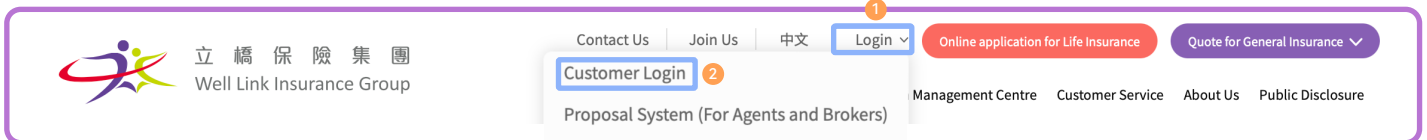


Well Link Insurance Useful Information

Manage Your Policy

Access your policy account via www.wli.com.hk/en
(Home > Login > Customer Login)



Customer Service Centre (Monday - Friday: 9 am – 6 pm)

Hotline: 2884 8888

Address: 1/F, Well Link Life Wealth Management Centre, Hip Shing Hong Centre, No.55 Des Voeux Road Central, Central, Hong Kong

Policy Changes

Inform us in writing within 7 days of any changes to your policy, including but not limited to personal information, driver information, car details, and policy renewal matters (Certain changes may involve charges. Please visit www.wli.com.hk for details.)

Claims Procedure

Policyholder must formally submit the completed claim form to us within 7 days from the date of occurrence. We do not accept verbal or email report of claims. Failure to submit the relevant claim documents within 7 days from the date of occurrence may constitute a breach of the terms and conditions of the policy. As a result, any claim submissions arising from the accident may not be accepted.

In the event of an accident:

- Stay calm and ensure safety of all parties
- Report the accident to the police immediately
- Call Well Link Insurance Claims Hotline immediately at +852 2884 8899
- Exchange information with drivers, casualties, witnesses and passengers involved in the accident, including: Vehicle registration number/ Name/ Number of Hong Kong ID Card or other identity document/ Address/ Contact number/ Insurance information
- Record the exact location of the accident
- Take photos or video of accident scene before any evidence (including vehicles and damaged properties) is moved

No admission of liability or undertaking of any compensation arrangements shall be made without the prior consent of the Company. If you need towing service, please call Well Link Insurance Claims Hotline at +852 2884 8899. We will arrange approved service provider to handle it.

Required Claim Documents:

If you require the Company to handle the claim on your behalf, please send the completed Motor Claim Form, the Application Form for a Certificate of Previous Convictions, copies of the ID Card and driving license of the driver involved, and a signed authorization letter from the driver involved, together with a cash payment of HKD 61, to the Company by registered mail.

Note: To official report a claim, the following documents in original copies must be submitted to our Claims Department by mail within 7 days.

- Original copies of the completed and signed Motor Claim Form and the authorization letter signed by the driver. Please ensure that the signature is same as the signature on the police statement.
- Original copies of the Application Form of Certificate of Previous Convictions signed by the driver (including the fee of HKD61). Please fill sections A, C, and D only. Please do not fill the authorized person's name and Hong Kong ID Card number in section D.
- A copy of the Hong Kong ID Card of the driver (mandatory and must be submitted together with the forms).
- A copy of the Hong Kong driving license of the driver (mandatory and must be submitted together with the forms).

Please submit a clear copy of the following documents via email or WhatsApp (+852 9546 8815). Late submission is acceptable.

- A copy of the Vehicle Registration Document (both front and back) (can be submitted by email)
- Copies of photo showing the damage to the vehicle at the time of the incident (if the total file size exceeds our email attachment limit of 14MB, please send them in separate emails).
- A copy of the police statement (can be submitted by email).
- A copy of the Notice of Intended Prosecution (can be submitted by email if applicable)
- Video footage from the vehicle's camera / dash cam recording the circumstances at the time of the incident (can be submitted by email).
- Repair quotation (only applicable to comprehensive cover policyholders)
- Police report record

Scan and download



Safe driving!

