

Generali's Employee Benefits Programme

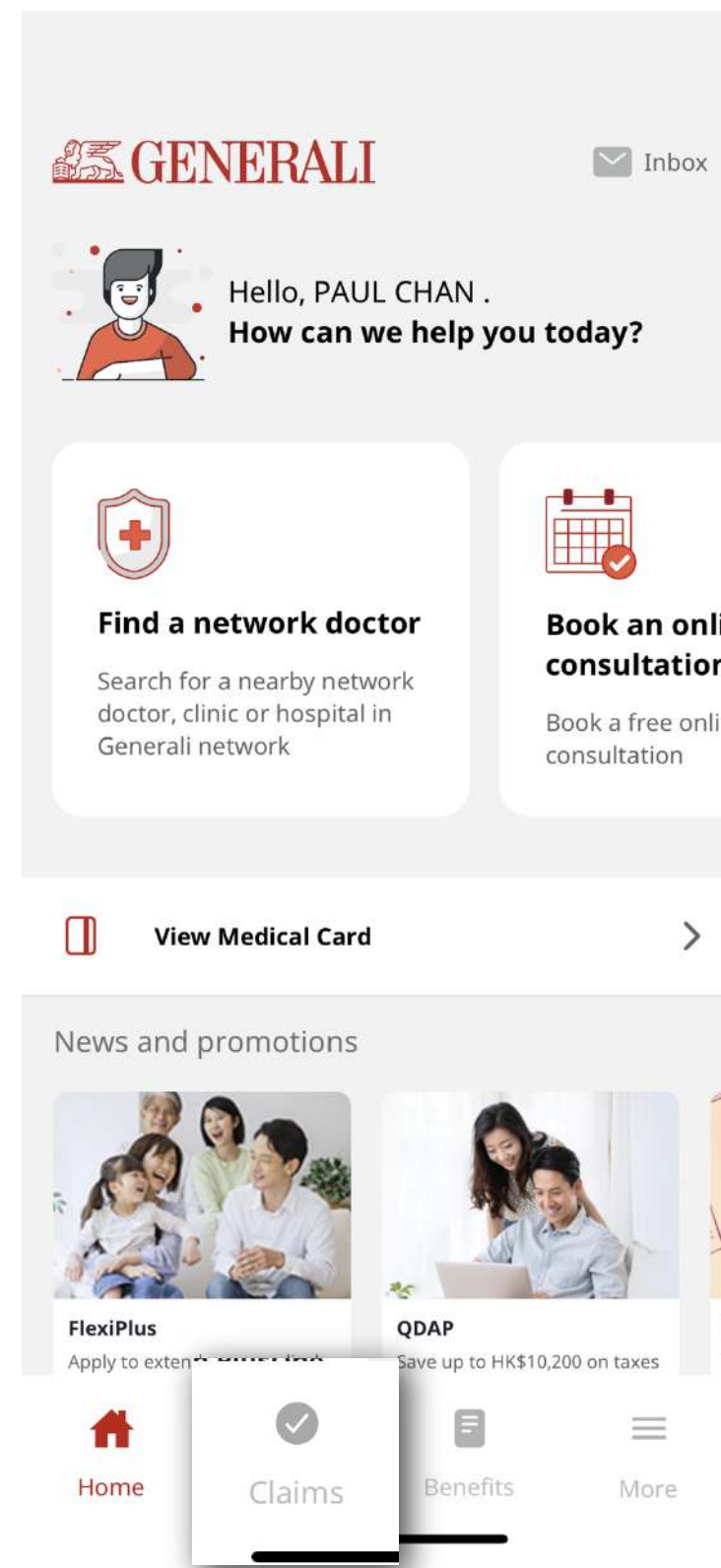
