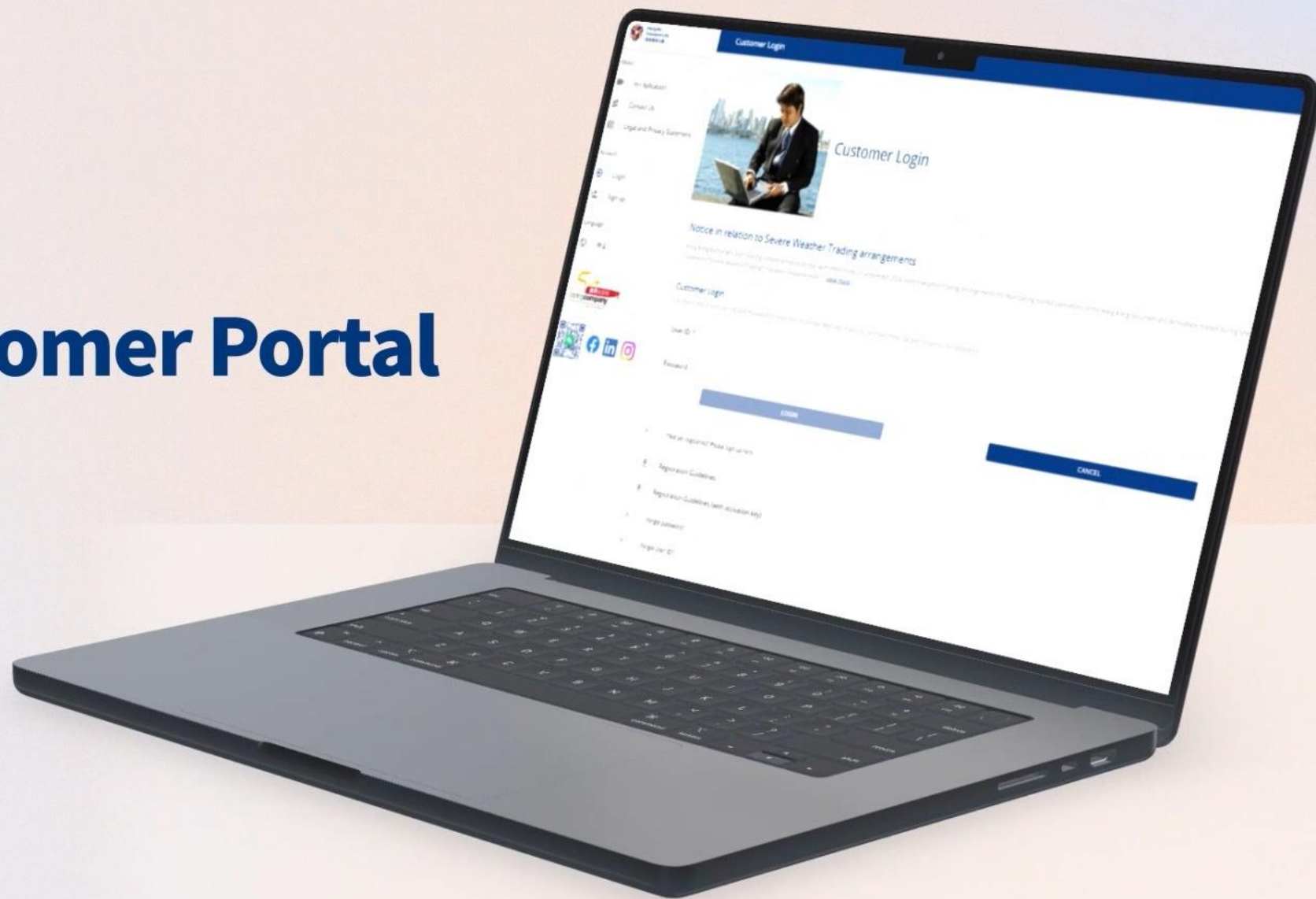




Heng An
Standard Life
恒安標準人壽

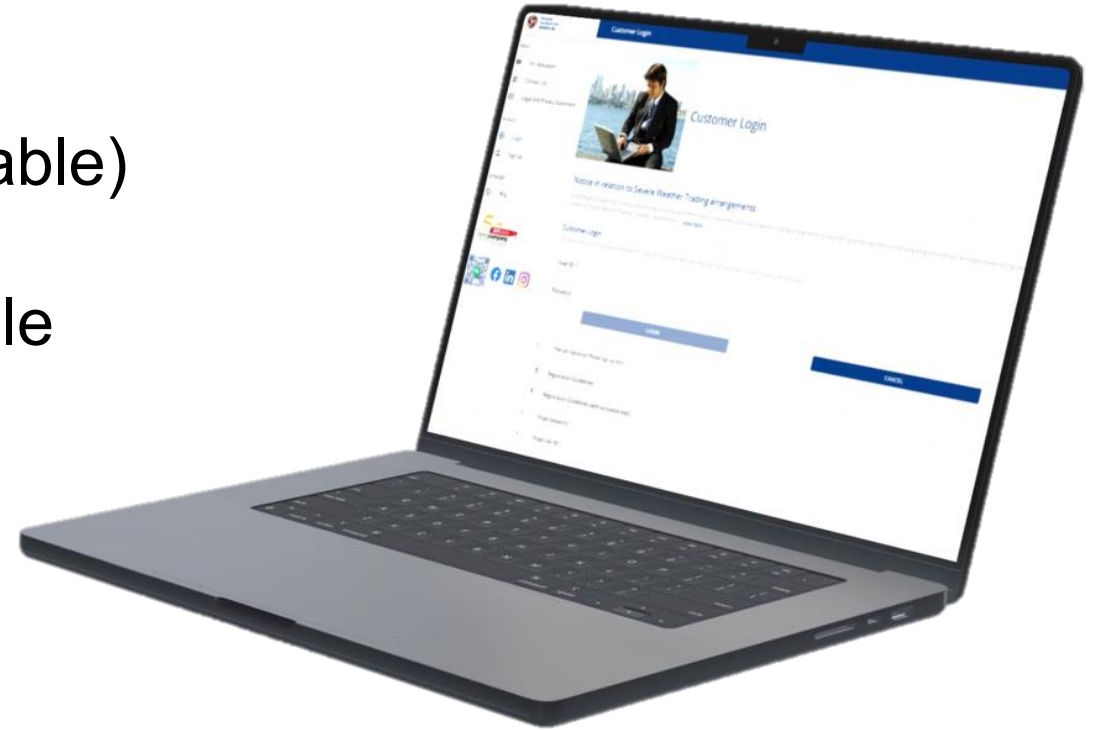
HASL Asia Customer Portal

User Guide



Content

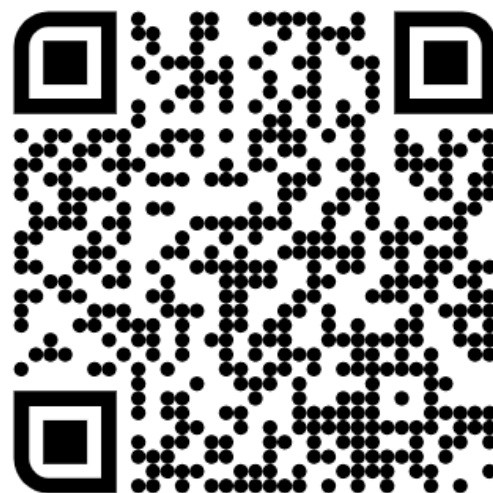
1. How to Register
2. My Policy
 - To view my policy documents
 - To view my policy & Risk Profile
 - To view my investment choices(s)
 - To view my cash dividend (If applicable)
 - Online switching
3. Update personal information / risk profile
4. Forget password/ User ID
 - Forgot password
 - Forgot User ID





