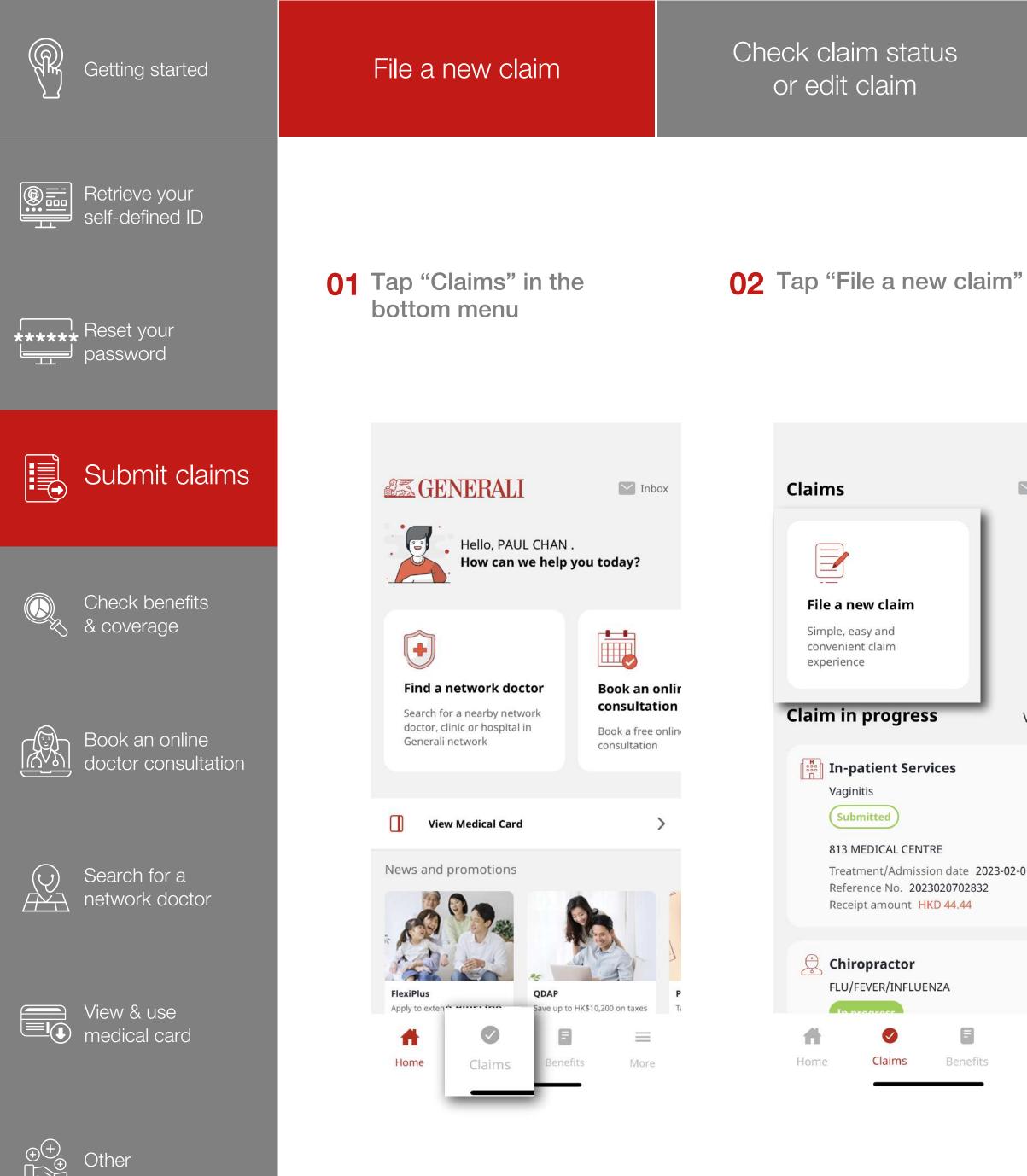
# Generali's Employee Benefits Programme GenBRAVO User Guide (App version)





Manage the claims that need action

Request for Certified True Copy Receipt

Settle shortfall

**03** Follow the instructions to select the relevant information, then tap "Next". You can choose more than one claim type for one receipt

