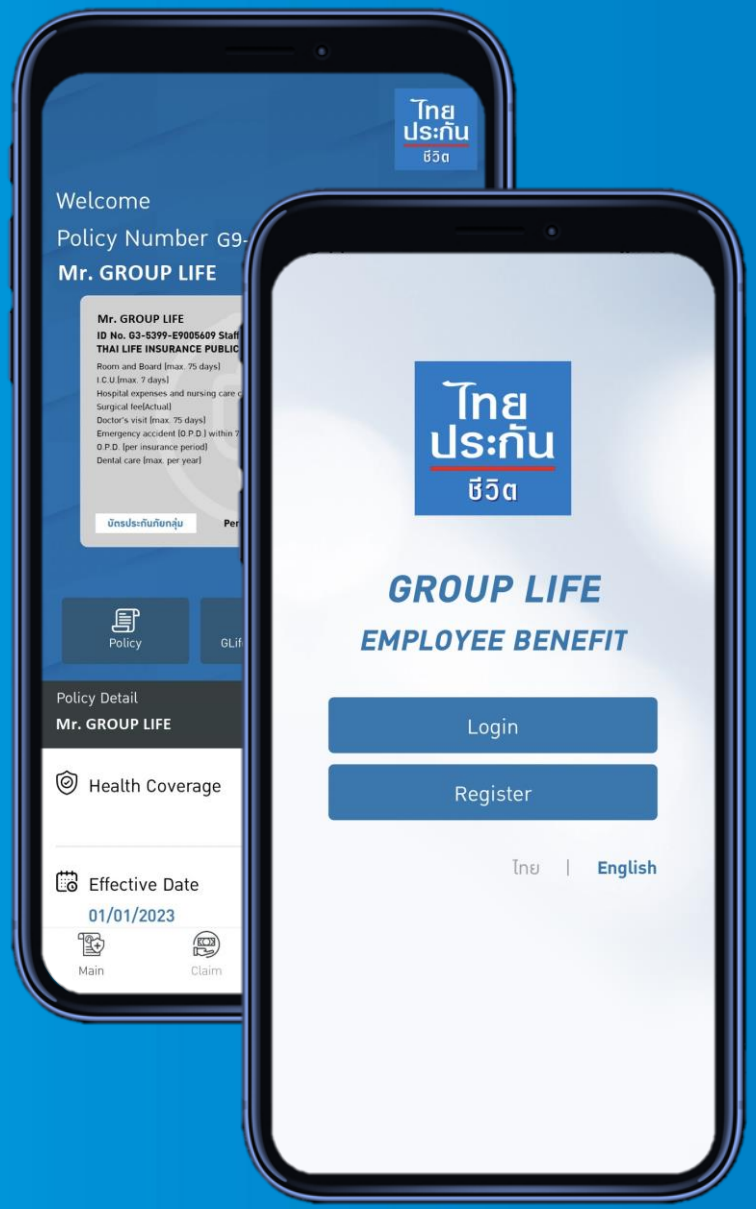


Application Guide

"GROUP LIFE BESIDE YOU"

Thai Life Insurance Public Company Limited
Group Life Insurance Department

Application

QR Code

Available on the App Store

Get it on Google play

Thai Life Grouplife

(Requires iOS Version 10 and Android Version 7.0)

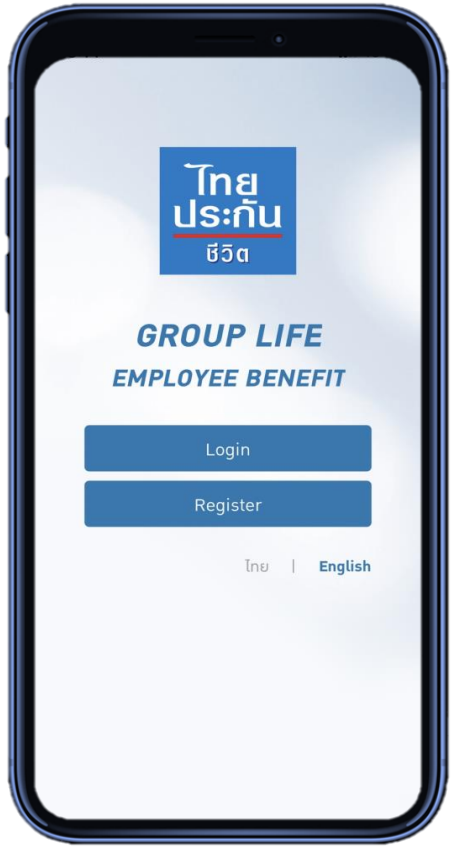
Registration

Policy Number

Health Insurance (Welfare / Voluntary) : G3-7829

Accident Insurance (Welfare) : G3-8978

Accident Insurance (Voluntary) :
Will be updated once issued.



1 Press Register



2 Scroll down to bottom and Accept Terms and Conditions

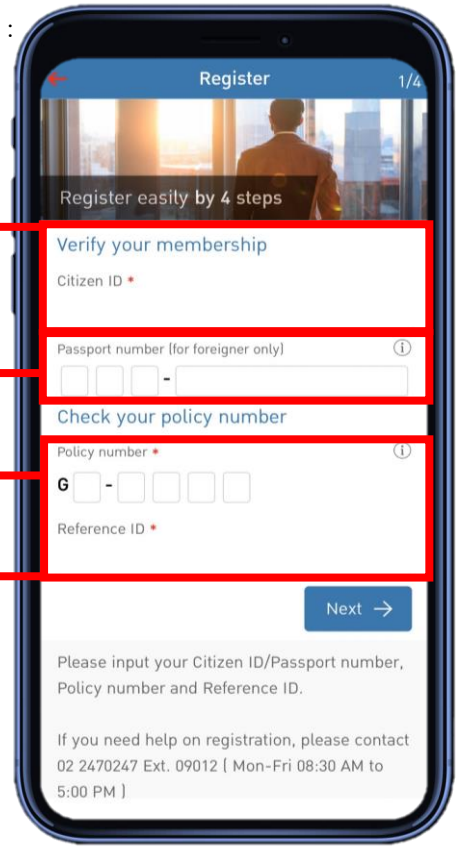
Citizen ID for Thais
(13 digits,no -)

Passport No. for foreigner
(Country code, Passport No.)

Policy No.
(GX-XXXX)

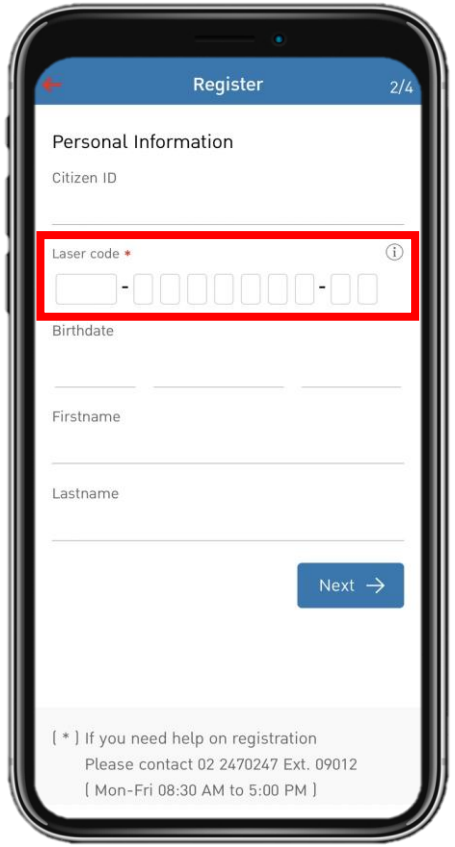
Reference ID
(KMITL Code)

Check your KMITL Code at:
https://profile.kmitl.ac.th/
Log in and go to the "Information for HR" menu.

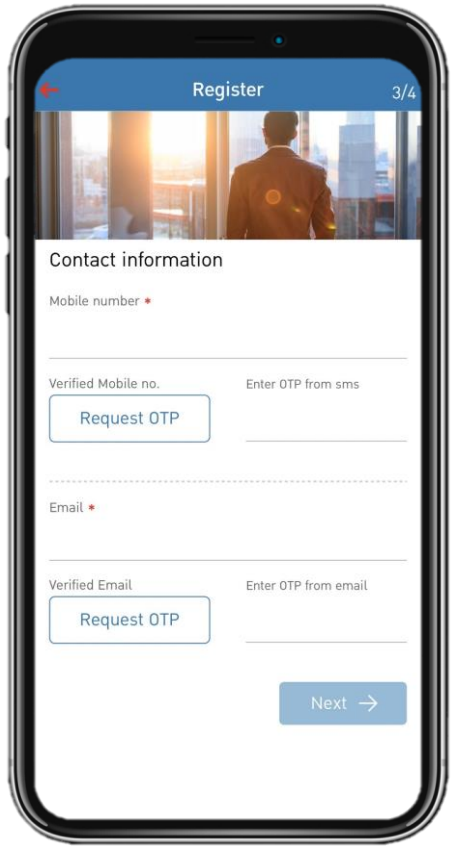


3 Fill out Passport No. , Policy No. and Ref.ID

Registration (cont.)

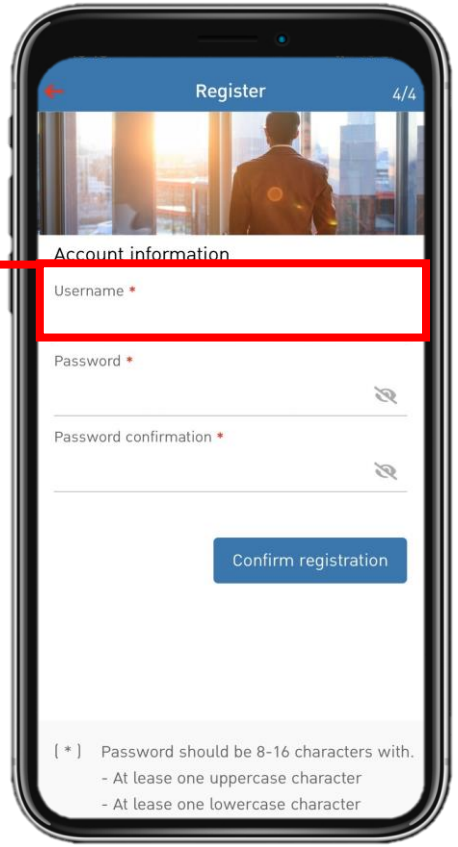


4 Confirm Information



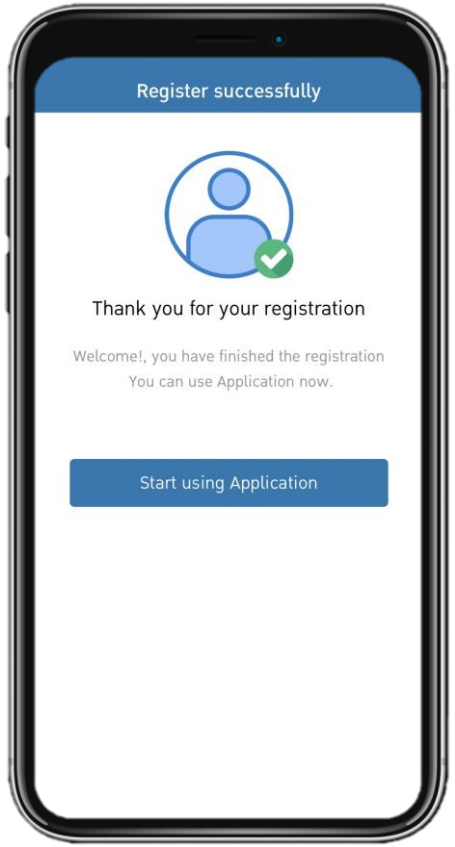
5 Confirm Phone No. by OTP, and confirm e-mail by OTP.

