

Generali Hong Kong Individual Life Insurance

GenBRAVO

User Guide

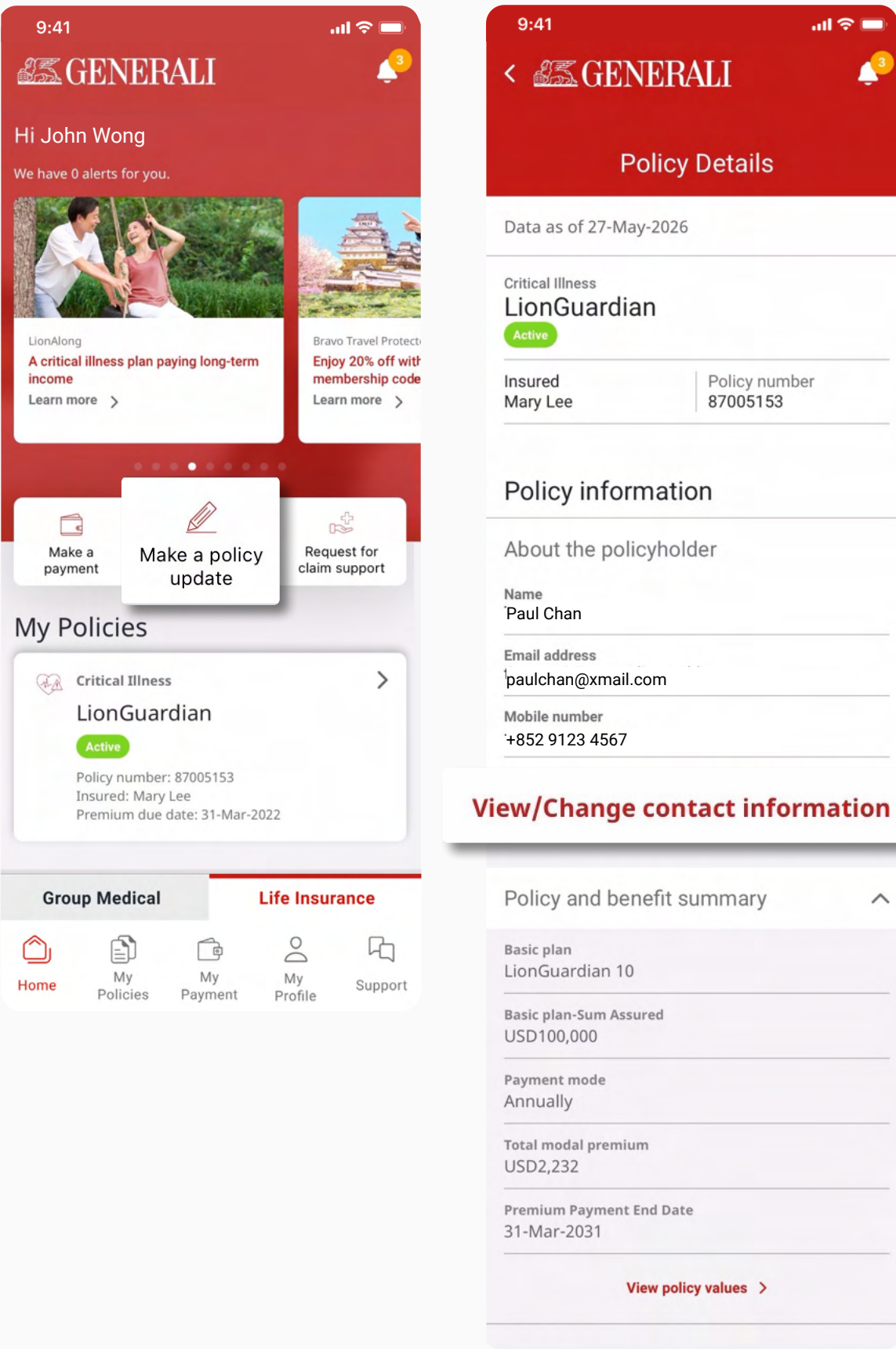
(App version)



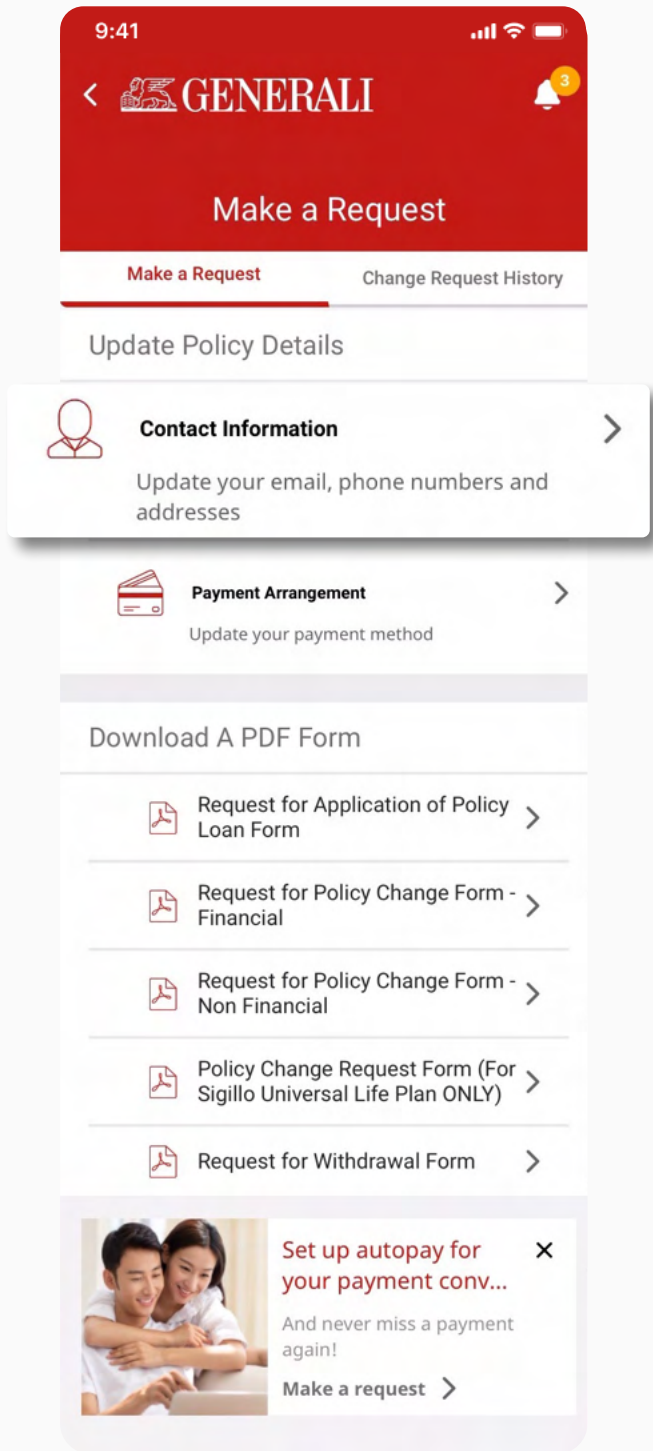
Make a Policy Update

Update Contact Information

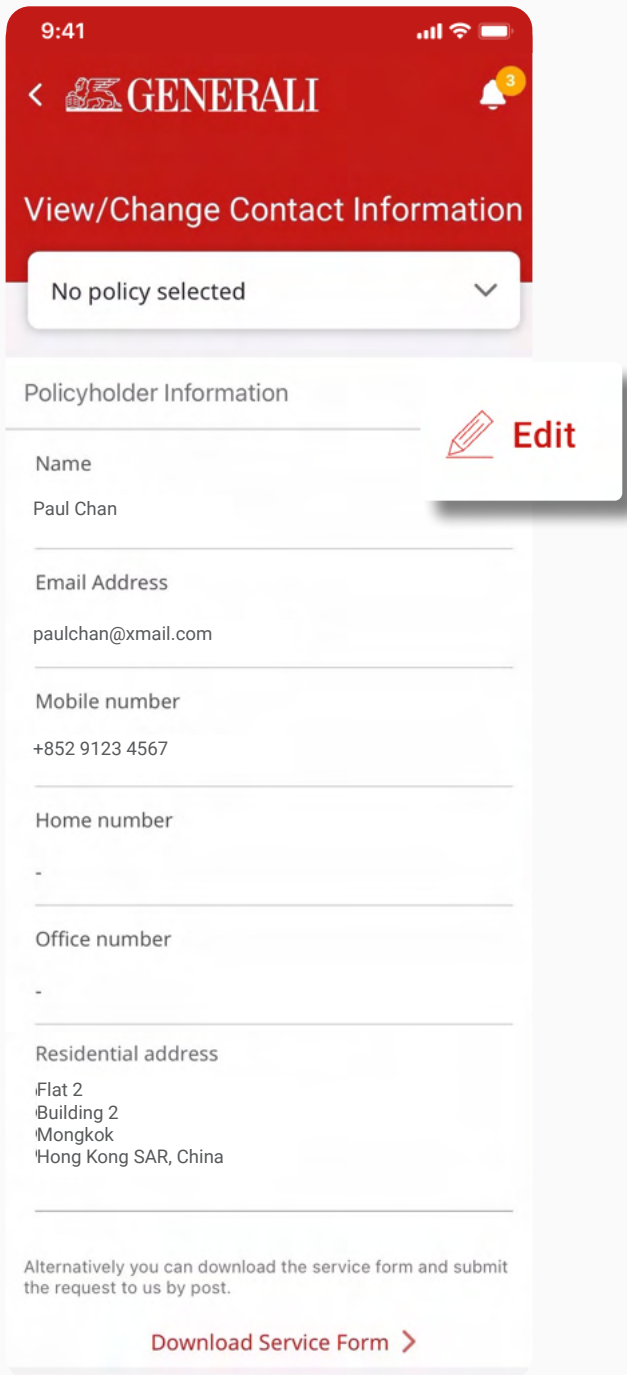
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View/Change contact information'.



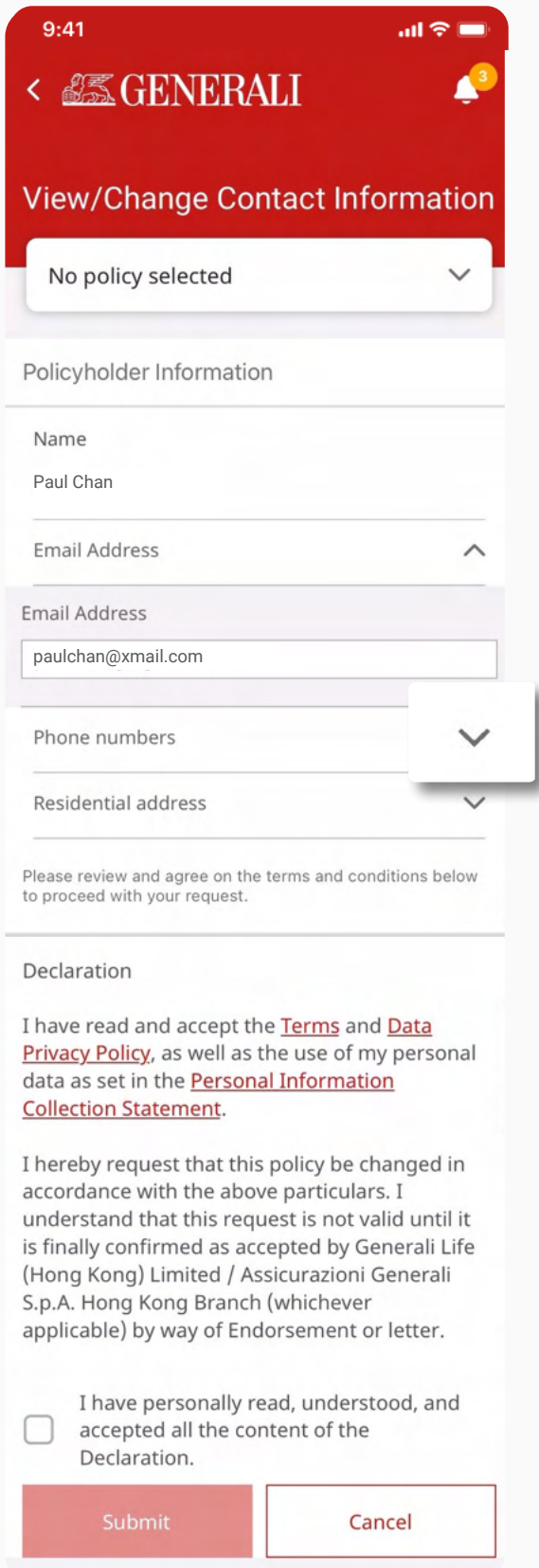
02 On Make a Request page, under Update Policy Details, select 'Contact Information'.



03 Here you can review your current contact information, tap on the red 'Edit' button at the top right hand corner to update.



04 Tap on the down arrows on the right to update your contact information.



Make a Policy Update

Update Contact Information

05 For updating residential address, there is an option to update your correspondence address with the same address by turning on the residential address toggle, you can also select which policy to update. Please also review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.

06 Confirm your changes before submitting the request.

07 Enter the verification code sent to your registered email or mobile number.

9:41

< GENERALI

3

View/Change Contact Information

No policy selected

Policyholder Information

Name

Paul Chan

Email Address

Phone numbers

Residential address

Max. 30 English characters or 14 Chinese characters each line

Residential address

Flat 1

Building 1

Quarry Bay

Hong Kong SAR, China

Use your residential address as correspondence address?

Residential address

Max. 30 English characters or 14 Chinese characters each line

Residential address

Flat 1

Building 1

Quarry Bay

Hong Kong SAR, China

Use your residential address as correspondence address?

Residential address

Max. 30 English characters or 14 Chinese characters each line

Residential address

Flat 1

Building 1

Quarry Bay

Hong Kong SAR, China

Use your residential address as correspondence address?

Policy Information

Correspondence address

Please select from below the policies you would like to update the correspondence address.

All policies

LionGuardian

Policy Number:87005153

Correspondence address

Flat 1

Building 1

Quarry Bay

Hong Kong SAR, China

Please review and agree on the terms and conditions below to proceed with your request.

Declaration

I have read and accept the [Terms](#) and [Data Privacy Policy](#), as well as the use of my personal data as set in the [Personal Information Collection Statement](#).

I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) by way of Endorsement or letter.

☒

I have personally read, understood, and accepted all the content of the Declaration.

Submit

Cancel

9:41

< GENERALI

3

View/Change Contact Information

No policy selected

Confirm Changes

Please review your information below, once you confirm the below changes, we will send the one-time password to your email address/mobile number.

Residential address

Flat 1

Building 1

Quarry Bay

Hong Kong SAR, China

Confirm

Back

9:41

< GENERALI

3

Enter verification code

Enter the code sent to p*****n@x***l.com

[Resend code](#)

Time Remaining 49s

[Cancel](#)

08 A notification will be displayed upon successful submission, which means your request has reached us and we are working on it.

9:41



Request Pending Review
Your request has been received.
Reference: 01234567



View/Change Contact Information

No policy selected

Policyholder Information



Your changes are currently under review.