GenBRAVO

User Guide

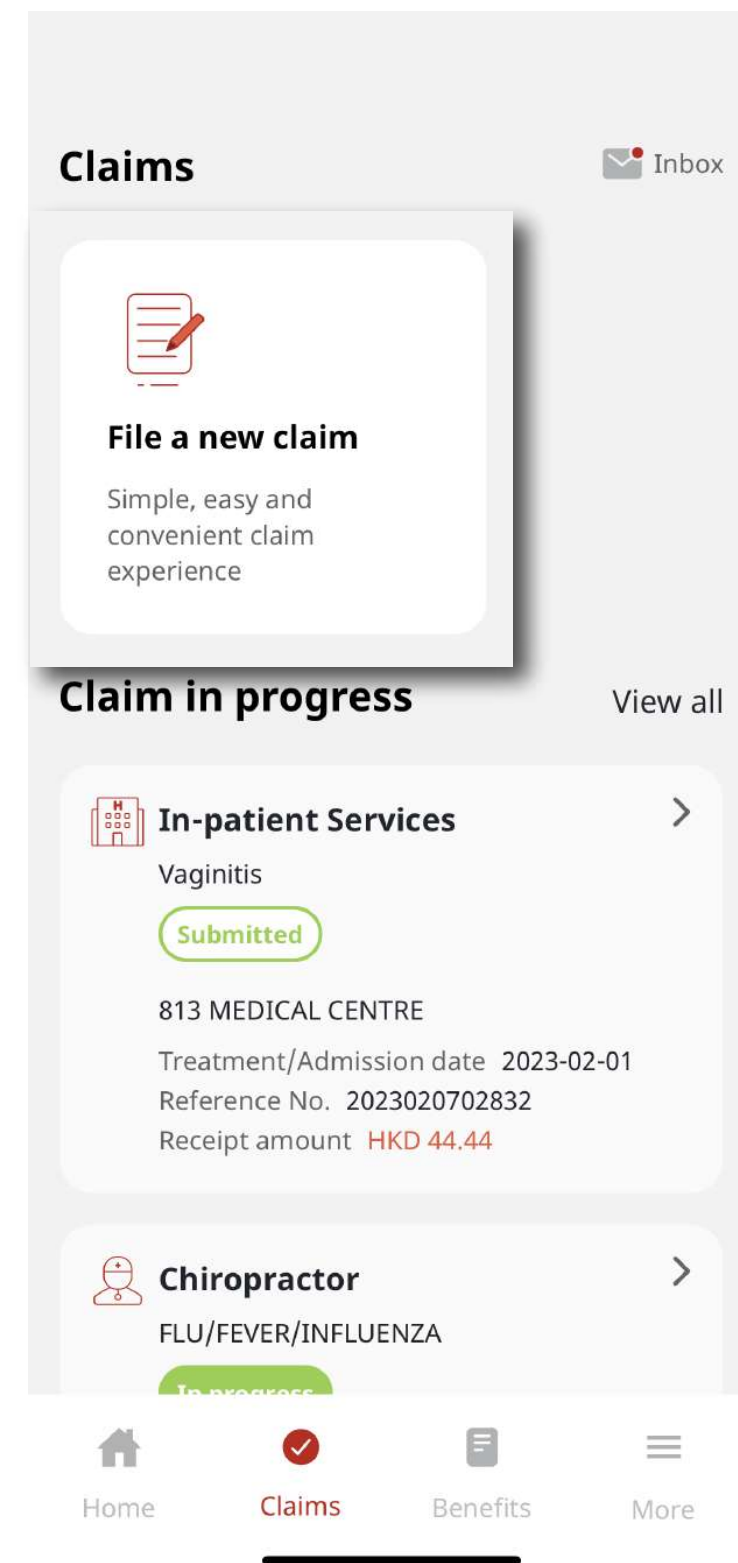
(App version)



