



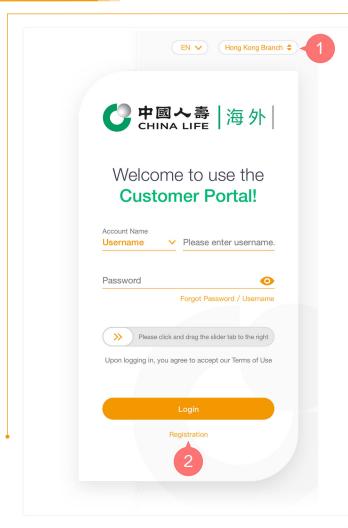
Account Management 📵





Register

Step 1

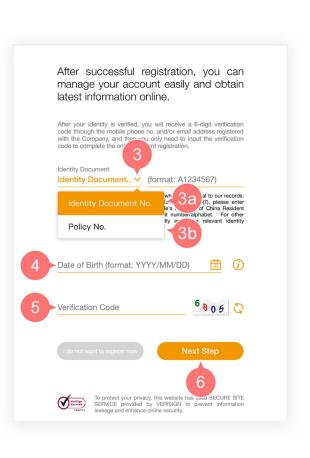


Visit https://cs.chinalife.com.hk

- 1. Select an appropriate branch of China Life (Overseas).
- 2. Click "Register".



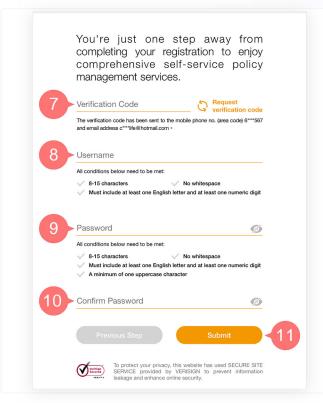




- 3. Select "Identity Document" type ("Identity Document No." or "Policy No.").
 - 3a. If the "Identity Document" type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)
 - **3b.** If the "Identity Document" type selected is "Policy No.", please enter your policy no..
- **4.** Enter your "Date of Birth" (for example, if your date of birth is 2 January 1990, please enter 1990/01/02).
- 5. Enter Verification Code
- 6. Click "Next Step".





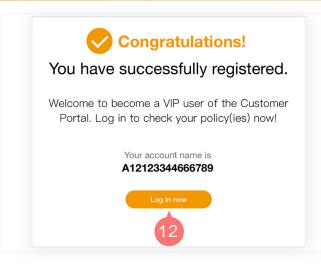


After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company. This verification code is valid within 10 minutes.

- 7. Enter the 6-digit verification code.
- 8. Set your username in the format required.
- 9. Set your password in the format required.
- 10. Enter your password for confirmation.
- 11. Click "Submit".

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Step 4

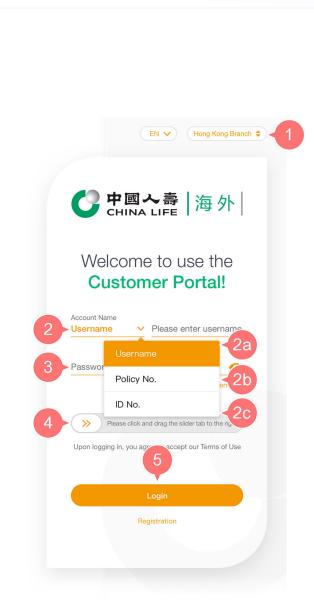


You have successfully registered.

12. Click "Log in now" to enter the login page of China Life (Overseas) Customer Portal.



Login



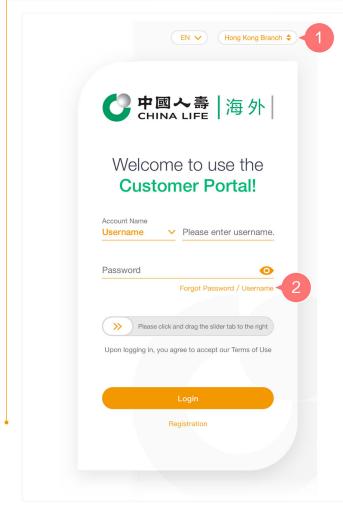
Visit https://cs.chinalife.com.hk

- 1. Select an appropriate branch of China Life (Overseas).
- 2. Select "Account Name" ("Username", "Policy No." or "Identity Document No.").
 - **2a.** If the account name type selected is "Policy No.", please enter your policy no..
 - **2b.** If the "Identity Document" type selected is "Policy No.", please enter your policy no..
 - 2c. If the account name type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)
- 3. Enter your password.
- **4.** Click and drag the mouse to the right to complete the verification process.
- **5.** Click "Log in" to enter China Life (Overseas) Customer Portal to enjoy our brand-new and convenient online insurance services.



Forgot Password

Step 1

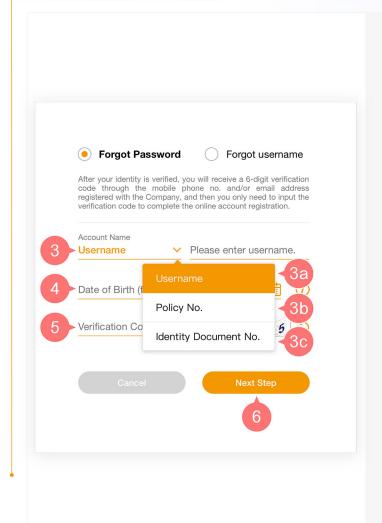


Visit https://cs.chinalife.com.hk

- 1. Select an appropriate branch of China Life (Overseas).
- 2. Click "Forgot Password/Username".



