Generali Hong Kong Individual Life Insurance

GenBRAVO

User Guide

(App version)

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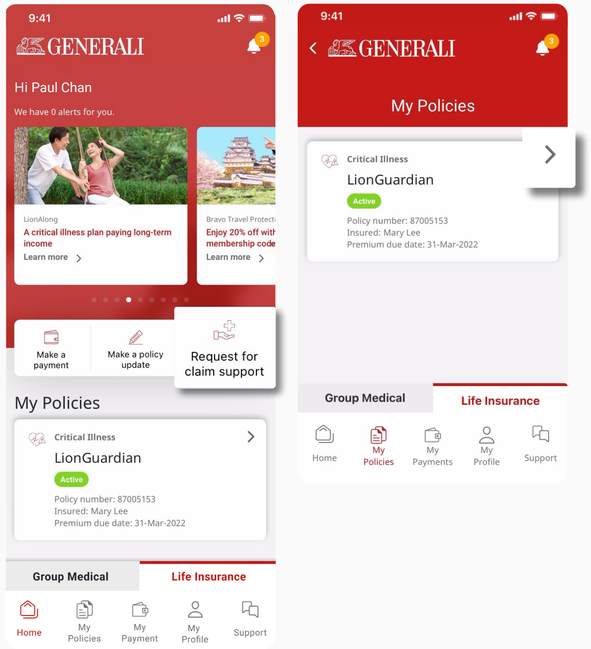
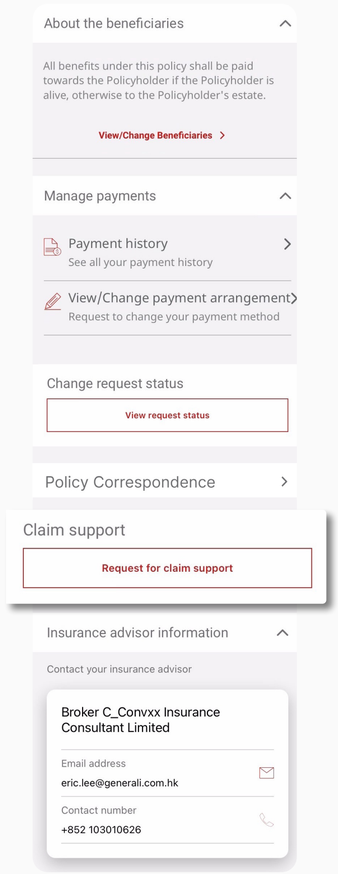
Request for Claim Support - Make a claim enquiry

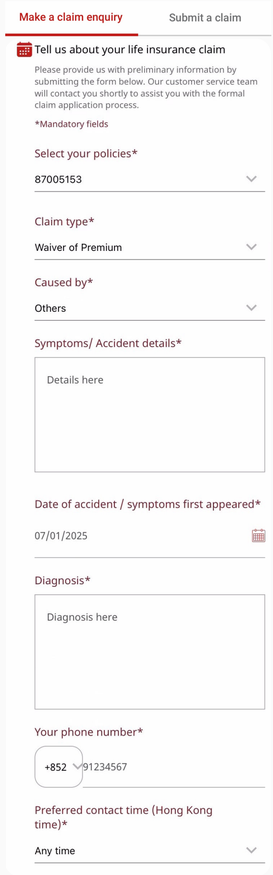
01 You can make a claim enquiry from the homepage and select 'Request for claim support', or via 'My Policies' at the bottom navigation, select the policy you would like to get claim support on.



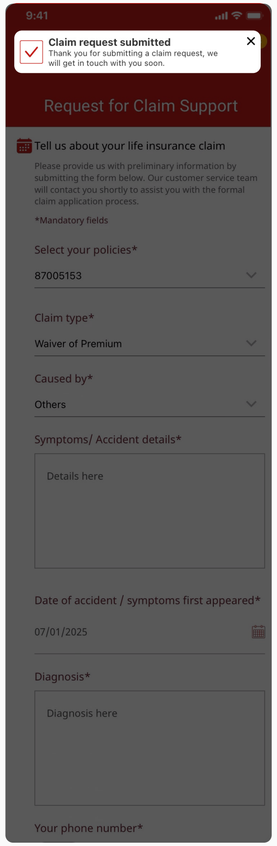
02 On Policy Details page, under Claims Support section, select 'Request for claim support'.



