



自助理賠
操作指南
Self-Service Claims Guide
「更快速/便捷完成理賠」
(Faster and More Convenient Claims Process)

1. 首次注册
Initial Registration



輸入信息完成
Input basic information and finish the approval

提交完成/等待审核结果 (通过短信/邮件通知)
Submit your application, We notify you, approved!
(Notice Code or Notification Mailbox)

2. 登录个人中心
Log in to Personal Center



进入理赔待办
Not gone to the Claims section

3. 理赔申请
Claim Application



填写理赔申请
Fill in the claim application

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



上传理赔材料
Upload claim materials

上传理赔材料
Upload claim materials

确认信息理赔材料提交成功
Confirm information and claim materials submitted successfully

补充流程
Supplementary Process



如果理赔材料上传过程中出现材料, 请按照如下操作
If there is a problem in uploading claim materials, please follow the following steps

上传理赔材料
Upload claim materials

上传理赔材料
Upload claim materials

联系我们
Contact Us

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