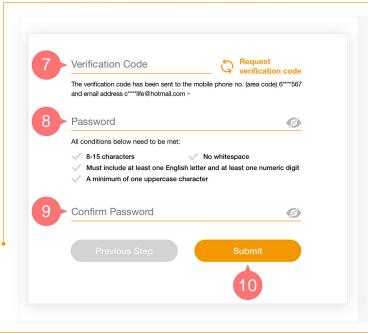




- **3.** Select "Account Name" ("Username", "Policy No." or "Identity Document No.").
 - **3a.** If the account name type selected is "Username", please enter your username.
 - **3b.** If the account name type selected is "Policy No.", please enter your policy no.
 - 3c. If the account name type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)
- **4.** Enter your "Date of Birth" (for example, if your date of birth is 2 January 1990, please enter 1990/01/02).
- 5. Enter Verification Code
- 6. Click "Next Step".

Step 3

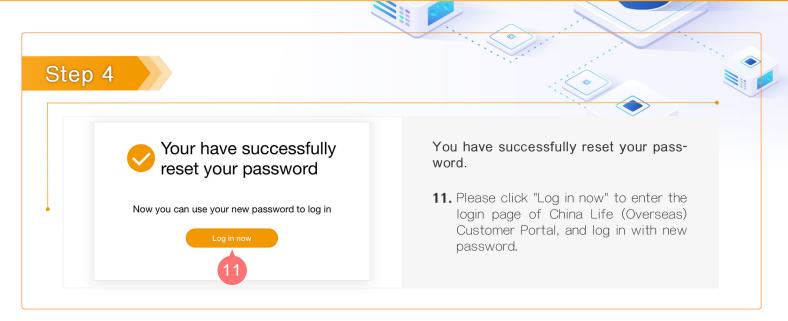




After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company. This verification code is valid within 10 minutes.

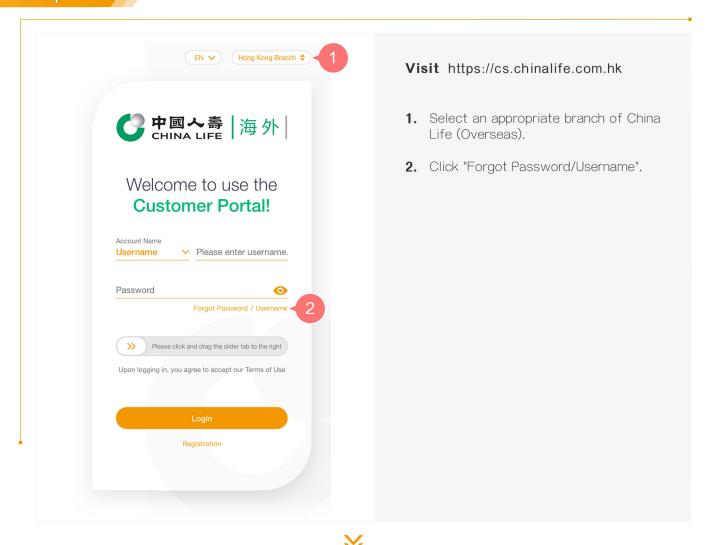
- 7. Enter Verification Code
- **8.** Reset your password in the format required.
- **9.** Re-enter your new password for confirmation.
- 10. Click "Submit".



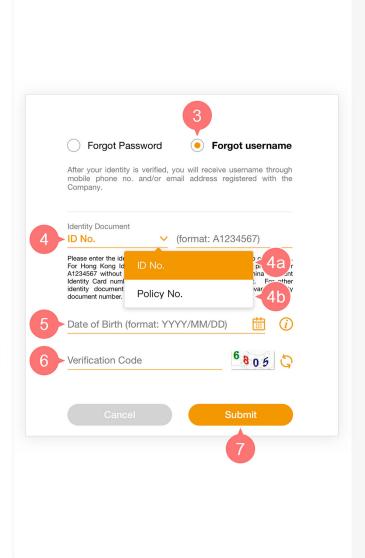


Forgot Username

Step 1

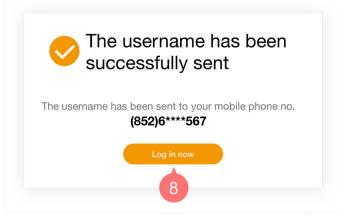






- 3. Select "Forgot Username".
- **4.** Select identity document type ("Policy No." or "Identity Document No.").
 - 4a. If the identity document type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/ alphabet. For other identity document number, please directly enter the relevant identity document number.)
 - **4b.** If the identity document type selected is "Policy No.", please enter your policy no.
- **5.** Enter your "Date of Birth" (for example, if your date of birth is 2 January 1990, please enter 1990/01/02).
- 6. Enter Verification Code
- 7. Click "Submit".





After your identity is verified, you will receive your username through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company.

8. Click "Log in now" to enter the login page of China Life (Overseas) Customer Portal, and use the username you received to access.













Change policy information instantly



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