

With HealthyLife, convenient health is at your fingertips. Follow these easy steps to register for HealthyLife and explore your privileges.

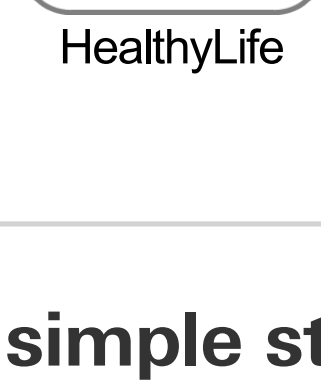
Before registering on HealthyLife, please ensure you have already enrolled the Medical Concierge service and have received the HealthyLife invitation email, which will be sent in 2-6 weeks after enrolment.

You may enrol the Medical Concierge service at HSBC HK website > Premier Elite > Medical Concierge Service, if you have not done so.

## Download the App

To download the HealthyLife app, simply visit the App Store or Google Play on your mobile device and download the app.

Alternatively, you can visit the HealthyLife login page.



## 4 simple steps to register for New HealthyLife user

Get started with your HealthyLife journey

Select your profile to log on ⓘ

Premier Elite >

### Step 1

Click 'Premier Elite' on the main page.

Select profile

Log on

Email or mobile number

Register now

Contact us

### Step 2

Click 'Register now'.

Registration

Verify your account

Date of birth

DD / MM / YYYY

Email address

tai.ming@premierelite.com

Verify your account with the email address which you've received a welcome email from us.

### Step 3

Enter your date of birth and email address used to receive the invitation email.

Set up your password

Enter your password

We've sent you a One Time Password (OTP) to \*\*\*\*@premierelite.com. If you haven't received once, please check the junk or spam folders

Enter OTP

You can choose to resent a new OTP in 30 seconds

### Step 4

Set a password, enter the OTP and click 'Continue' to complete registration.

## Existing HealthyLife user

If you are an existing member of HSBC HealthPlus, HASE Staff Medical Scheme, HSBC Life Benefits+ Medical Insurance Plan and/or HSBC Mastercard® Commercial Credit Card Wellness Benefits, you can continue using the HealthyLife app and enjoy the comprehensive services and coverage under your current scheme and/or plan.

You may also register another HealthyLife account to enjoy Premier Elite Medical Concierge service. Please contact the Medical Concierge Hotline at +852 3128 0130 for assistance, if your bank record email address has already been used for your existing HealthyLife account, you will need to provide a different email address for registration.

Select Profile

Log on as TAI M\*\*\*

Log on with <biometric>

Log on with password

Forgot your password?

### Step 1

Register for a new HealthyLife account with Medical Concierge Service by clicking 'Select Profile'.

Get started with your HealthyLife journey

Select your profile to log on ⓘ

Premier Elite >

### Step 2

Click 'Premier Elite' on the main page.

Select profile

Log on

Email or mobile number

Register now

Contact us

### Step 3

Click 'Register now'.

Registration

Verify your account

Date of birth

DD / MM / YYYY

Email address

tai.ming@premierelite.com

Verify your account with the email address which you've received a welcome email from us.

### Step 4

Enter your date of birth and email address that you have received the invitation email.

Set up your password

Enter your password

We've sent you a One Time Password (OTP) to \*\*\*\*@premierelite.com. If you haven't received once, please check the junk or spam folders

Enter OTP

You can choose to resent a new OTP in 30 seconds

### Step 5

Set a password, enter the OTP and click 'Continue' to complete registration.

Get started with your HealthyLife journey

Select your profile to log on ⓘ

Group Medical Insurance >

HealthPass >

Premier Elite >

To switch between profiles, simply click 'Select Profile' on the top left and select the corresponding profile to proceed log in.

## How to book a Video Consultation

Hi Tai Ming

Quick actions

Video consult a doctor

View eHealth card

Contact Medical Concierge hotline

### Step 1

Select 'Video consult with a doctor'.

Video consultation

Consult a doctor in the comfort of your home.

Book an appointment

Consult now or book an appointment

Your appointments

Upcoming & Past appointments

### Step 2

Click 'Book an appointment'.

Book a video consultation

Get started

### Step 3

Click 'Get started' to proceed.

Which type of doctor would you like to consult?

General Practitioner (GP)

Continue

### Step 4

Select 'General Practitioner', click 'Continue'.

## How to purchase a Video Consultation

Video consultation

Consult a doctor in the comfort of your home.

Book an appointment

Consult now or book an appointment

Your appointments

Upcoming & Past appointments

### Step 1

Click 'Book an appointment' to see a top-up option.

Buy video consultation session ?

You can go to 'Choices' to buy video consultation sessions before booking.

Go to Choices

Maybe later

### Step 2

Choose 'Go to Choices' to buy a video consultation session.

Benefits+ video consultation session (General Practitioner)

MyDoc Health

HK\$ 180

Overview

Wish list

Add to cart

### Step 3

On the video consultation purchase page, click 'Add to cart'.

PayMe

You'll be redirected to PayMe to complete the payment

Credit card

Total amount

HK\$ 180

Buy now

### Step 4

Choose payment option and click 'Buy now' to complete purchase.

## How to check your Video Consultation balance

Hi Tai Ming

Quick actions

Video consult a doctor

View eHealth card

Contact Medical Concierge hotline

### Step 1

Select the 'Benefits' tab.

Benefits

Benefits

Video consultation balance

5 sessions

Other information

FAQs >

### Step 2

Your video consultation balance will appear as shown.

### Remarks:

The HealthyLife App (the "App") is provided by HSBC Life (International) Limited, incorporated in Bermuda with limited liability ("HSBC Life"). The App is intended for download or use by persons in Hong Kong SAR and Macau SAR only. The information and images on the smartphone screen displays are for reference and illustration purposes only. Terms and Conditions apply to your use of the App. Video consultations are applicable in Hong Kong only. Video consultations and prescribed medications are at customer's own expense.