



自助理赔 操作指南

Self-Service Claims Guide

留学保险

「更快速/便捷完成理赔」

[Faster and More Convenient Claims Process]

1. 首次注册 Initial Registration

切换英文
Switch to English



微信扫一扫
Scan the QR code with WeChat



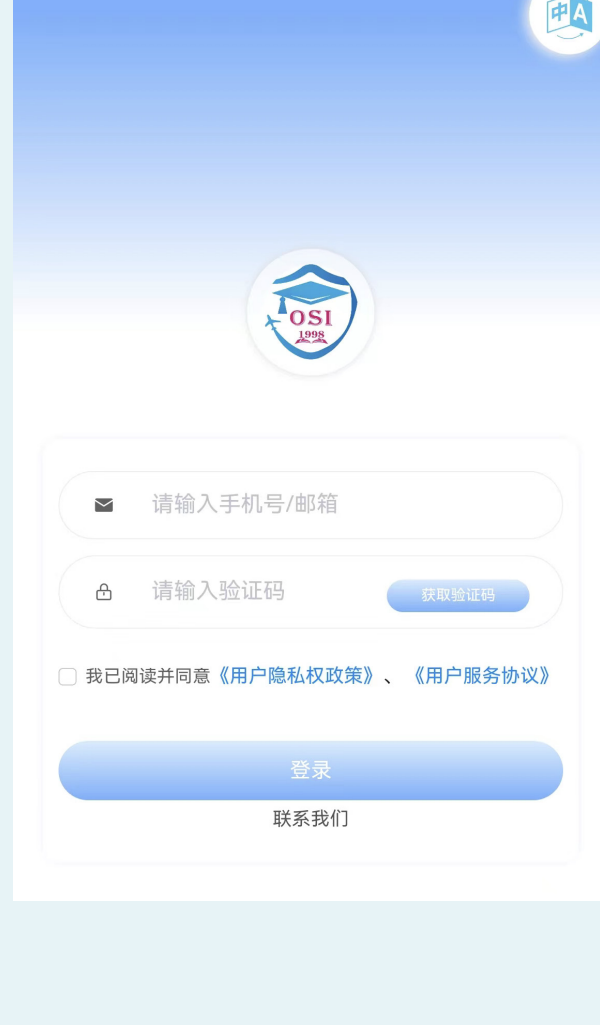
输入信息登陆
Enter login information

完成注册等待审核
Complete registration and wait for approval

提交完成-等待审核结果 (通过短信/邮件通知)

Submit the application - Wait for the approval results (to be notified via SMS/email)

2. 登陆个人中心 Log in to Personal Center



进入理赔环节
Navigate to the claims section

3. 理赔申请 Claim Application

选择保期
Select policy period



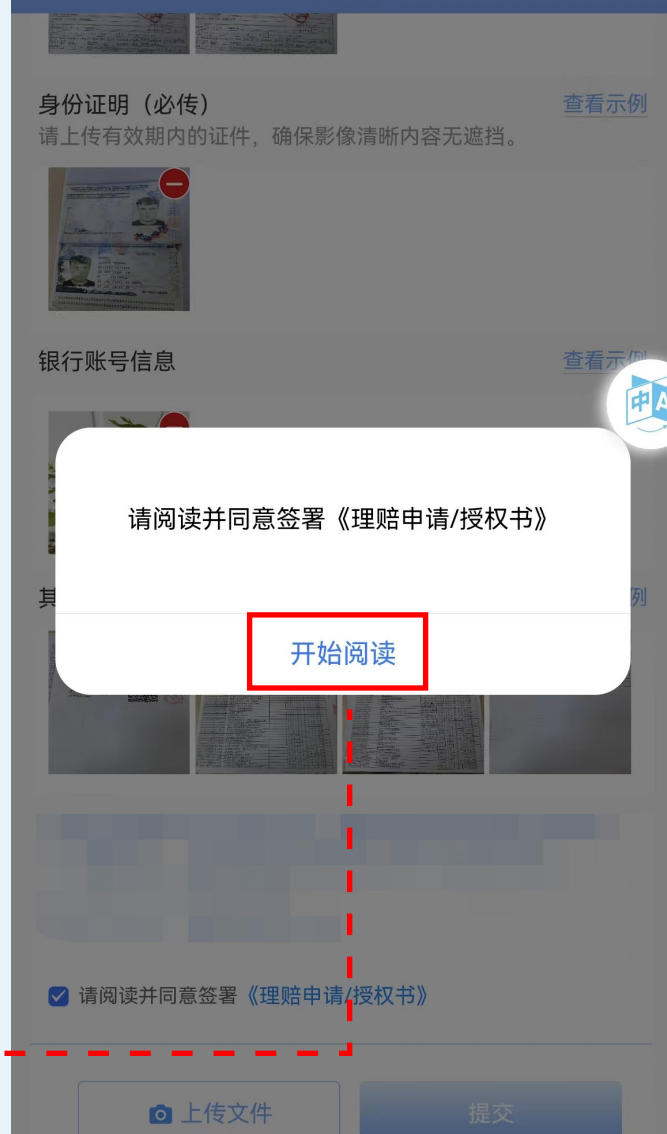
填写银行账户信息
Provide bank account information