Citizen ID for Thais ,
Phone No. for foreigner

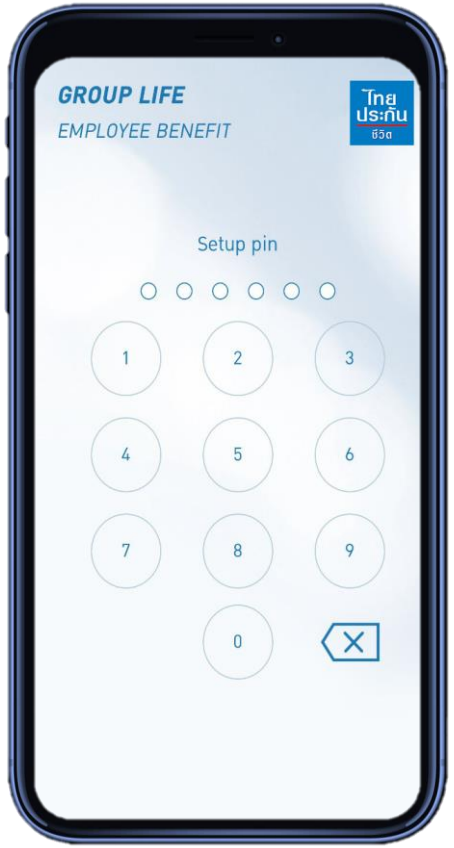


6 Set Password 8-16 characters (number, uppercase, lowercase)

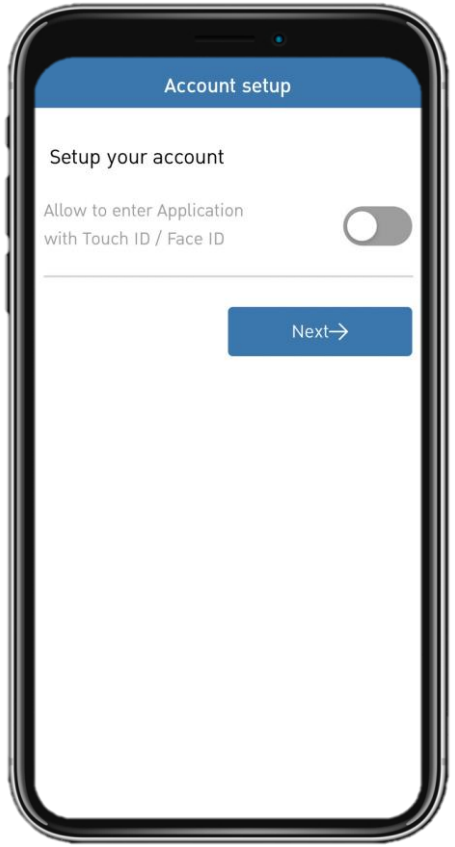
Registration (cont.)



7 Start Application

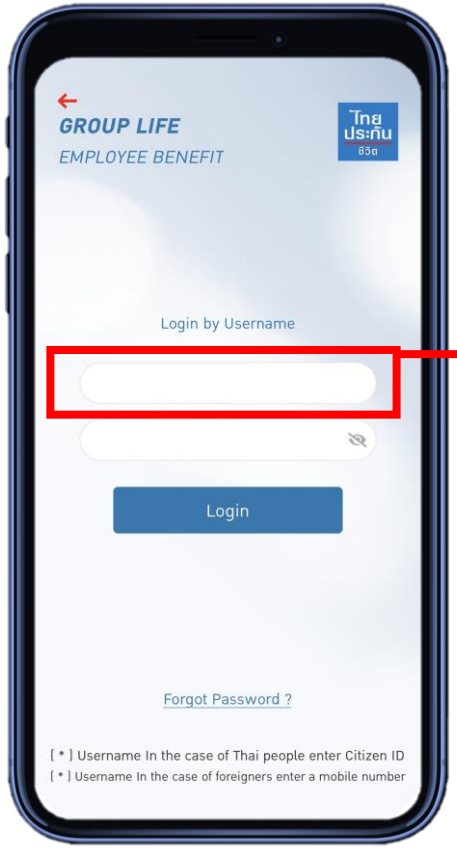


8 Set PIN



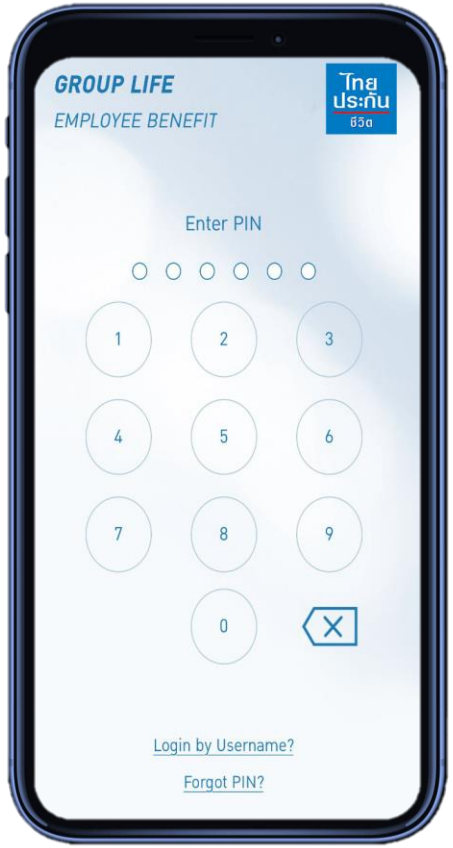
9 Set Touch ID / Face ID

Login



Citizen ID for Thais ,
Phone No. for foreigner

Username



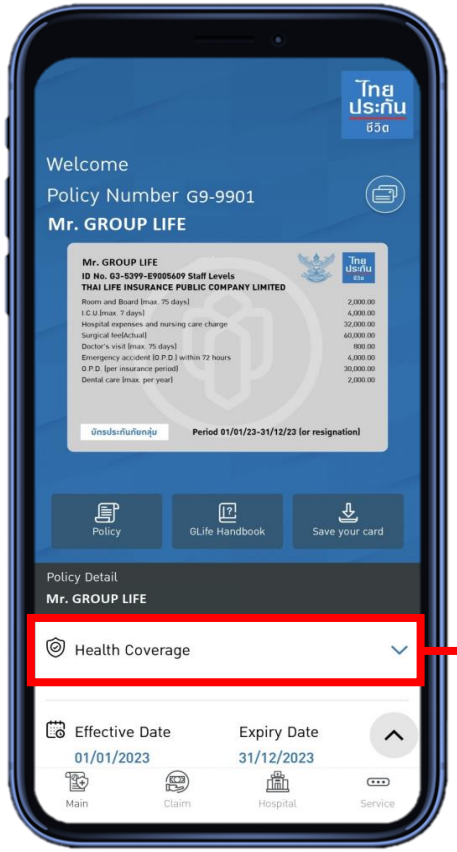
PIN



Touch ID/Face ID

Main – Membership Card

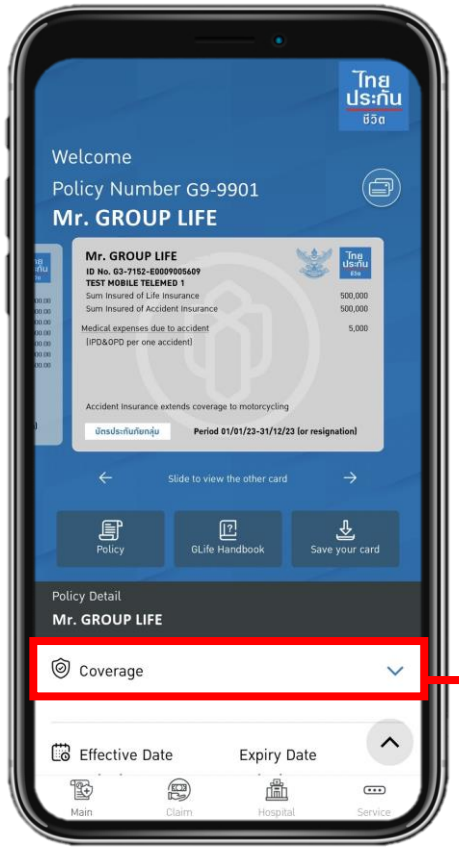
Health

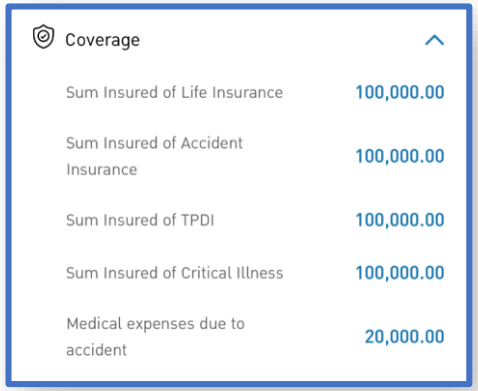




(Example)

Medical Expense (Accident)

