Generali Hong Kong Individual Life Insurance Generali Hong Kong Individual Life Insurance User Guide (App version)



Make a Policy Update

Update Contact Information

On the homepage, select 'Make a policy 01 update'. You can also enter from the Policy Details page and select 'View/Change contact information'.

On Make a Request page, under 02 Update Policy Details, select 'Contact Information'.





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Premium Payment End Date

View policy values >

31-Mar-2031

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03

Here you can review your current contact information, tap on the red 'Edit' button at the top right hand corner to update.

Tap on the down arrows on 04 the right to update your contact information.

9:41	all 🗟 🗖
<	4
View/Change Contact In	formation
No policy selected	\sim
Policyholder Information	
Name	
Paul Chan	
Email Address	^
Email Address	
paulchan@xmail.com	
Phone numbers	~
Residential address	\sim
Please review and agree on the terms and c to proceed with your request.	conditions below
Declaration	

I have read and accept the <u>Terms</u> and <u>Data</u> Privacy Policy, as well as the use of my personal data as set in the Personal Information Collection Statement.

I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) by way of Endorsement or letter.

I have personally read, understood, and accepted all the content of the Declaration.

Cancol
Cancer

GENERALI	43
/iew/Change Contact I	nformation
No policy selected	~
olicyholder Information	<i>•</i>
Name	Edit
Paul Chan	
Email Address	
paulchan@xmail.com	
Mobile number	
+852 9123 4567	
Home number	
-	
Office number	
-	
Residential address	
Flat 2 Building 2 Mongkok Hong Kong SAR, China	

Download Service Form >





Make a Policy Update **Update Contact Information**

For updating residential address, there is an option to update your correspondence 05 address with the same address by turning on the residential address toggle, you can also select which policy to update. Please also review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.

Residential address

9:41 🙃 💷
< 🛲 GENERALI 🎝
View/Change Contact Information
No policy selected
Policyholder Information
Name
Paul Chan
Email Address
Phone numbers
Residential address
Max. 30 English characters or 14 Chinese characters each line
Residential address
Flat 1
Builidng 1
Quarry Bay
Hong Kong SAR, China 🗸 🗸
Use your residential address as correspondence address?

	Max. 30 English characters or 14 Chinese characte each line	ers	
	Residential address		
	Flat 1		
	Builidng 1		
	Quarry Bay		
	Hong Kong SAR, China	~	
Js	e your residential address as rrespondence address?		D
	Policy Information		
	Correspondence address	^	
	Please select from below the policies you would li to update the correspondence address.	ke	
	All policies		
	LionGuardian Policy Number:87005153		
	Correspondence address		
	Flat 1		
	Builidng 1		
	Quarry Bay		
	Hong Kong SAR, China		
		\checkmark	

 ✓ 	accepted all the con Declaration.	ntent of the
I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) by way of Endorsement or letter. I have personally read, understood, and		
	Declaration I have read and accept th <u>Privacy Policy</u> , as well as t data as set in the <u>Persona</u> <u>Collection Statement</u> .	e <u>Terms</u> and <u>Data</u> he use of my personal <mark>al Information</mark>
	to proceed with your request.	

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Enter the verification code sent 07 to your registered email or mobile number.





Cancel







Make a Policy Update **Update Contact Information**

A notification will be displayed 80 upon successful submission, which means your request has reached us and we are working on it.

9:41	atl 🗢 🔲
Request Pending Review Your request has been received. Reference: 01234567	×
View/Change Contact Info	ormation
No policy selected	~
Policyholder Information	Description Edit
Your changes are currently under review	v.
Name	
Paul Chan	
Email Address	
naulchan@xmail.com	
Mobile number	
+852 9123 4567	
Home number	
Office number	
-	
Residential address	
Flat 2 Building 2	der review
Mongkok Hong Kong SAR, China	
Alternatively you can download the service for the request to us by post.	m and submit
Download Service Form	>

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Make a Policy Update

Update Payment Arrangement

On the homepage, select 'Make a policy 01 update'. You can also enter from the Policy Details page and select 'View/Change payment arrangement'.