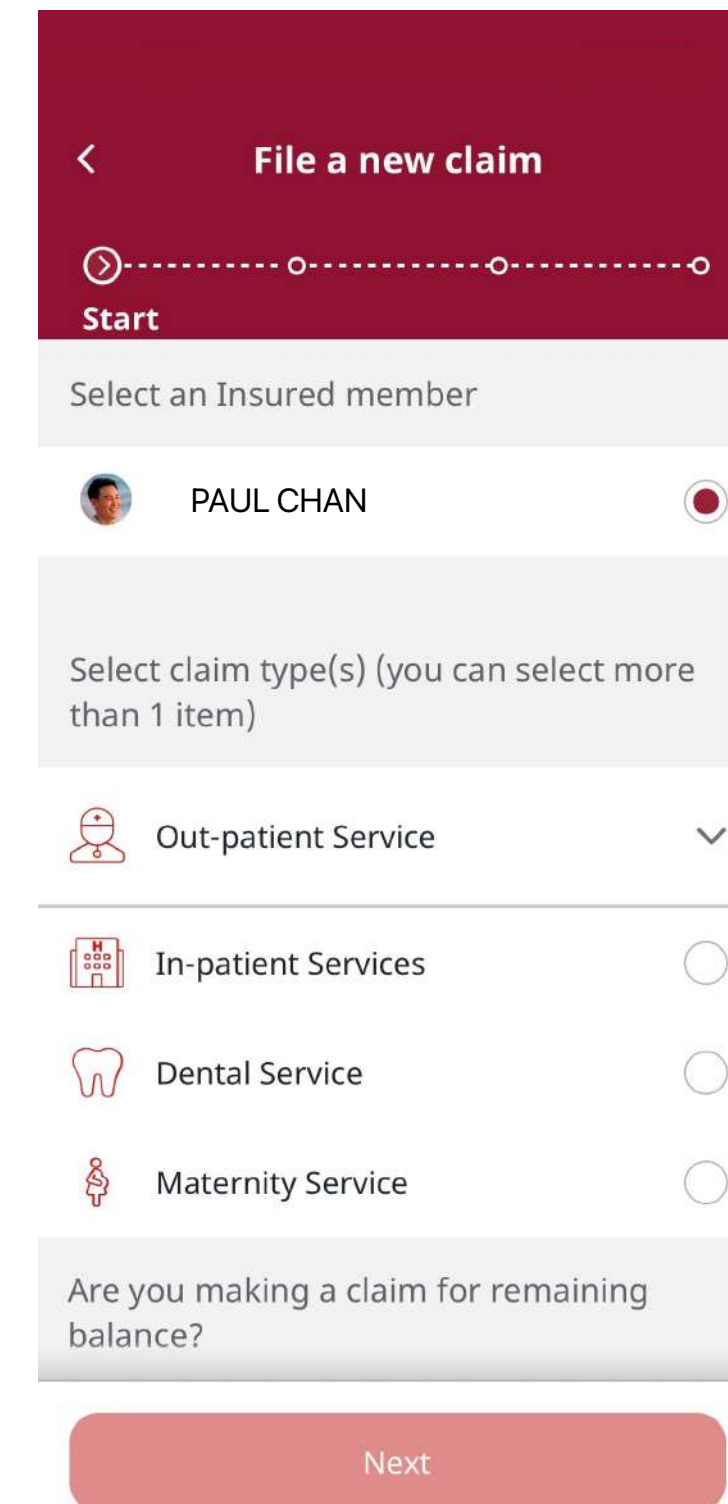
01 Tap "Claims" in the bottom menu



02 Tap "File a new claim"

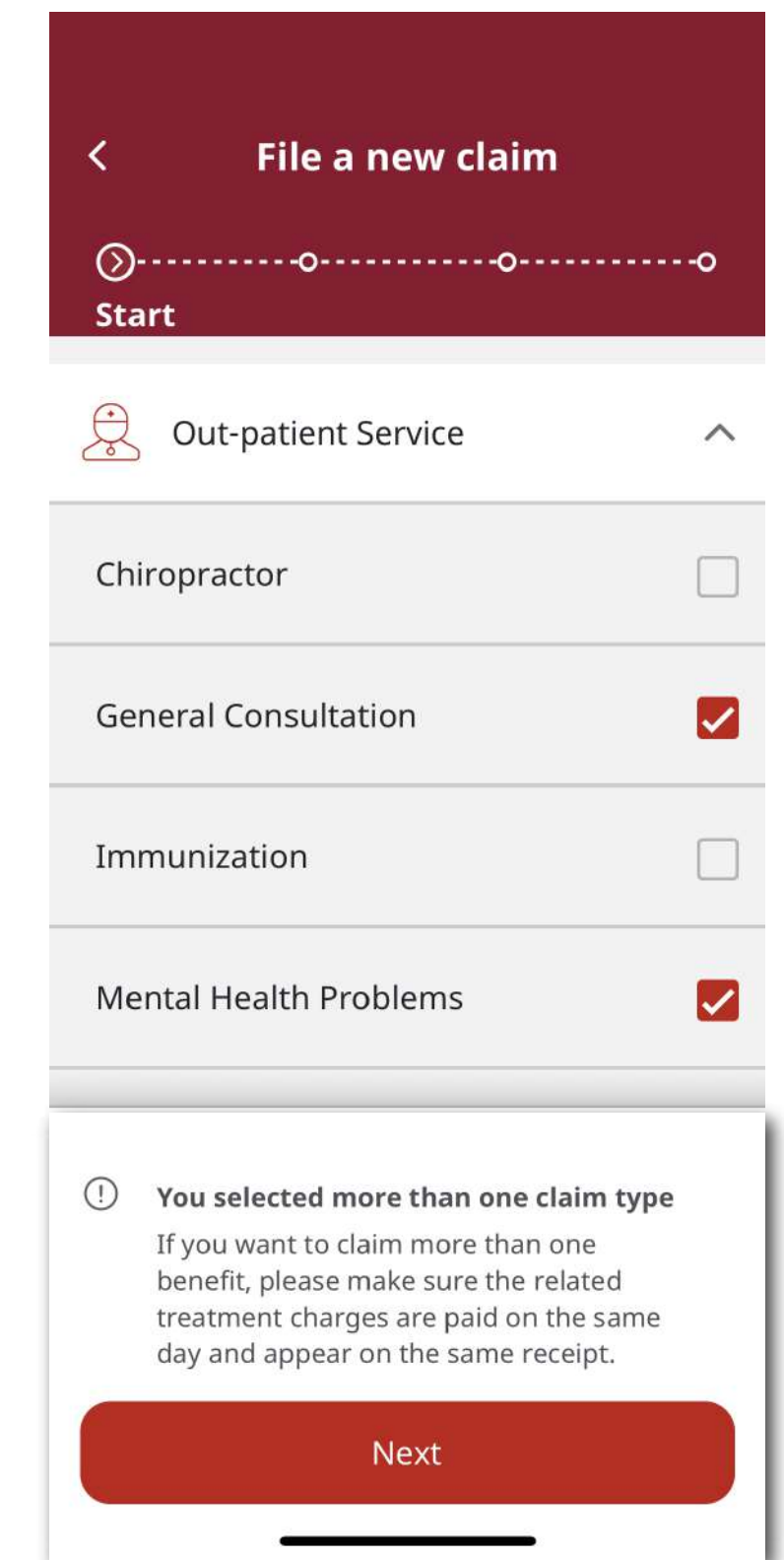


03 Follow the instructions to select the relevant information, then tap "Next". You can choose more than one claim type for one receipt



If you are making a claim for remaining balance, tap the checkbox to select "Yes" and refer to the steps on P.13

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



04 Follow the instructions to enter the information required, then tap "Next"

Tap here to auto-fill from your previous claim

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

06 Review your details. Tap the checkbox to agree to declaration, then tap "Submit"

07 Your claim has been submitted successfully

(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 remaining balance

3b Tap this checkbox if you have received claim payment from other insurer, then tap "Next"

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

File a new claim

Start

Are you making a claim for remaining balance?

Yes

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.

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.

Next

File a new claim

Start

Are you making a claim for remaining balance?

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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.

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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.

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

Other insurer

Next

File a new claim

Claim balance

Please fill in the information below, so we can assist you with claiming the remaining balance.

Reminder: Double-claiming with a different insurer is fraudulent behaviour and may be met with legal action.

Name of another insurer that has paid for this treatment

Enter the insurer name here

Paid amount by another insurer(s)

HKD Enter paid amount by Insurer

Claim settlement notice from other insurer(s)

Upload

Next

File a new claim

Claim information

If you have submitted a similar claim before Tap here to auto-fill from your previous claim

File multiple claims for PAUL CHAN, including

Chiropractor General Consultation

Doctor or clinic name

Enter or type to search a doctor or clinic

Diagnosis

Type to search or select a diagnosis

Treatment date

DD/MM/YYYY

Next

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

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