Name

Paul Chan

Email Address

paulchan@xmail.com

Mobile number

+852 9123 4567

Home number

-

Office number

-

Residential address

Fiat 2

Building 2

Mongkok

Hong Kong SAR, China

Under review

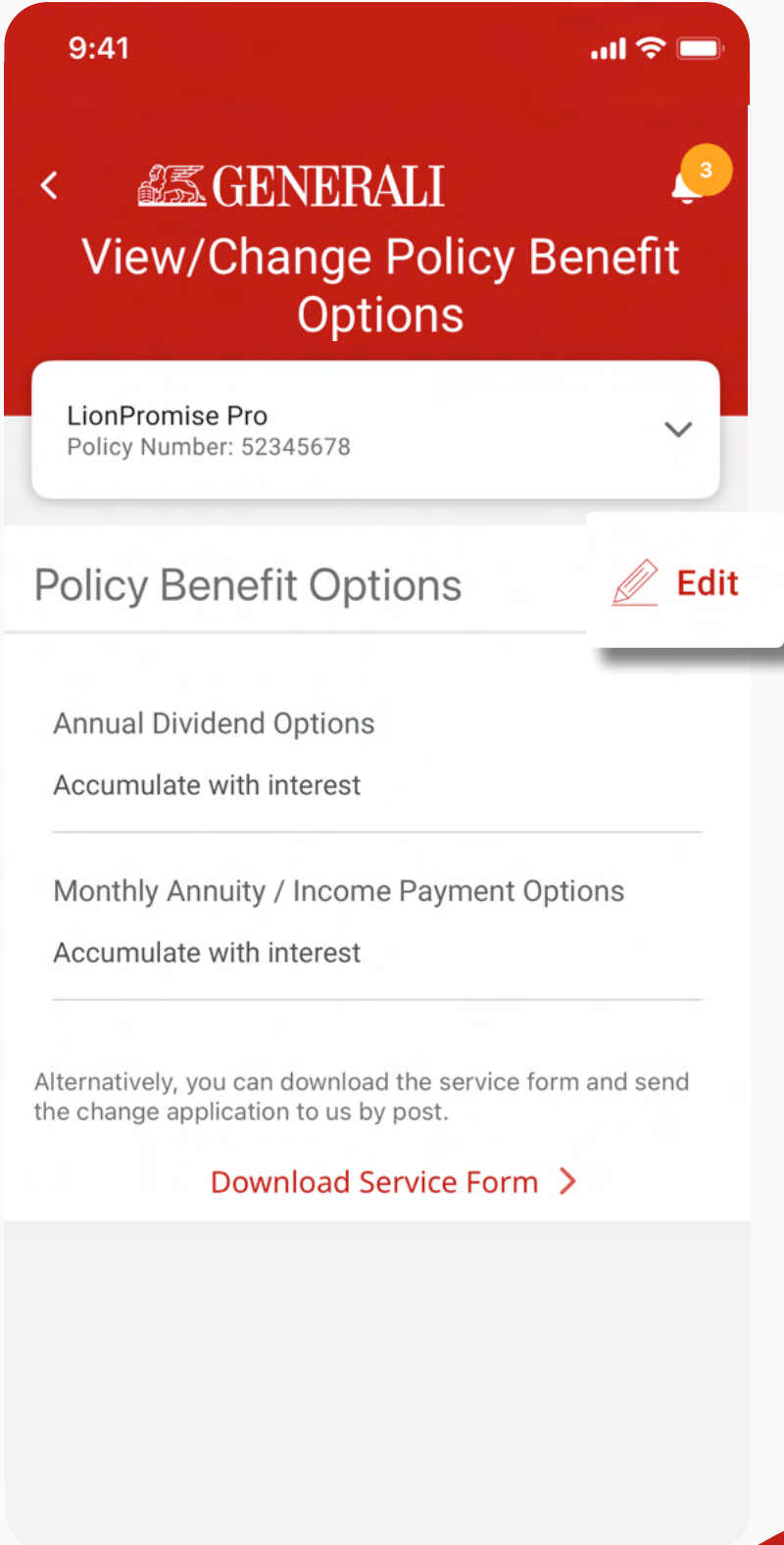
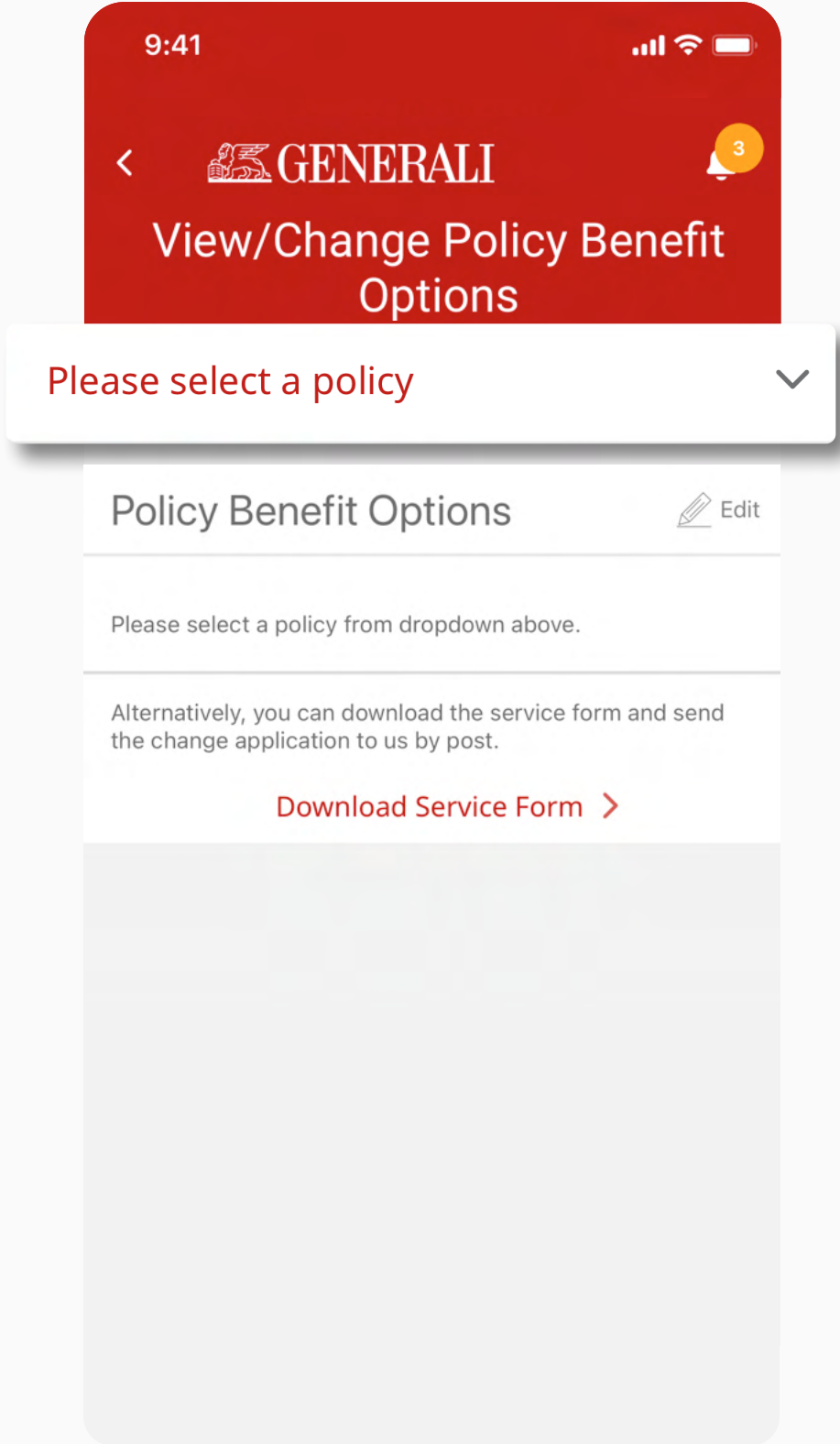
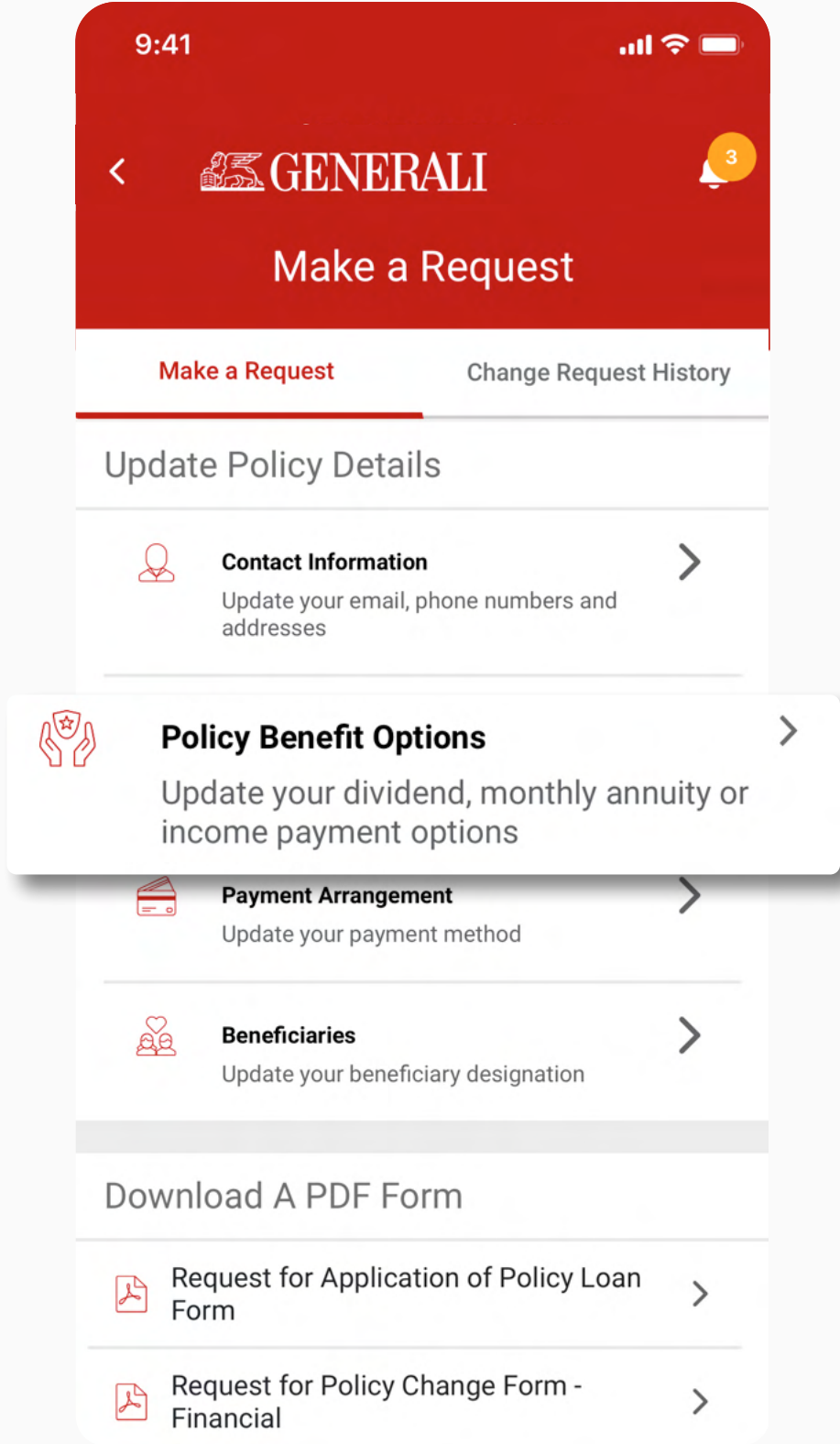
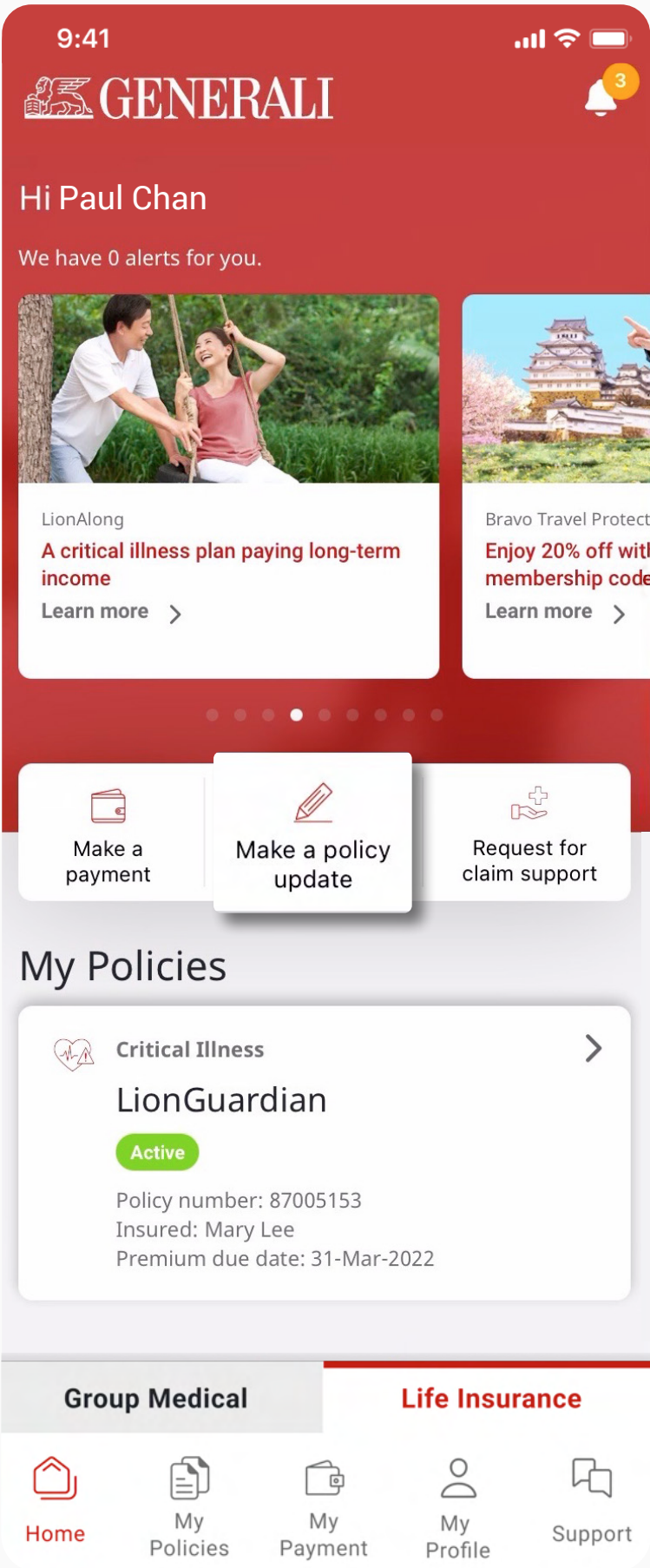
Alternatively you can download the service form and submit the request to us by post.

Download Service Form

Make a Policy Update

Update Policy Benefit Options

- 01 On the homepage, select 'Make a policy update'.
- 02 On Make a Request page, under Update Policy Details, select 'Policy Benefit Options'.
- 03 From the dropdown menu select a policy.
- 04 Here you can review your current Policy Benefit Options, tap on red 'Edit' button at the top right hand corner to update.



Make a Policy Update

Update Policy Benefit Options

05 You can update your policy benefit options by selecting from the dropdown list, please review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.

9:41

GENERALI

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View/Change Policy Benefit Options

LionPromise Pro
Policy Number: 52345678

Policy Benefit Options

Annual Dividend Options

Accumulate with interest

Monthly Annuity / Income Payment Options

Accumulate with interest

Cash payment

Accumulate with interest

I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever

☒ I have personally read, understood, and accepted all the content of the Declaration.

Submit

Cancel

06 Confirm your changes before submitting the request.

9:41

GENERALI

3

View/Change Policy Benefit Options

LionPromise Pro
Policy Number: 52345678

Confirm Changes

Please review the information below. Once you confirm the below changes, we will send the one-time password to your email address/mobile number.

Monthly Annuity / Income Payment Options

Cash payment

Cash payment method

Cheque

Cheque currency

HKD

Confirm

Back

07 Enter the verification code sent to your registered email or mobile number.

9:41

GENERALI

3

Update Your Details

Enter verification code



Enter the code sent to p*****n@x***l.com

Resend code

Time Remaining 49s

Cancel

08 Once the request has been submitted, there will be a notification displayed.

9:41

Request Pending Review



We have received your change request. We will contact you if additional information is needed. Reference No: 01234567

×

LionPromise Pro
Policy Number: 52345678

▼

Policy Benefit Options

Your changes are currently under review.