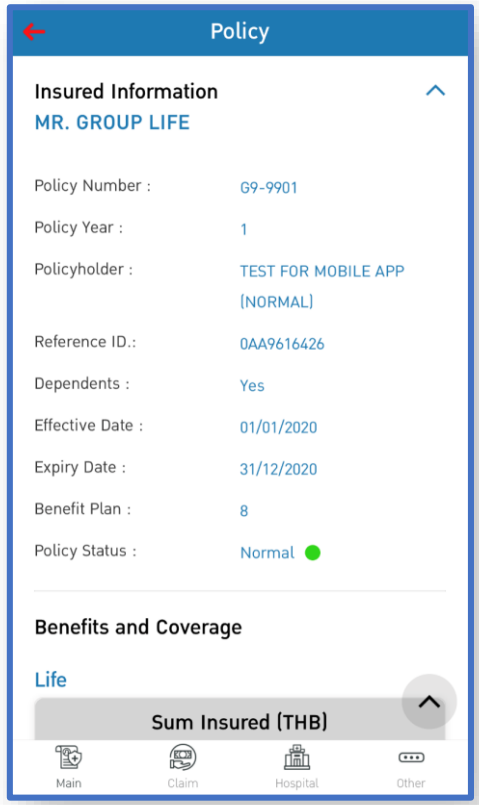




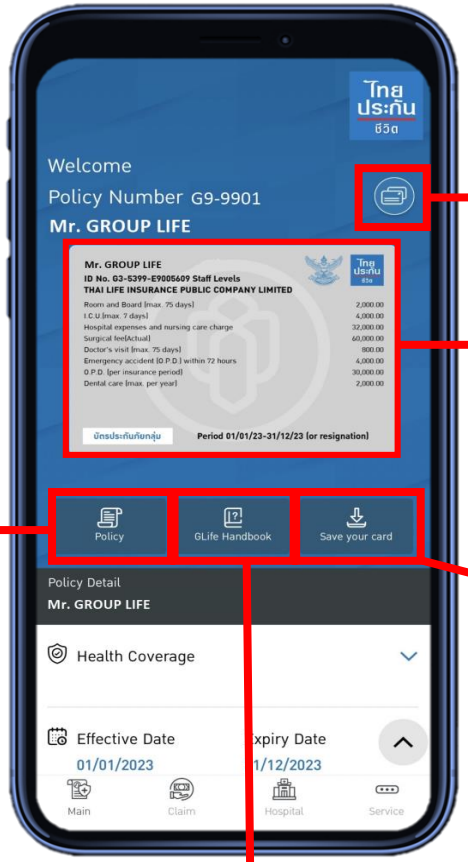
(Example)

Click dropdown to show coverage on card.

Main - Policy



Click Policy to show your all coverage



All Policies

Swipe to show your others card (if any).

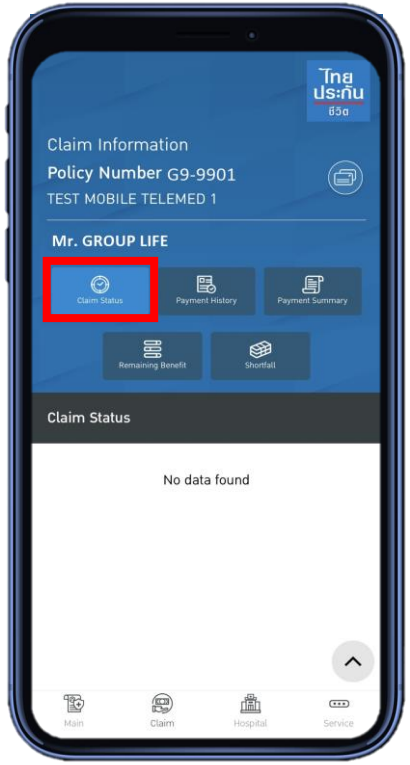
Click to show Handbook



Click to download

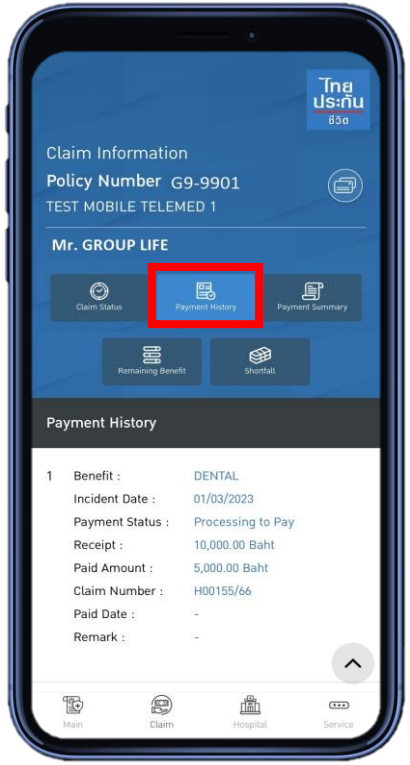
Claim

Claim Status



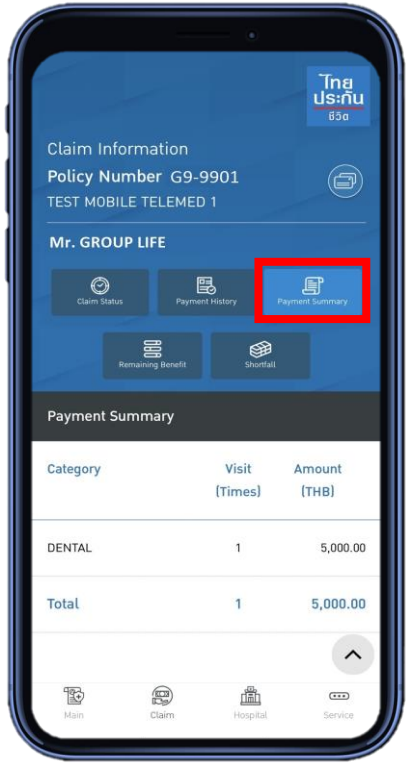
Check claim status for reimbursement

Payment History



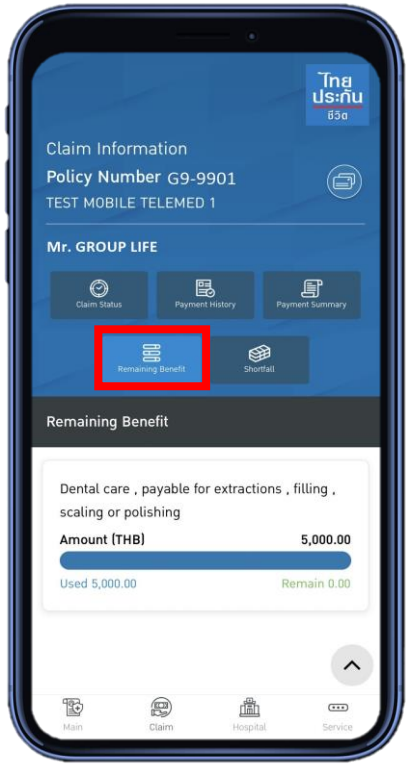
Show claim payment history list

Payment Summary



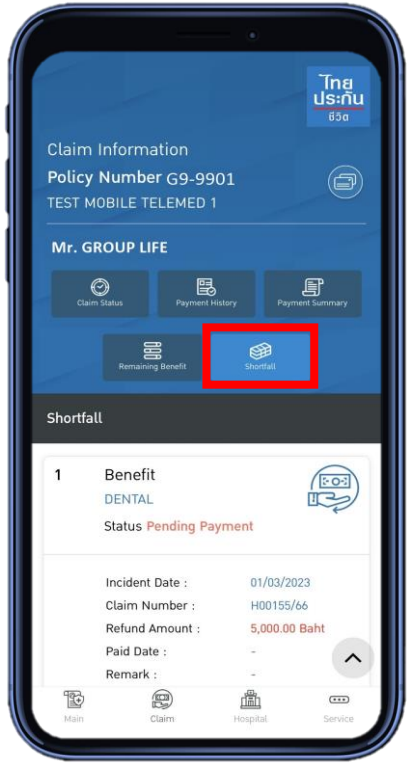
Show claim payment summary

Remaining Benefit



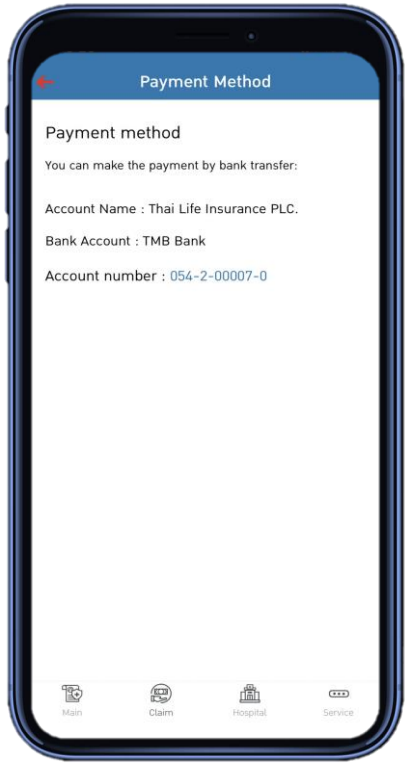
Show All Remaining benefit

Shortfall

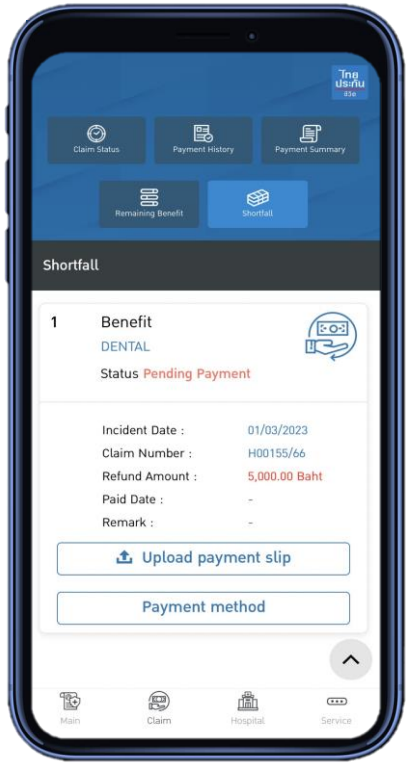


Show Shortfall list

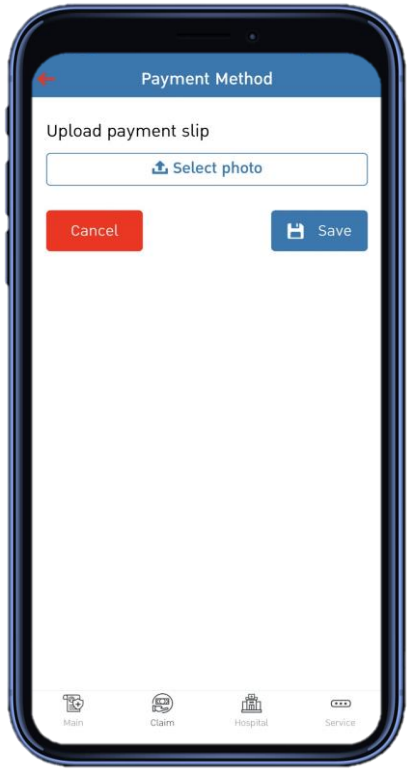
Claim – Upload Payment slip for shortfall



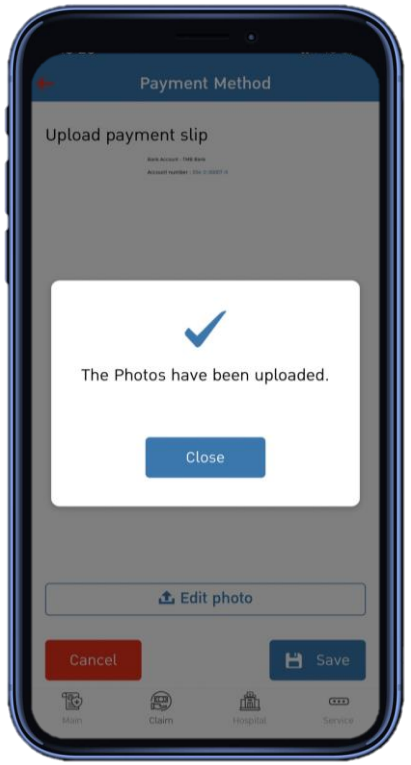
Payment method



1 Click upload payment slip



2 Select item (Max 5 items / 5 MB)



3 Send payment slip to TLI

3 easy steps to claim online.

