

Generali Hong Kong Individual Life Insurance

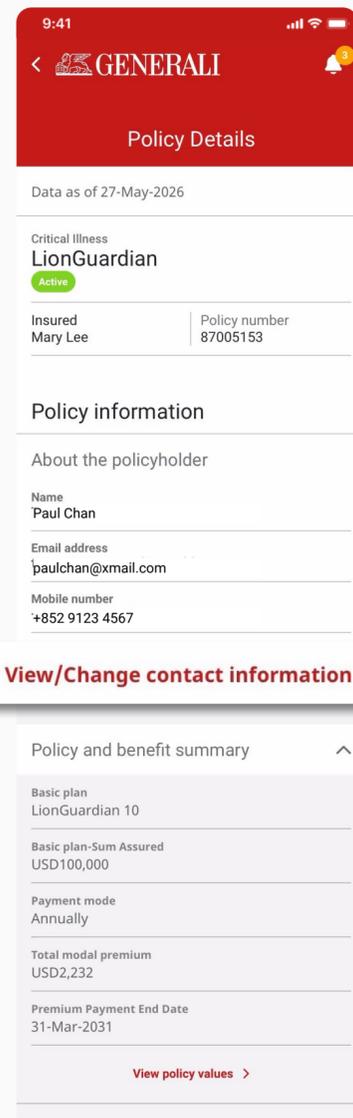
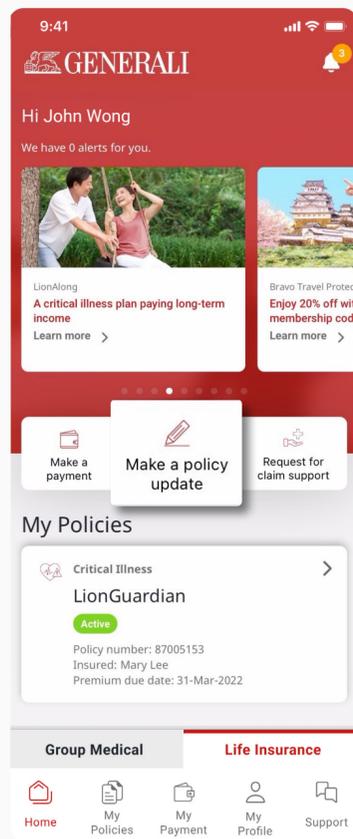
GenBRAVO

User Guide

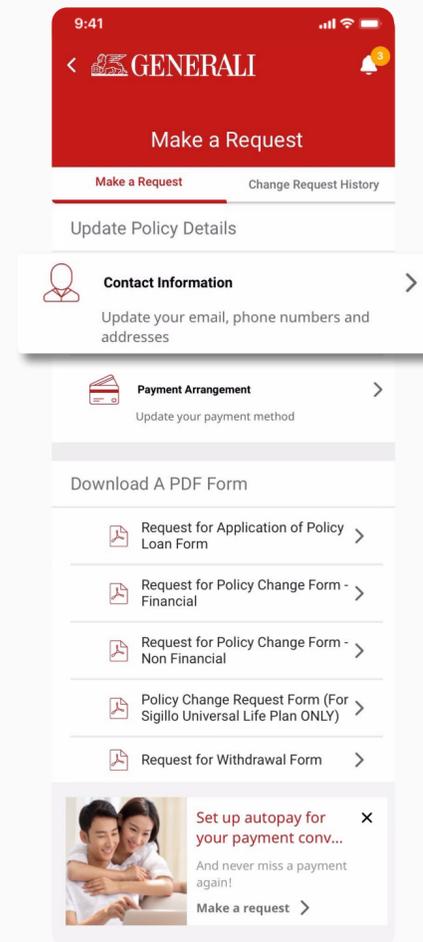
(App version)



