Generali's Employee Benefits Programme
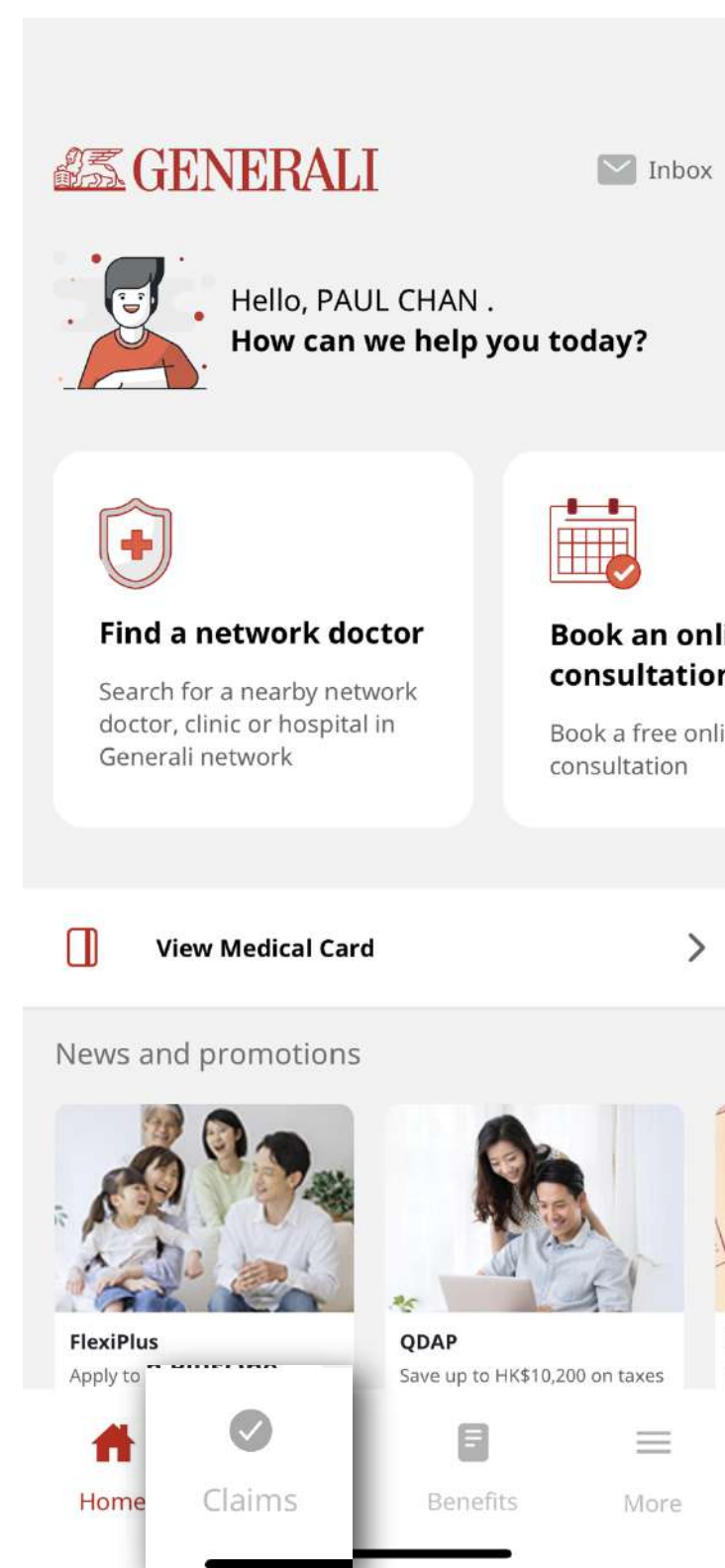
GenBRAVO

User Guide
(App version)