The category of Online Claims is as follows :

Outpatient Department (OPD)

OPD includes XRAY, dental treatment (if any).
Medical expenses must not exceed THB 5,000 per visit.

Inpatient Department (IPD)

Medical expenses must not exceed THB 30,000 per visit.

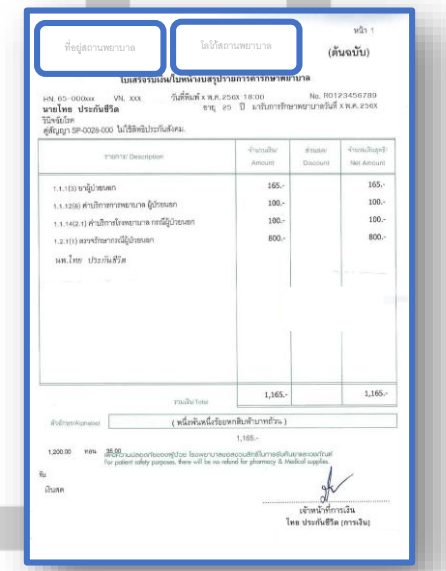
Benefits of daily medical expenses (HB Incentive)

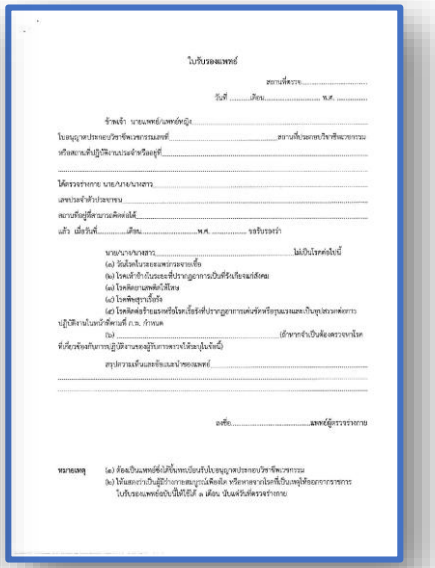
Unlimited number of visits.

Except when you reimburse inpatient treatment expenses from the group life policy of TLI.

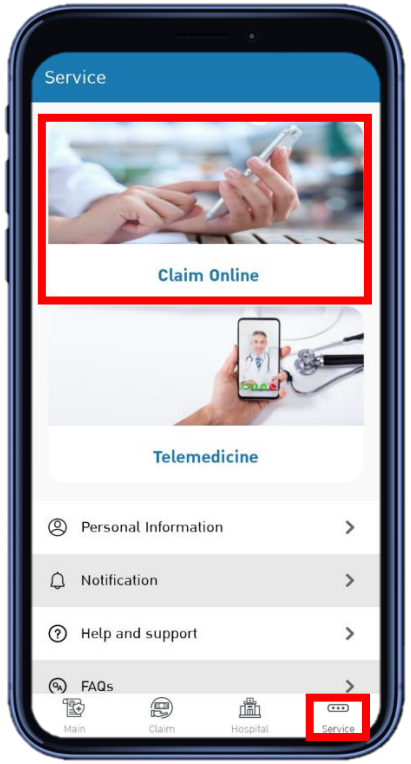
Prepare documents

- Medical certificate
- Original Receipt

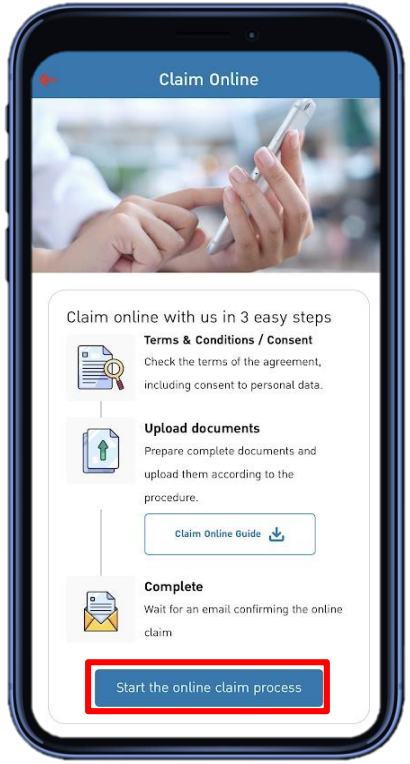




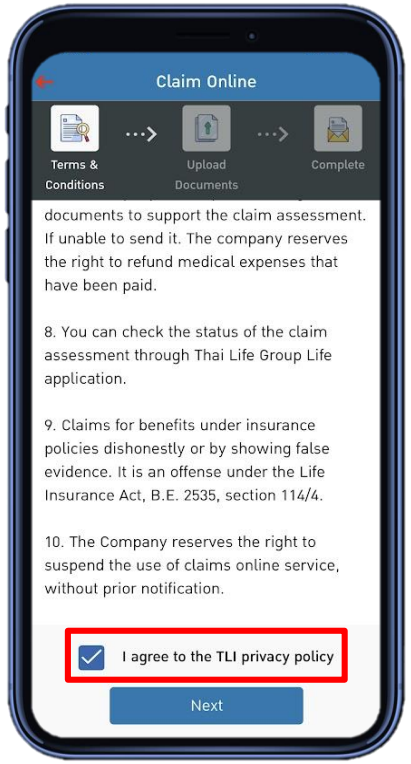
Claim Online

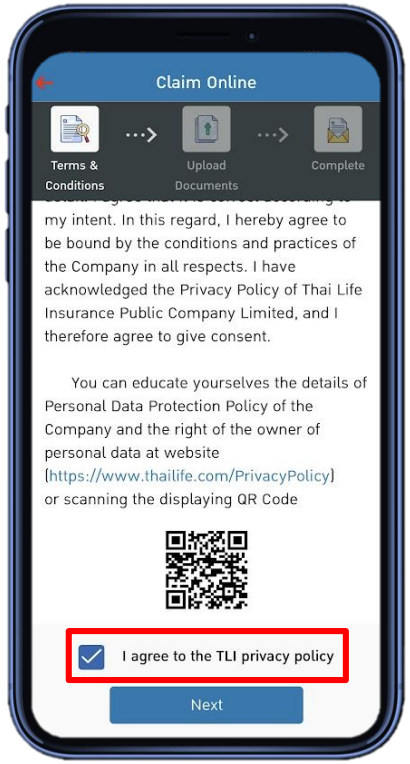


Enter the “Service” menu and select “Claim Online”.



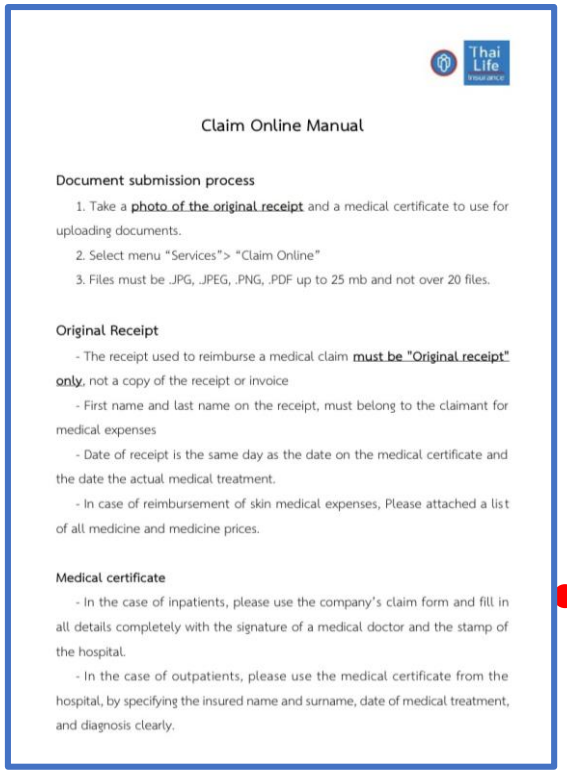
Press “Start the online claim process”.





Accept terms and conditions, including consent to personal data.

Claim Online



Claim Online Manual

Document submission process

1. Take a photo of the original receipt and a medical certificate to use for uploading documents.
2. Select menu "Services"> "Claim Online"
3. Files must be .JPG, .JPEG, .PNG, .PDF up to 25 mb and not over 20 files.

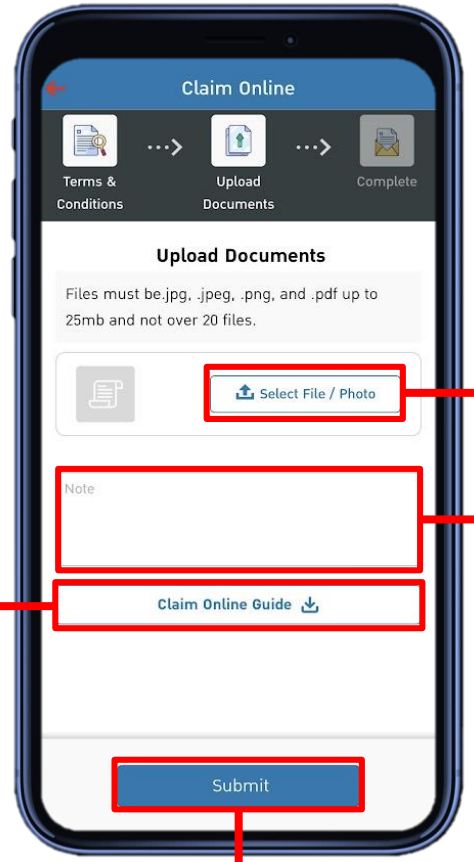
Original Receipt

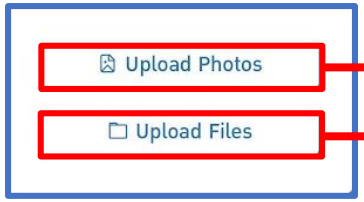
- The receipt used to reimburse a medical claim must be "Original receipt" only, not a copy of the receipt or invoice
- First name and last name on the receipt, must belong to the claimant for medical expenses
- Date of receipt is the same day as the date on the medical certificate and the date the actual medical treatment.
- In case of reimbursement of skin medical expenses, Please attached a list of all medicine and medicine prices.