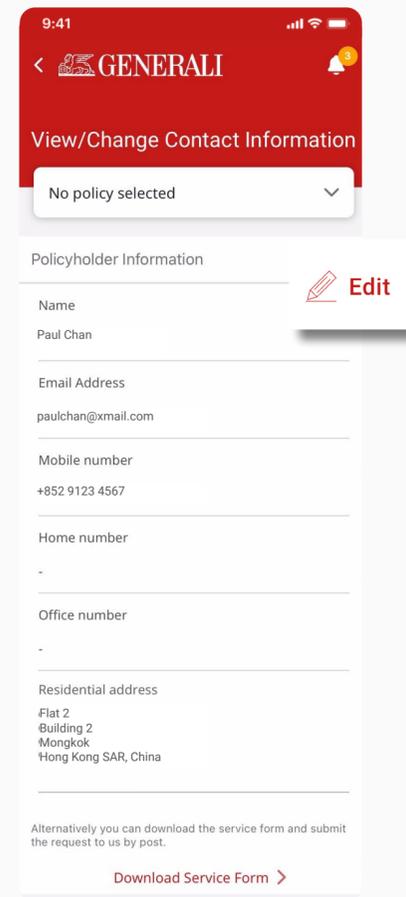
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View/Change contact information'.



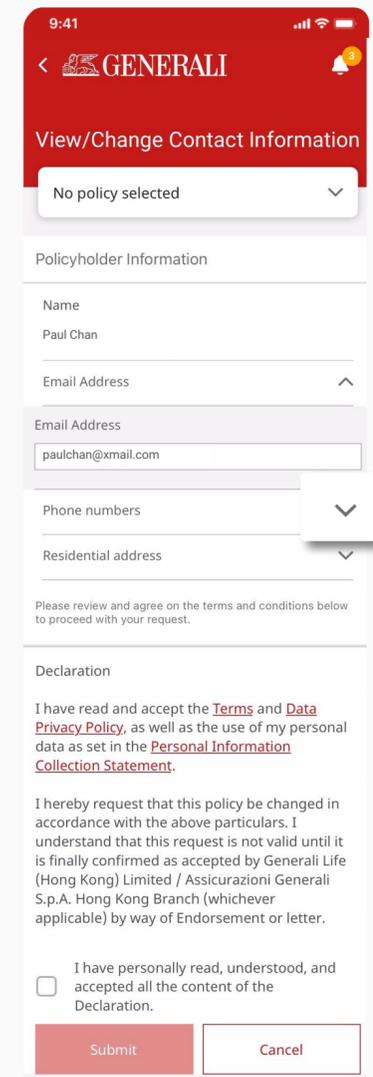
02 On Make a Request page, under Update Policy Details, select 'Contact Information'.



