

Generali Hong Kong Individual Life Insurance

GenBRAVO

User Guide

(App version)

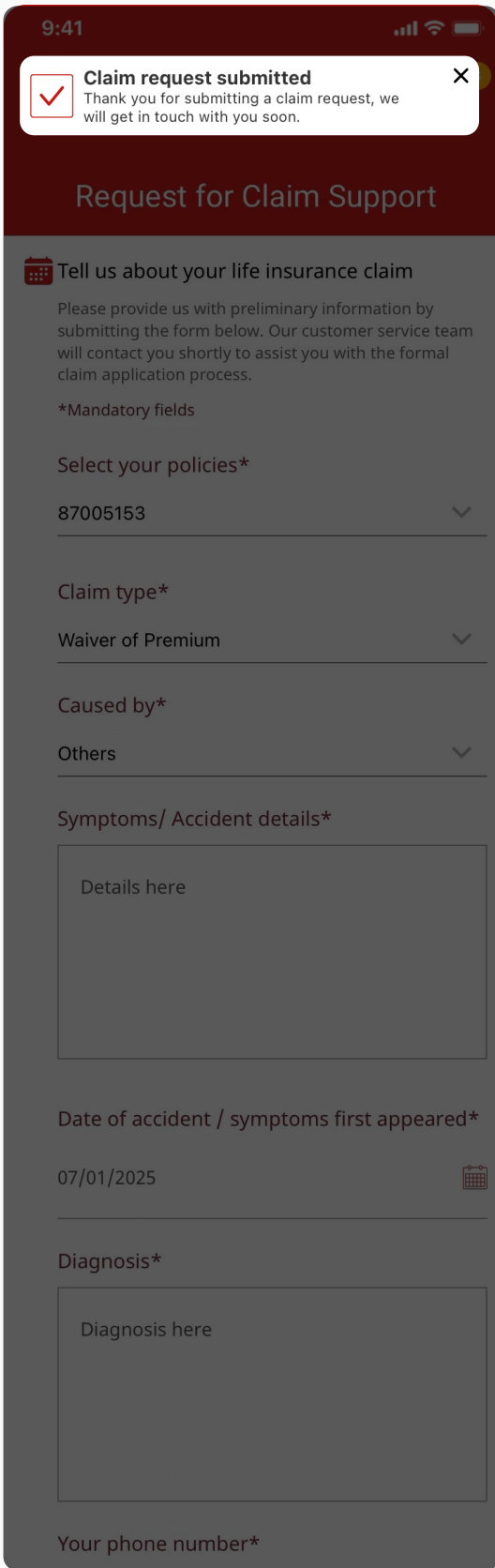
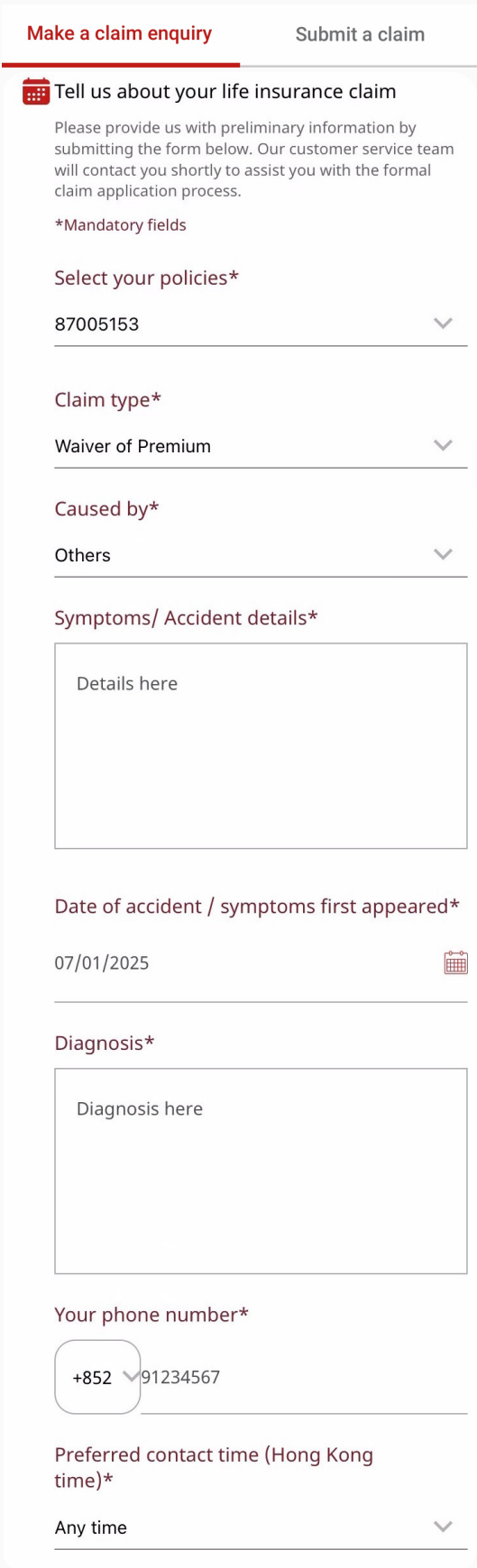