Medical certificate

- In the case of inpatients, please use the company's claim form and fill in all details completely with the signature of a medical doctor and the stamp of the hospital.
- In the case of outpatients, please use the medical certificate from the hospital, by specifying the insured name and surname, date of medical treatment, and diagnosis clearly.

Claim Online Guide.





Files must be .jpg / .jpeg / .png

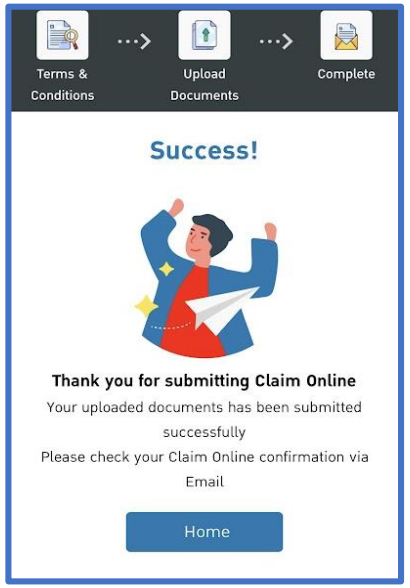
Files must be .PDF

Upload Medical certificate and Original Receipt.

(Up to 25 mb and not over 20 files.)

Inform more information.

Press submit to send Medical certificate and Original Receipt.



You'll get

Claim Online confirmation via email.



เรียกร้องสินไหม (Claim Online)

groupclaim@thailife.com <groupclaim@thailife.com>
ถึง อีเมลของทางลูกค้า

เรียน **คุณไทย ประกันชีวิต**

ตามที่ท่านส่งเอกสารเรียกร้องสินไหมค่ารักษาพยาบาลผ่านแอปพลิเคชันไทยประกันชีวิต
ขณะนี้ทางบริษัทฯ ได้รับเอกสารการเรียกร้องสินไหมของท่านเรียบร้อยแล้ว

ท่านสามารถติดตามสถานะการยื่นเคลมออนไลน์ได้ที่ เมนูสินไหม

อีเมลฉบับนี้เป็นการแจ้งข้อมูลโดยอัตโนมัติ กรุณาอย่าตอบกลับ

จึงเรียนมาเพื่อทราบ
ส่วนสินไหมประกันชีวิตหมู่
บริษัท ไทยประกันชีวิตจำกัด(มหาชน)
โทร 0-2247-0247 ต่อ 2778, 2779 หรือ 0-2246-2250
โทรสาร 0-2246-1417

Dear K.**ไทย ประกันชีวิต**

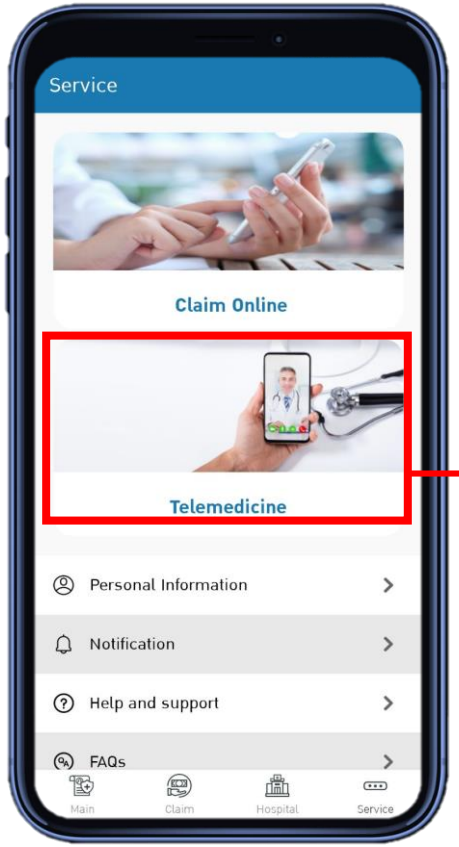
As you submit a medical claim document through the Thai Life Grouplife Application.
Now the company has received your claim documents.

You could be looking for your claim status on the menu "Claim".

This email is an automatic notification. Please do not reply

Best Regards,
Group life insurance claims
Thai Life Assurance Public Company Limited
Thai Life Insurance Public Co,.Ltd.
Tel 0-2247-0247 ext. 2778, 2779, Direct line 0-2246-2250
Fax 0-2246-1417

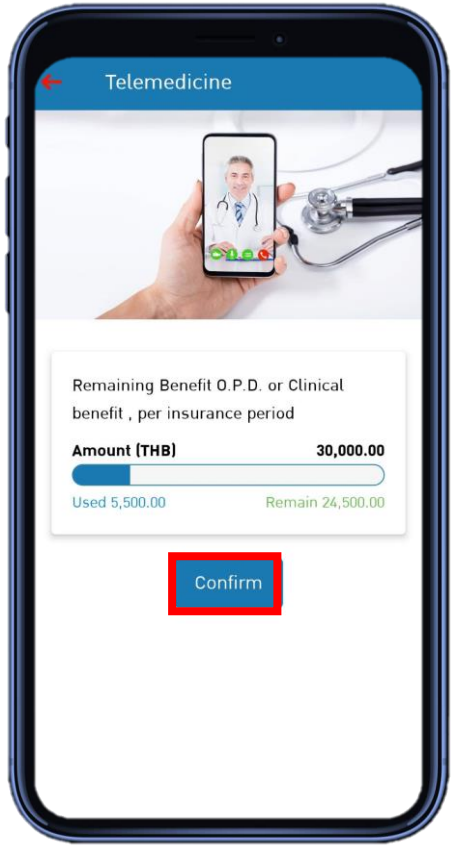
Started Telemedicine service



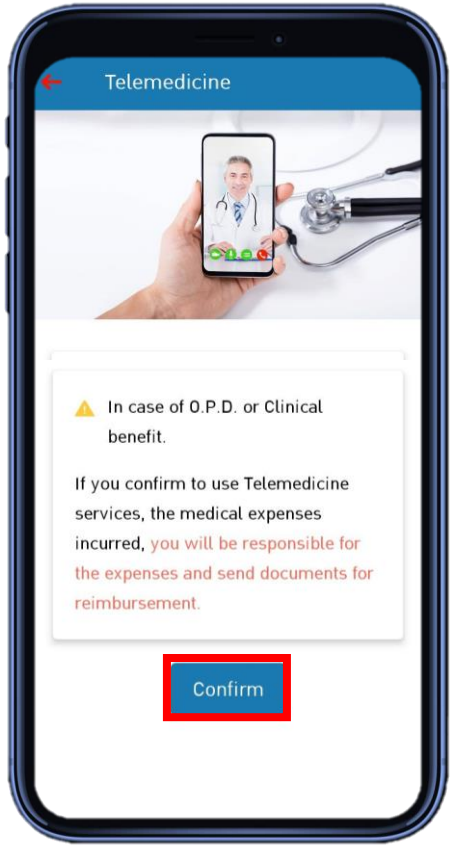
For the outpatient department

Coverage: Consulting and medication from treatment.

Exclusions: the delivery of medicines, medical supplies, or ambulance service.



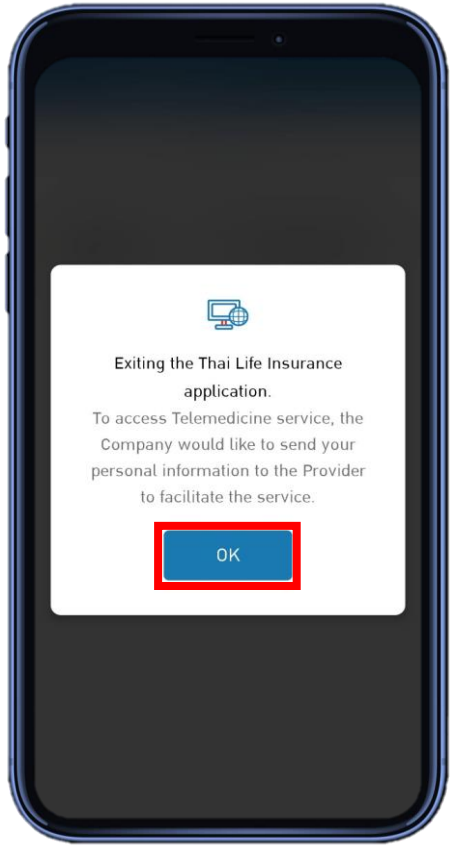
OPD has remaining benefits



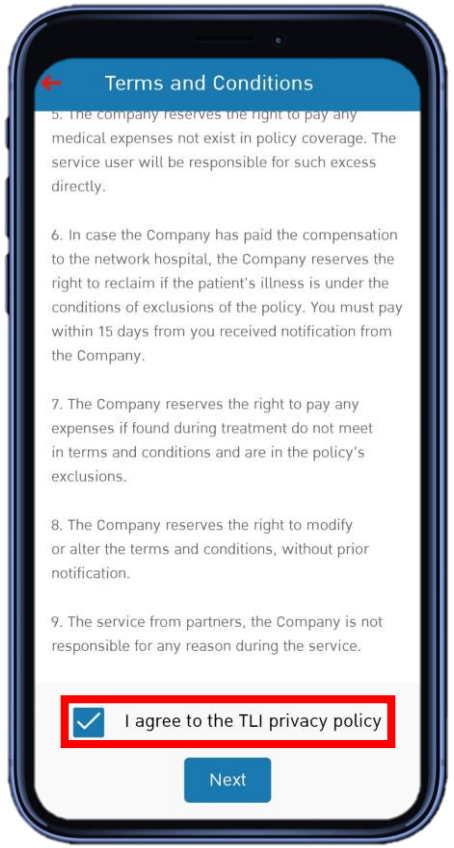
No OPD benefit, No remaining benefit

Click “Confirm” to continue

Telemedicine service



Notification: Exit from Group Life Beside You Application.



Accept terms and conditions.