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How to Register

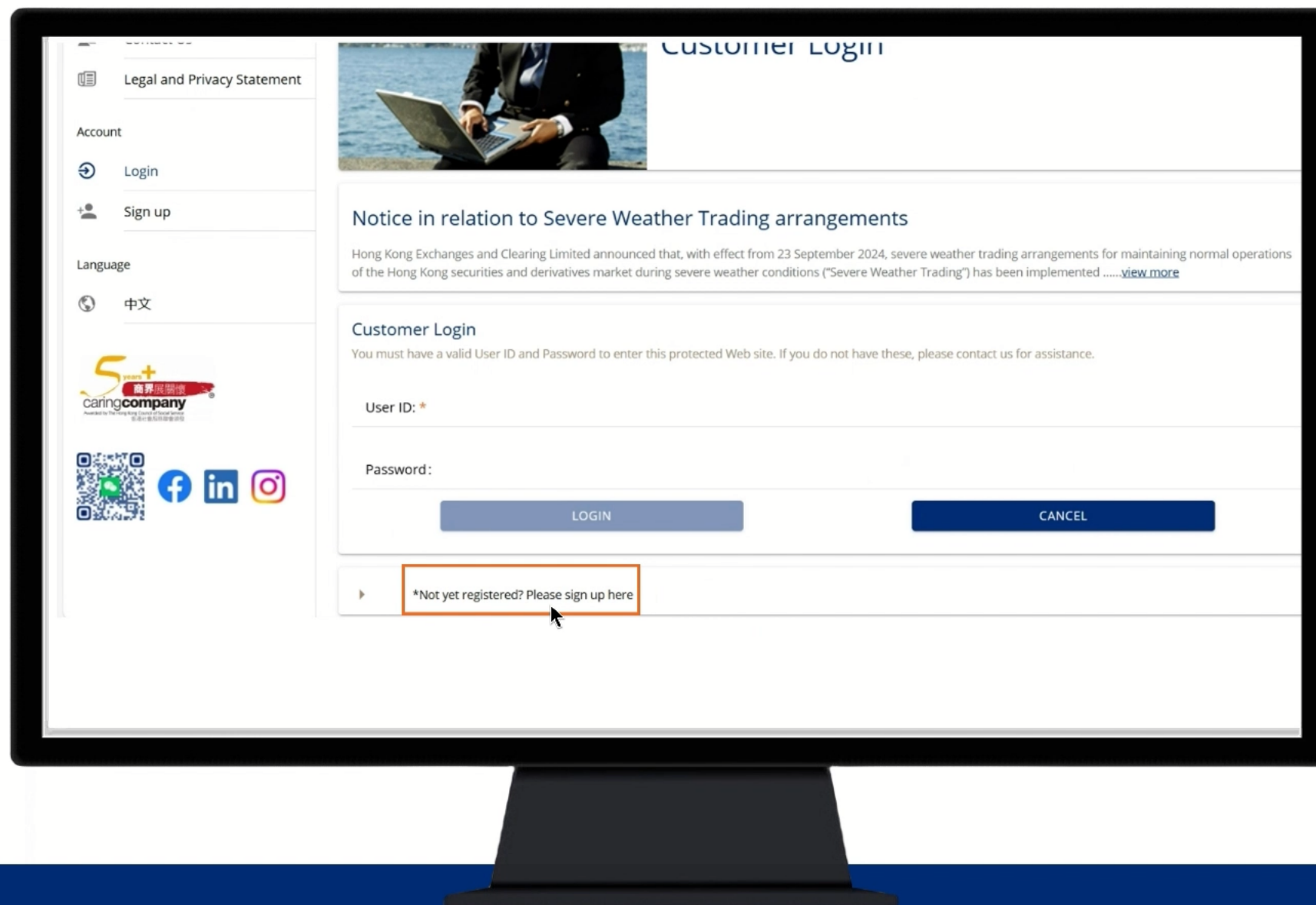


<https://www.hengansl.com.hk/login/#/a01-login-page>



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Click
“Not yet register?
Please sign up here”
to start.





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Input your
policy number,
then
press “NEXT”
to continue.

Identity Verification

At your service

Customer Zone Internet Service Registration

Identity Verification

Please Enter Policy Number: *

X X X X X X X X

NEXT



Heng An
Standard Life
恒安標準人壽

Input personal
information

Get the
activation key
by email / sms.

The screenshot shows a web browser displaying the Heng An Standard Life online registration page. The URL in the address bar is <https://uat.hengansl.com.hk:2096/login/#/b02a-signup-auto-enrollment>. The page has a blue header with the Heng An Standard Life logo and the text "Verify Personal Information". Below the header, there is a navigation menu on the left with links for "About", "Contact Us", "Legal and Privacy Statement", "Account", "Login", "Sign up", and "Language". The main content area is titled "Online Registration - Verify Personal Information" and contains the following fields:

- You Account Information:** Policy Number: 300018439088
- You Personal Information:** Identity Document Number: * (masked with x x x x x), Date of Birth (DD/MM/YYYY): * (format dd/mm/yyyy)
- Activation Key:** Two buttons: "ACTIVATION KEY SEND TO REGISTERED EMAIL" and "ACTIVATION KEY SEND TO REGISTERED MOBILE".
- Activation Key *:** A text input field.

