

Generali's Employee Benefits Programme

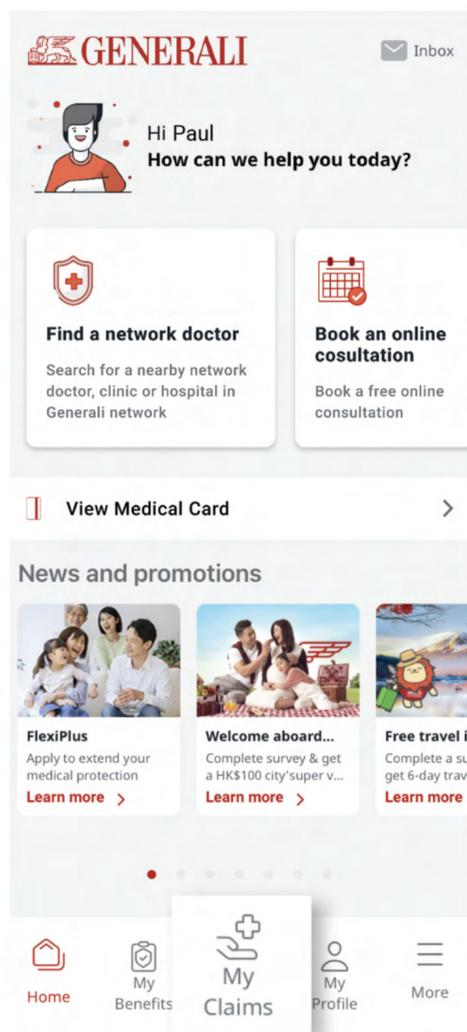
GenBRAVO

User Guide

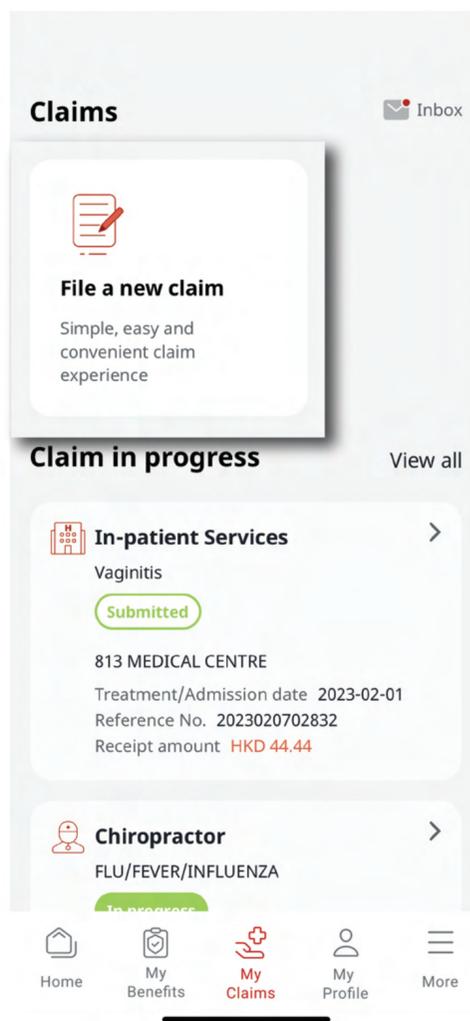
(App version)



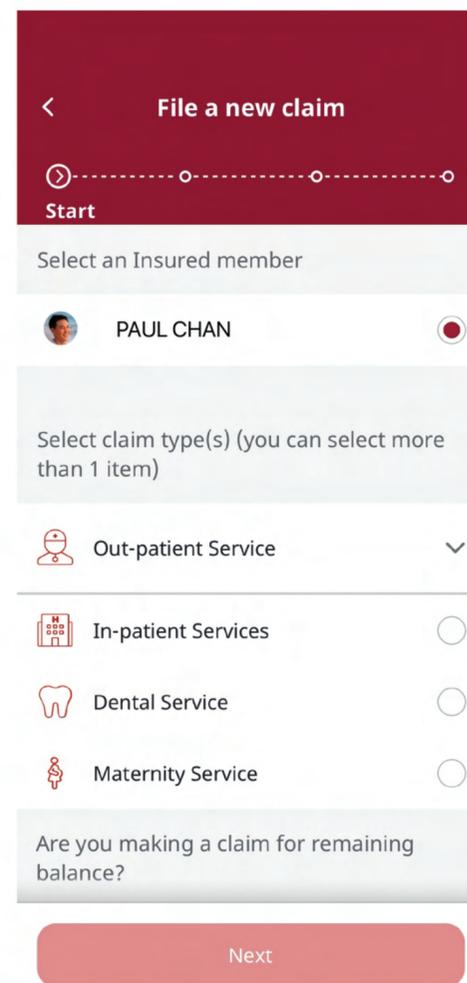
01 Tap "Claims" in the bottom menu



02 Tap "File a new claim"

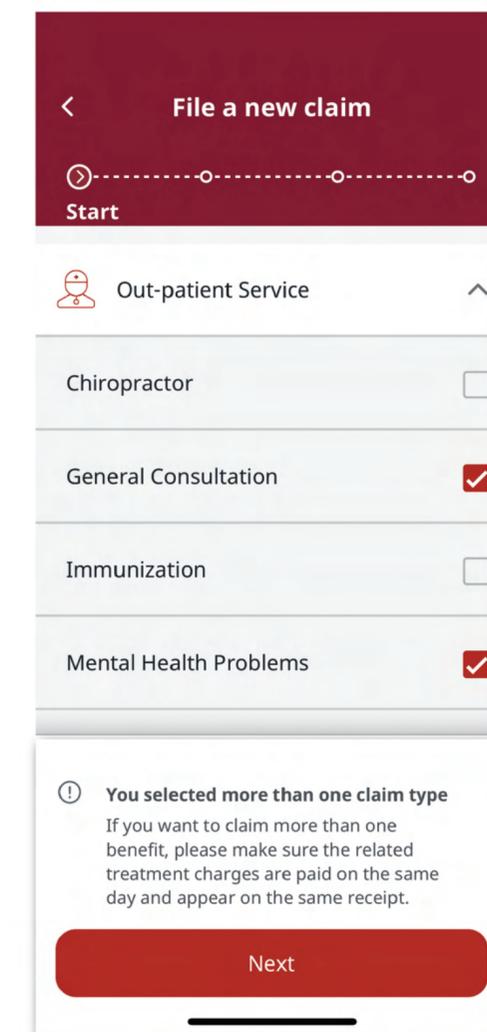


03 Follow the instructions to select the relevant information, then tap "Next". You can choose more than one claim type for one receipt



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



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.

04 Follow the instructions to enter the information required, then tap "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
General Consultation
Mental Health Problems

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

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"

File a new claim

Payment information

Mental Health Problems receipt amount
450.00

Supplementary documents
You can upload no more than 12 documents.

Medical Receipt ⓘ
F80A76D6-0A81-442A-8234-CEE7ABDD3A50.jpg

Upload ⊕

Other documents ⓘ

Upload ⊕

Next

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

File a new claim

Review information

Receipt amount
HKD 450

Supplementary documents
Claim Form, doctor slip, all receipt
6148D65B-524B-485B-A9F9-630FCFC7CAA9.jpg

Agreements
 I have read and agreed to the Declaration & Authorisation Statements

Keep your receipts for 90 days
Please keep the original receipts for 90 days from the issue date of the Claim Settlement Notice.

Submit

07 Your claim has been submitted successfully

GENERALI

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

(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

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

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