Monthly Annuity / Income Payment Options

Cash payment

Under review

Cash payment method

Cheque

Cheque currency

HKD

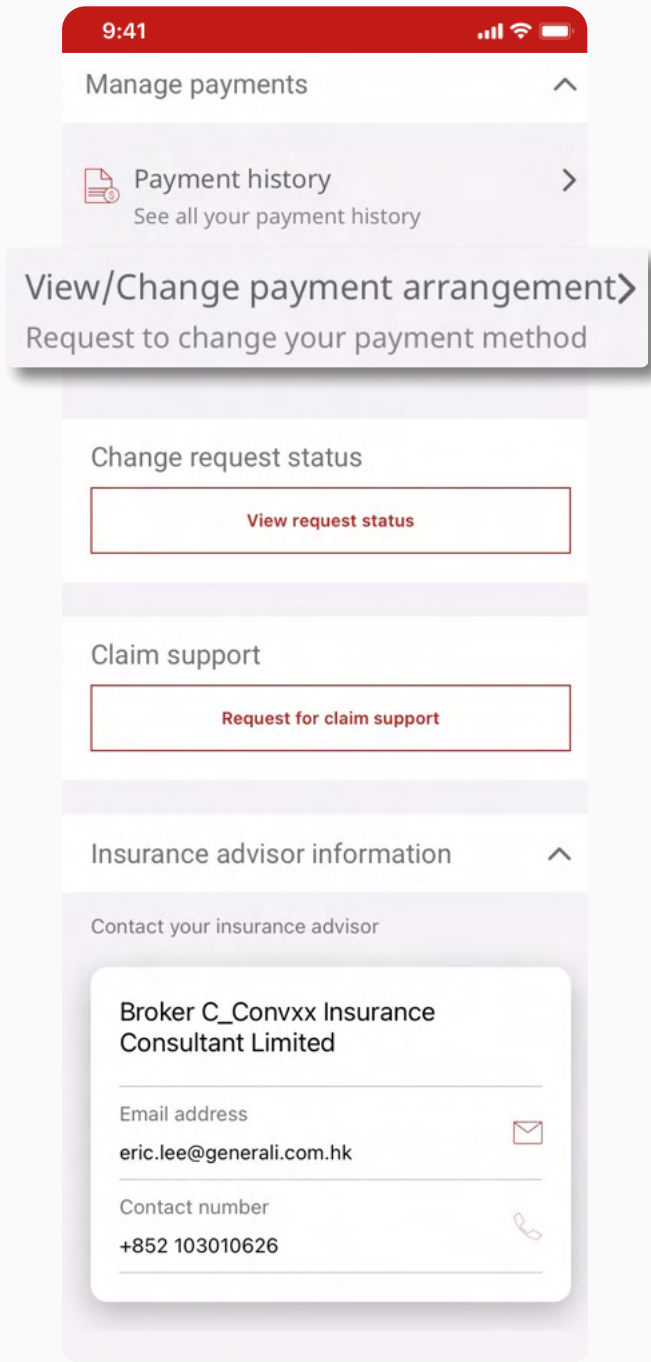
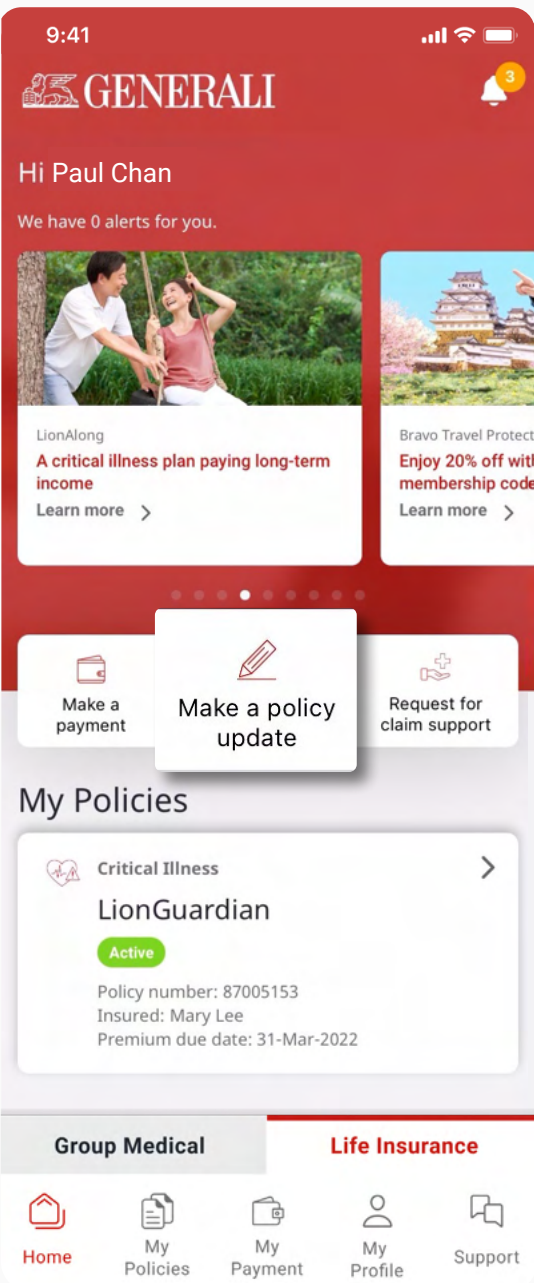
Alternatively you can download the service form and send to us by post or email.

Download Service Form >

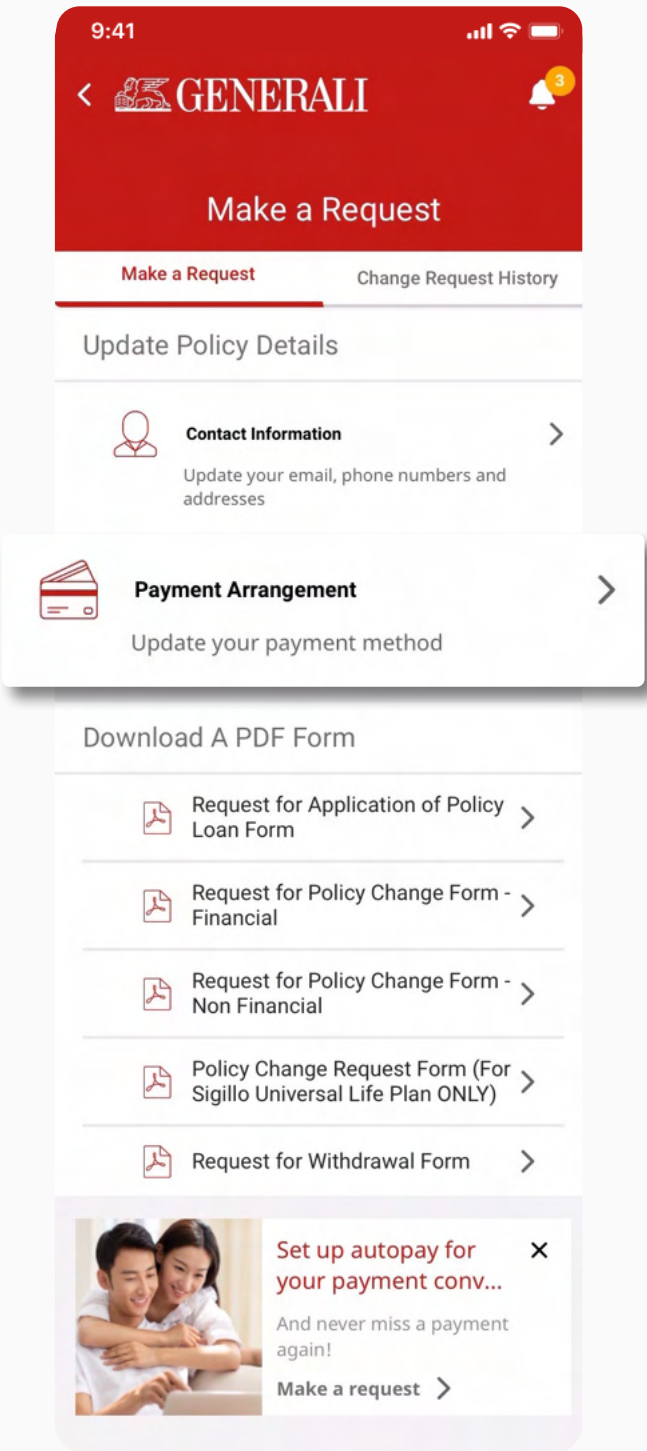
Make a Policy Update

Update Payment Arrangement

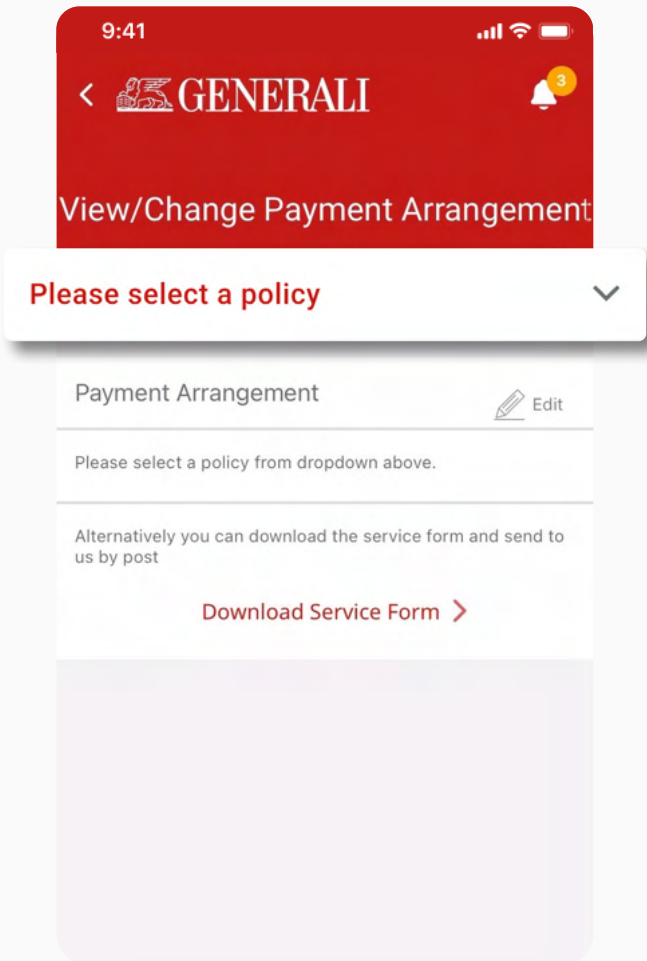
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View/Change payment arrangement'.



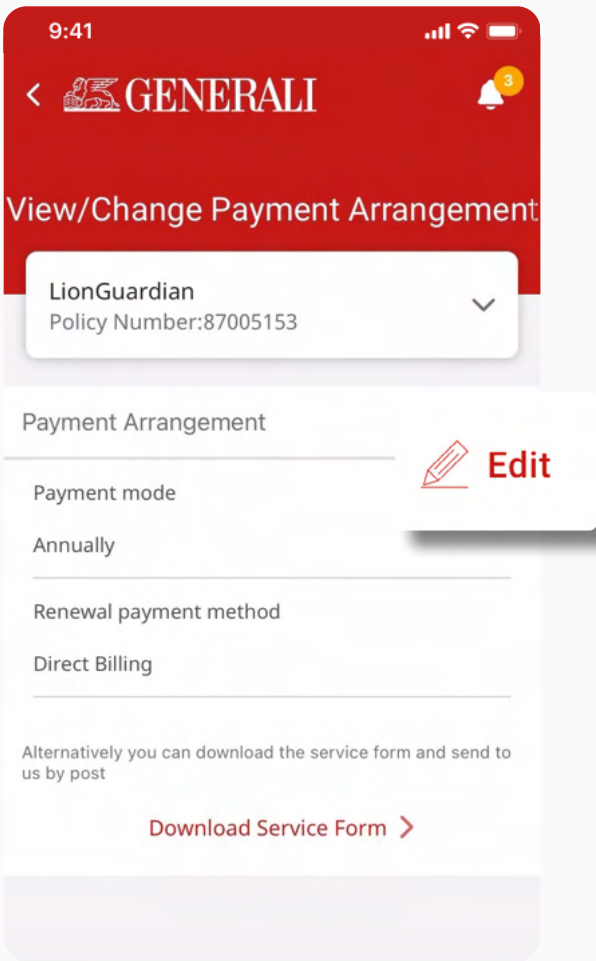
02 On Make a Request page, under Update Policy Details, select 'Payment Arrangement'.



03 From the dropdown menu select a policy to update.



04 Here you can review your current payment arrangement, tap on the red 'Edit' button at the top right hand corner to update.



Make a Policy Update

Update Payment Arrangement

05 Here you can update your payment arrangement details. Please review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.

9:41

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GENERALI

3

View/Change Payment Arrangement

LionGuardian

Policy Number:87005153

Payment Arrangement

Payment mode

Annually

Renewal payment method

Direct Billing

Please review and agree on the terms and conditions below to proceed with your request.

Declaration

I have read and accept the [Terms](#) and [Data Privacy Policy](#), as well as the use of my personal data as set in the [Personal Information Collection Statement](#).

I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) by way of Endorsement or letter.

☒

I have personally read, understood, and accepted all the content of the Declaration.

Submit

Cancel

06 Confirm your changes before submitting the request.

9:41

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GENERALI

3

View/Change Payment Arrangement

LionGuardian

Policy Number:87005153

Confirm Changes

Please review your information below, once you confirm the below changes, we will send the one-time password to your email address/ mobile number.

Renewal payment method

Direct Debit by Bank Account

Bank code

004-THE HONGKONG AND SHANGHAI BANKING CORPORATION LTD

Bank code

004

Bank account number

12345678

Confirm

Back

07 Enter the verification code sent to your registered email or mobile number.

9:41

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GENERALI

3

Enter verification code

Resend code

Time Remaining 49s

Cancel

08 Once the request has been submitted, there will be a notification displayed.

9:41

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GENERALI

3

Request Pending Review

Your request has been received.