Retrieve your self-defined ID

Reset your password

Submit claims

Check benefits & coverage

Book an online doctor consultation

Search for a network doctor
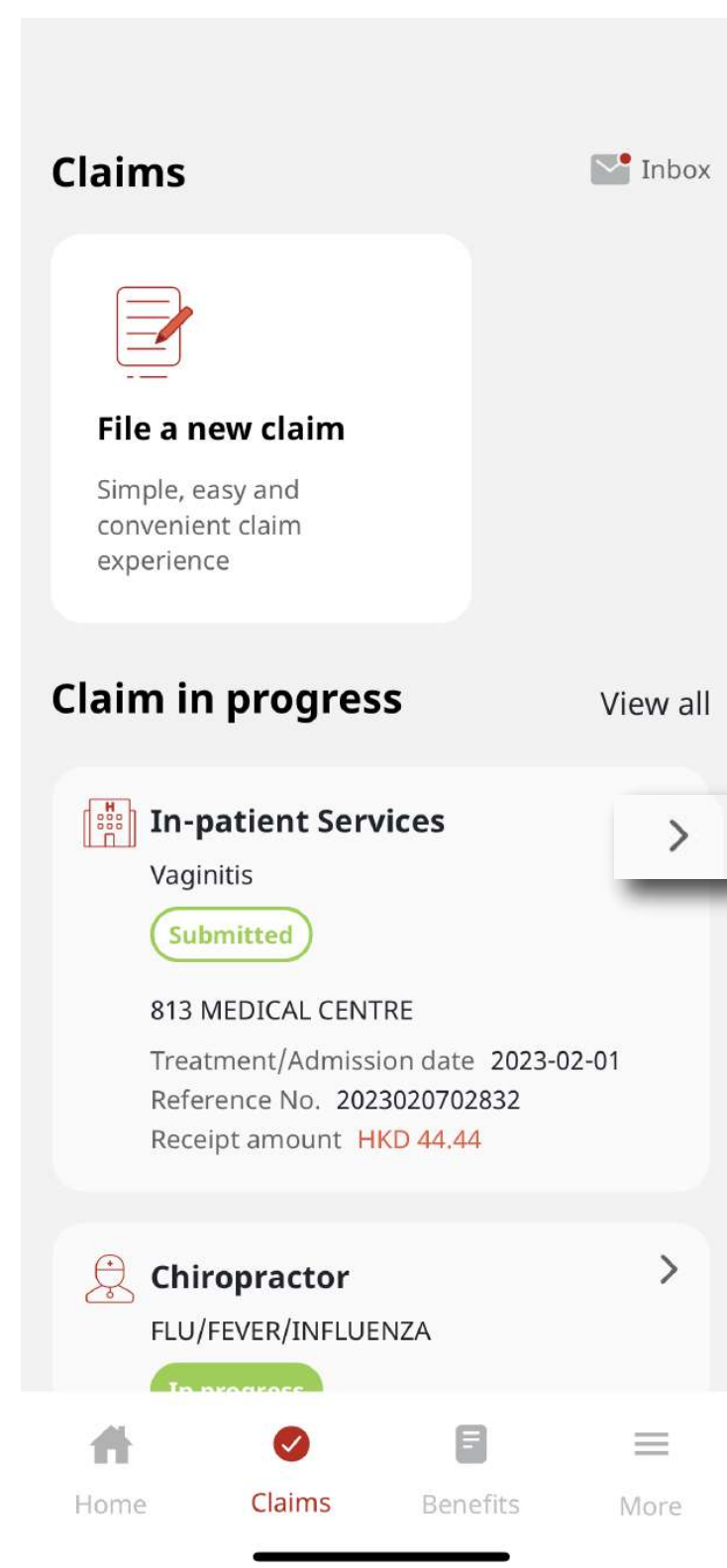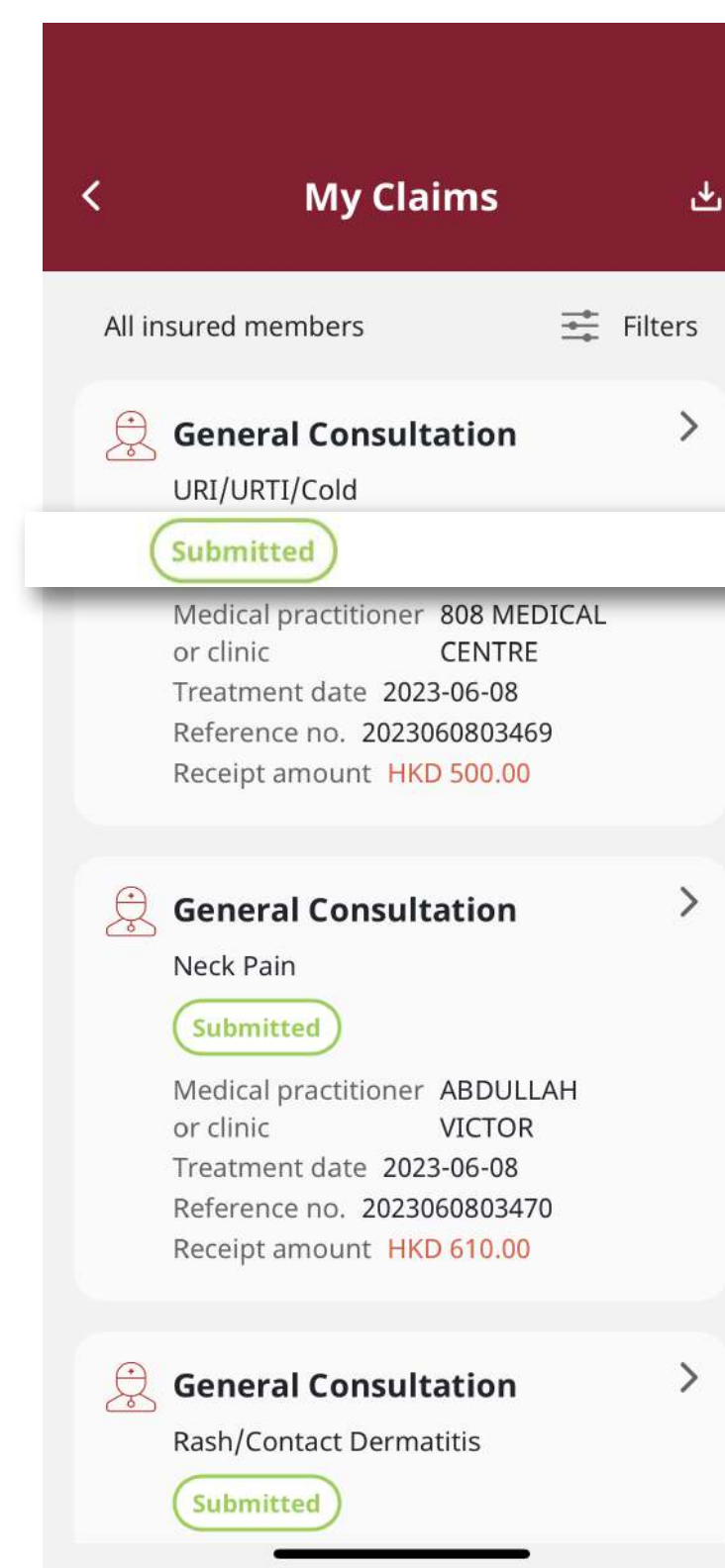
View & use medical card