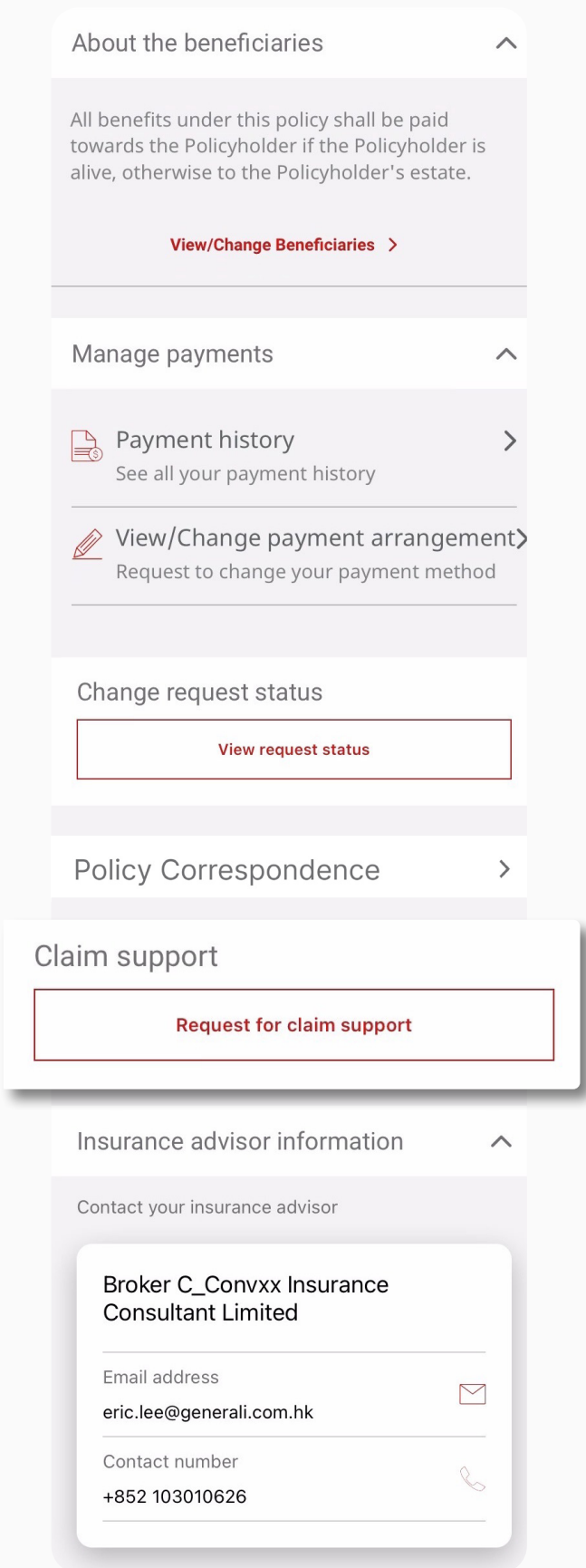
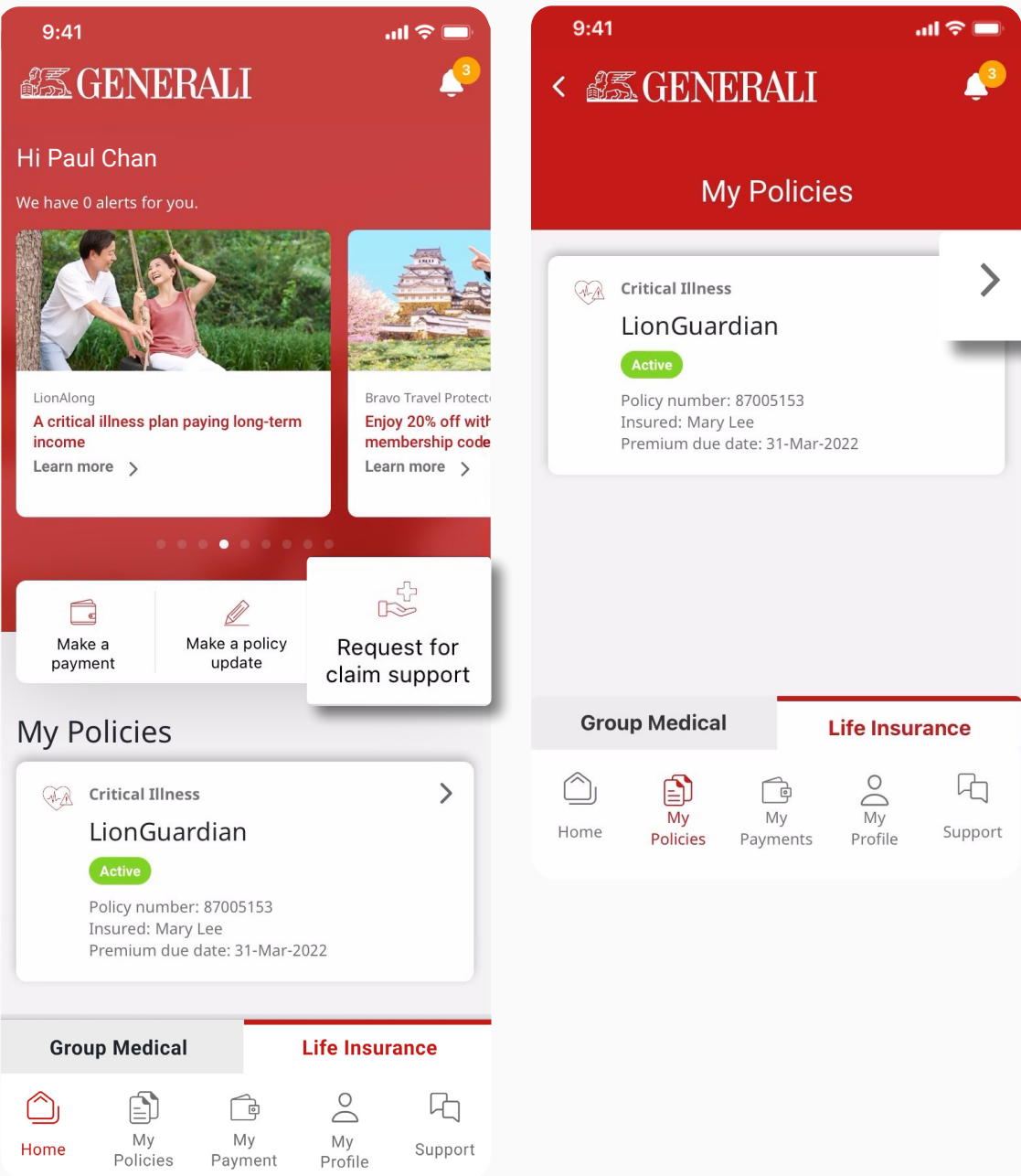