Reference: 01234567

View/Change Payment Arrangement

LionGuardian

Policy Number:87005153

Payment Arrangement

Under review

Payment mode

Annually

Renewal payment method

Direct Billing

Alternatively you can download the service form and send to us by post

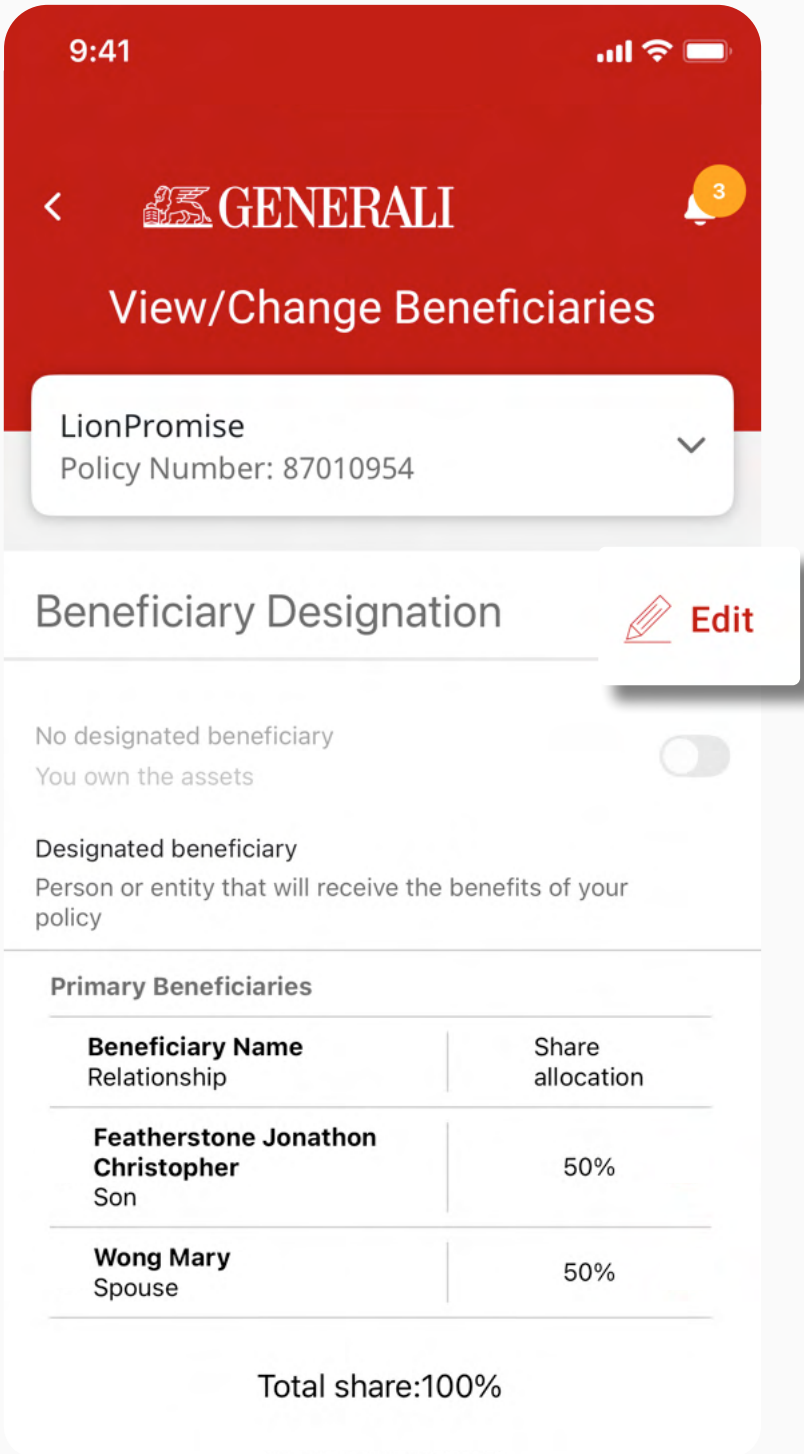
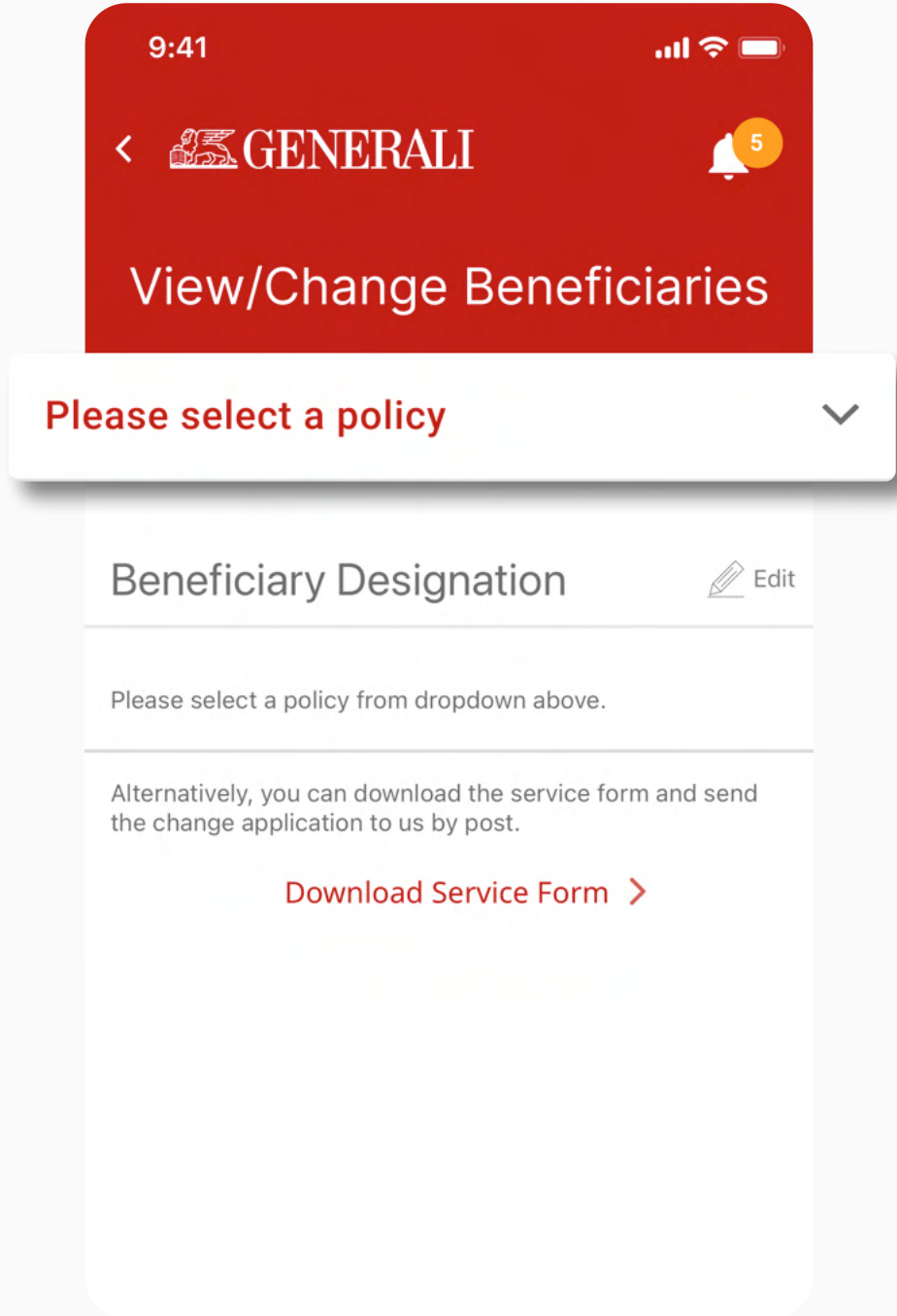
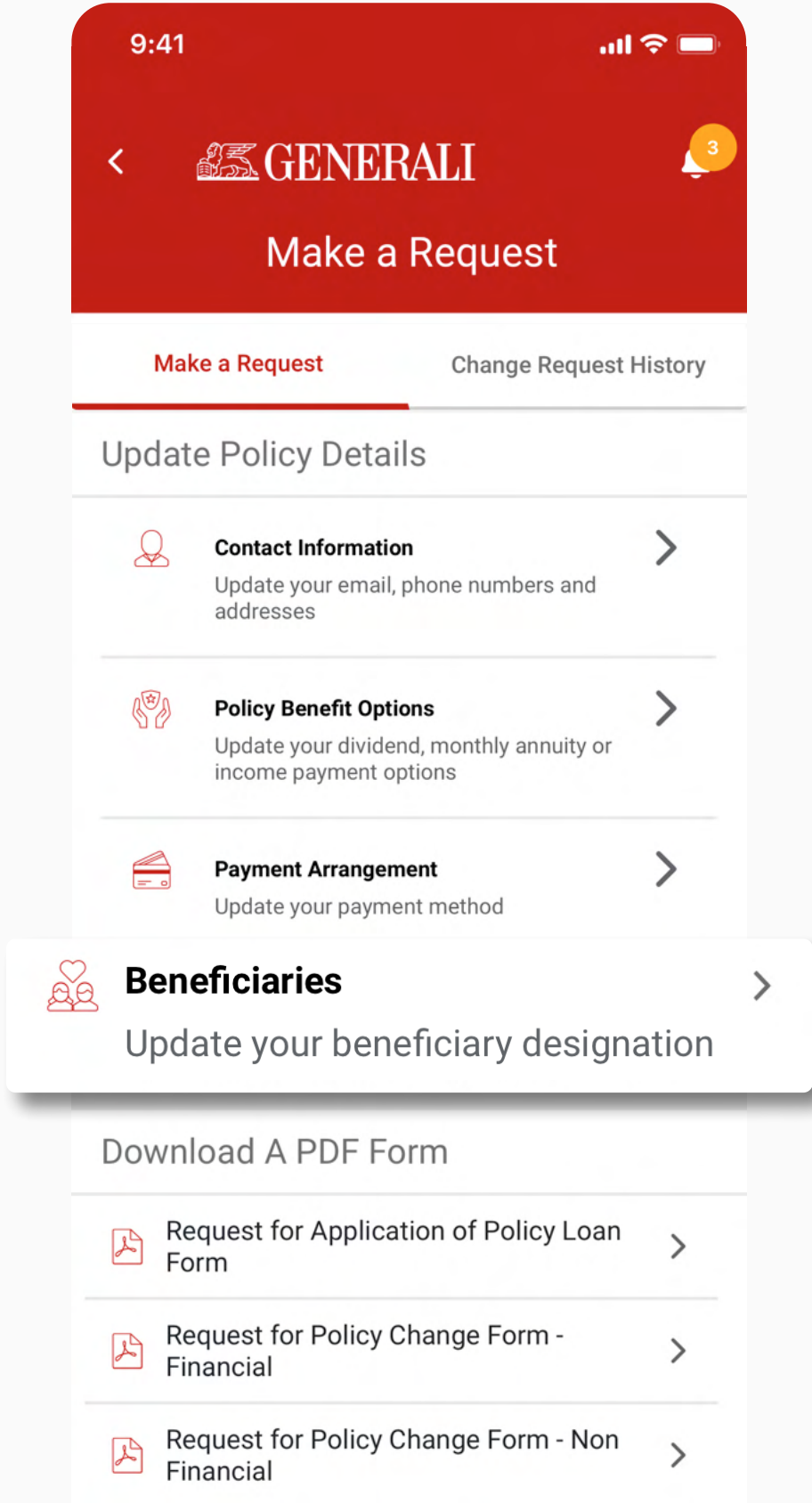
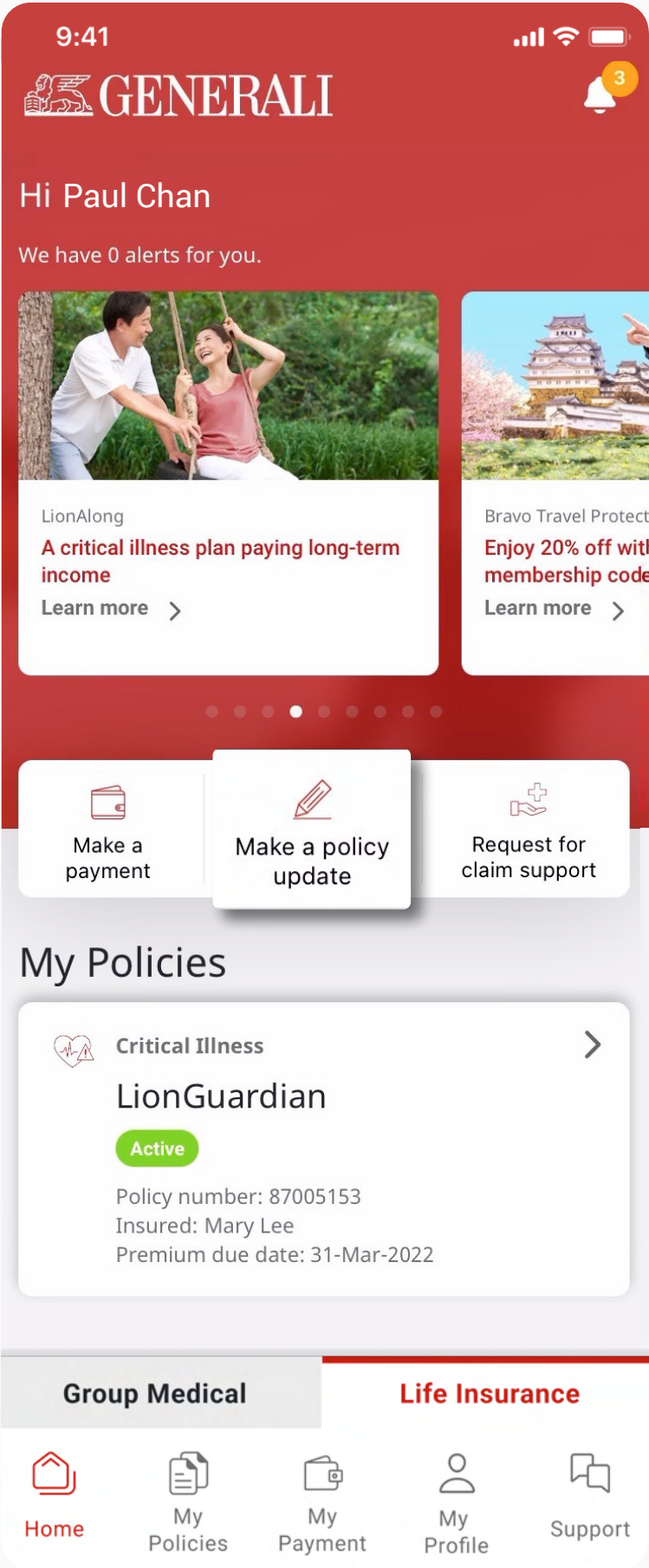
Download Service Form



Make a Policy Update

Update Beneficiaries

- 01 On the homepage, select 'Make a policy update'.
- 02 On Make a Request page, under Update Policy Details, select 'Beneficiaries'.
- 03 From the dropdown menu select a policy.
- 04 Here you can review your current beneficiary appointment, tap on red 'Edit' icon at the top right hand corner to update.



05 To update an existing beneficiary, tap on the pencil icon on the right to update.

9:41

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GENERALI

3

View/Change Beneficiaries

LionPromise
Policy Number: 87010954

Beneficiary Designation

No designated beneficiary
You own the assets

Designated beneficiary
Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation	
Featherstone Jonathon Christopher Son	50%	
Wong Mary Spouse	50%	

Total share:100%

Add Beneficiaries

Remove Beneficiaries

06 You can update the beneficiary details here, tap 'Save' to proceed.

9:41

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GENERALI

3

View/Change Beneficiaries

LionPromise
Policy Number: 87010954

Beneficiary Designation

Primary Beneficiaries

Surname
Wong

Given name
Mary

Share allocation
50%

Relationship
Spouse

Gender
Female

Date of birth
30/07/1998

ID type
Others

ID card / Passport number
T82*****

Country of birth
Hong Kong SAR, China

Country of residence
Hong Kong SAR, China

Tax residence (Please indicate all jurisdictions of residence)
Hong Kong SAR, China

Save

Cancel

07 Please review whether you or any of the beneficiaries are identified as a politically exposed person (PEP), and confirm the terms and conditions before tapping 'Submit'.

Beneficiary Designation

Please click 'Submit' to proceed with your change request.

No designated beneficiary

You own the assets

Designated beneficiary

Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	50%
Wong Mary Spouse	50%

Total share:100%

Add Beneficiaries

Remove Beneficiaries

Secondary Beneficiaries

Beneficiary Name Relationship	Share allocation
----------------------------------	---------------------

Total share:-

Add Beneficiaries

Remove Beneficiaries

Declaration

Please confirm the declaration below before submitting your request.

Are you or any relevant parties#1 of this policy a politically exposed person (PEP#2), PEP family member or PEP close associate?

No

Yes

Name of "PEP"*

Peter Lau

Position*

Director

Relevant party

Name of relevant party of this policy*

Jane Wong

Relationship with PEP*

Cousin

#1 Relevant parties includes but not limited to the insured, beneficiary(ies), person acting on behalf of the policyholder, beneficial owner(s) etc.

#2 A politically exposed person (PEP) is an individual who is or has been entrusted with a prominent public function in Hong Kong / a place outside Hong Kong / by an international organisation.

I have read and accept the [Terms and](#)

I have personally read, understood, and accepted all the content of the Declaration.

Submit

Cancel

08 Confirm your changes before submitting the request. You can review the changes by tapping 'Review changes'and upload supporting identification documents here, if applicable.

9:41

3

View/Change Beneficiaries

LionPromise

Policy Number: 87010954

Confirm Changes

Please review the information below. Once you confirm the below changes, we will send the one-time password to your email address/mobile number.