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



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



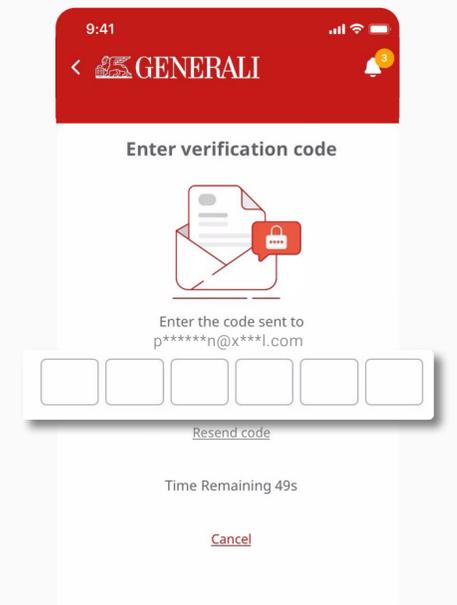
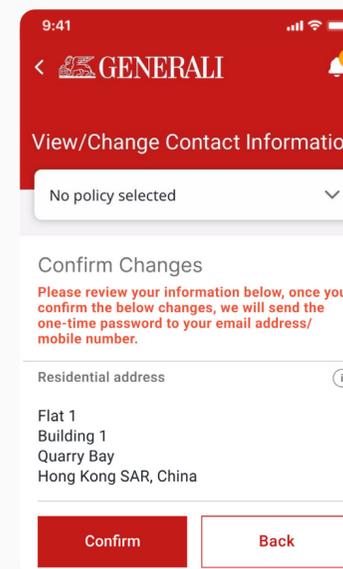
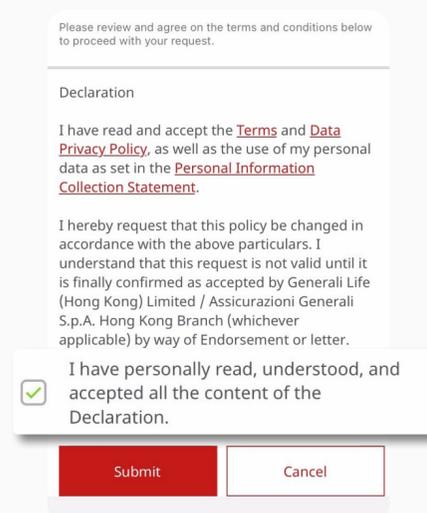
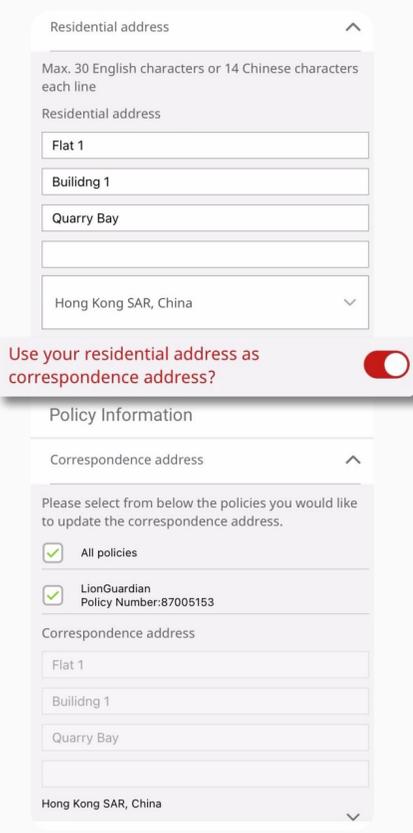
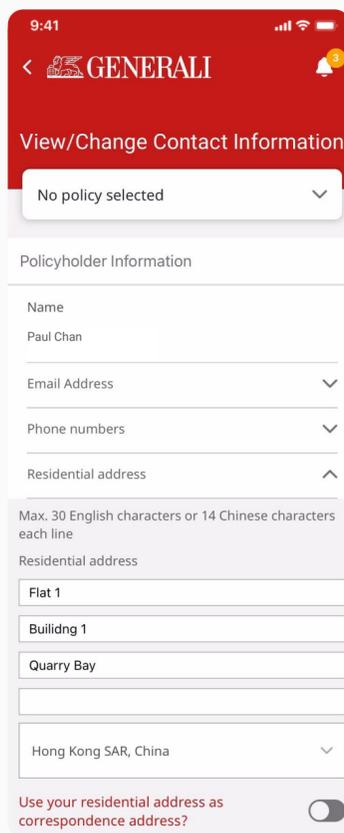
Make a Policy Update

Update Contact Information

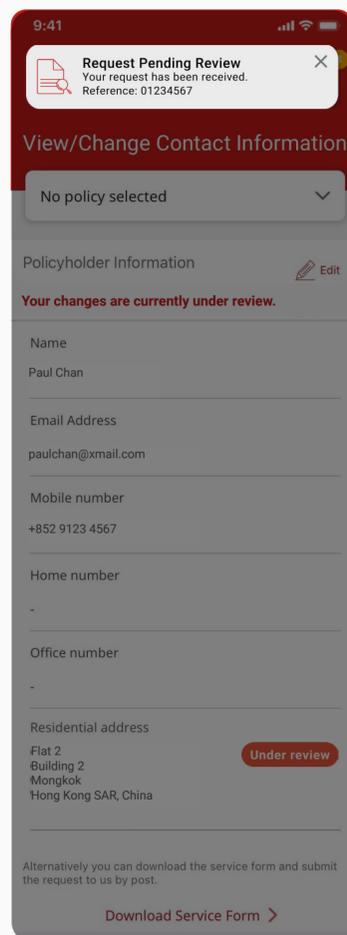
05 For updating residential address, there is an option to update your correspondence address with the same address by turning on the residential address toggle, you can also select which policy to update. Please also review the terms and conditions before submitting the request. Tap on 'Submit' to proceed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