03 Complete the claim enquiry form and select 'Submit'.

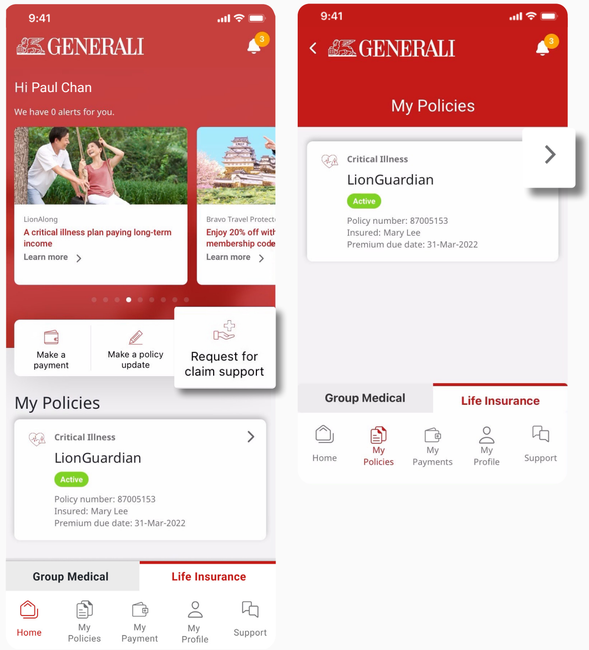


04 Once the form has been submitted, there will be a notification displayed.

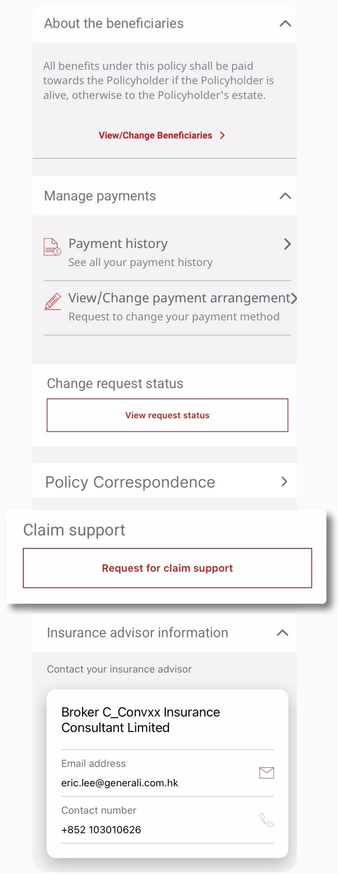


Request for Claim Support - Submit a Claim

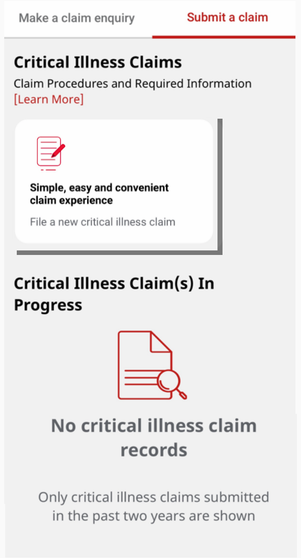
01 You can make a Critical Illness claim from the homepage and select 'Request for claim support', or via 'My Policies' at the bottom navigation, select the policy you would like to make a claim on.



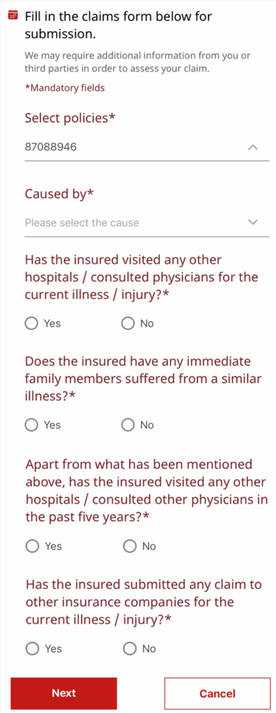
02 On Policy Details page, under Claims Support section, select 'Request for claim support'.