You can select more than one out-patient benefits for multiple claims

Inbox	< File a new clain	n	
	⊘o- Start	·····o	
	Select an Insured member		
	PAUL CHAN	۲	
ew all	Select claim type(s) (you can s than 1 item)	elect more	
>	Out-patient Service	~	
	In-patient Services	$\bigcirc$	
	Dental Service	$\bigcirc$	
	နို Maternity Service	$\bigcirc$	
>	Are you making a claim for real balance?	maining	If you are claim for balance, t
lore	Next		checkbox "Yes" and steps on I
ione .	$\sim \sim \sim \sim$	$\sim$	

< File a new claim					
⊘ooooo Start					
Out-patient Service	^				
Chiropractor					
General Consultation 🗸					
Immunization					
Mental Health Problems 🗸					
() You selected more than one claim type If you want to claim more than one benefit, please make sure the related treatment charges are paid on the same day and appear on the same receipt.					
Next					











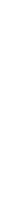




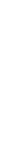






















Retrieve your self-defined ID

**04** Follow the instructions to enter

the information required, then

Check claim status or edit claim



password



Submit claims

Check benefits & coverage



Book an online doctor consultation



Search for a network doctor



View & use medical card



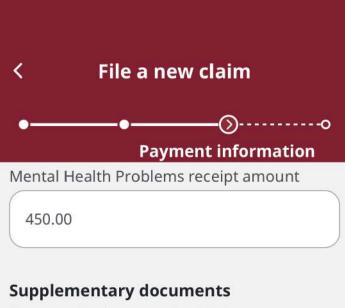
tap "Next"	
< File a new claim	
●────────────────────────────────────	
If you have submitted a similar claim before Tap here to auto-fill from your previous claim	Tap here to auto-fill from your previous claim
General Consultation Mental Health Problems	
Enter or type to search a doctor or v	
Diagnosis	
Type to search or select a diagnosis 🗸 🗸	
Treatment date	
DD/MM/YYYY	
Next	_

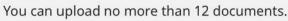
Manage the claims that need action

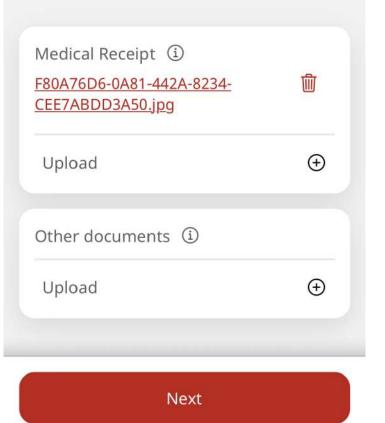
Request for Certified True Copy Receipt

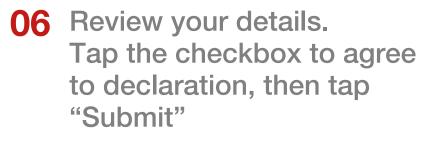
Settle shortfall

**05** Follow the instructions to enter the receipt details and tap "+" to upload relevant document(s), then tap "Next"

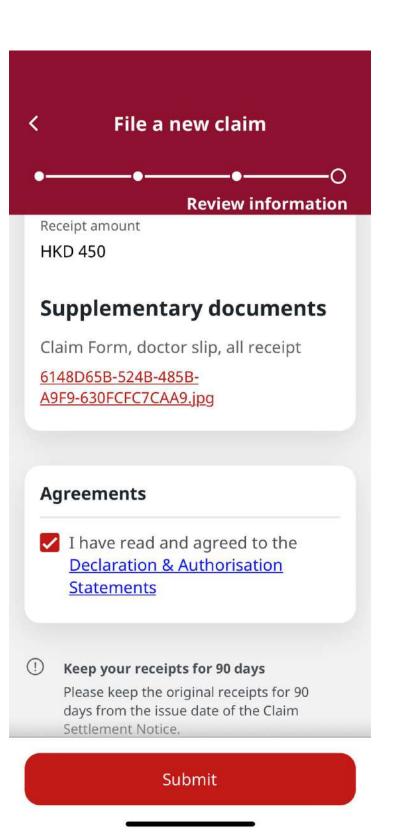








**07** Your claim has been submitted successfully







## Claim has been submitted successfully.

Reference no. : 2023061003475

Any questions? Contact our customer service using this reference no.

We will process your claim within 5 to 10 business days after receiving all required documents.