06 Confirm your changes before submitting the request.

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

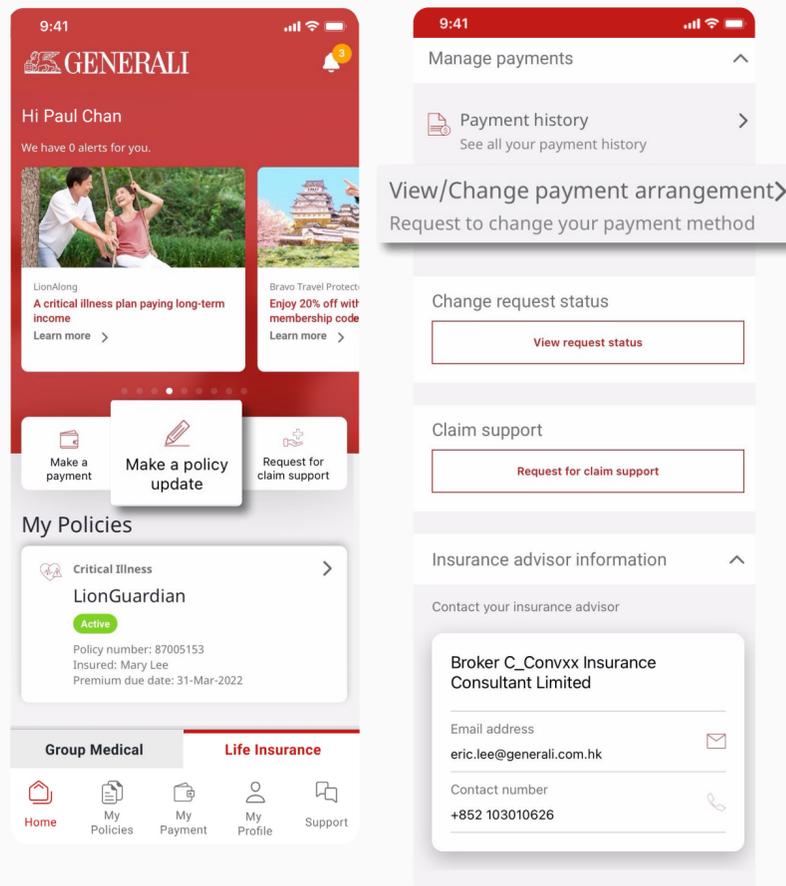


- 08** A notification will be displayed upon successful submission, which means your request has reached us and we are working on it.