Other

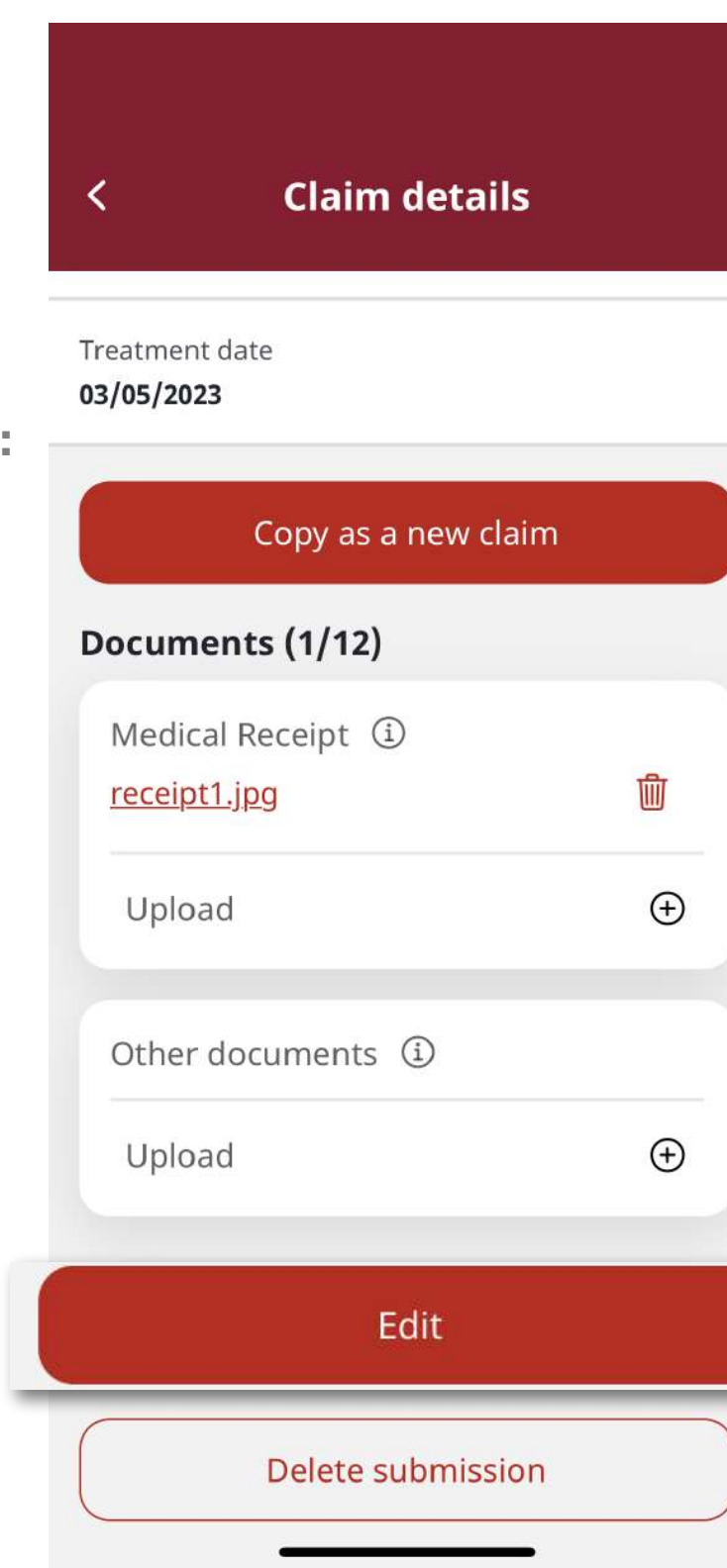**01** Tap "Claims" in the bottom menu

02 Tap ">" to view a