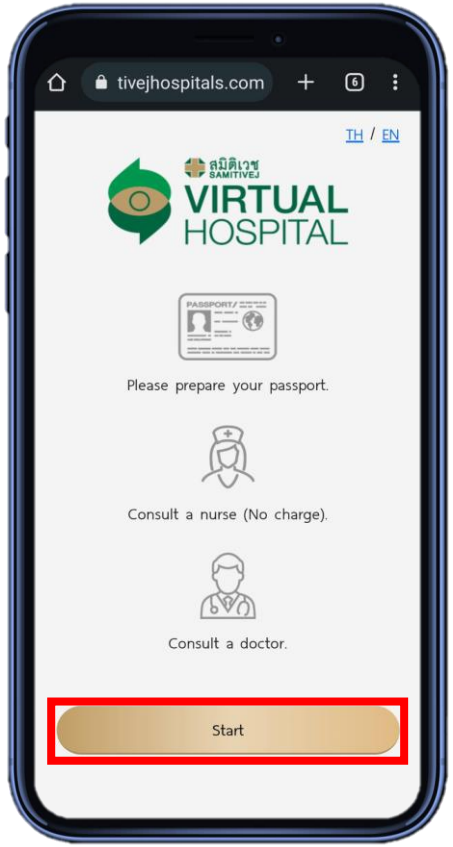


Select Provider.

Telemedicine service

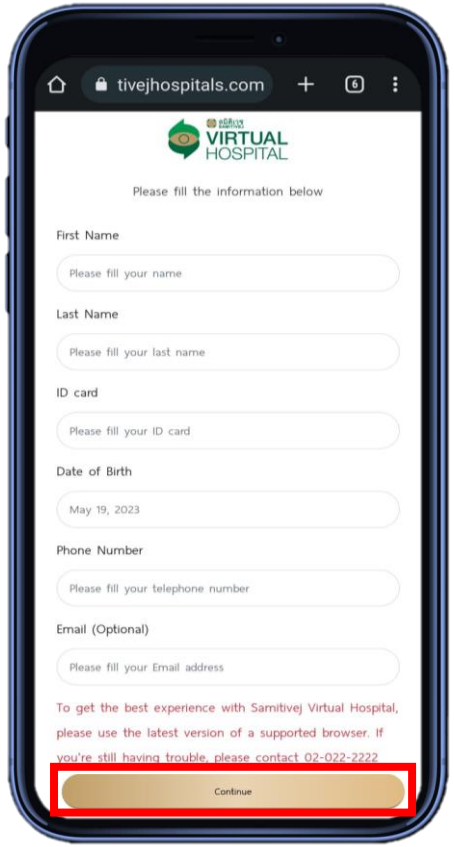


Accept the terms of service of the hospital.



Press Start to continue.

OR

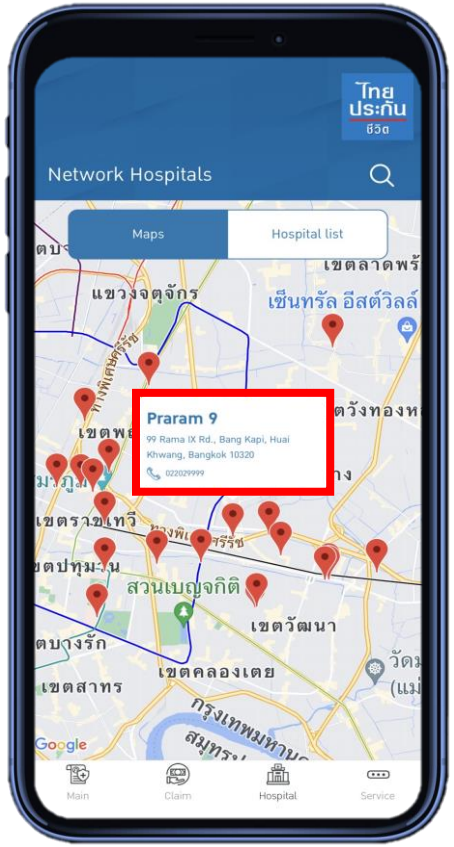


Fill out personal information to continue.