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	50%
Wong Mary Spouse	50%

Review changes

Review changes

Declaration

Upload Identification Document

Supplementary documents

Please upload the copy of identification

Upload

Uploaded attachments

Confirm

Back

09 Enter the verification code sent to your registered email or mobile number.

9:41

GENERALI

3

Update Your Details

Enter verification code

Enter the code sent to
p*****n@x***l.com

Resend code

Time Remaining 49s

Cancel

10 Once the request has been submitted, there will be a notification displayed.

9:41

Request Pending Review

We have received your change request.
We will contact you if additional
information is needed. Reference No:
01234567

View/Change Beneficiaries

LionPromise

Policy Number: 87010954

Beneficiary Designation

Your changes are currently under review.

No designated beneficiary

You own the assets

Designated beneficiary

Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Under review

Beneficiary Name	Share allocation
Featherstone Jonathon Christopher Son	50%
Wong Mary Spouse	50%

Total share:100%

Make a Policy Update

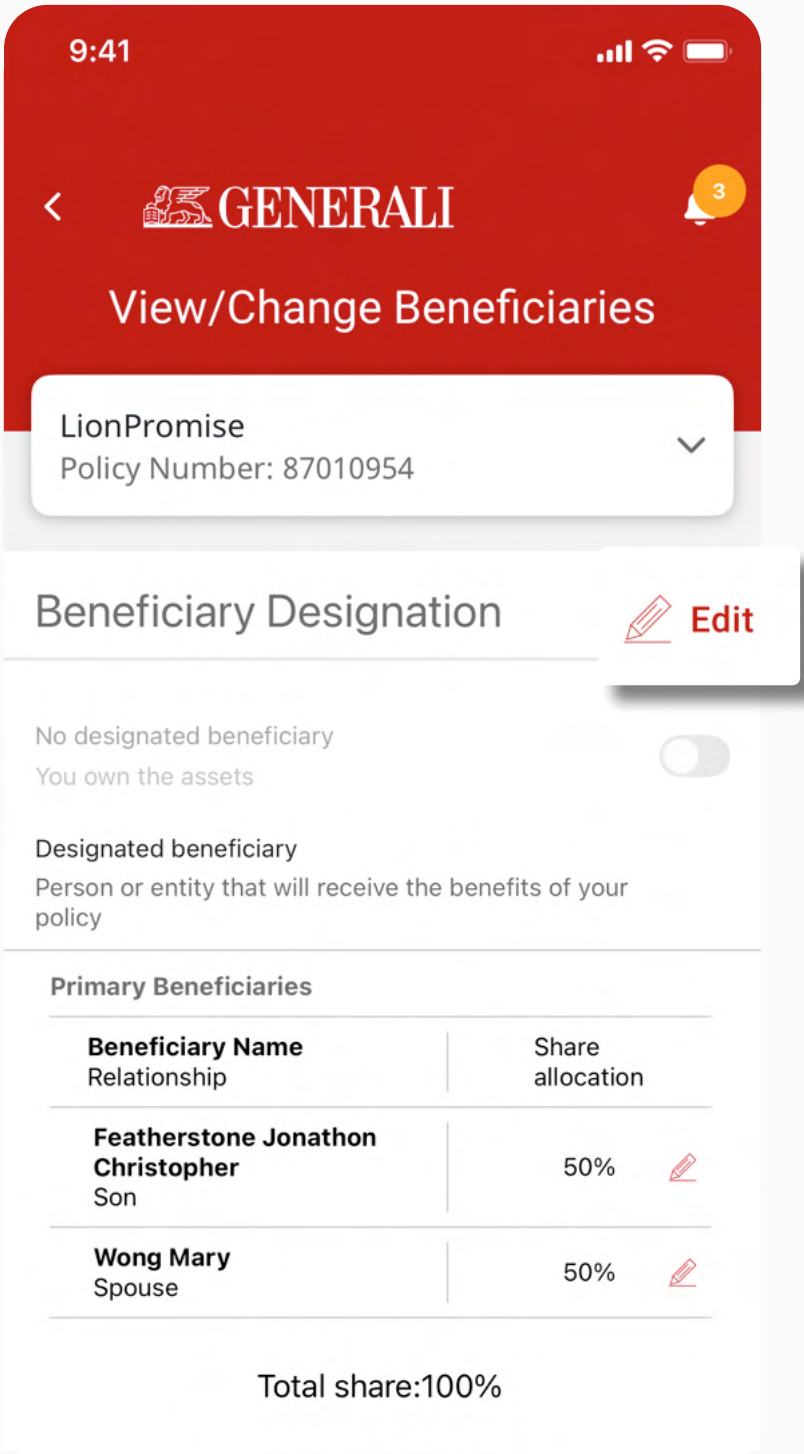
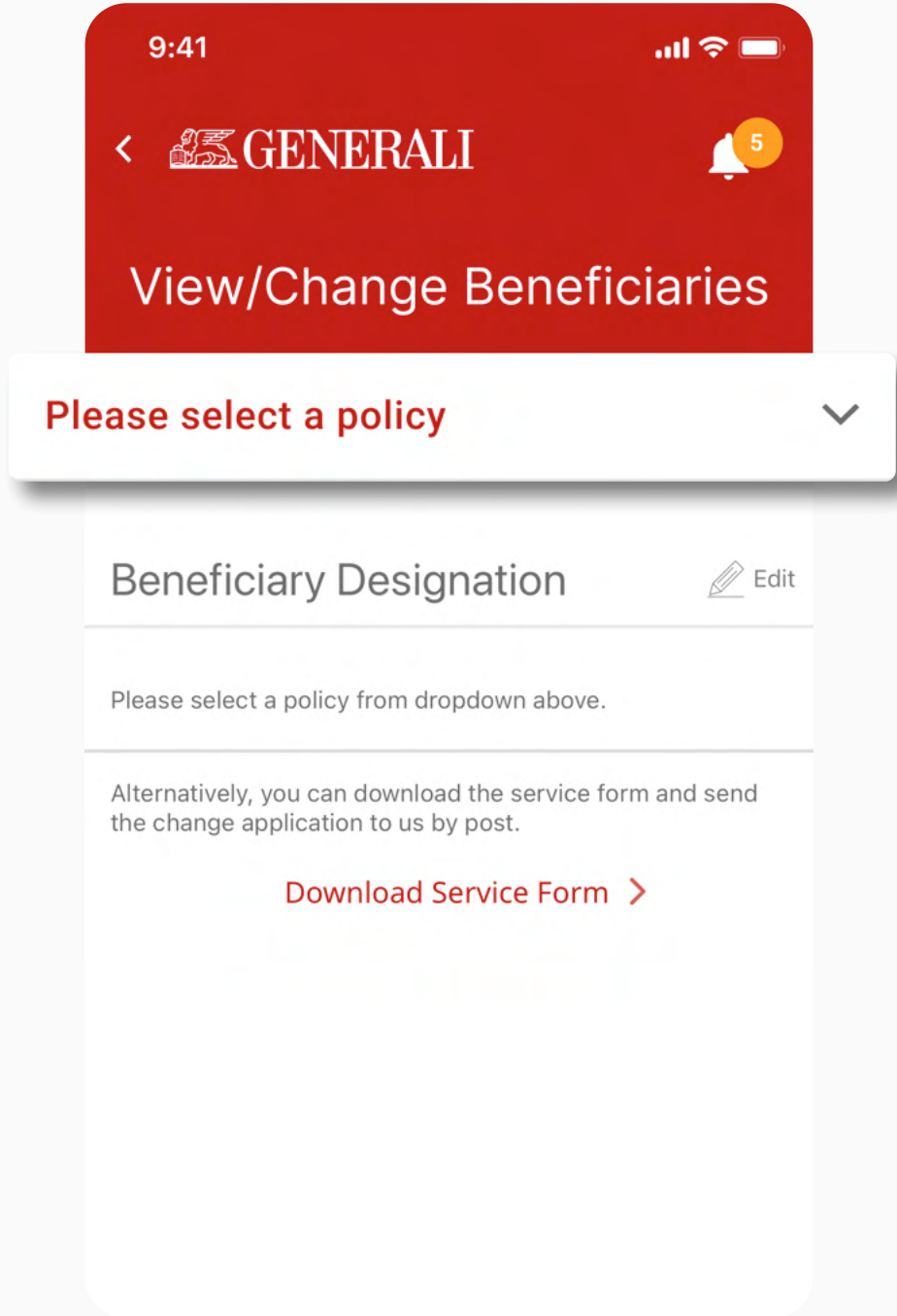
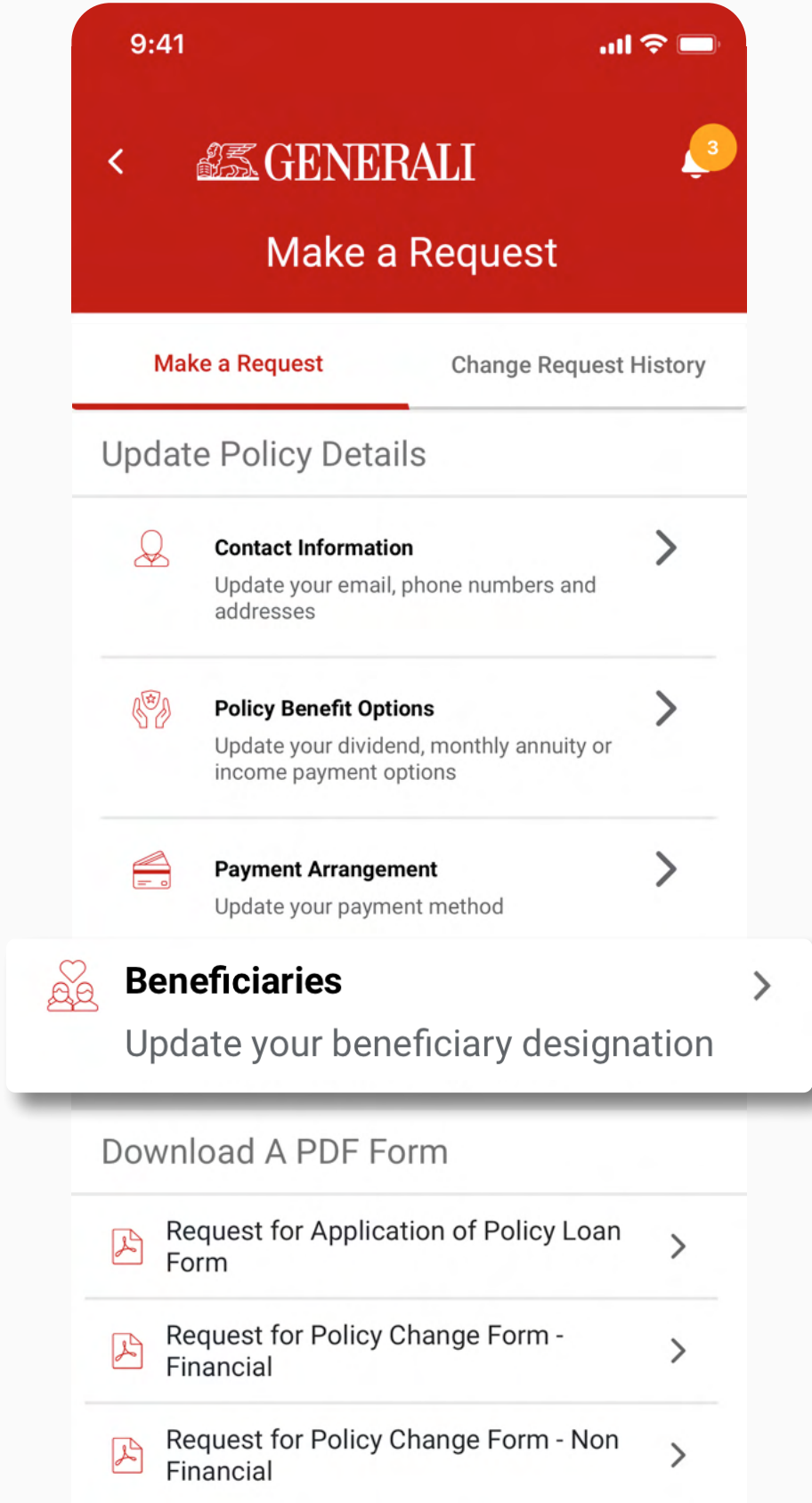
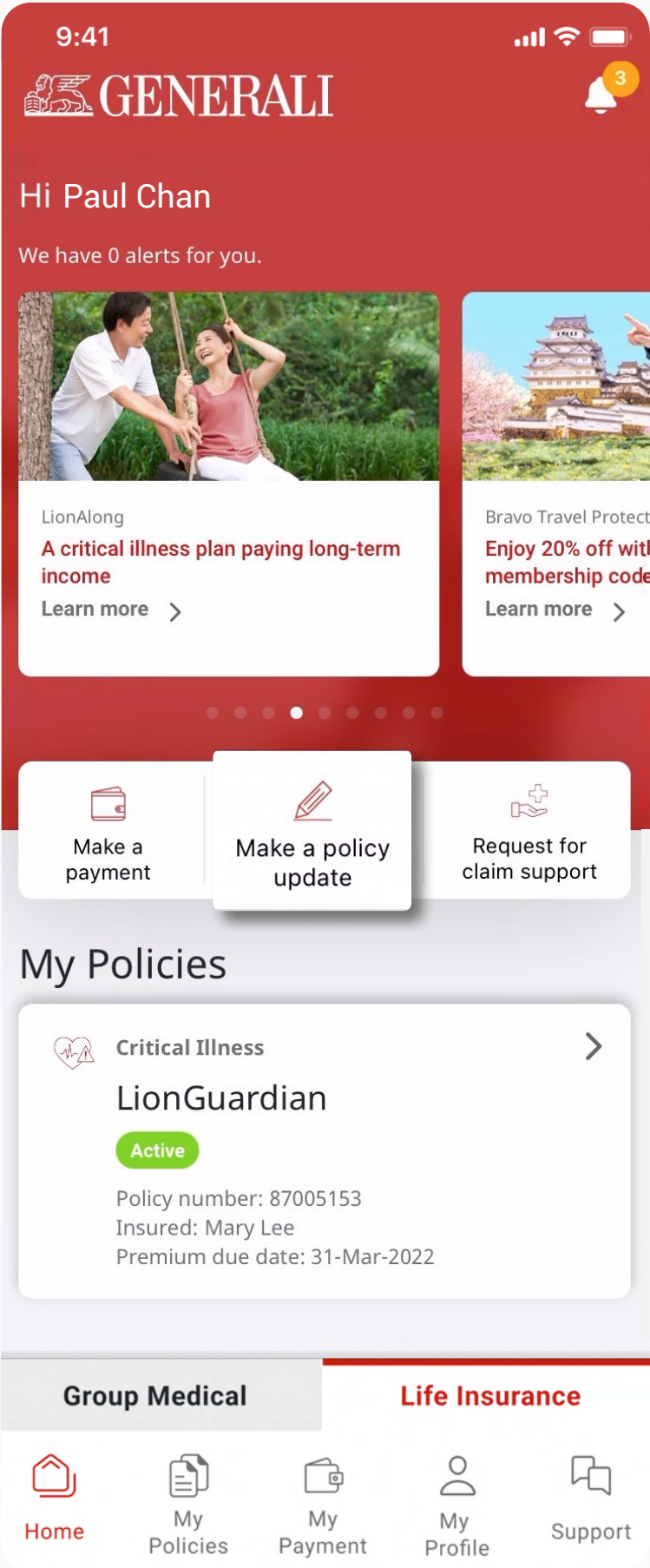
Add Beneficiaries

01 On the homepage, select 'Make a policy update'.

02 On Make a Request page, under Update Policy Details, select 'Beneficiaries'.

03 From the dropdown menu select a policy.

04 Here you can review your current beneficiary appointment, tap on red 'Edit' icon at the top right hand corner to update.