specific claim in detail

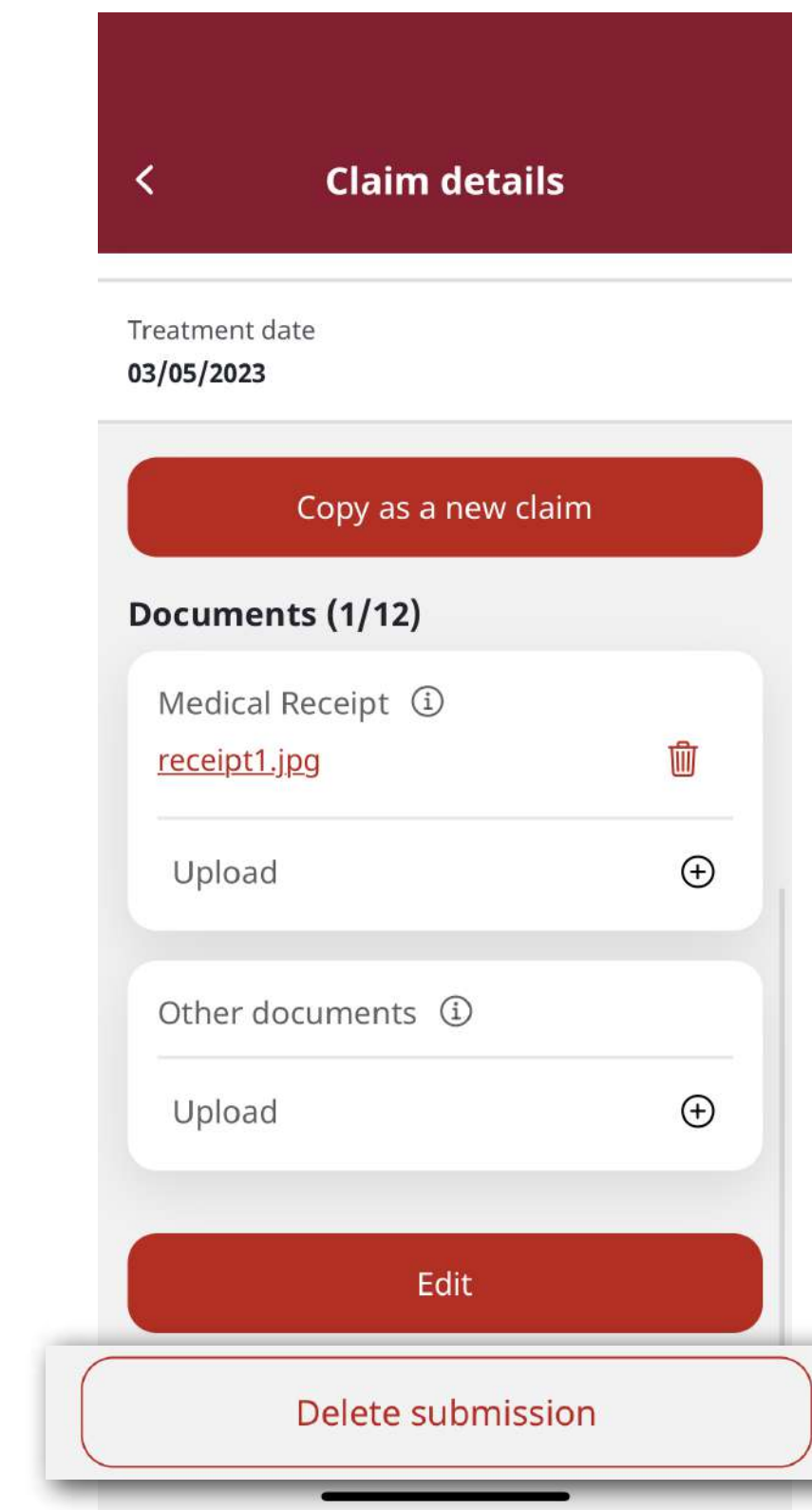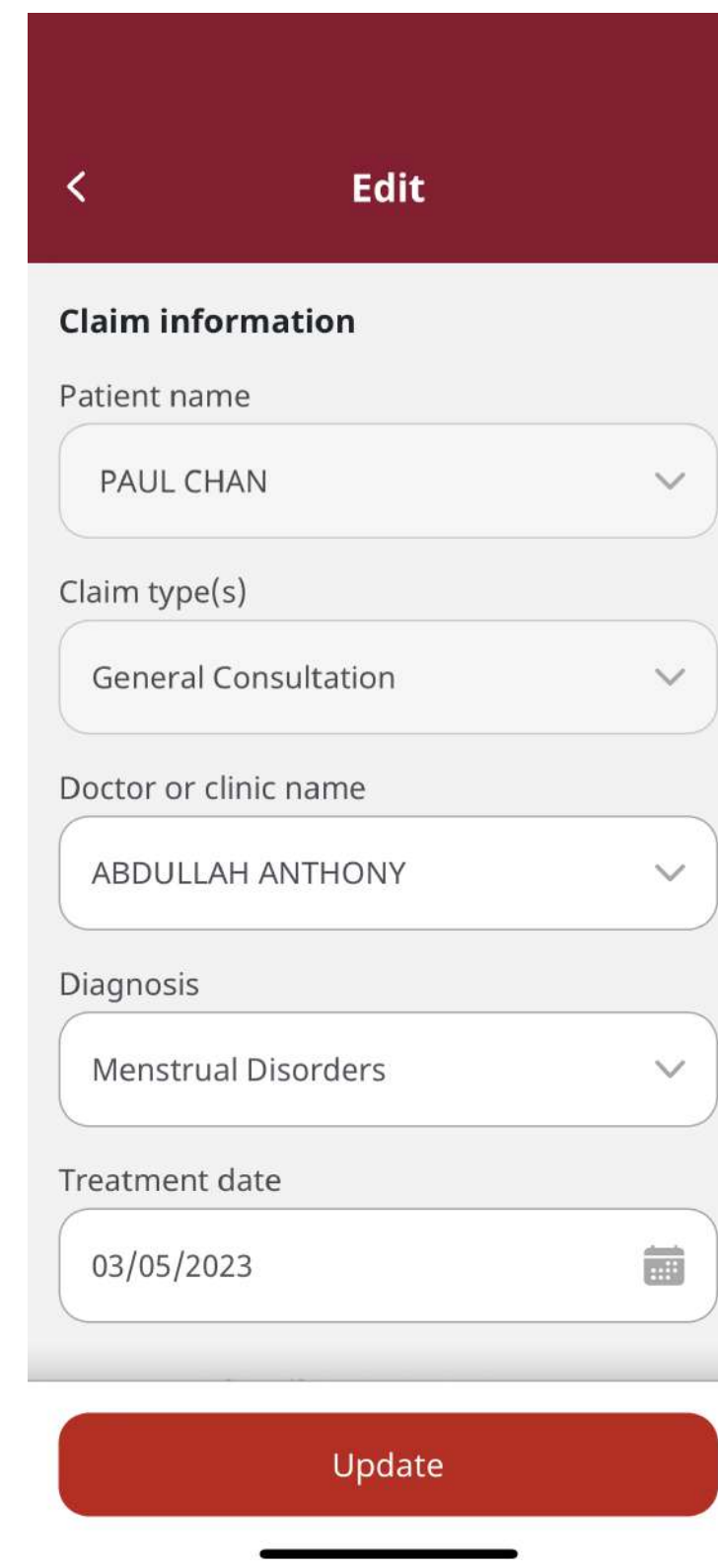