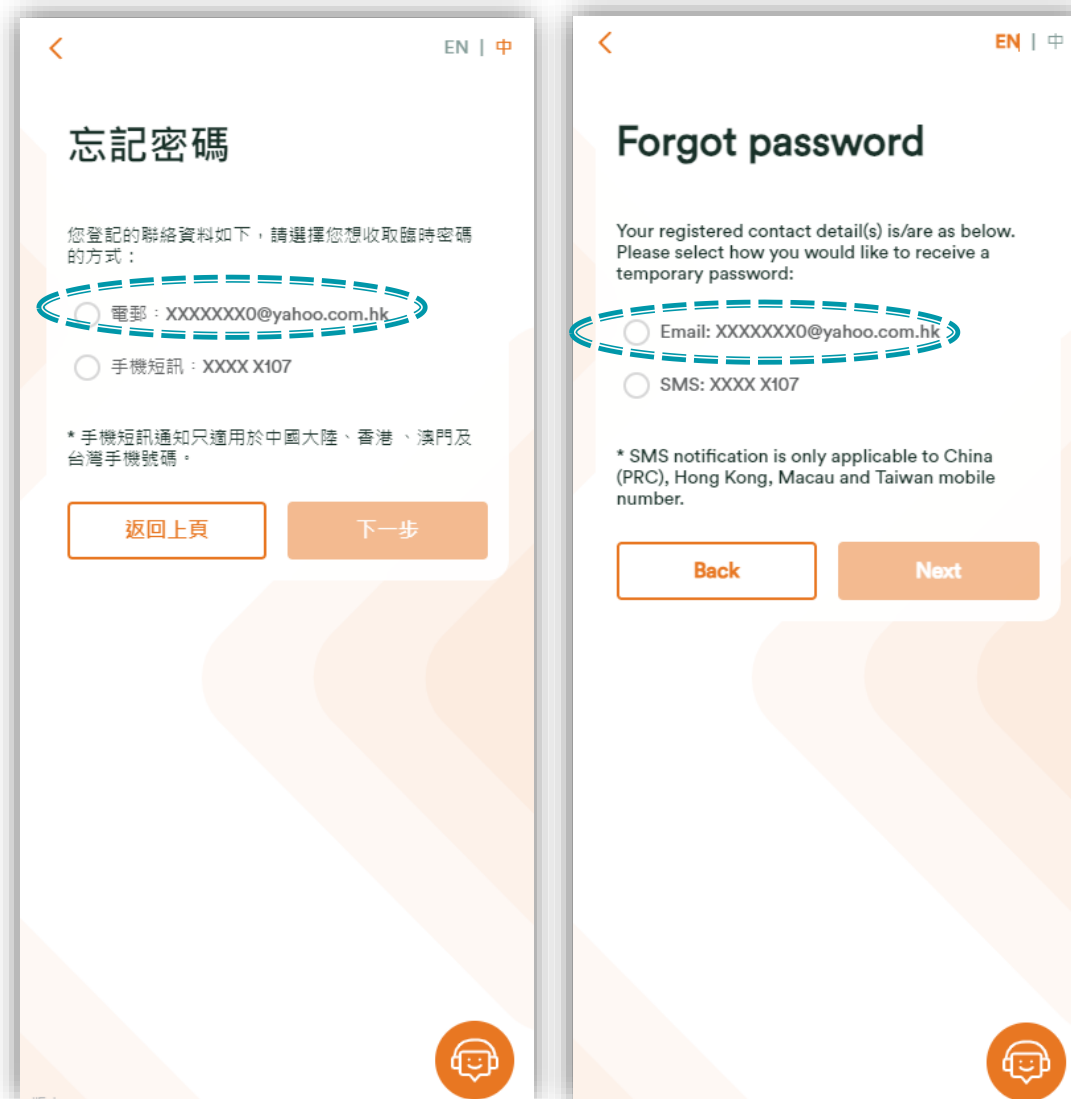
2

請輸入團體醫療保險成員
指引上之參考號碼 /
身份證號碼 / 護照號碼。
以及登入帳號

**Please input the
Reference Number on
your Membership Guide
/ HKID No. / Passport No.
and your Login ID**

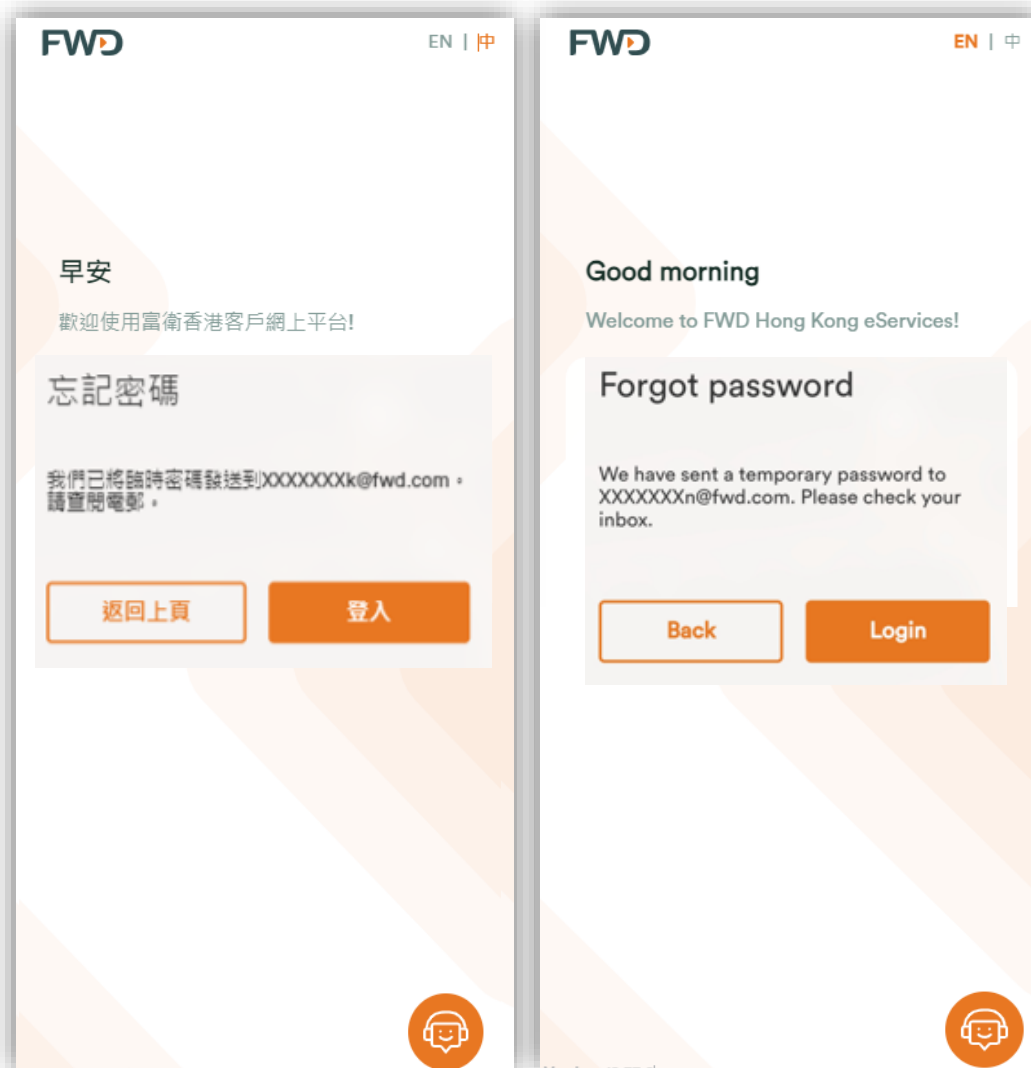
下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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忘記密碼: Forgot Password:



3
以電郵收取臨時密碼
Receive temporary password by email

忘記密碼: Forgot Password:



驗證電郵範例

Sample of Verification Email

Subject: FWD eServices - One-time Password 「一次的密碼」

Dear user,

Thank you for using FWD eServices. Please note that your one-time password is:

FJ342C

To protect your policy information, please keep your login information secure and confidential at all times.

Should you have further enquiry, please do not hesitate to contact our Service Hotline (852) 3123 3123.

