



Self Service

Policy Contract Acknowledgment []

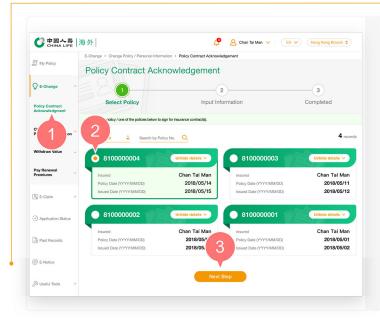


Please scan the QR code to login Individual Customer Portal

cs.chinalife.com.hk

Step 1

Select Policy

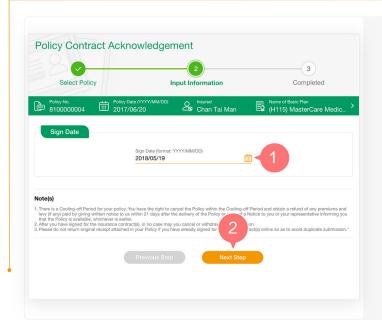


- 1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Acknowledgement of Receipt of Policy Contract".
- 2. Select one of the policies by clicking the round button.
- 3. Click "Next Step" to Step 2.



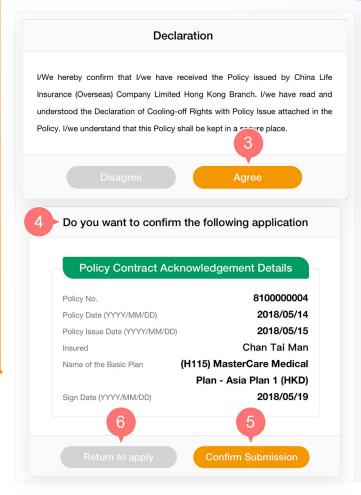
Step 2

Select Date



- 1. Select or, in the format required, enter the date when you acknowledged receipt of the policy contract.
- 2. Click "Next Step" to submit.



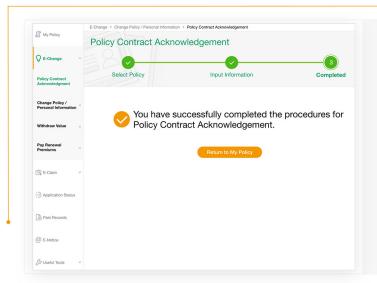


- **3.** Click "Agree" to confirm that you have read and agreed to the Declaration.
- **4.** Preview the page and verify whether the information entered is correct.
- **5.** If information is correct, click "Confirm Submission".
- **6.** If you need to revise information, click "Return to Apply".



Step 3

Completed



You have successfully completed the procedures for Acknowledgement of Receipt of Policy Contract.

Please note that, if you have successfully completed the procedures for Acknowledgement of Receipt of Policy Contract in the Customer Portal, you do not need to submit the Receipt of Policy Delivery to our company.



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