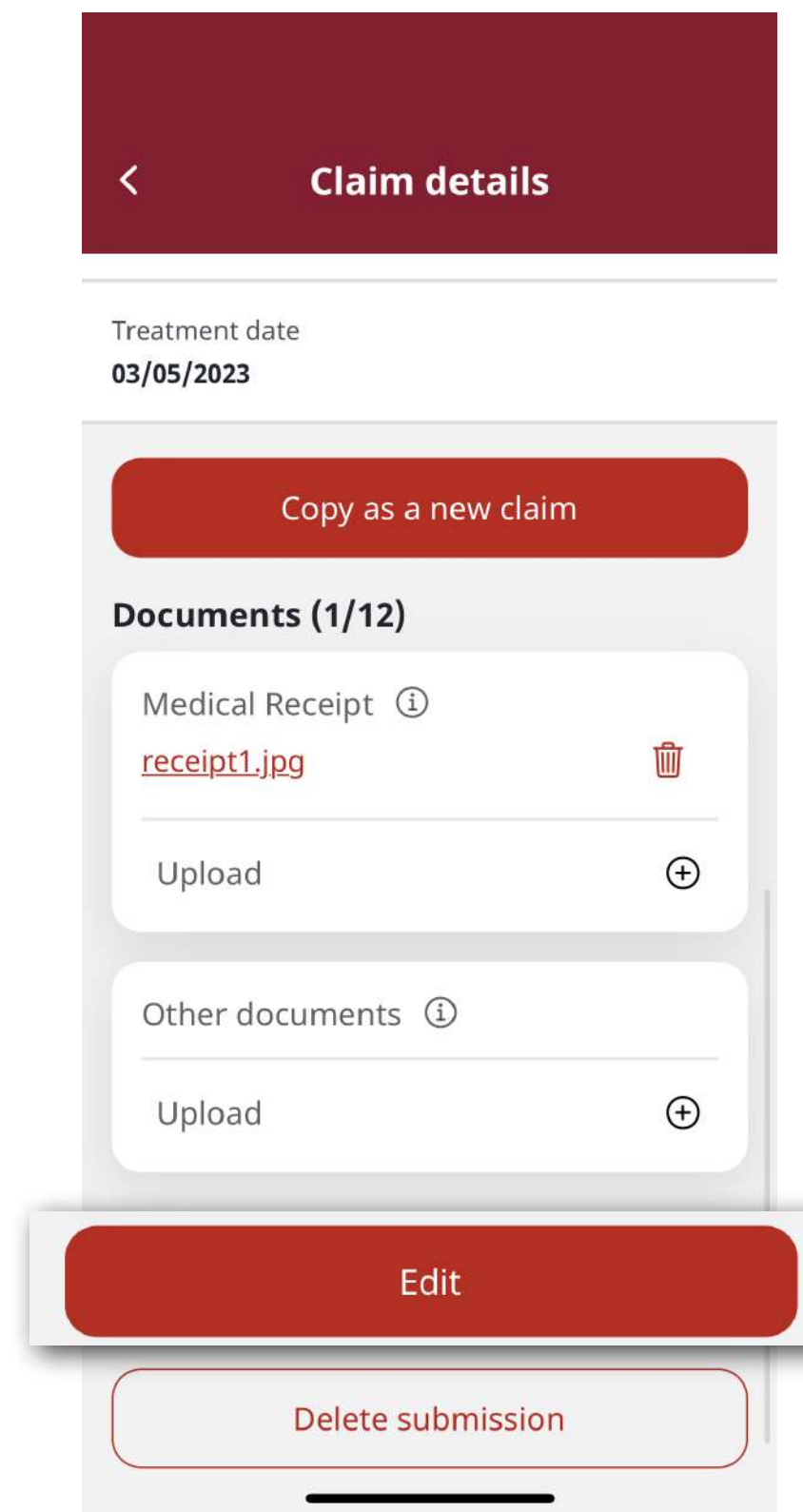**03** You can edit the claim if it is marked as "Submitted" and "Edit"

