

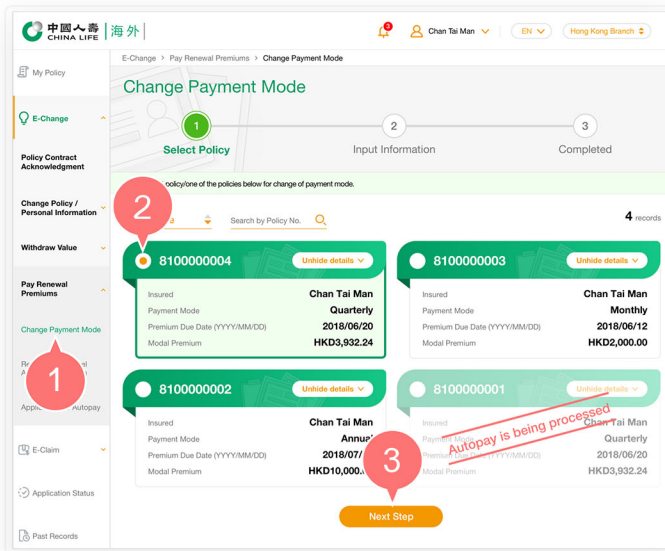
Application for Renewal Premium Payment Related

Quick and Time-saving!

Self Service Change Payment Mode

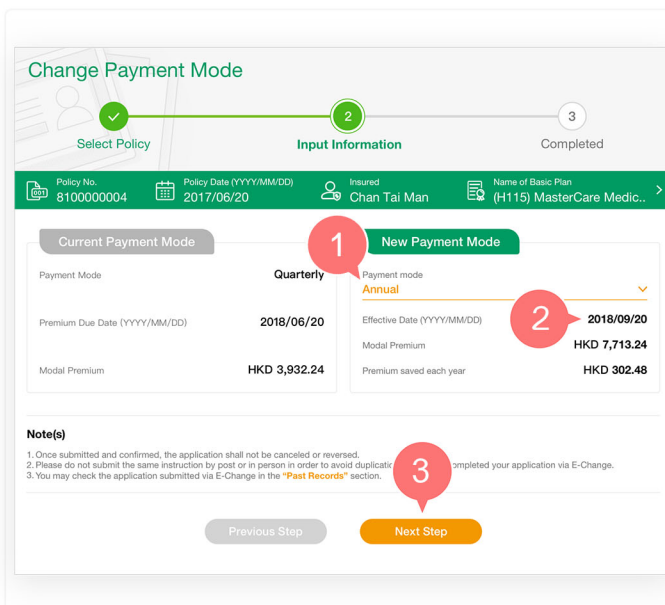
Please scan the QR code to login Individual Customer Portal
cs.chinalife.com.hk

Step 1 Select Policy



1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Change Payment Mode" from "Pay Renewal Premiums".
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 "New Payment Mode" section to select new payment mode, including annual, semi-annual, quarterly or monthly.
2. The system will, based on the new payment mode you have selected, automatically inform you of the effective date of the new payment mode and the modal premium.
3. Click "Next Step".

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



Step 3 Completed

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

- 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