02

On Make a Request page, under Update Policy Details, select 'Payment Arrangement'.

9:41	.ul 🗢 🗖	9:41 atl 🗢 🔲
255 GENERALI	4 3	Manage payments
Hi Paul Chan We have 0 alerts for you.		Payment history > See all your payment history
		View/Change payment arrangement Request to change your payment method
LionAlong A critical illness plan paying long-term income Learn more	Bravo Travel Protecto Enjoy 20% off with membership code Learn more >	Change request status View request status
Make a policy update	Request for claim support	Claim support Request for claim support
Critical Illness LionGuardian Active Policy number: 87005153 Insured: Mary Lee	>	Insurance advisor information
Premium due date: 31-Mar-2022 Group Medical Life	Insurance	Consultant Limited Email address eric.lee@generali.com.hk
Home My My My Policies Payment Pr	ے لیے Ay Support ofile	+852 103010626



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From the dropdown menu 03 select a policy to update.



Here you can review your current 04 payment arrangement, tap on the red 'Edit' button at the top right hand corner to update.

9:41	all 🗢 🗖
< 255 GENERALI	4 3
View/Change Payment Arra	angement
LionGuardian Policy Number:87005153	~
Payment Arrangement	
Payment mode	
Annually	_
Renewal payment method	
Direct Billing	
Alternatively you can download the service for us by post	n and send to
Download Service Form	>





Make a Policy Update

Update Payment Arrangement

Here you can update your payment 05 arrangement details. Please review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.

> 9:41 .ul 🗢 💷 < View/Change Payment Arrangement LionGuardian Policy Number:87005153 Payment Arrangement i Payment mode Annually \sim Renewal payment method Direct Billing \sim Please review and agree on the terms and conditions below to proceed with your request.

Declaration

I have read and accept the <u>Terms</u> and <u>Data</u> Privacy Policy, as well as the use of my personal data as set in the **Personal Information** Collection Statement.

I hereby request that this policy be changed in accordance with the above particulars. I understand that this request is not valid until it is finally confirmed as accepted by Generali Life (Hong Kong) Limited / Assicurazioni Generali S.p.A. Hong Kong Branch (whichever applicable) by way of Endorsement or letter.

I have personally read, understood, and accepted all the content of the Declaration. Cancel Submit

Confirm your changes before 06 submitting the request.



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Enter the verification code sent 07 to your registered email or mobile number.

Once the request has been 80 submitted, there will be a notification displayed.



9:41 atl 🗢 🔲				
Request Pending Review X Your request has been received. Reference: 01234567				
View/Change Payment Arrangement				
LionGuardian Yolicy Number:87005153				
Payment Arrangement Your changes are currently under review.				
Payment mode				
Annually				
Renewal payment method				
Direct Billing Under review				
Alternatively you can download the service form and send to us by post				
Download Service Form >				





Make a Policy Update **Change Request History**

On the homepage, select 'Make a policy 01 update'. You can also enter from the Policy Details page and select 'View request status'.

On Make a Request page, at the 02 top select the 'Change Request History' tab.





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Here you can find the status of 03 your previous change requests.

Tap on the down arrows on the 04 right to see the change request details.



9:41	att	
<	LI	4 3
Change Reg	uest Historv	
Make a Request	Change Request I	listory
All Policies		~
Records in the last 180	days	
Submitted	31-Jul-2024	~
Update Payment Arra	ingement	
Policy number: 234567	89	
Last updated at 10:20A	M on 01-Aug-202	4
Processing	30-Jul-2024	
Update Contact Infor	mation	~
Cancelled	05-Jul-2024	~
Update Payment Arrangement		
Completed	05-Jul-2024	~
Update Contact Infor	mation	







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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