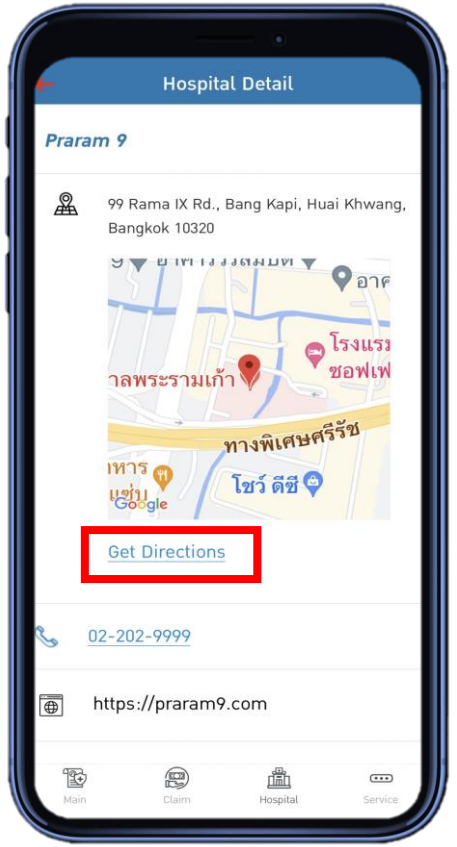
A Nearby Network Hospitals



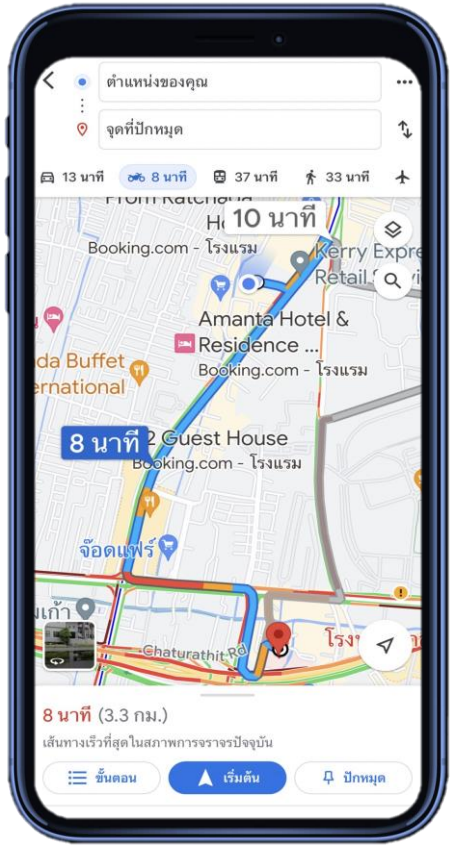
1 Allow location access



2 Select a nearby Network Hospitals on the maps

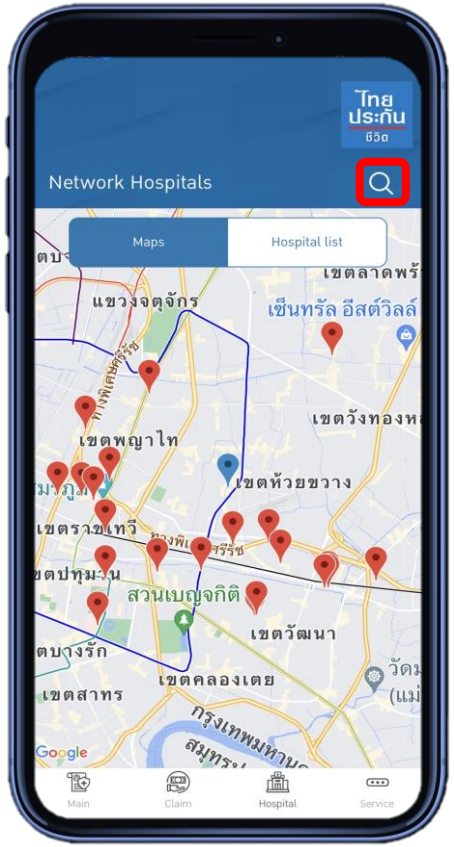


3 Get Directions

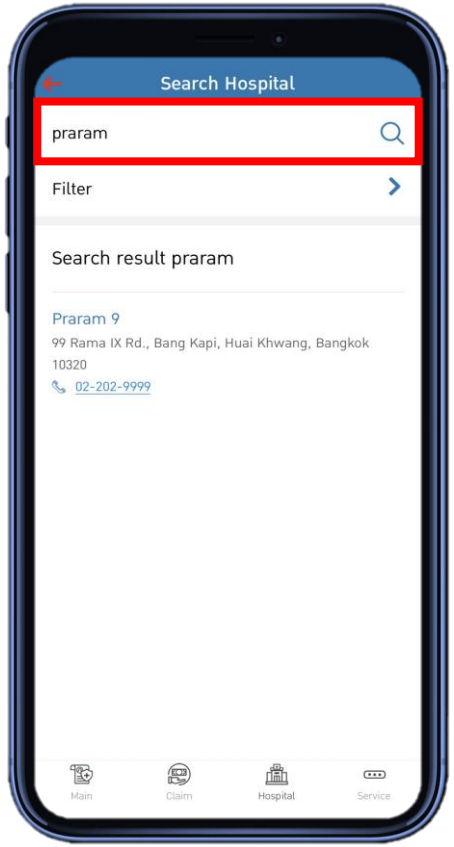


4 Show your Destination

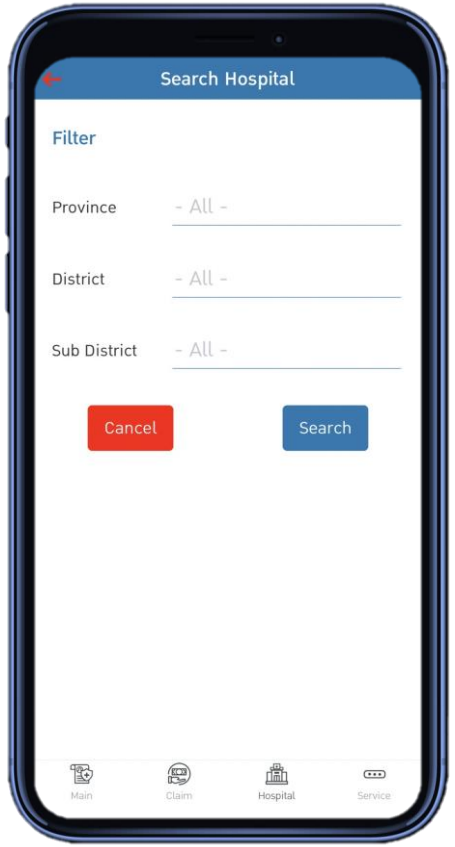
All Network Hospitals



1 Click

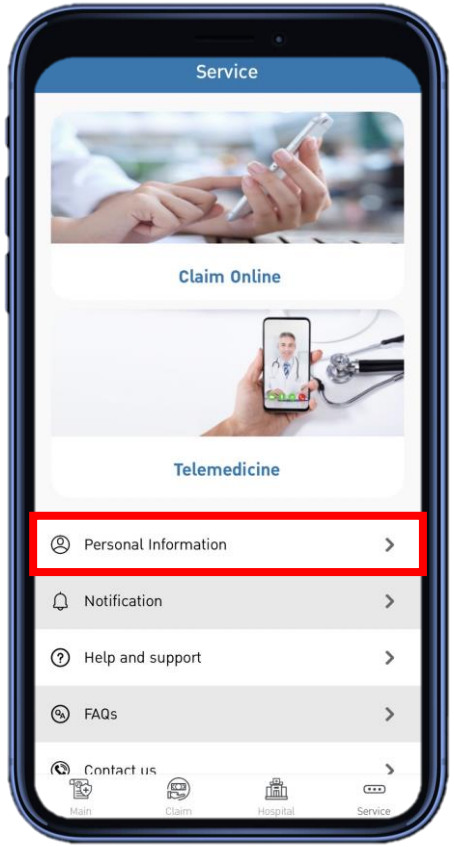


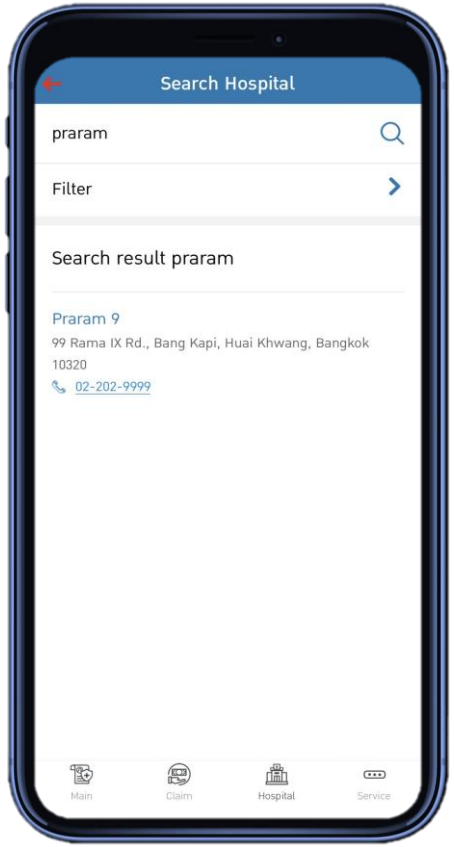
2 Fill out Hospital name



3 Search by Province, District, Sub district

Reset Password & Pin

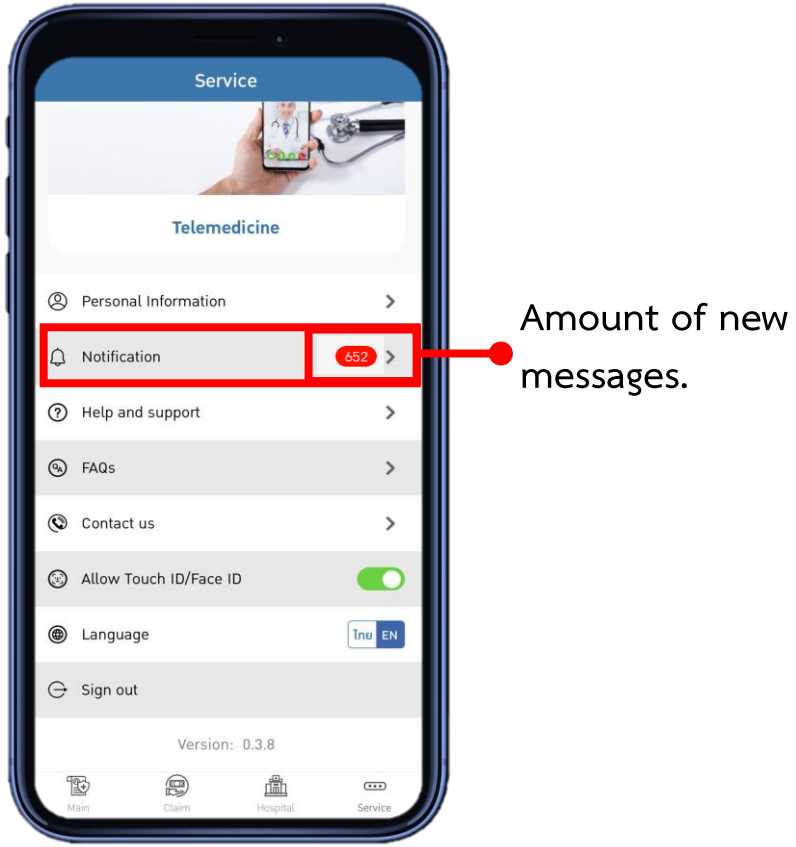




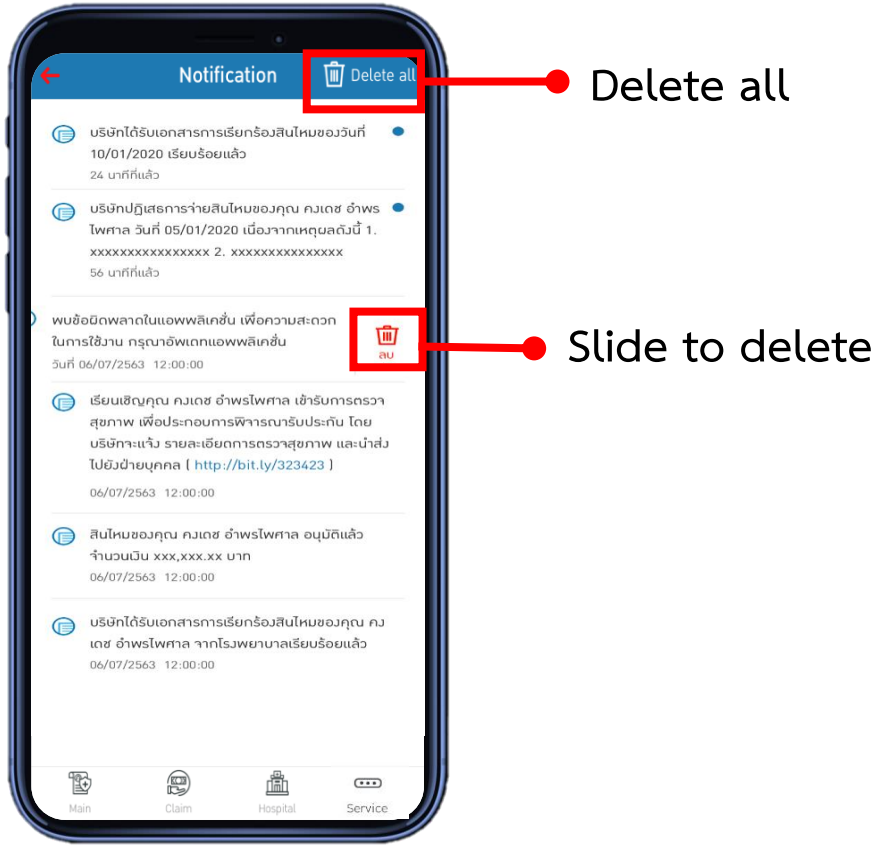
1 Select “Personal Information”

2 Select “Reset Password or Reset PIN”

Notifications



Amount of new messages.



Delete all

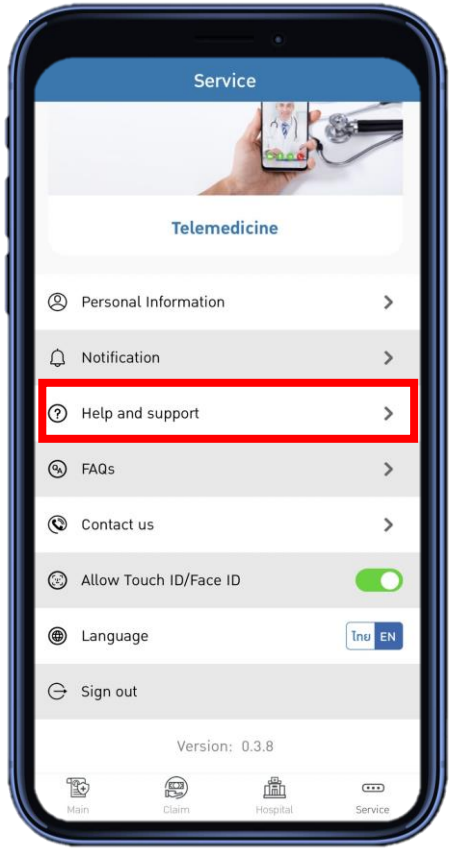
Slide to delete

1 Select “Notifications”

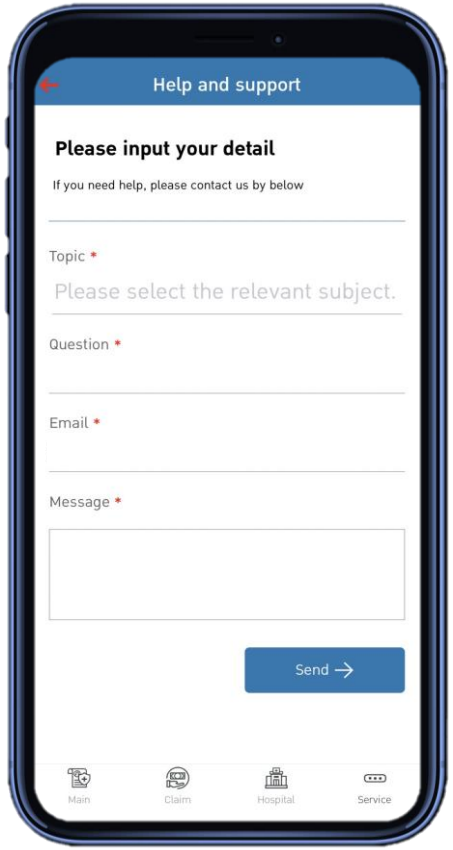
2 Show all Notifications

Help & Support

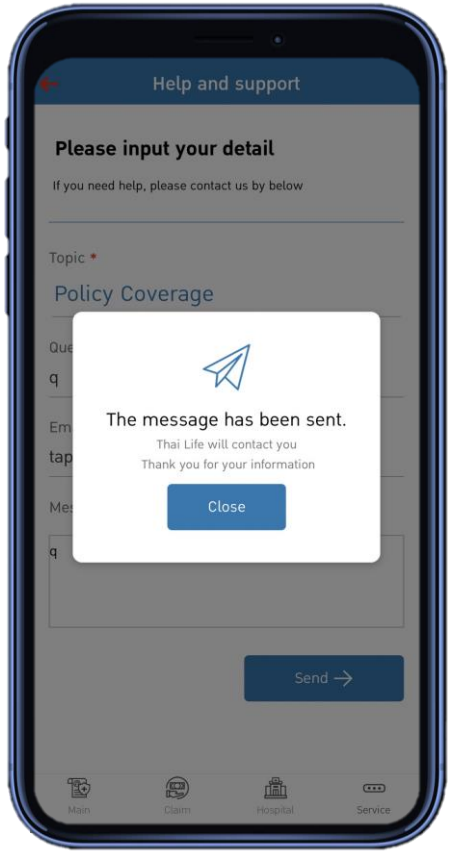
If you have any questions, please fill out the form.