05 To add new beneficiaries, tap on the 'Add Beneficiaries' button.

06 Enter details of the new beneficiary.

9:41

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GENERALI

3

View/Change Beneficiaries

LionPromise

Policy Number: 87010954

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Beneficiary Designation

No designated beneficiary

You own the assets

Designated beneficiary

Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	50%
Wong Mary Spouse	50%

Total share:100%

Add Beneficiaries

Remove Beneficiaries

Secondary Beneficiaries

Beneficiary Name Relationship	Share allocation
----------------------------------	---------------------

Total share:-

Add Beneficiaries

Remove Beneficiaries

9:41

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GENERALI

3

View/Change Beneficiaries

LionPromise

Policy Number: 87010954

▼

Beneficiary Designation

Secondary Beneficiaries

Surname

Wong

Given name

Jane

Share allocation

100%

Relationship

Mother

Gender

Female

Date of birth

02/07/1950

HK Permanent ID

ID card / Passport number

B*****

Country of birth

Hong Kong SAR, China

Country of residence

Hong Kong SAR, China

Tax residence (Please indicate all jurisdictions of residence)

Hong Kong SAR, China

Save

Cancel

07 Please review whether you or any of the beneficiaries are identified as a politically exposed person (PEP), and confirm the terms and conditions before tapping 'Submit'.

08 Confirm your changes before submitting the request. You can review the changes by tapping 'Review changes'and upload supporting identification documents here, if applicable.

Beneficiary Designation

Please click 'Submit' to proceed with your change request.

No designated beneficiary

You own the assets

Designated beneficiary

Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name	Relationship	Share allocation
Featherstone Jonathon Christopher	Son	50%
Wong Mary	Spouse	50%

Total share:100%

Add Beneficiaries

Remove Beneficiaries

Secondary Beneficiaries

Beneficiary Name	Relationship	Share allocation
Wong Jane	Mother	100%

Total share:100%

Add Beneficiaries

Remove Beneficiaries

Declaration

Please confirm the declaration below before submitting your request.

Are you or any relevant parties#1 of this policy a politically exposed person (PEP#2), PEP family member or PEP close associate?

No

Yes

Name of "PEP"*

Peter Lau

Position*

Director

Relevant party

Name of relevant party of this policy*

Jane Wong

Relationship with PEP*

Cousin

#1 Relevant parties includes but not limited to the insured, beneficiary(ies), person acting on behalf of the policyholder, beneficial owner(s) etc.

#2 A politically exposed person (PEP) is an individual who is or has been entrusted with a prominent public function in Hong Kong / a place outside Hong Kong / by an international organisation.

I have read and accept the Terms and

☒

I have personally read, understood, and accepted all the content of the Declaration.

Submit

Cancel

9:41

GENERALI

3

View/Change Beneficiaries

LionPromise

Policy Number: 87010954

Confirm Changes

Please review the information below. Once you confirm the below changes, we will send the one-time password to your email address/mobile number.

Primary Beneficiaries

Beneficiary Name	Relationship	Share allocation
Featherstone Jonathon Christopher	Son	50%
Wong Mary	Spouse	50%

Secondary Beneficiaries

Beneficiary Name	Relationship	Share allocation
Wong Jane	Mother	100%

Review changes

Total Number of Updated Beneficiaries

Added beneficiaries	1
Removed beneficiaries	0

Declaration

Upload Identification Document

Supplementary documents

Please upload the copy of identification

Upload

Uploaded attachments

Confirm

Back

09 Enter the verification code sent to your registered email or mobile number.

9:41

GENERALI

3

Update Your Details

Enter verification code

Enter the code sent to
p*****n@x***l.com

[Resend code](#)

Time Remaining 49s

[Cancel](#)

10 Once the request has been submitted, there will be a notification displayed.

9:41

Request Pending Review

We have received your change request. We will contact you if additional information is needed. Reference No: 01234567

LionPromise

Policy Number: 87010954

Beneficiary Designation

Your changes are currently under review.

No designated beneficiary
You own the assets

Designated beneficiary
Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	50%
Wong Mary Spouse	50%

Total share:100%

Secondary Beneficiaries

Under review

Beneficiary Name Relationship	Share allocation
----------------------------------	---------------------

Total share:-

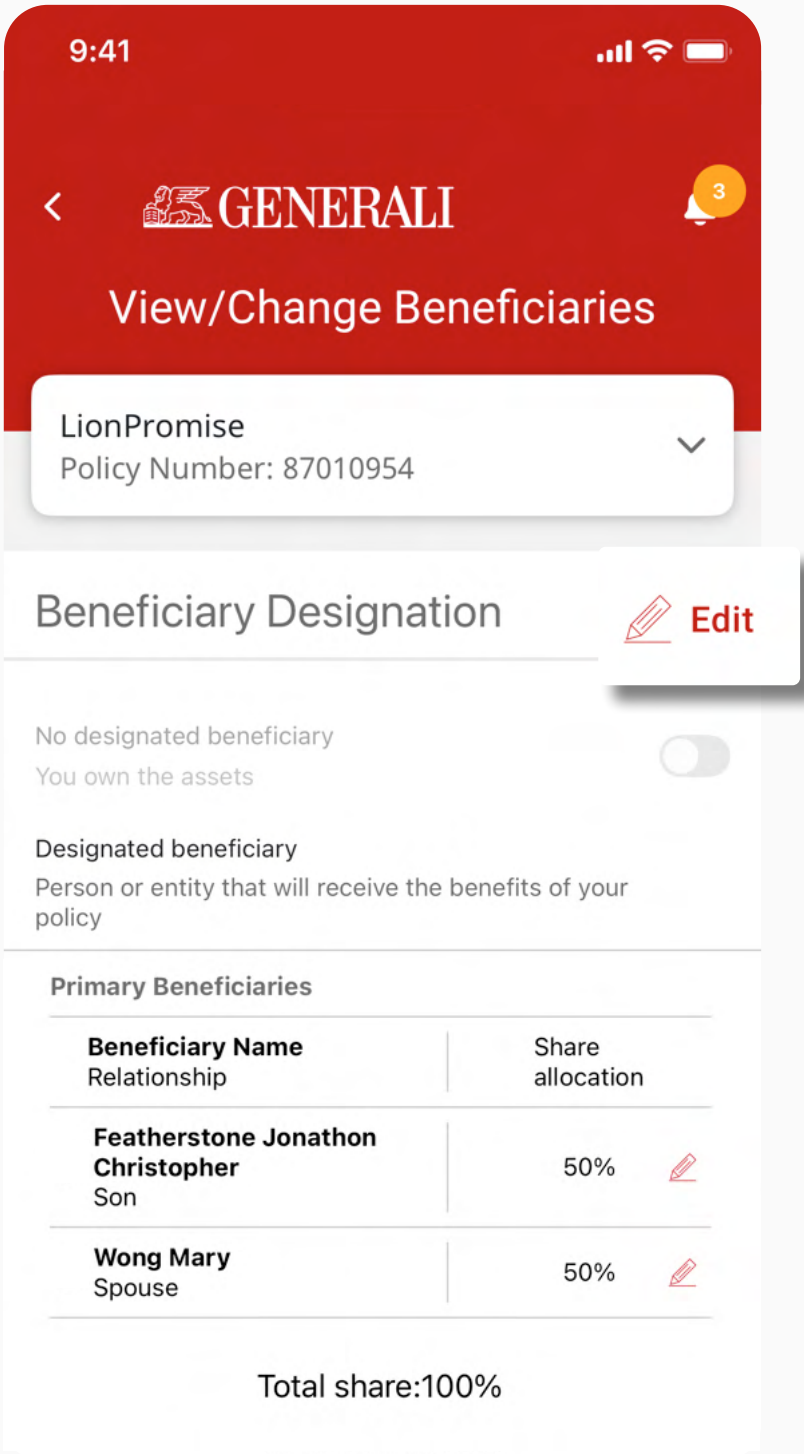
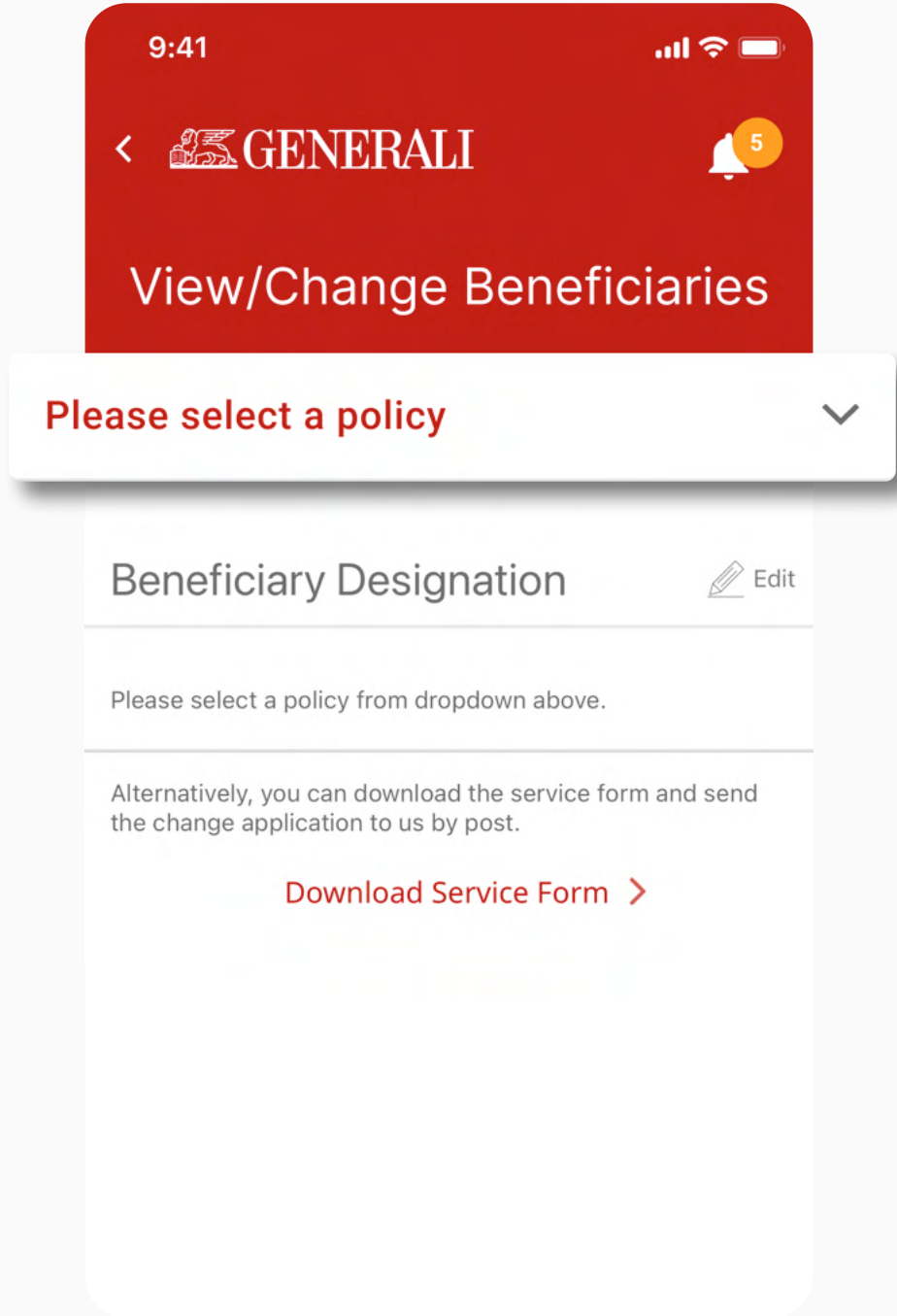
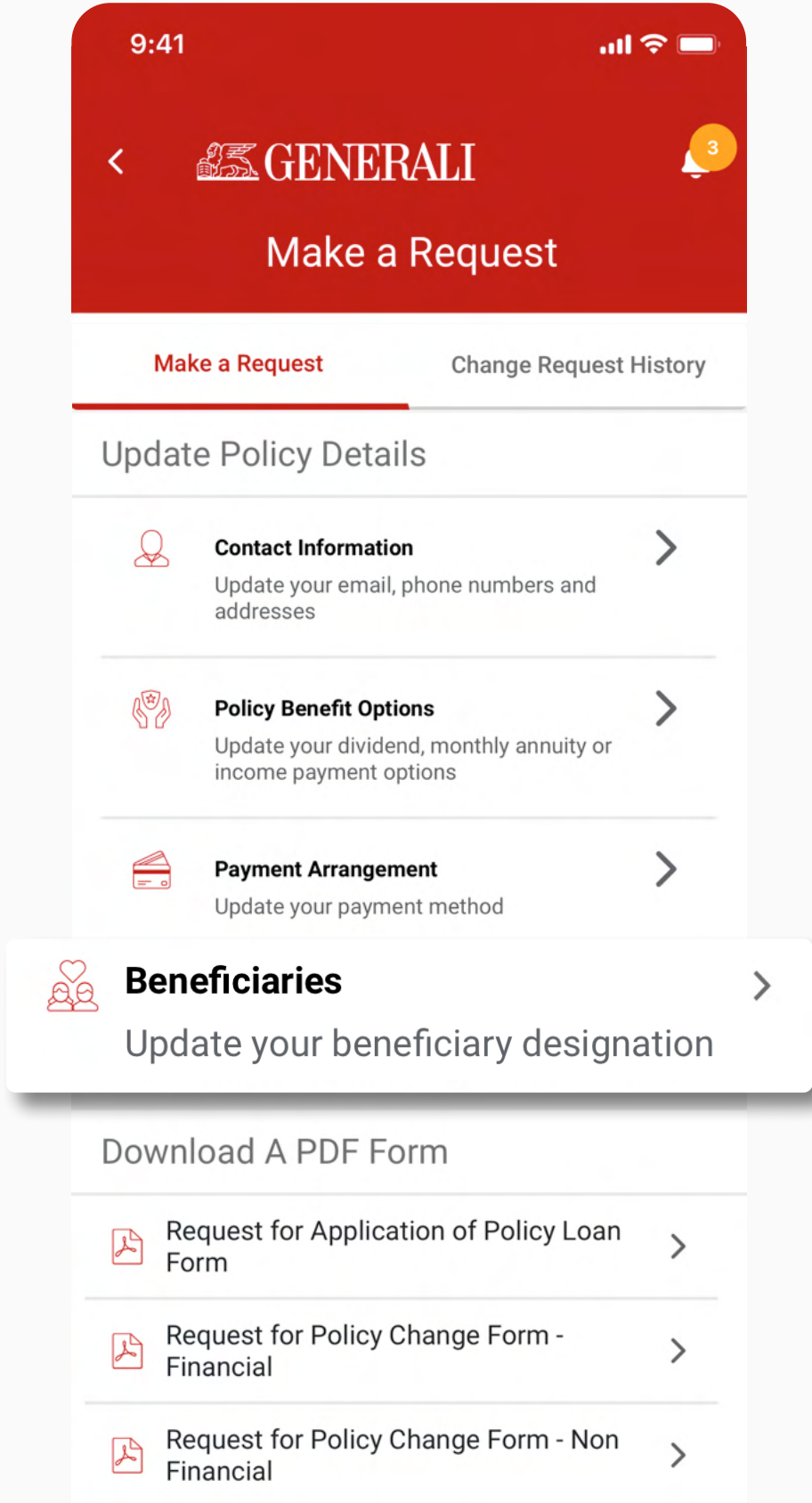
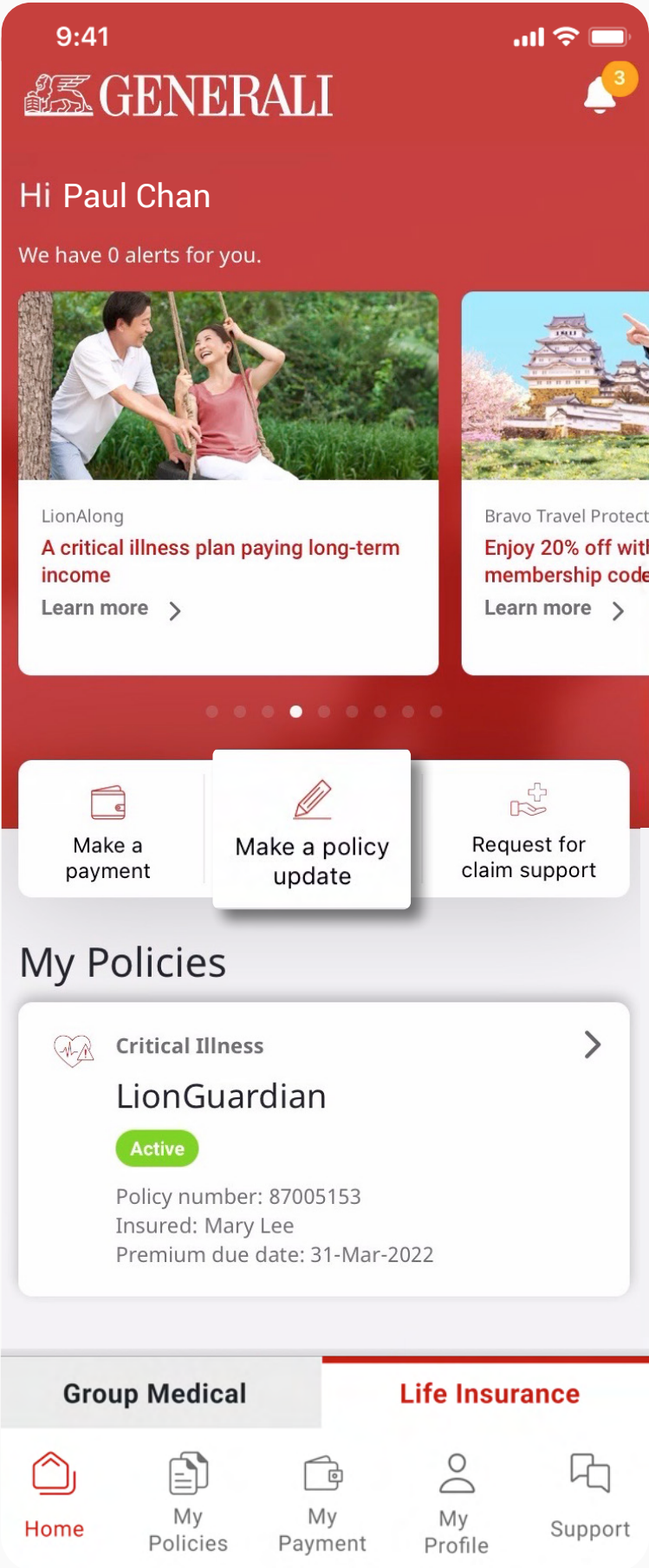
Make a Policy Update
Remove Beneficiaries