03 After entering this page, click 'Submit a Claim', then click 'File a new critical illness claim'.

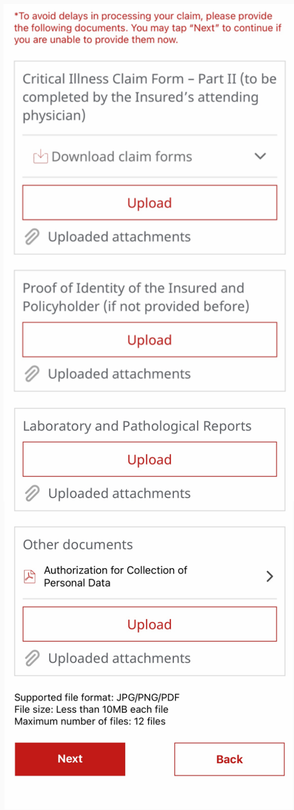


04 Enter the information on the claim form, and then click 'Next'.

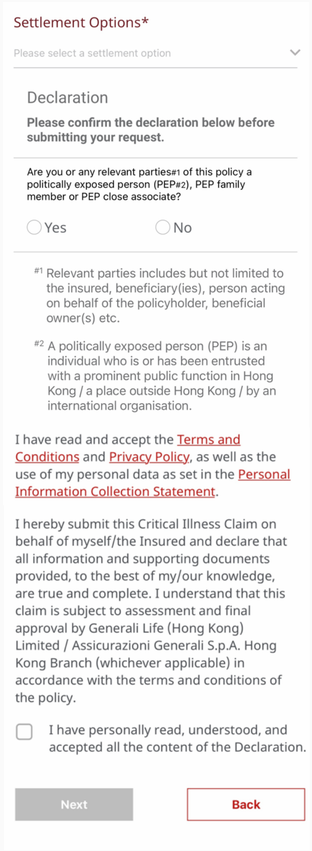


Request for Claim Support - Submit a Claim

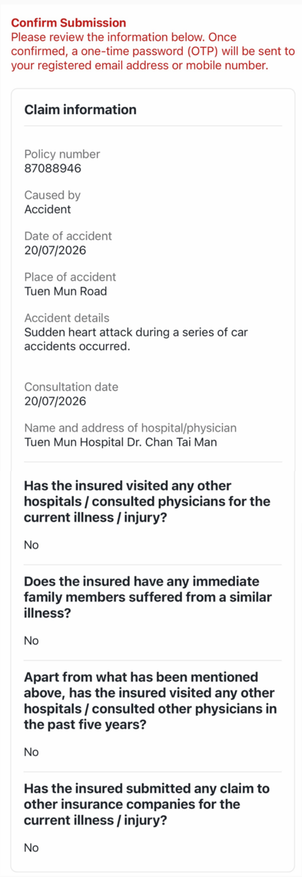
05 Upload any additional documents and then click 'Next'.



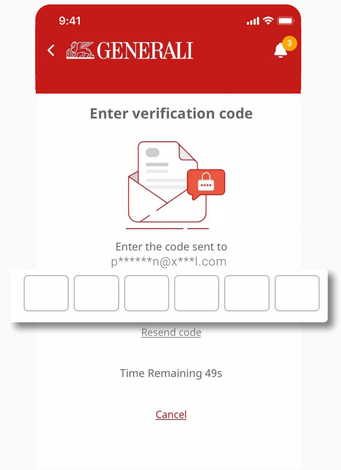
06 Select your Settlement Option and confirm the Declaration, then click 'Next'.



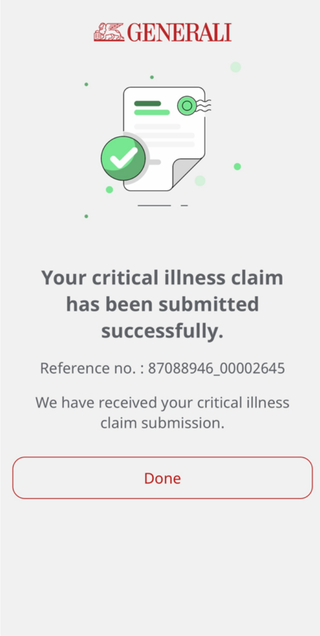
07 Review your claim information before submitting the request.



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



09 Once the form has been submitted, there will be a notification displayed.



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