

Application for Value Withdrawal Related

Quick and Convenient!



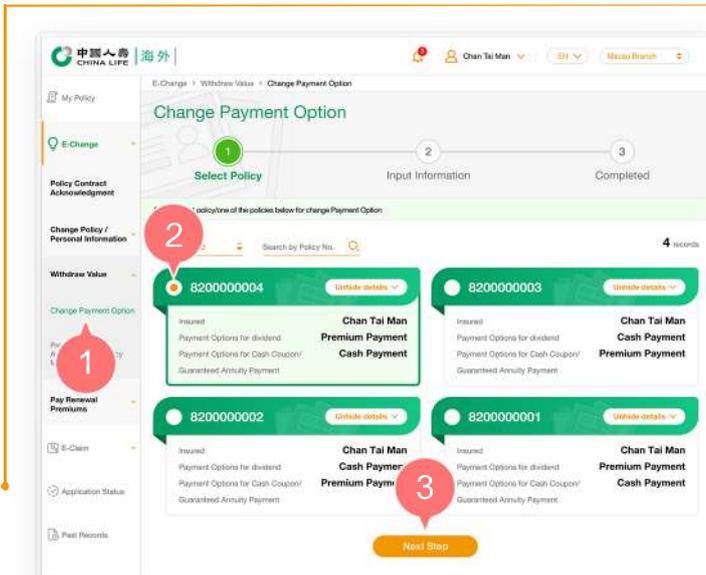
Self Service **Change Payment Option**



Please scan the QR code to login Individual Customer Portal

cs.chinalife.com.hk

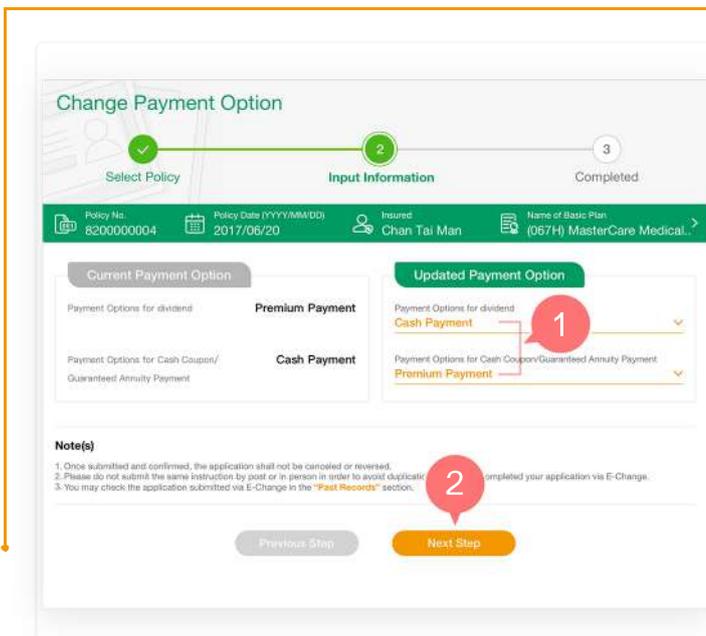
Step 1 **Select Policy**



1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Change Payment Option" from "Withdraw Policy Value".
2. Select one of the policies by clicking the round button.
3. Click "Next Step" to Step 2.



Step 2 **Input and Confirm Information**



1. Scroll down the list in the "Updated Payment Option" section to select new payment option for dividend/cash coupons/guaranteed annuity payments, including accumulation with interest, cash payment or Premium Payment (where applicable).
2. Click "Submit".

Declaration

I/We hereby request the above change(s) be effected and declare that all statement, information and particulars given herein are accurate, true and complete and are given to the best of my/our knowledge and belief and no material information has been withheld in relation to this request. I/We agree that such change(s) or service(s) will not take effect unless all of the following conditions are met and approved by the Company:

- All required payment and complete supporting documents have been submitted to the Company.
- The request is accepted and approved by the Company during the lifetime and continued insurability of the Insured.
- The information and statement made in this request and in other documents as required by the Company shall form the basis for this policy alteration request and form a part of the policy(ies) unless otherwise specified.
- I/We provide valid documentation proofs (such as identity document and address proof) and authorize the Company for the Company to conduct due diligence on myself/ourselves, the ultimate beneficial owner of the policy (if any) and authorized signatory(ies) (if applicable) pursuant to the

Disagree Agree

4

Are you sure you want to update the following information

Updated Payment Option

Payment Options for dividend **Cash Payment**

Payment Options for Cash Coupon/ **Premium Payment**

Guaranteed Annuity Payment

Return to Change Confirm Submission

6 **5**

3. After reading the Terms and Conditions, click "Agree" to continue.
4. Preview the page and verify whether the information entered is correct.
5. If the updated payment option is correct, click "Confirm Submission".
6. If you need to change the payment option, click "Return to Change".



Step 3 Completed

My Policy

E-Change > Withdraw Value > Change Payment Option

Change Payment Option

Policy Contract Acknowledgment

Change Policy / Personal Information

Withdraw Value

Change Payment Option

Pre-Application / Application for Policy Maturity Benefit

Pay Renewal Premiums

E-Claim

Application Status

Past Records

E-Notice

Change Payment Option

Application completed **1**

You may check the application status in "Past Records".

Reference No. << WEB2018123456789 >>

Return to My Policy

2

3

1. You have successfully completed the application procedures.
2. Click "Return to My Policy" to return to homepage, or
3. You may check application progress in "Application Status" or "Past Records".

- Review all policy information at one go
- Submit E-Claim instantly
- Check application status anytime
- Change policy information instantly
- View various types of E-Notice
- Receive instant important messages