01 You can make a claim enquiry from the homepage and select 'Request for claim support', or via 'My Policies' at the bottom navigation, select the policy you would like to get claim support on.

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.



Claim Support

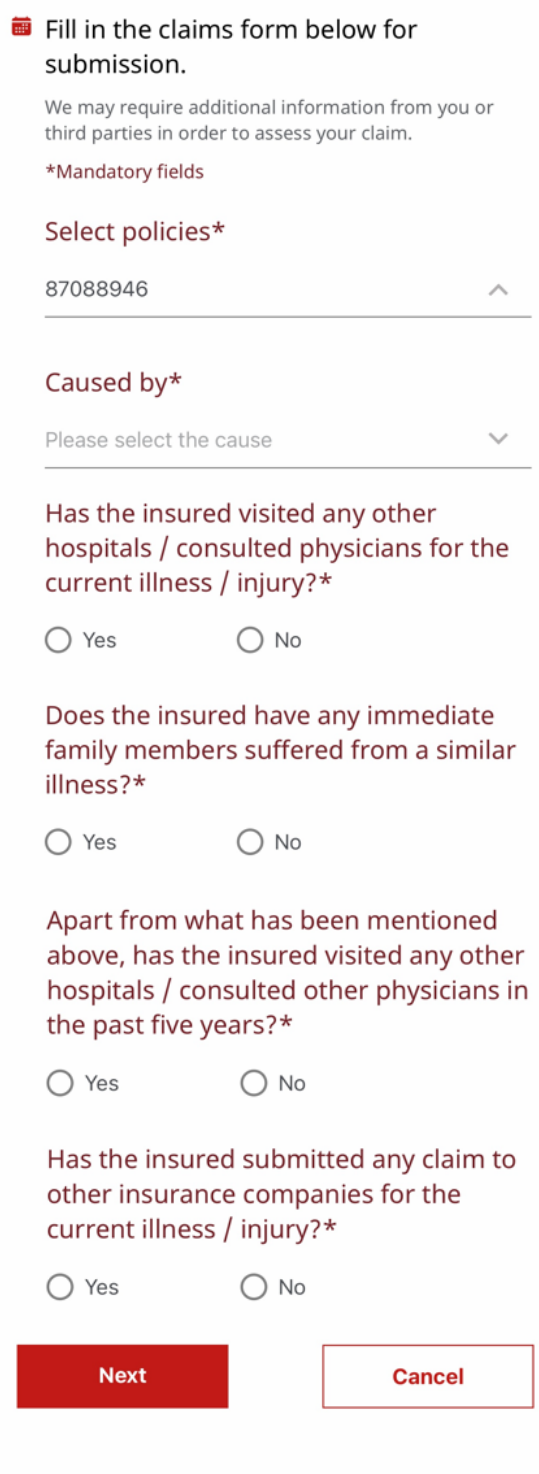
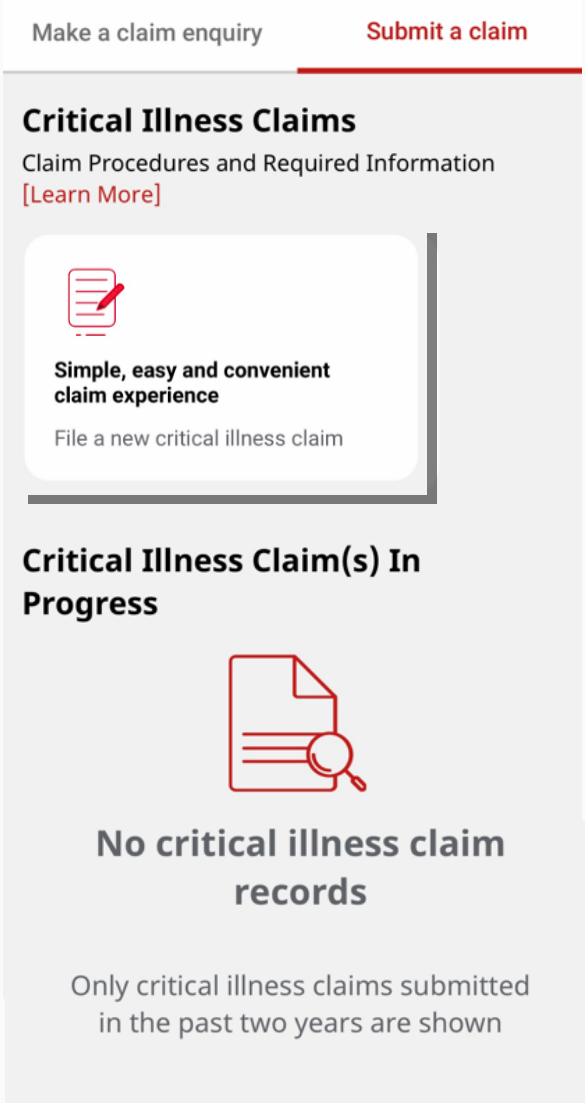
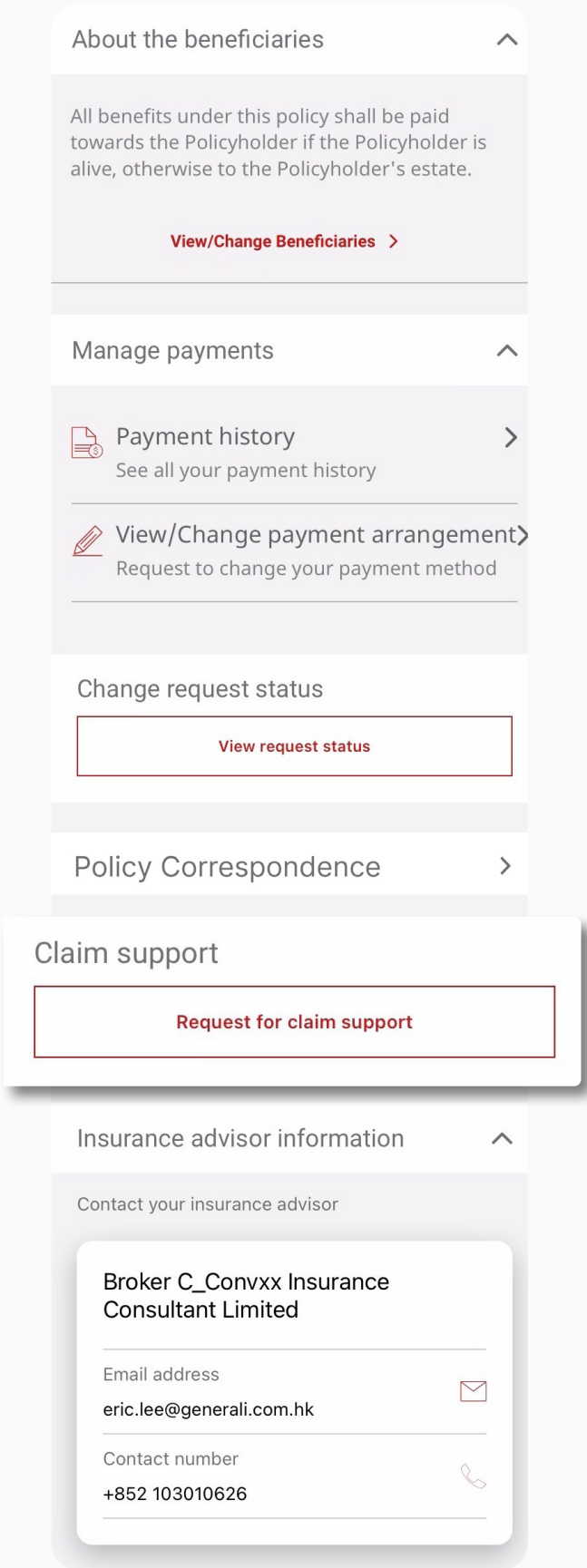
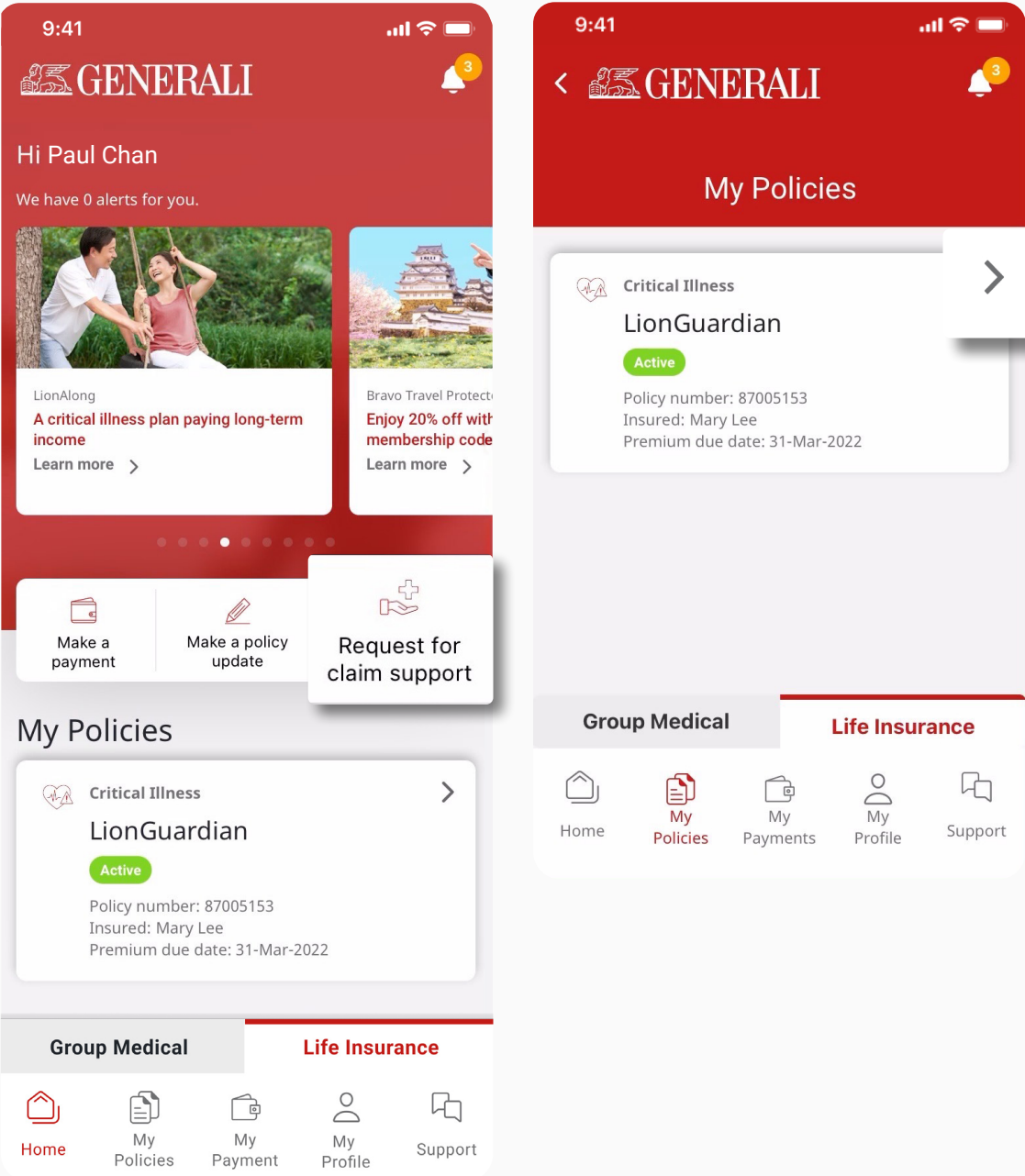
Request for Claim Support - Submit a Claim

