

Generali's Employee Benefits Programme

GenBRAVO

User Guide

(App version)



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

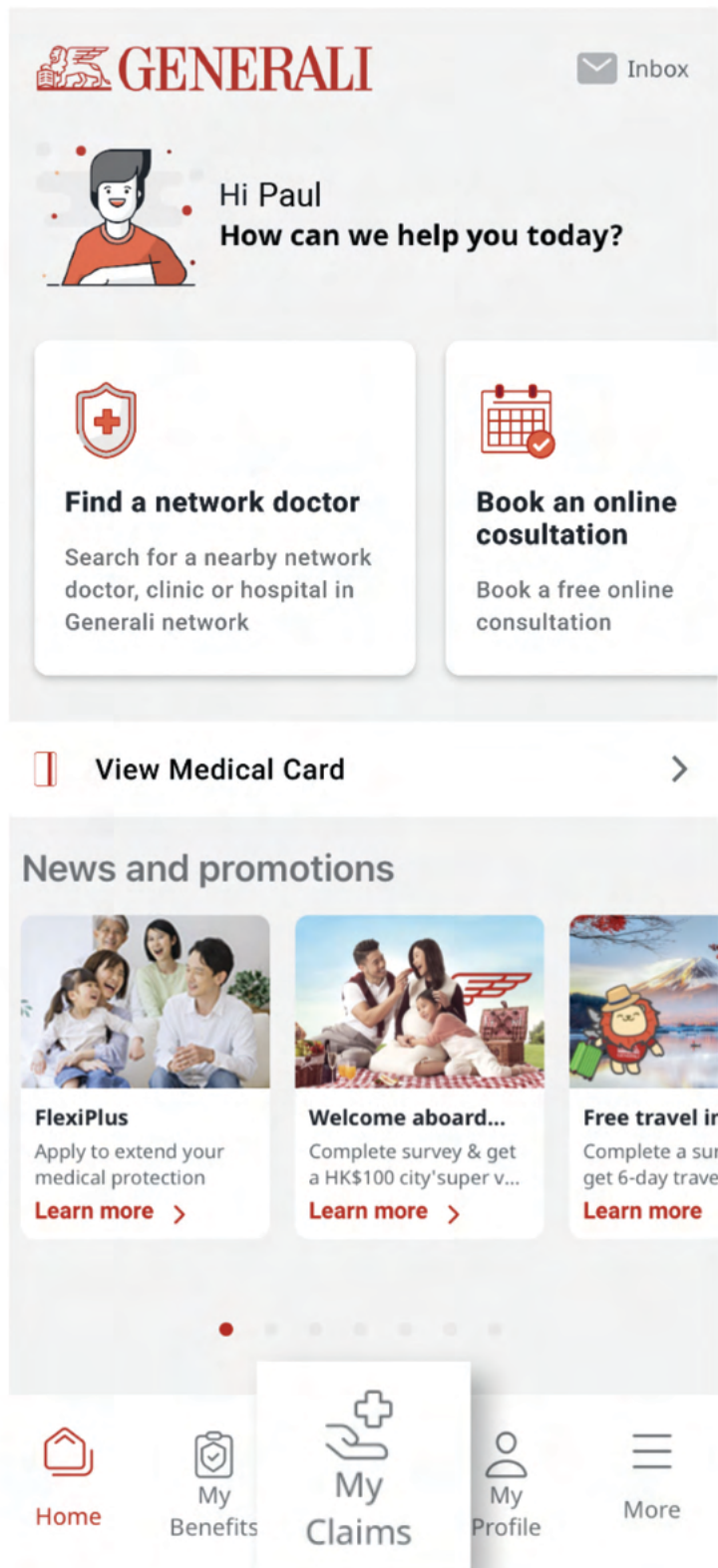
Book an online
doctor consultation

Search for a
network doctor

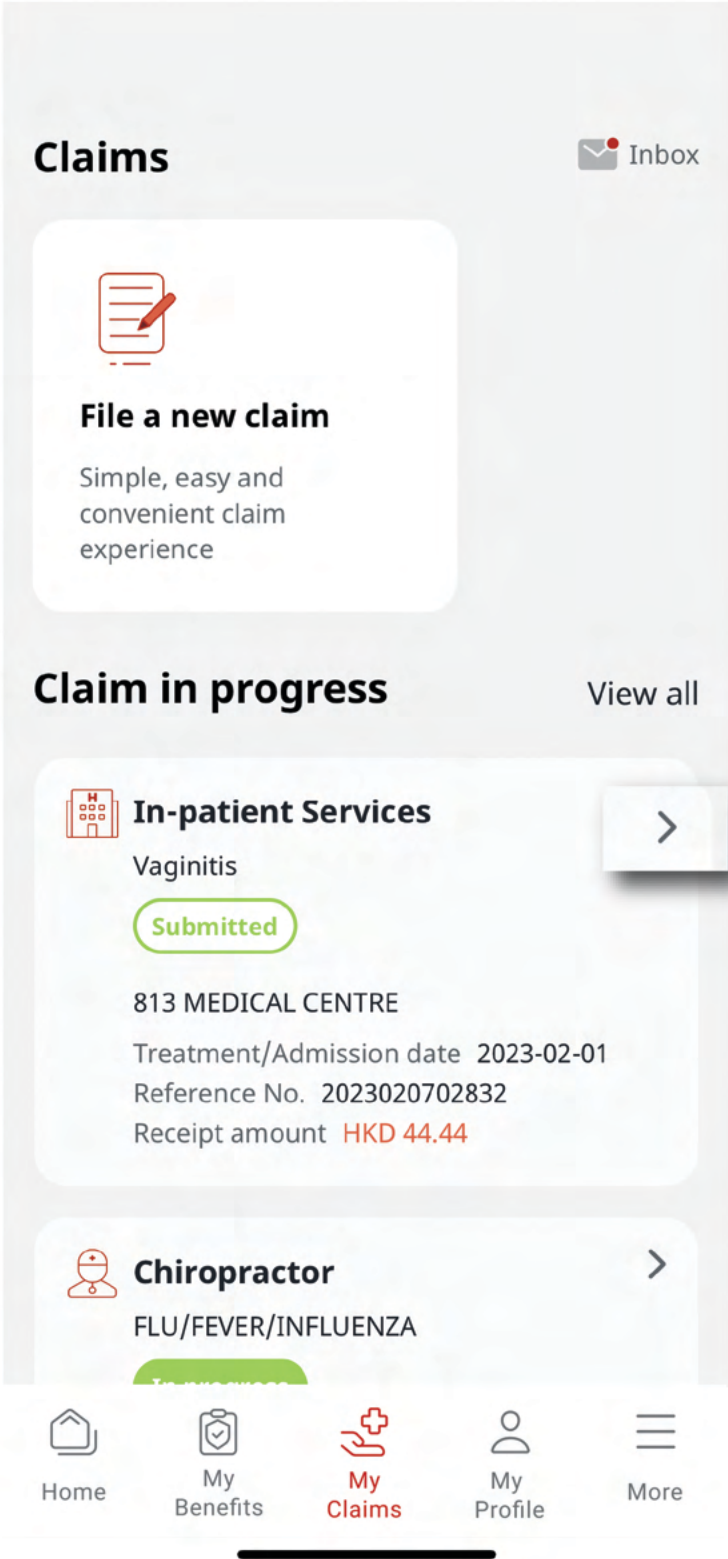