4. 上传材料 完成申请 Upload Documents to Complete the Application



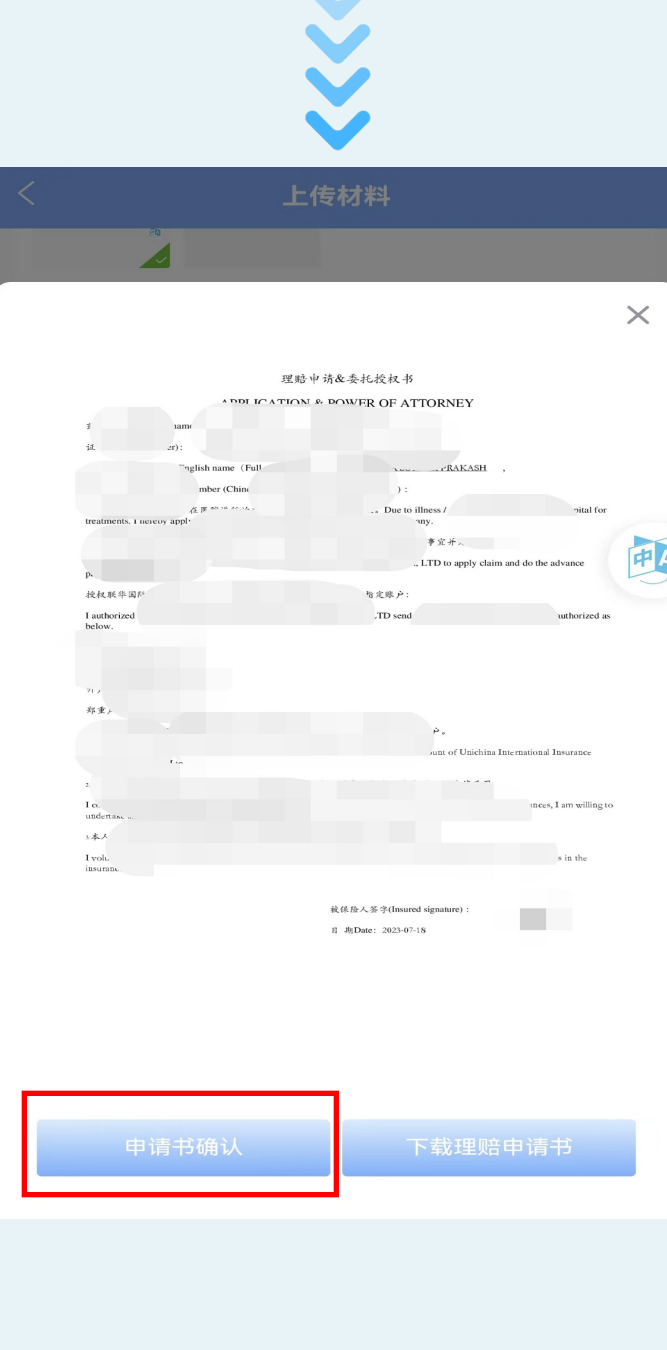
阅读提示上传材料
Read the prompts for document upload



完成电子签名
Complete electronic signature



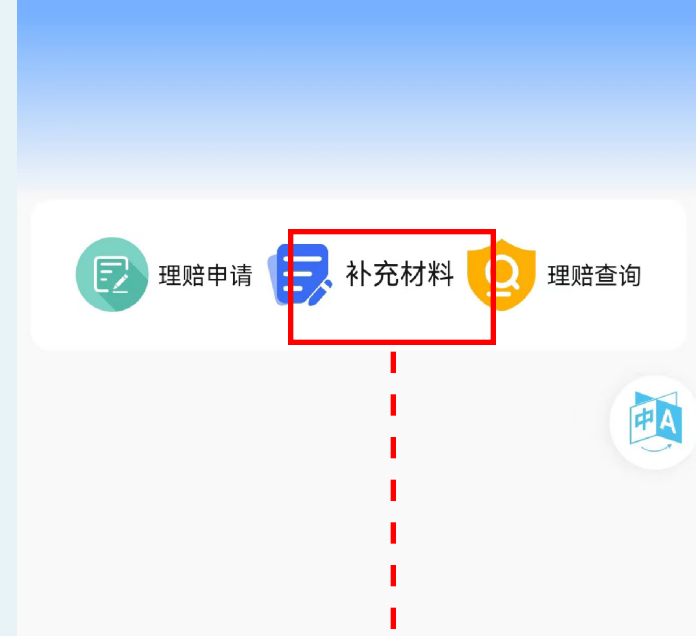
确认信息理赔申请成功
Confirm information Claim application submit successfully



补充流程 Supplementary Process

如果您收到问题件通知需要补充材料, 请按照如下操作

If you receive a notification for additional documents, please follow these steps



进入理赔服务
点击补充材料
Access the claims service and click on "Supplement Documents"



根据提示
上传材料
点击补充完成
Follow the prompts to upload the required materials
Click on "Complete Supplement"

联系电话Contact Number: 400-810-5119

官方网站Official Website: www.lxbx.net