Customer Engagement

親愛的客戶：

多謝使用富衛eServices。您的一次的密碼如上。

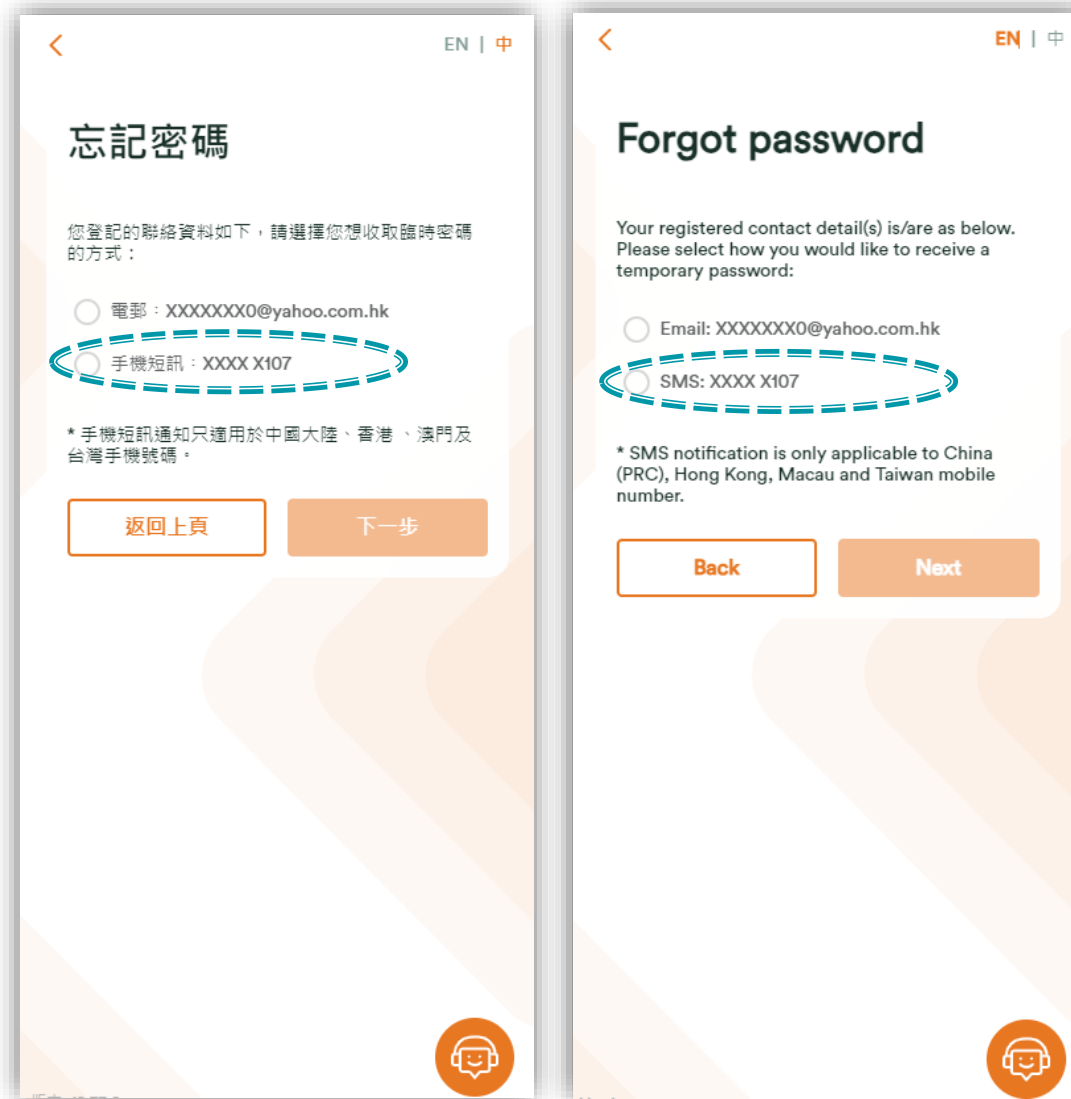
為避免您的保單資料外洩，請將您的登入資料保密。

如有任何查詢，歡迎致電我們的服務熱線(852) 3123 3123。

客戶聯繫中心

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot /Live Chat
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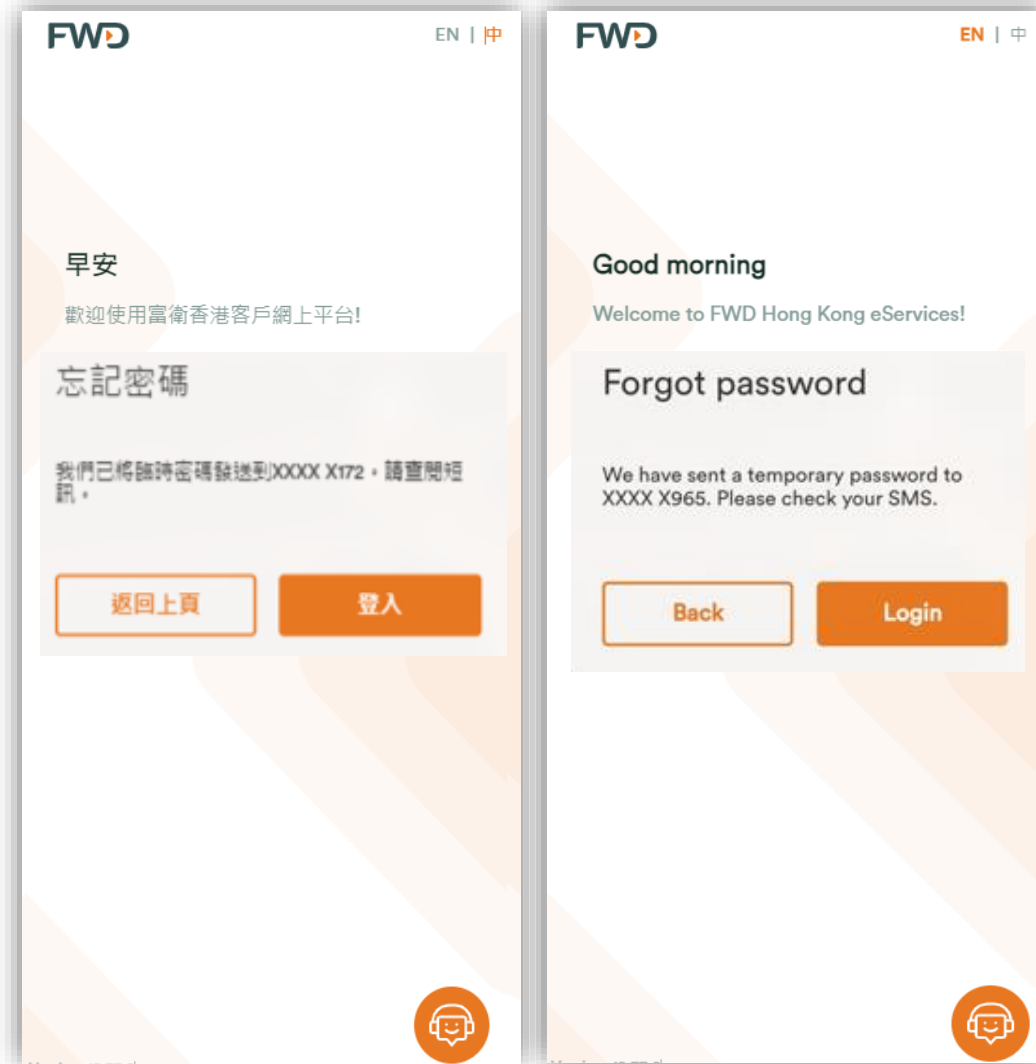
忘記密碼: Forgot Password:



3
或以短訊收取臨時密碼
Or receive temporary password by SMS

下載程式 Download App	用戶登記 User Registration	忘記帳號 / 密碼 Forgot Login ID / Password	搜尋醫生/診所 Search clinic & hospital	電子醫療卡 eHealth Card	提交索償 File a claim	下載索償申請摘要 Download Claim Submission Summary	保單查詢 Policy Enquiry	即時對話 Chatbot / Live Chat
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忘記密碼: Forgot Password:



驗證短訊範例 Sample of Verification SMS



<p>下載程式 Download App</p>	<p>用戶登記 User Registration</p>	<p>忘記帳號 / 密碼 Forgot Login ID / Password</p>	<p>搜尋醫生/診所 Search clinic & hospital</p>	<p>電子醫療卡 eHealth Card</p>	<p>提交索償 File a claim</p>	<p>下載索償申請摘要 Download Claim Submission Summary</p>	<p>保單查詢 Policy Enquiry</p>	<p>即時對話 Chatbot /Live Chat</p>
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