View & use
medical card

Other

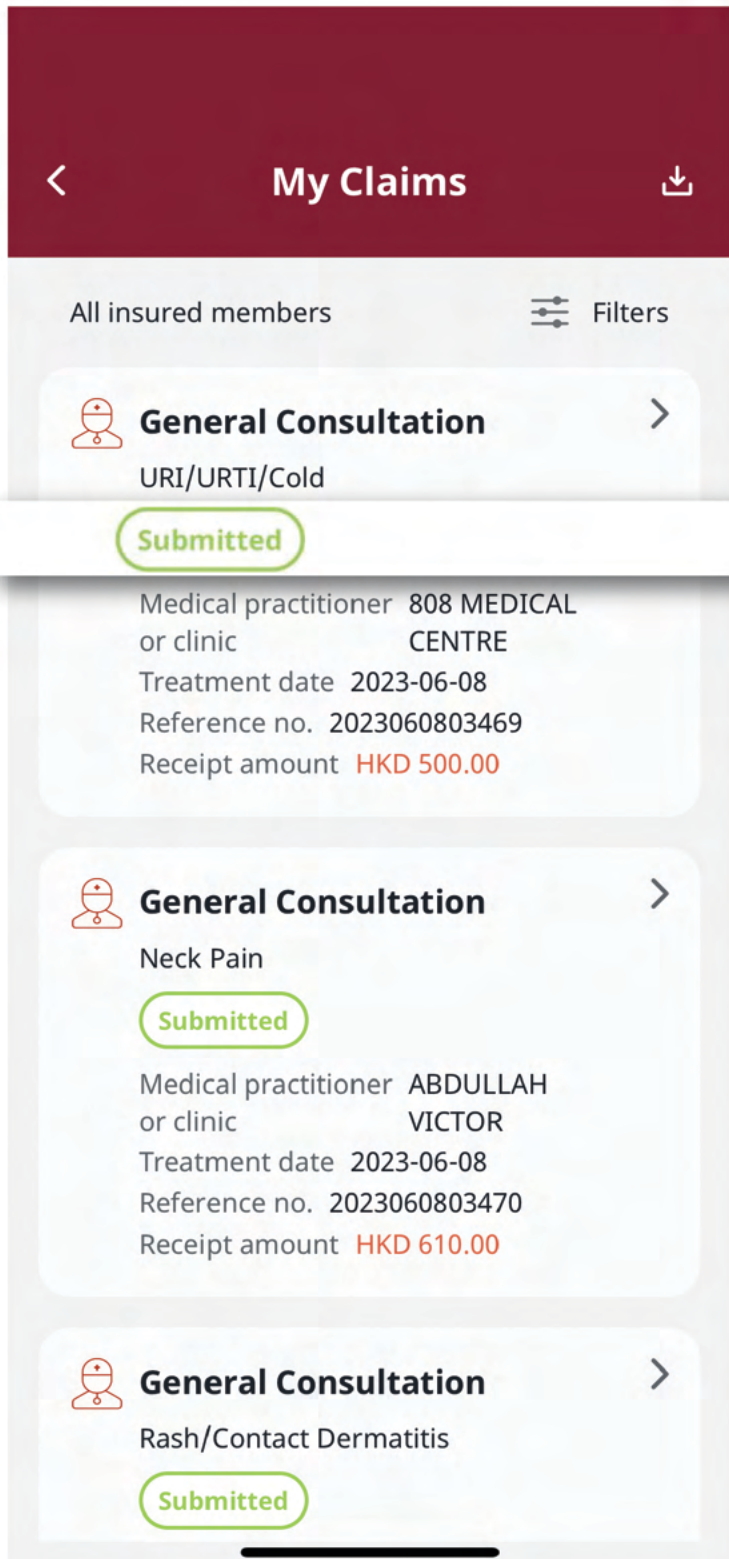
01 Tap “Claims” in the bottom menu



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

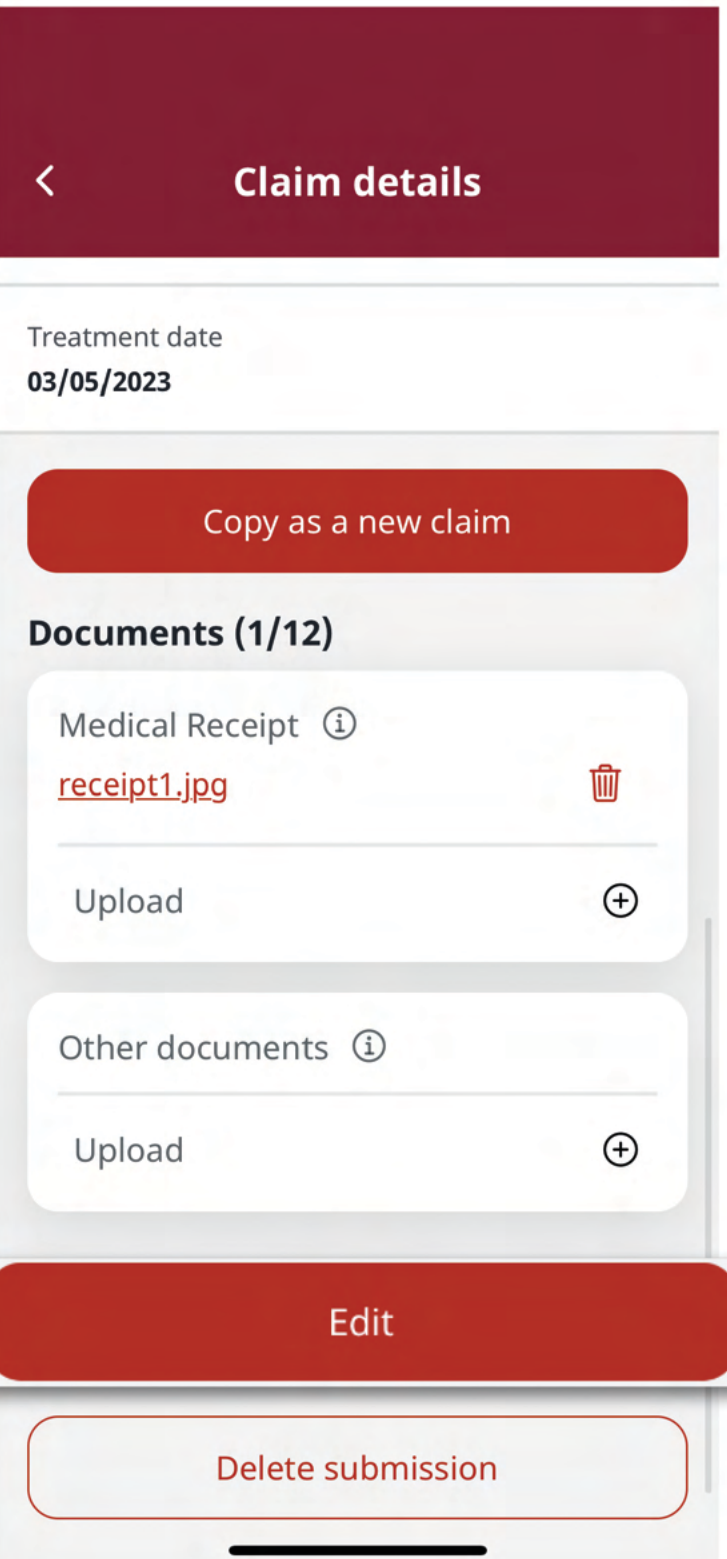


03 You can edit the claim if it is marked as "Submitted" and "Edit"



Status of claim:

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



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

Contact Us

21/F, 1111 King's Road, Taikoo Shing, Hong Kong

T +852 3187 6831

E medicalcs@generali.com.hk