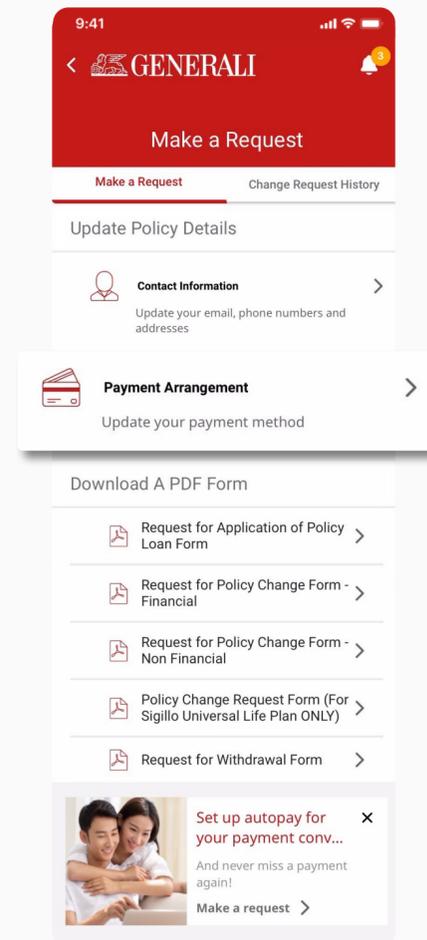


Make a Policy Update Update Payment Arrangement

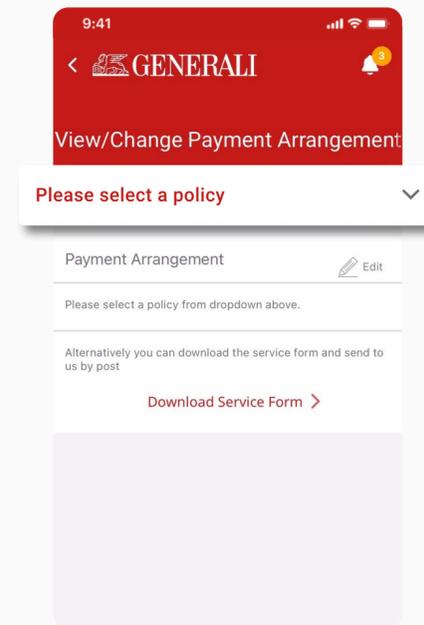
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View/Change payment arrangement'.



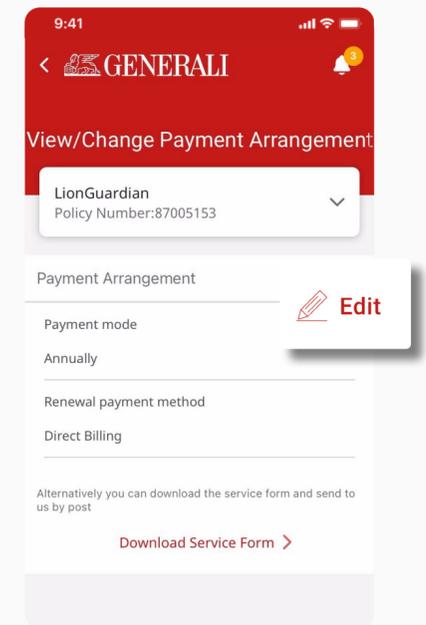
02 On Make a Request page, under Update Policy Details, select 'Payment Arrangement'.



03 From the dropdown menu select a policy to update.



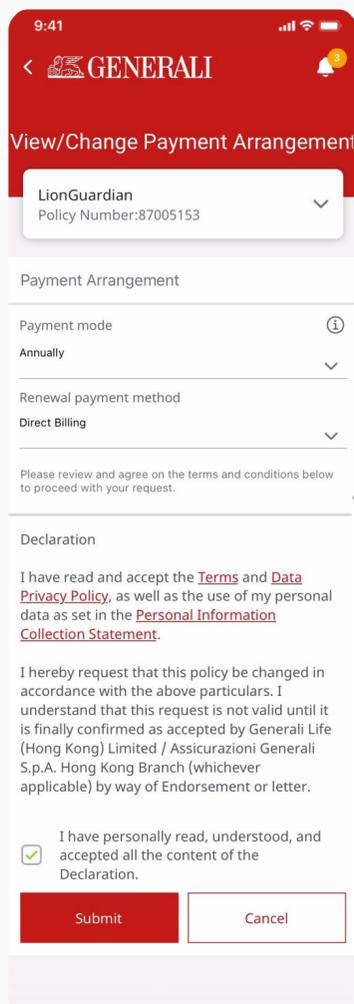
04 Here you can review your current payment arrangement, tap on the red 'Edit' button at the top right hand corner to update.