Status of claim:

Completed
Submitted
In progress
Need action
(refer to p.16)
Declined
Shortfall
(refer to p.18)

Getting started

File a new claim

Check claim status
or edit claim

Manage the claims
that need action

Request for Certified
True Copy Receipt

Settle shortfall

Retrieve your
self-defined ID

Reset your
password

Submit claims

Check benefits
& coverage

Book an online
doctor consultation

Search for a
network doctor

View & use
medical card

Other

05 To change the claim information, tap "Edit". You can also upload other supplementary information. After you have made the changes, tap "Update"

To delete the claim, tap "Delete submission"(Only applicable to claims marked with "Submitted")

Claim details

Treatment date
03/05/2023

Copy as a new claim

Documents (1/12)

Medical Receipt ⓘ
receipt1.jpg 🗑

Upload ⊕

Other documents ⓘ

Upload ⊕

Edit

Delete submission

Edit

Claim information

Patient name

PAUL CHAN ⌄

Claim type(s)

General Consultation ⌄

Doctor or clinic name

ABDULLAH ANTHONY ⌄

Diagnosis

Menstrual Disorders ⌄

Treatment date

03/05/2023 📅

Update

Claim details

Treatment date
03/05/2023

Copy as a new claim

Documents (1/12)

Medical Receipt ⓘ
receipt1.jpg 🗑

Upload ⊕

Other documents ⓘ

Upload ⊕

Edit

Delete submission

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

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