# FAQs
## eServices

1)  How to download LibertyHK - LHC mobile app?

    The app can be downloaded on App Store (for Apple user) and Google Play (for Android user).
    You can search it with the below keywords:
    - LHC
    - Liberty HK
    - Liberty LHC

2)  What are the advantages of using LibertyHK - LHC mobile app?

    - No need to fill in any medical claim form
    - Avoid lost mail
    - Speed up the medical claim process
    - Check claim records easily
    - Protect personal privacy

3)  Can I use the eMedical card at the panel clinic?

    Our eMedical Card is always with you for identification.

4)  Can dependent(s) use LibertyHK - LHC mobile app?

    The e-claim app must be logged in by the employee and the claims of the dependent coverage can be managed on our eClaim app.

5)  What is the maximum reimbursement claim amount for LibertyHK - LHC mobile app?

    Applicable to all Hospitalisation, Outpatient and Dental Claims – Receipt Amount Limit at HK$10,000. Any medical claim above the maximum receipt amount, members are required to submit medical claim form and original claim documents for claim processing.

6)  What claim types are eligible to be submitted via the LibertyHK - LHC mobile app?

    All Hospitalisation, General Physician and Dental Claims are eligible, including the following:
    - Advance Lab. Test (MRI/CT SCAN/PET SCAN)
    - Day Surgery
    - Hospitalisation
    - General Physician
    - Chinese Medical Practitioner
    - Outpatient Specialist Consultation
    - Physiotherapy or Chiropractic Treatment
    - Outpatient Diagnostic Laboratory Test
    - Routine Physical Check-up
    - Dental Benefit

| 7) | What is the risk of leaking my privacy to other parties when using LibertyHK - LHC mobile app? |
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| | Our eClaim app is well secured by our company's system. i.e. User ID and password are required. All data and images are transferred to Liberty directly and made with protected coding. |
| 8) | Can LibertyHK - LHC mobile app speed up the claim procedure? If so, how much faster? |
| | Once you submit a claim on the app, we will receive your medical claim instantly. Members can submit and track their claims anytime |
| 9) | Is LibertyHK - LHC mobile app user-friendly? How to track claim records? |
| | It is very user-friendly. After logging into the app, please select "Claim History". You will be able to check all claims in progress and past claims. You may call our service hotline (852) 2892 3809 or email your claim reference to life.medical@libertymutual.com.hk, we will reply to you. |
| 10) | Is there any cost and promotion for the members? |
| | It is completely free! Members can enjoy discounted health check-up and eye check-up offers. |
| 11) | Where can I find my panel doctor? |
| | Please click here to visit our website for the Doctor List and key in PIN code for the reference. |

## Technical Support

| 1) | I cannot log in to LHC. |
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| | Click "Forget Login Password" on the login screen. You will then be directed to the "Forget Login Password" page. After submitting the Login ID and HKID/ Passport no. to us, we will reset the password and email the new password to you. |
| 2) | I cannot log in to LibertyHK - LHC mobile app. |
| | Click "Forget Login Password" on the login screen. You will then be directed to the "Forget Login Password" page. After submitting the Login ID and HKID/ Passport no. to us, we will reset the password and email the new password to you. |
| 3) | What is Session Timeout? |
| | For security reasons, you will be automatically redirected to a login page after the lapse of a continuous period of idle time. |
| 4) | Why is my account locked? |
| | If you enter wrong password for 10 times consecutively, your LHC account will be locked temporarily. You may click "Forget Password" to obtain a new password. Please click here. |
| 5) | Supported Devices |
| | • iPhone (Touch-ID-Enabled) – requires iOS 10.0 or later<br>• iPhone (Face-ID-Enabled) – only compatible with Apple iPhone X (requires iOS 11.0 or later)<br>• Android phone – requires operating system version 6.0 or later |
| 6) | Sign-in |
| | Members will receive a LHC Member Registration email from Liberty. After downloading the LibertyHK - LHC mobile app, members only need to enter the login ID and password as stated in the LHC Member Registration email. |

7) How to log in mobile app with Touch ID/ Face ID?

   You can enable Touch ID/ Face ID in "Settings". After enabling Touch ID/ Face ID, then you can click the Touch ID/ Face ID button on the login screen.

8) Supported Languages

   LibertyHK - LHC mobile app supports English and Traditional Chinese. The language option can be found at the top of the side menu.