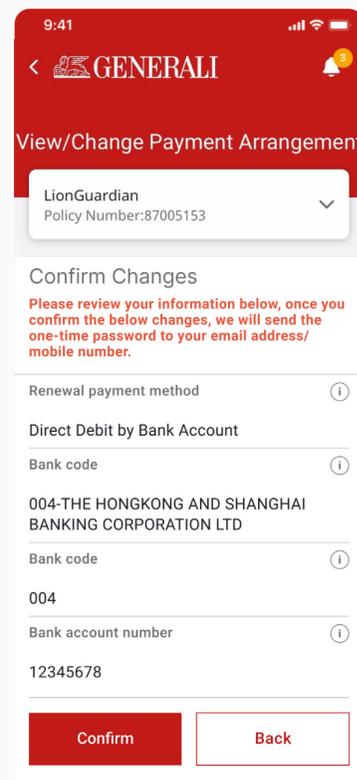
Make a Policy Update

Update Payment Arrangement

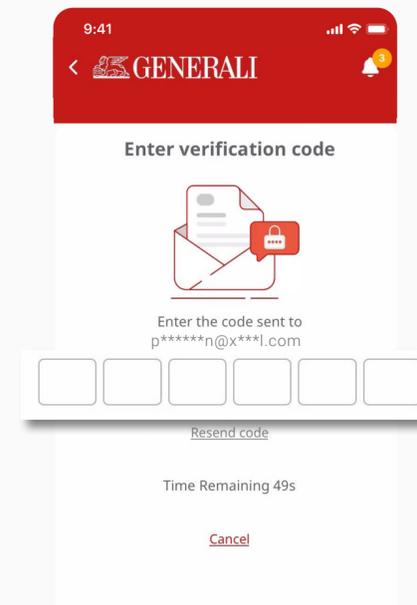
05 Here you can update your payment arrangement details. Please review the terms and conditions before submitting the request. Tap on 'Submit' to proceed with the request.



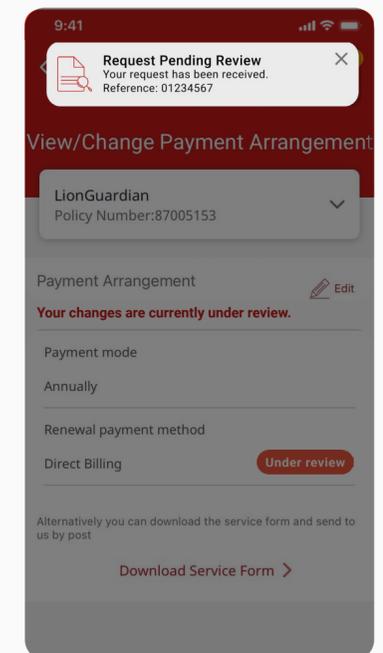
06 Confirm your changes before submitting the request.



