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





Manage the claims that need action

Request for Certified True Copy Receipt

Settle shortfall

Inbox

View all

>

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More

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

< Fil	e a new claim	
⊘c Start	······	·····o
Select an Insur	ed member	
PAUL C	HAN	
than 1 item)	oe(s) (you can selec nt Service	t more
than 1 item)	be(s) (you can selec nt Service	t more
Out-patien	oe(s) (you can selec nt Service : Services	t more
Select claim type than 1 item) Out-patien Image: Select claim type In-patient Image: Select claim type <	nt Service Services rvice	t more
Select Claim typ than 1 item) Out-patient In-patient Dental Sel Maternity	nt Service Services Services	t more



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

<	File a new claim	
) Sta)OOO art	-0
¢	Out-patient Service	^
Ch	hiropractor	
Ge	eneral Consultation	~
Im	munization	
Me	ental 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	





11



Retrieve your self-defined ID Check claim status or edit claim



Reset your password



Submit claims

Check benefits & coverage



Book an online doctor consultation



Search for a network doctor



View & use medical card









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

Tap here to auto-fill from your previous claim

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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





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





12



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



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"



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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 ۲ File a new claim	
⊘oooo Start	·o
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	

●─────⊙oo Claim balance	●⊙o Claim information
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	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
Paid amount by another insurer(s)	Diagnosis
HKD Insurer	Type to search or select a diagnosis
Claim settlement notice from other insurer(s)	Treatment date
Upload (+)	DD/MM/YYYY





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