01 On the homepage, select 'Make a policy update'.

02 On Make a Request page, under Update Policy Details, select 'Beneficiaries'.

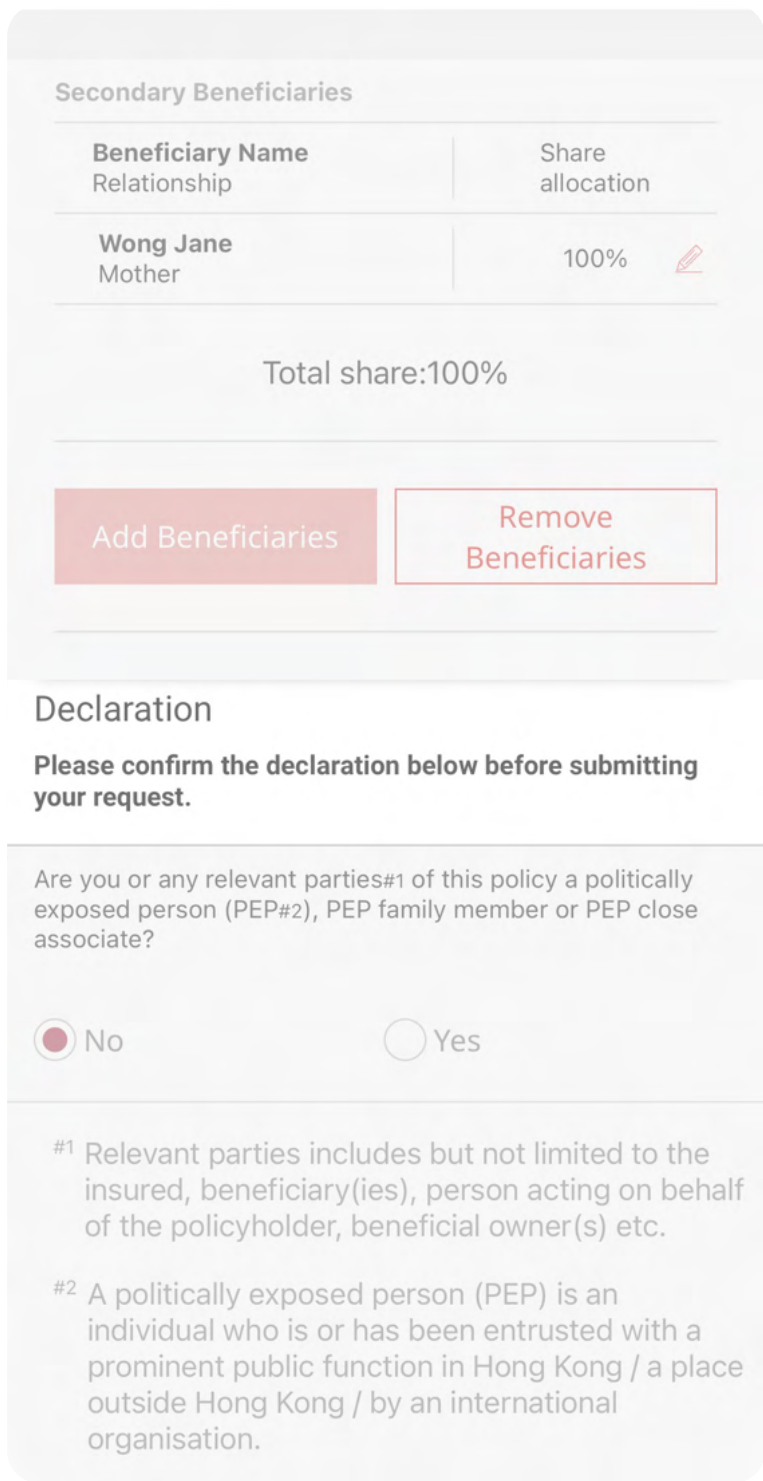
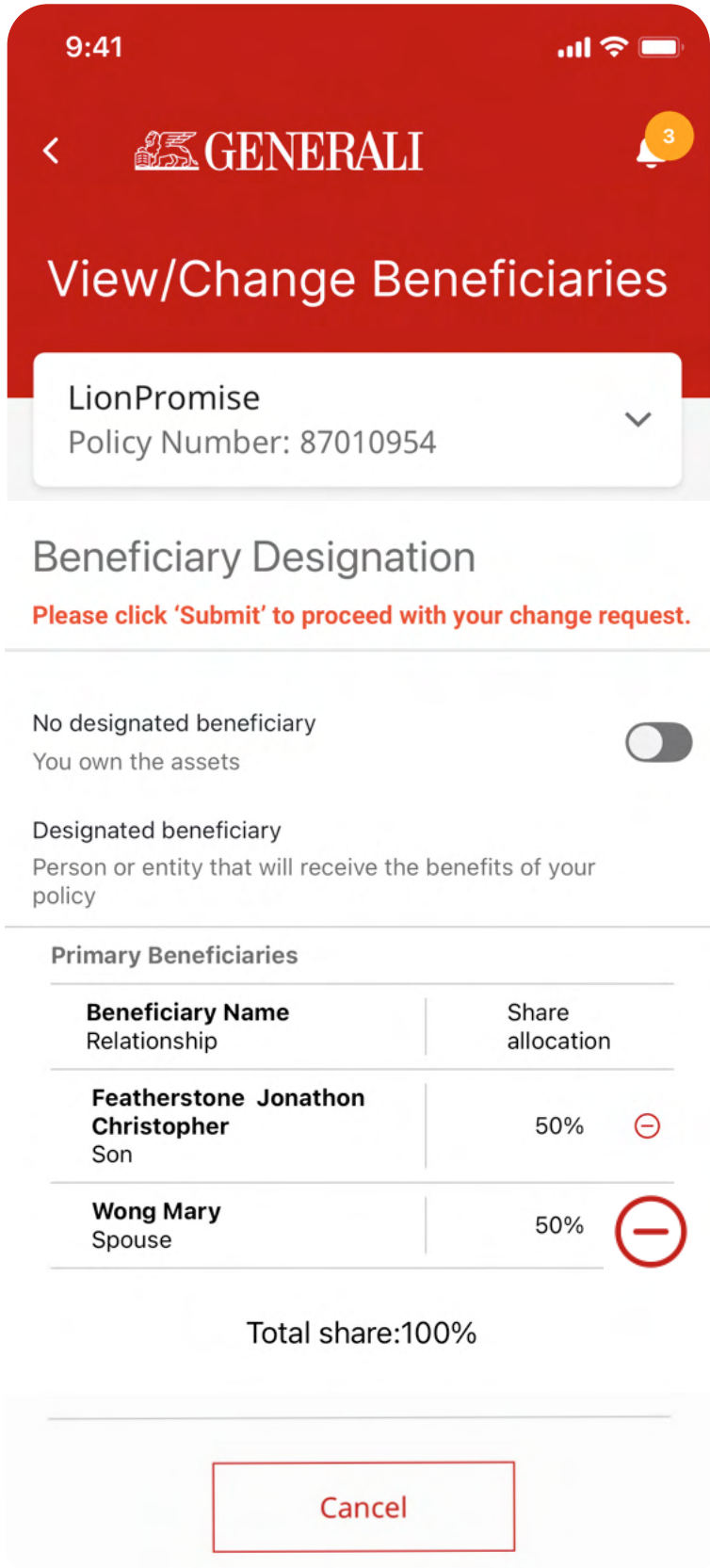
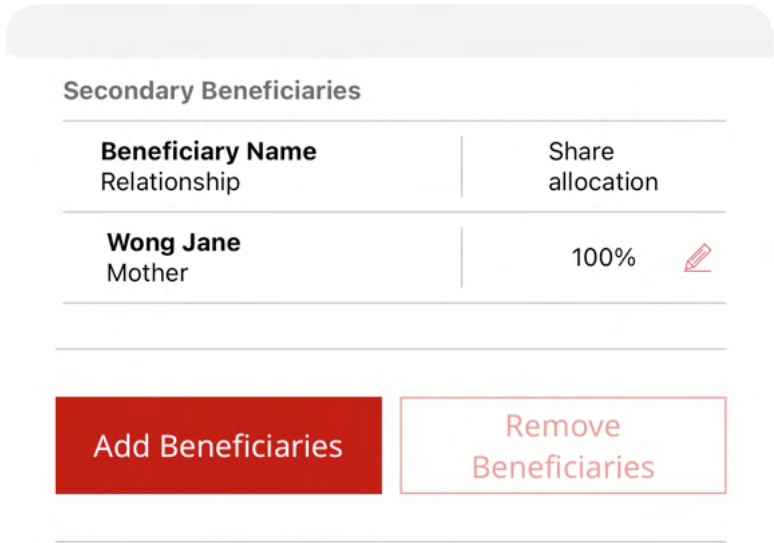
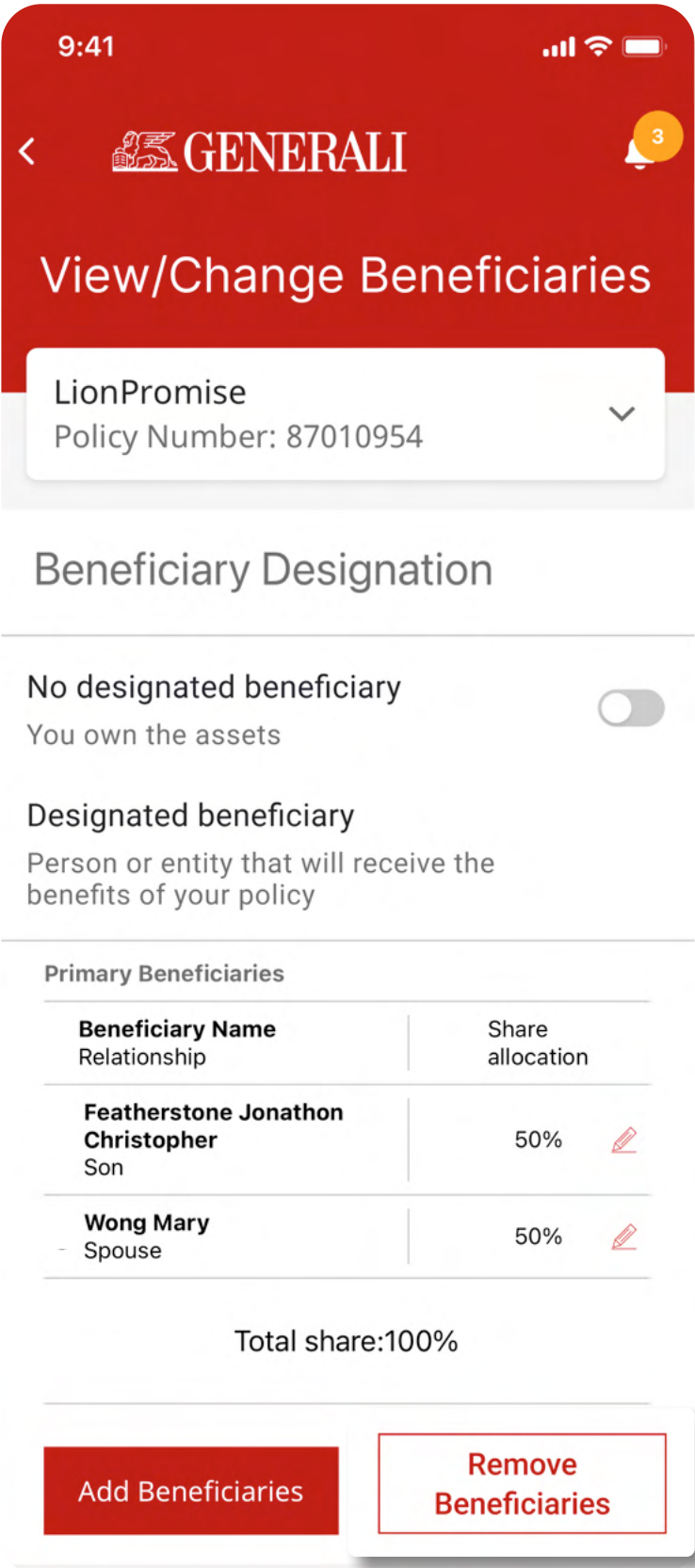
03 From the dropdown menu select a policy.

04 Here you can review your current beneficiary appointment, tap on red 'Edit' icon at the top right hand corner to update.