### Go to My Claims

**Return to Home** 





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Check claim status or edit claim



Retrieve your self-defined ID



\*\*\*\*\* Reset your password



Submit claims



Check benefits & coverage



Book an online doctor consultation



Search for a network doctor

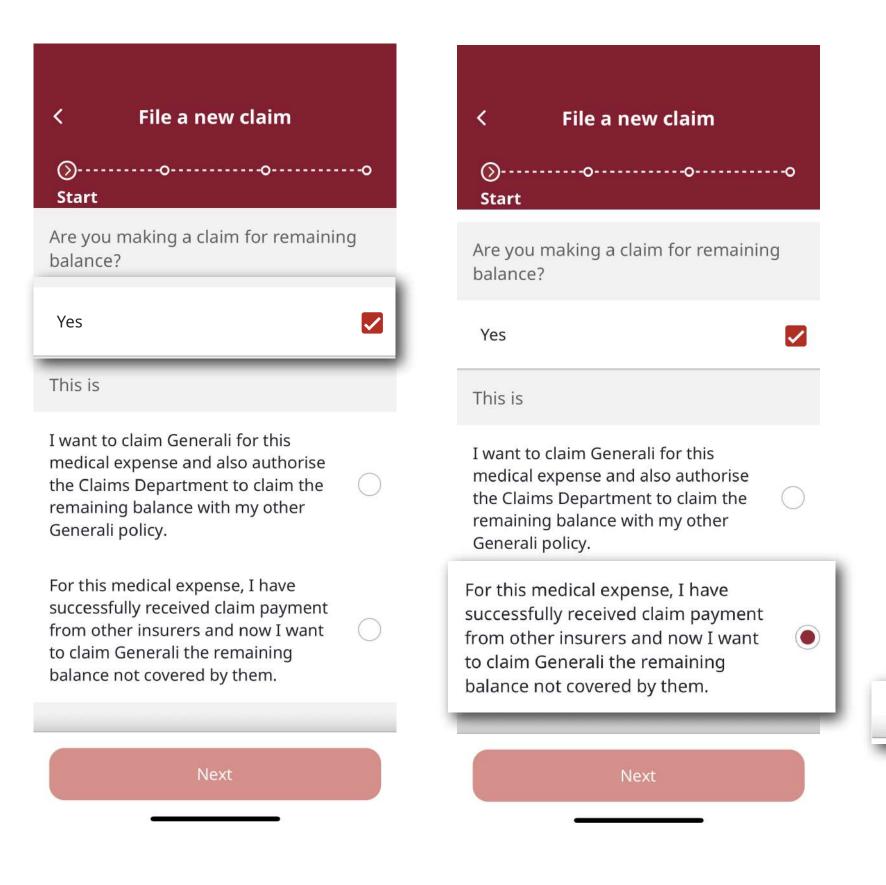


⊕ ⊕ □ ⊕ Other

View & use medical card (Continue from P.11, step 3)

If you are making a claim for remaining balance, tap the checkbox to select "Yes"

**3a** Tap this option for claiming the **3b** Tap this checkbox if you remaining balance have received claim payment from other insurer, then tap "Next"



## Manage the claims that need action

Request for Certified True Copy Receipt

Settle shortfall

- **3c** Follow the instructions to enter the information required, then tap "Next"
- **3d** Please refer to the steps on P.12 to complete the process

? ۲ File a new claim () Start	0
This is	
I want to claim Generali for this medical expense and also authorise the Claims Department to claim the remaining balance with my other Generali policy.	$\bigcirc$
For this medical expense, I have successfully received claim payment from other insurers and now I want to claim Generali the remaining balance not covered by them.	
Claim payment for this treatment is received through	
Generali	$\bigcirc$
Other insurer	
Next	

< File a new claim	< File a new claim
●⊙oo Claim balance	•
Please fill in the information below, so we can assist you with claiming the remaining balance.	If you have submitted a similar cl before Tap here to auto-fill from your prev claim
Reminder: Double-claiming with a different insurer is fraudulent behaviour and may be met with legal action.	File multiple claims for PAUL CHAN, inclue Chiropractor
Name of another insurer that has paid for this treatment	General Consultation
Enter the insurer name here	Doctor or clinic name Enter or type to search a doctor or clinic
Paid amount by another insurer(s)	
HKD    Enter paid amount by Insurer	Diagnosis Type to search or select a diagnos
Claim settlement notice from other insurer(s)	Treatment date
Upload 🕀	DD/MM/YYYY
Next	Next



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

## **Contact Us**

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