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'.



Claim Support

Request for Claim Support - Submit a Claim

05

Upload any additional documents and then click 'Next'.

Critical Illness Claim Form – Part II (to be completed by the Insured’s attending physician)

Download claim forms

Upload

Uploaded attachments

Proof of Identity of the Insured and Policyholder (if not provided before)

Upload

Uploaded attachments

Laboratory and Pathological Reports

Upload

Uploaded attachments

Other documents

Authorization for Collection of Personal Data

Upload

Uploaded attachments

Supported file format: JPG/PNG/PDF
File size: Less than 10MB each file
Maximum number of files: 12 files

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06

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

Settlement Options*

Please select a settlement option

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?

Yes

No

#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 Conditions](#) and [Privacy Policy](#), as well as the use of my personal data as set in the [Personal Information Collection Statement](#).

I hereby submit this Critical Illness Claim on behalf of myself/the Insured and declare that all information and supporting documents provided, to the best of my/our knowledge, are true and complete. I understand that this claim is subject to assessment and final approval by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) in accordance with the terms and conditions of the policy.

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

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Review your claim information before submitting the request.

Confirm Submission

Please review the information below. Once confirmed, a one-time password (OTP) will be sent to your registered email address or mobile number.

Claim information

Policy number

87088946

Caused by

Accident

Date of accident

20/07/2026

Place of accident

Tuen Mun Road

Accident details

Sudden heart attack during a series of car accidents occurred.

Consultation date

20/07/2026

Name and address of hospital/physician

Tuen Mun Hospital Dr. Chan Tai Man

Has the insured visited any other hospitals / consulted physicians for the current illness / injury?

No

Does the insured have any immediate family members suffered from a similar illness?

No

Apart from what has been mentioned above, has the insured visited any other hospitals / consulted other physicians in the past five years?

No

Has the insured submitted any claim to other insurance companies for the current illness / injury?

No

08

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

9:41

GENERALI

3

Enter verification code

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

Resend code

Time Remaining 49s

Cancel

Request for Claim Support - Submit a Claim

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




**Your critical illness claim
has been submitted
successfully.**

Reference no. : 87088946_00002645

We have received your critical illness
claim submission.

Done

This user guide is issued by Generali Life (Hong Kong) Limited &
Assicurazioni Generali S.p.A. - Hong Kong Branch

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