

Application for Value Withdrawal Related

Quick and Convenient!



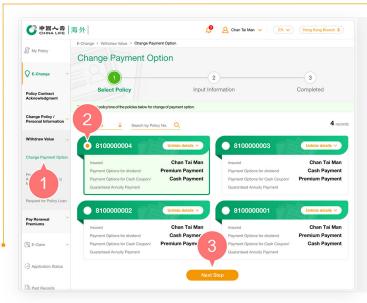


Please scan the QR code to login Individual Customer Portal

cs.chinalife.com.hk

Step 1

Select Policy

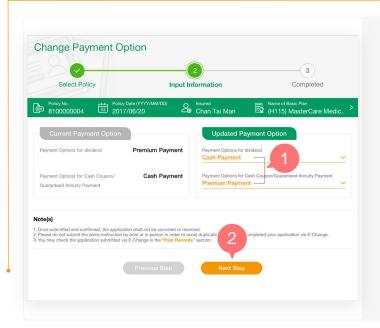


- 1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Change Payment Option" from "Withdraw Policy Value".
- 2. Select one of the policies by clicking the round button.
- 3. Click "Next Step" to Step 2.

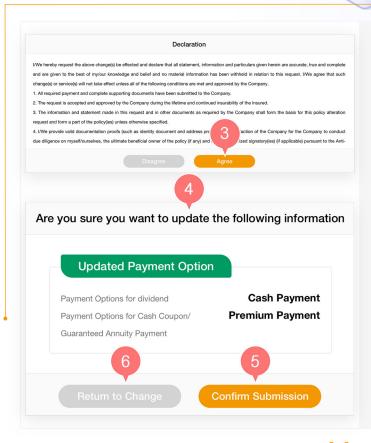


Step 2

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".

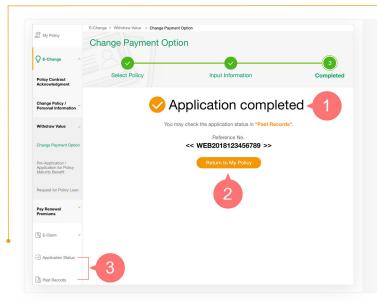


- **3.** After reading the Terms and Conditions, click "Agree" to continue.
- **4.** Preview the page and verify whether the information entered is correct.
- **5.** If the updated payment option is correct, click "Confirm Submission".
- **6.** If you need to change the payment option, click "Return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



Step 3

Completed



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



Review all policy information at one go



Check application status anytime





2/2



Submit E-Claim instantly



Change policy information instantly