

Application for Change of Policy or Personal Information

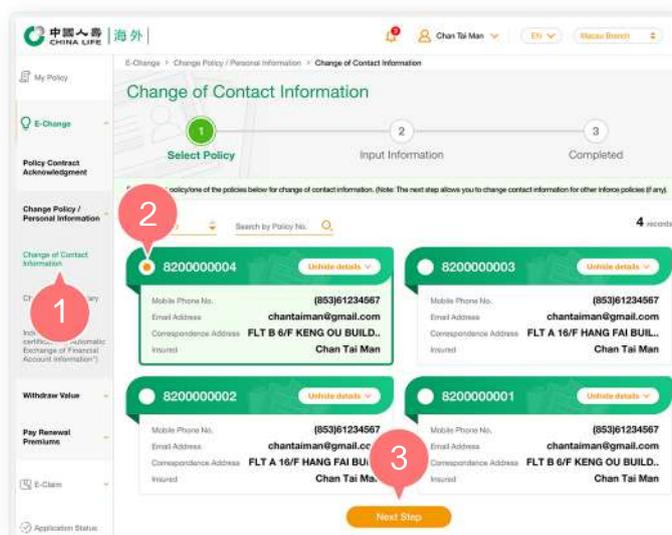


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Ensure information is timely updated!

Self Service **Change of Contact Information**

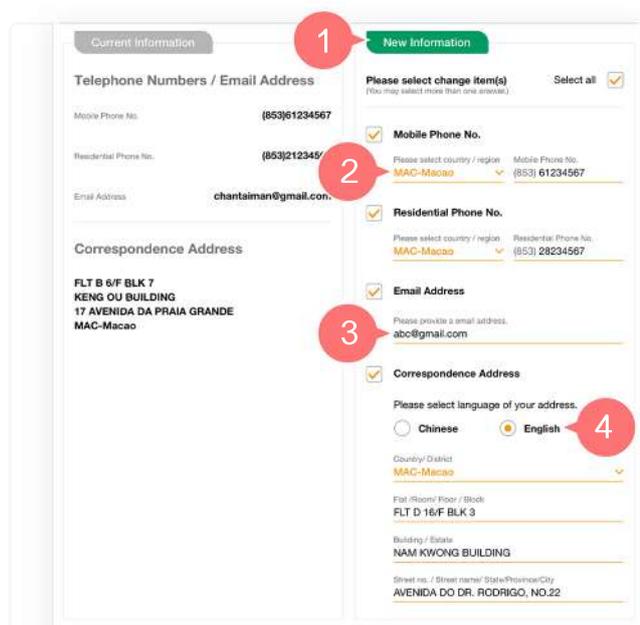
Step 1 **Select Policy**



1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Change Contact Information" from "Change Policy/Personal Information".
2. Select one of the policies by clicking the round button (Note: In the next step, you may also change contact information for other inforce policies (if any)).
3. Click "Next Step" to Step 2.



Step 2 **Input and Confirm Information**



1. Select the contact information which you need to change in the "New Information" section, such as mobile phone no., residential phone no., email address and correspondence address.
2. Scroll down the list to select country/region corresponding to the mobile phone no./residential phone no., and then enter a valid mobile phone no./residential phone no. to change/add telephone no.
3. Enter a valid email address to change/add email address.
4. After selecting language of the correspondence address, scroll down the list to select country/region in which the correspondence address is located, and then, enter three-line mailing address and postal code (where applicable) by following the instructions.

5 Change contact information of all inforce policies. Unsubscribe related policy

Policy No.	Insured	Policy Date (YYYY/MM/DD)	Basic Plan Name
<input checked="" type="checkbox"/> 820000004	Chan Tai Man	2017/12/09	(139C)Critical Illness Multiple Protector (SIS(P))
<input checked="" type="checkbox"/> 820000002	Chan Tai Man	2017/10/16	(067H) MasterCare Medical Plan - Asia Plan 3 (MCP)

6 **7** **8** **9** **10** **11**

Updated Contact

Mobile Phone No. (853)61234567
 Residential Phone No. (853)28234567
 Email Address abc@gmail.com
 Country/Region MAC-MACAU
 Correspondence Address FLT D 16/F BLK 3
 NAM KWONG BUILDING
 AVENIDA DO DR. RODRIGO, NO.22
 Change applied to policy: 820000000, 820000002, 820000001

5. Drag the button to the right to change contact information for all inforce policies (if any) at once, or
6. Select the inforce policy(ies) (if any) for which you need to change contact information from the list.
7. Click "Next Step" to submit.
8. Click "Agree" to confirm that you have read and agreed to the Declaration.
9. Preview the page and verify whether the information entered is correct.
10. If the updated contact information is correct, click "Confirm Submission".
11. If you need to revise information, click "Return to Apply".

Step 3 Completed

Change of Contact Information

Application completed

Reference No. << WEB2018123456789 >>

1 **2** **3**

1. You have successfully completed the application procedures.
2. Click "Return to My Policy" to return to homepage, or
3. Select "Past Records" from the main manual to check relevant application records.

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