1 Select “Help & Support”

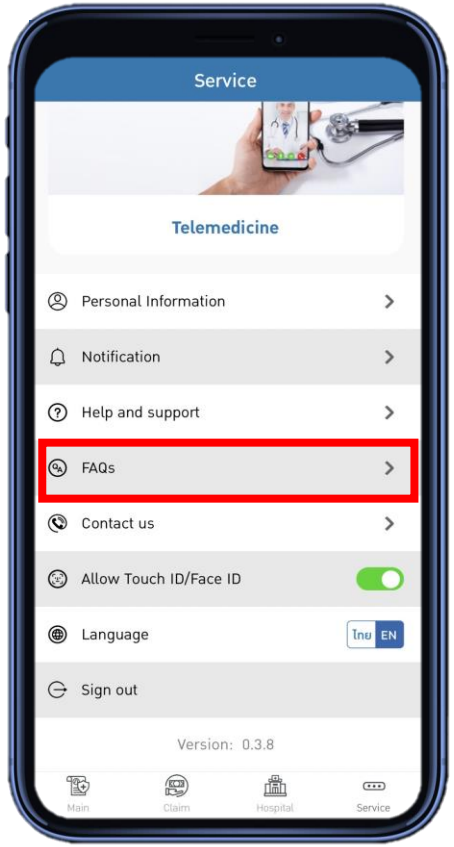


2 Fill out the questions

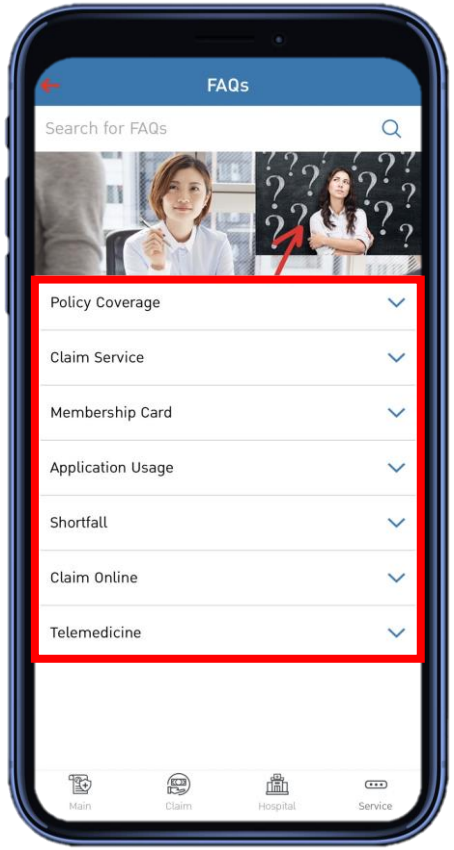


3 Send the question to TLI

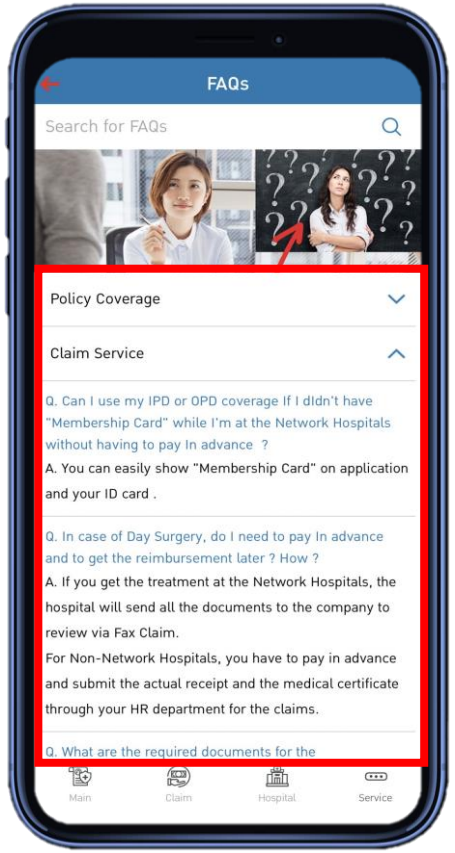
FAQs



1 Select “ FAQs”

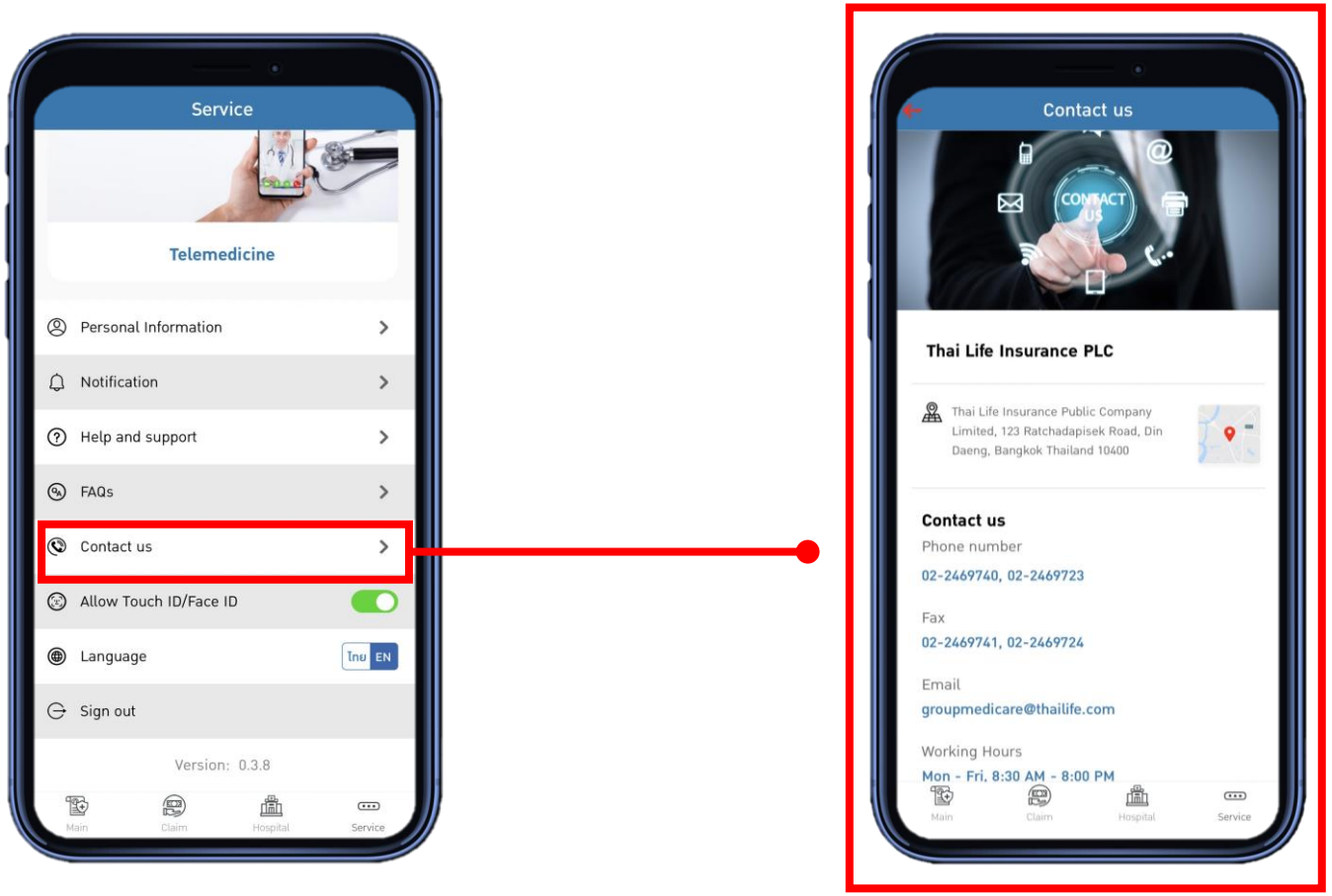


2 Select FAQs item



3 Q&A

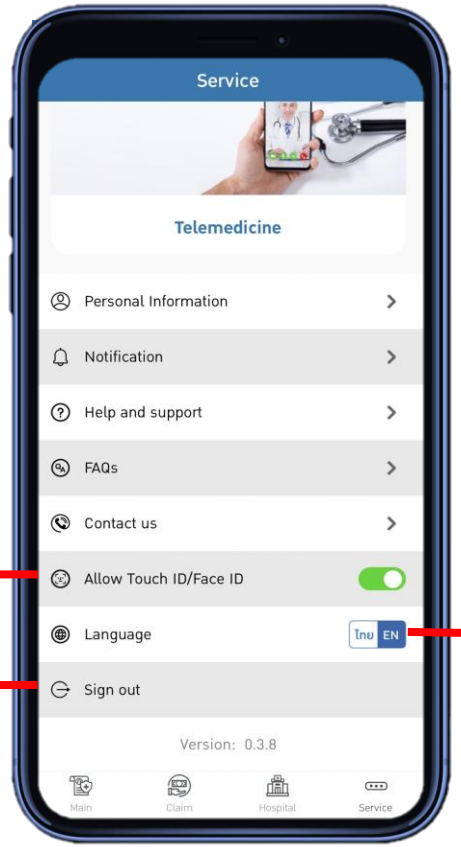
Contact us


Service
Telemedicine
Personal Information
Notification
Help and support
FAQs
Contact us
Allow Touch ID/Face ID
Language
ไทย EN
Sign out
Version: 0.3.8
Main
Claim
Hospital
Service
Contact us
Thai Life Insurance PLC
Thai Life Insurance Public Company Limited, 123 Ratchadapisek Road, Din Daeng, Bangkok Thailand 10400
Contact us
Phone number
02-2469740, 02-2469723
Fax
02-2469741, 02-2469724
Email
groupmedicare@thailife.com
Working Hours
Mon - Fri, 8:30 AM - 8:00 PM
Main
Claim
Hospital
Service

Touch ID / Face ID, Language, Sign out

Setting
Touch ID / Face ID

Sign out



Change
Language

If you require any further information
Please contact Admin



admin.glife@thailife.com



0-2247-0247 ext. 09012



Working Hour : Mon-Fri 8.30 – 17.00