05 To remove existing beneficiaries, tap on the 'Remove Beneficiaries' button.

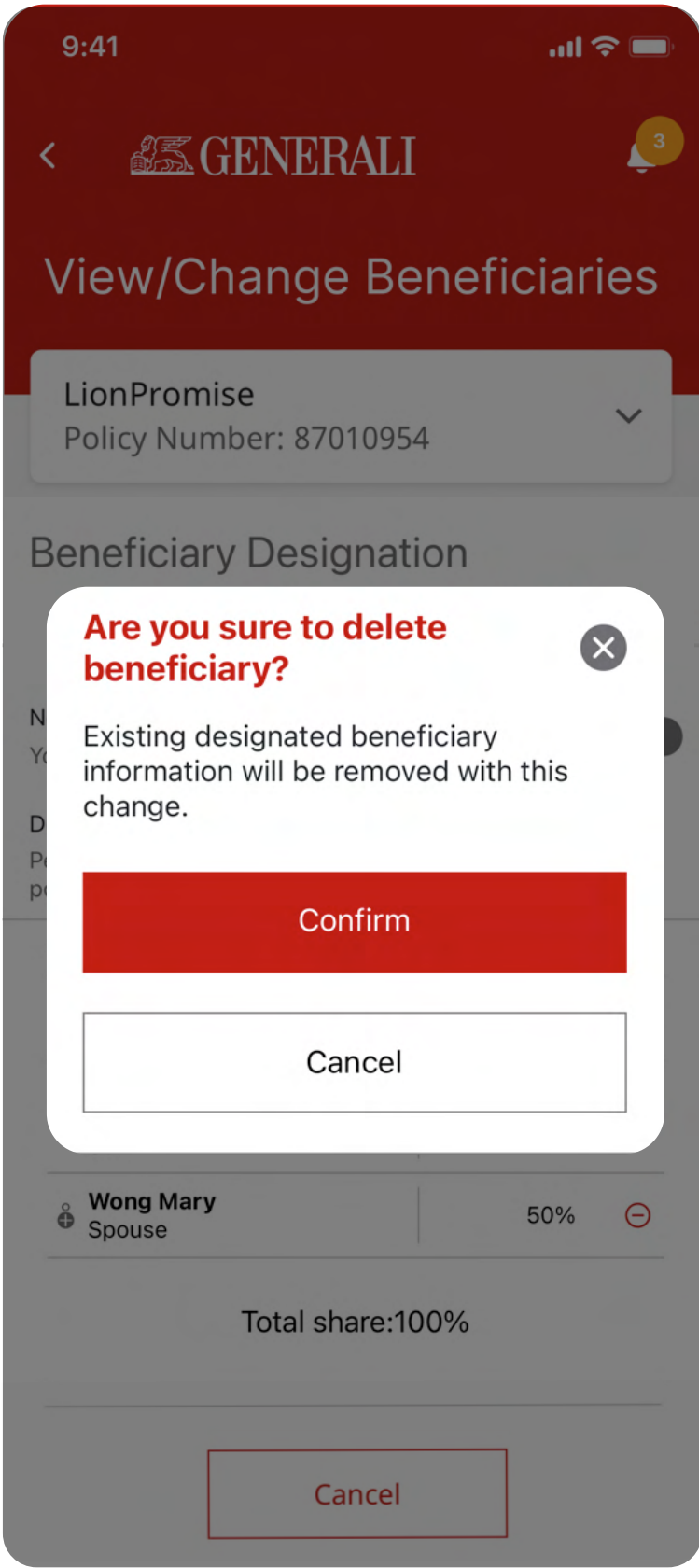
06 Tap on the  icon on the right to remove beneficiary.



07 Select 'Confirm' to delete beneficiary.

08 Please review the terms and conditions before submitting the request. Tap on 'Submit' at the bottom of the page to proceed

09 Confirm your changes before submitting the request.



Beneficiary Designation

Please click 'Submit' to proceed with your change request.

No designated beneficiary
You own the assets

Designated beneficiary
Person or entity that will receive the benefits of your policy

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	50%

Total share:50%

Add Beneficiaries Remove Beneficiaries

Secondary Beneficiaries

Beneficiary Name Relationship	Share allocation
Wong Jane Mother	100%

Total share:100%

Add Beneficiaries Remove Beneficiaries

Declaration

Please confirm the declaration below before submitting your request.

Are you or any relevant parties#1 of this policy a politically exposed person (PEP#2), PEP family member or PEP close associate?

☒ No ☐ Yes

#1 Relevant parties includes but not limited to the insured, beneficiary(ies), person acting on behalf of the policyholder, beneficial owner(s) etc.

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☒ I have personally read, understood, and accepted all the content of the Declaration.

Submit Cancel

Confirm Changes

Please review the information below. Once you confirm the below changes, we will send the one-time password to your email address/mobile number.

Primary Beneficiaries

Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	100%

Review changes

Secondary Beneficiaries

Beneficiary Name Relationship	Share allocation
Wong Jane Mother	100%

Review changes

Total Number of Updated Beneficiaries

Added beneficiaries	0
Removed beneficiaries	1

Declaration

Are you or any relevant parties#1 of this policy a politically exposed person (PEP#2), PEP family member or PEP close associate?

No

Confirm Back

10 Enter the verification code sent to your registered email or mobile number.

9:41

<

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3

Update Your Details

Enter verification code

Enter the code sent to
p*****n@x***|.com

Resend code

Time Remaining 49s

Cancel

11 Once the request has been submitted, there will be a notification displayed.

9:41

Request Pending Review

We have received your change request.
We will contact you if additional
information is needed. Reference No:
01234567

LionPromise

Policy Number: 87010954

Beneficiary Designation

Your changes are currently under review.

No designated beneficiary
You own the assets

Designated beneficiary
Person or entity that will receive the benefits of your policy

Primary Beneficiaries

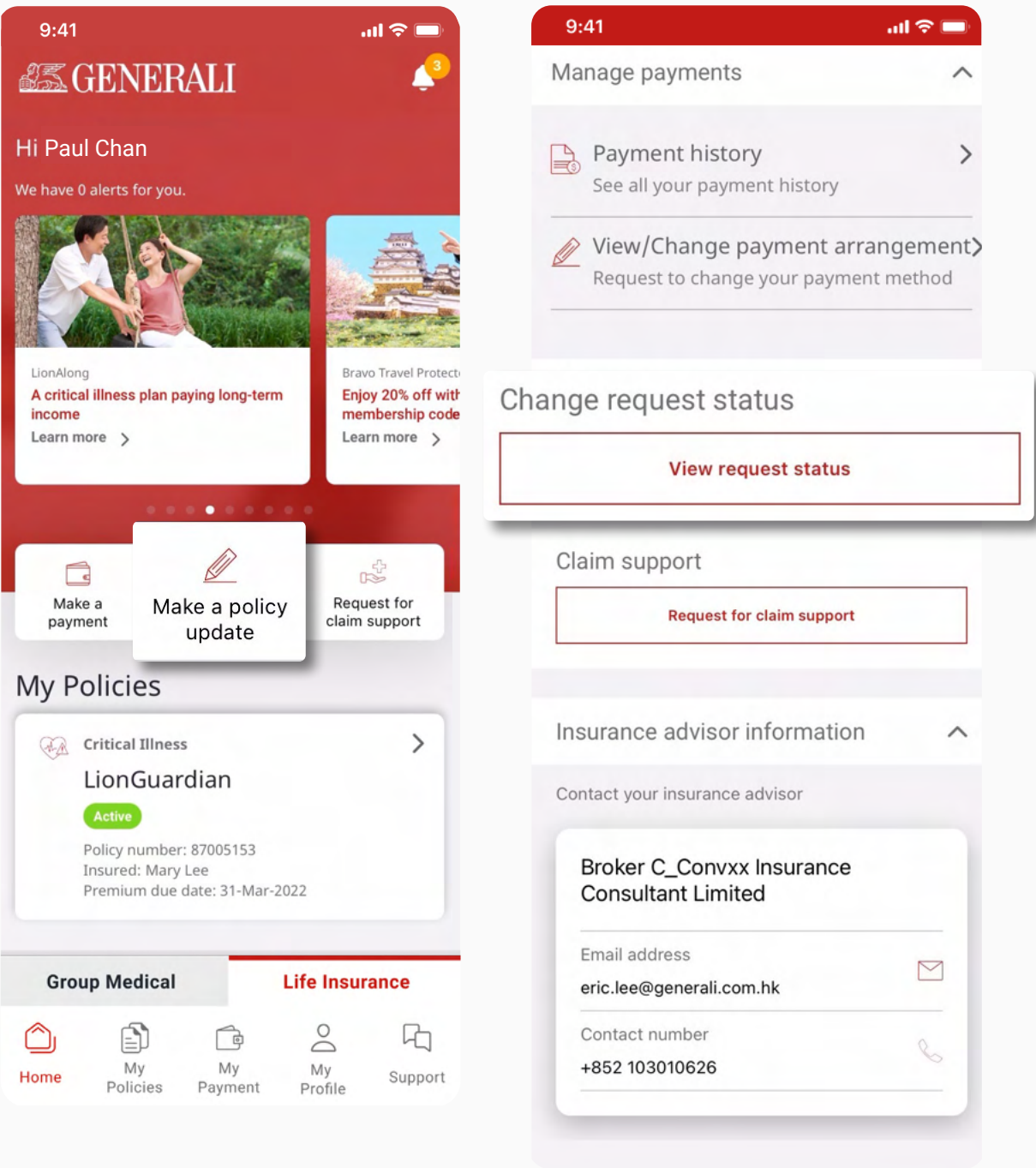
Beneficiary Name Relationship	Share allocation
Featherstone Jonathon Christopher Son	100%

Secondary Beneficiaries

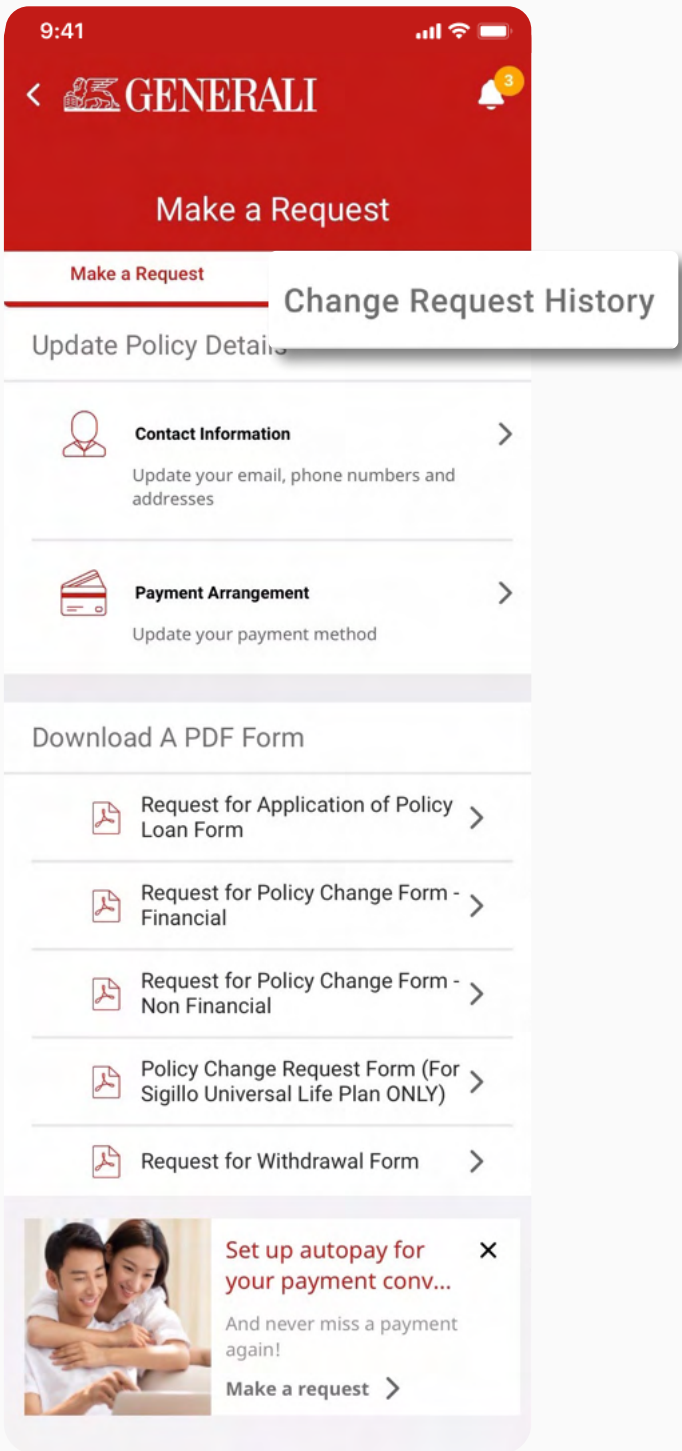
Beneficiary Name Relationship	Share allocation
Wong Jane Mother	100%

Make a Policy Update
Change Request History

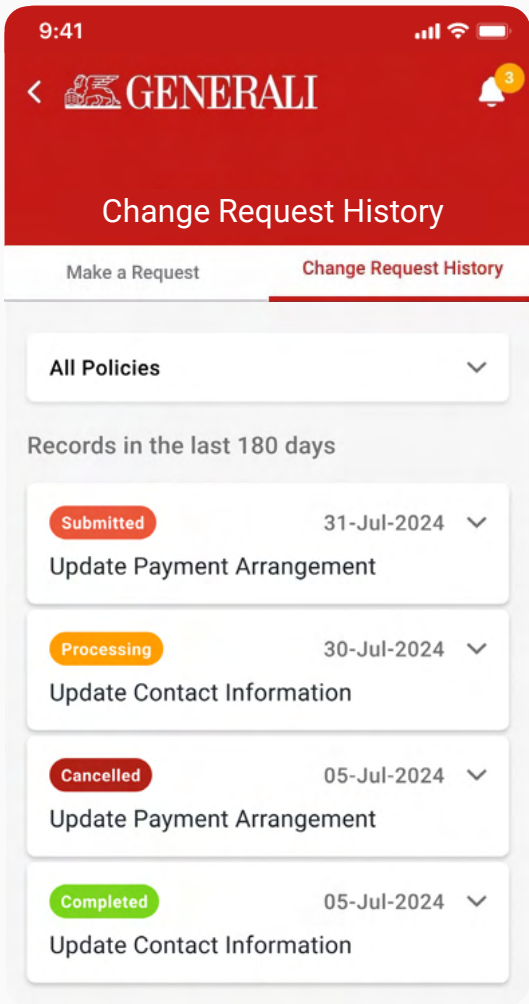
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View request status'.



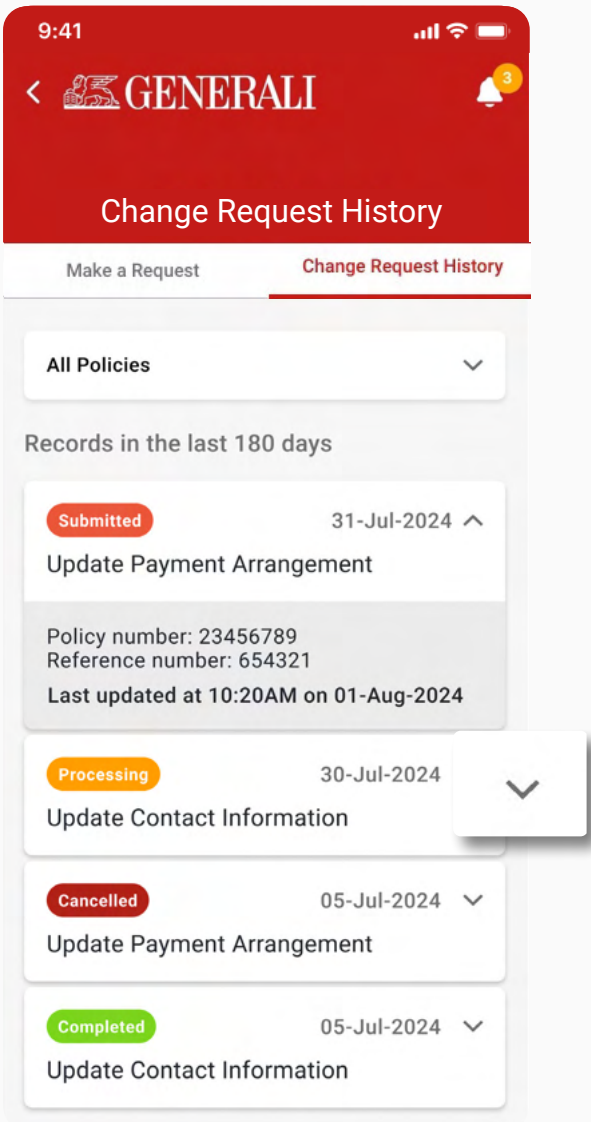
02 On Make a Request page, at the top select the 'Change Request History' tab.



03 Here you can find the status of your previous change requests.



04 Tap on the down arrows on the right to see the change request details.



This user guide is issued by Generali Life (Hong Kong) Limited &
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