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

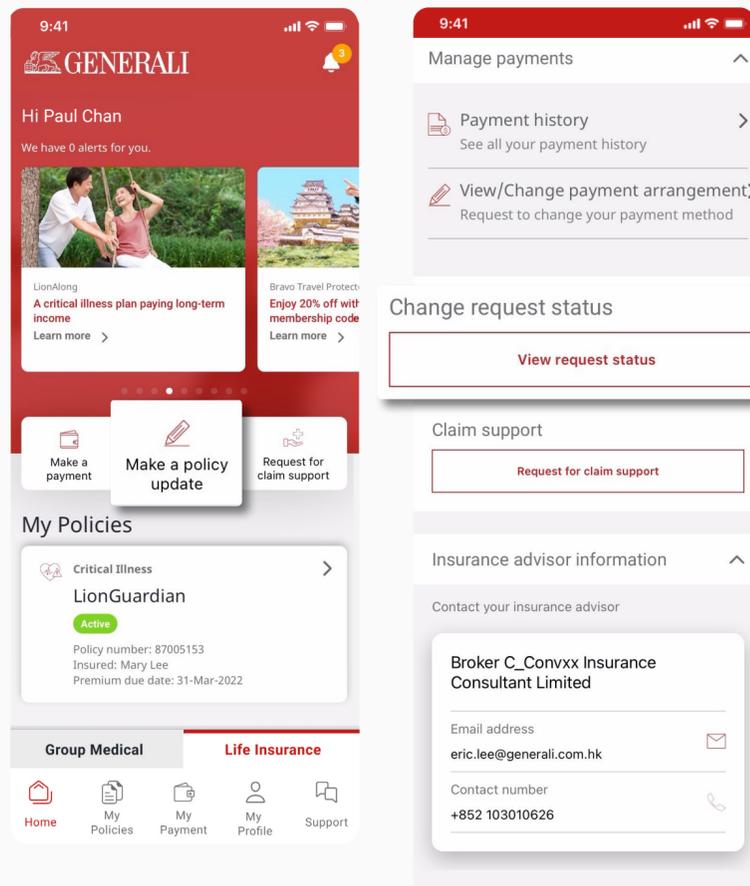


08 Once the request has been submitted, there will be a notification displayed.

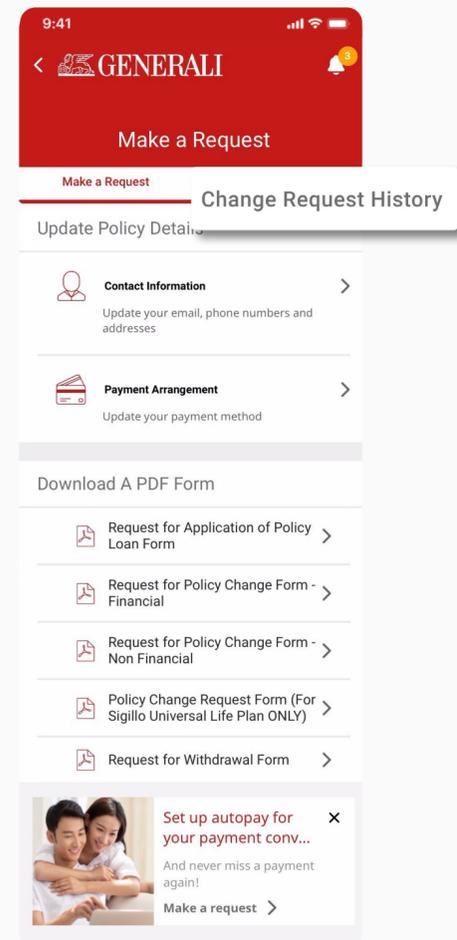


Make a Policy Update Change Request History

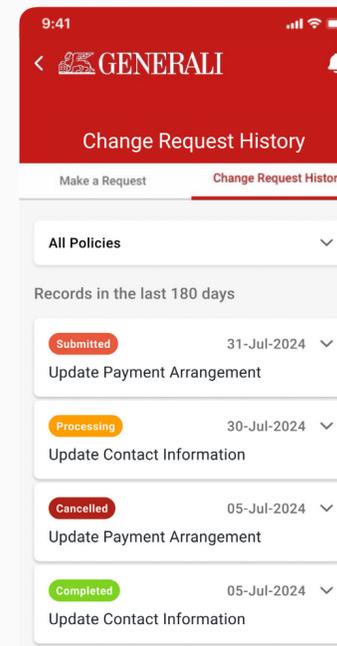
01 On the homepage, select 'Make a policy update'. You can also enter from the Policy Details page and select 'View request status'.



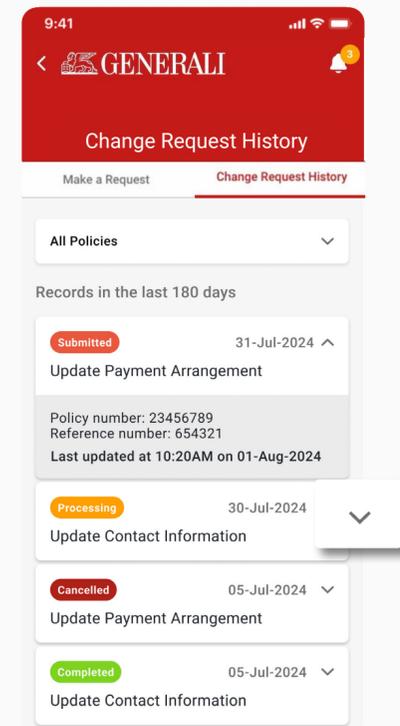
02 On Make a Request page, at the top select the 'Change Request History' tab.



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



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



This user guide is issued by Generali Life (Hong Kong) Limited &
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