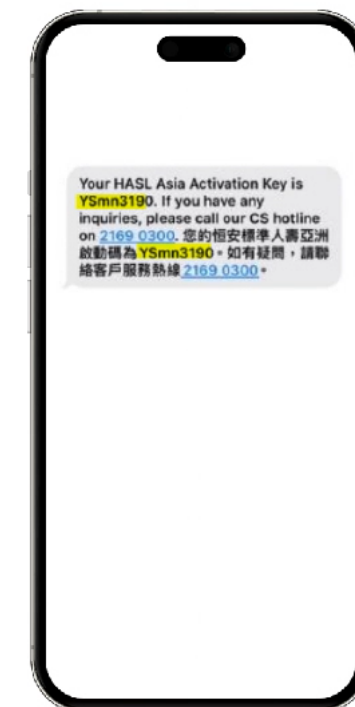
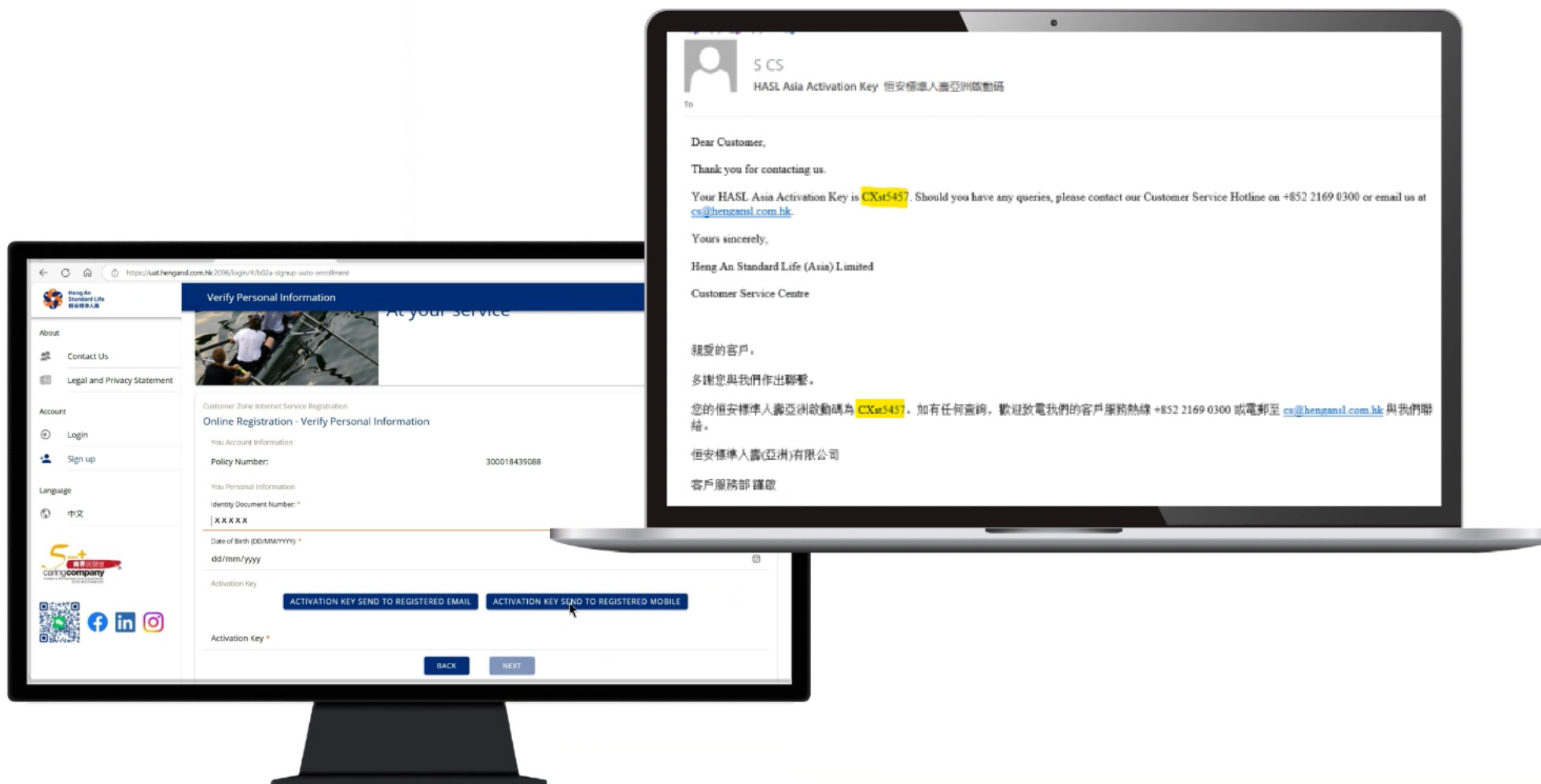
At the bottom of the form, there are "BACK" and "NEXT" buttons. The page also features a QR code and social media icons (Facebook, LinkedIn, Instagram) in the bottom left corner.



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EMAIL

SMS






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Standard Life
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Input the
activation key
and
press “NEXT”
to continue.

← ↻ 🏠 <https://uat.hengansl.com.hk:2096/login/#/b02a-signup-auto-enrollment> 🔍 ☆ ☆ ...

**Heng An
Standard Life**
恒安標準人壽

About






- Contact Us
- Legal and Privacy Statement

Account

- Login
- Sign up

Language

- 中文

Verify Personal Information

At your service

Customer Zone Internet Service Registration

Online Registration - Verify Personal Information

You Account Information

Policy Number: 300018439088

You Personal Information

Identity Document Number: *
| x x x x x

Date of Birth (DD/MM/YYYY): *
dd/mm/yyyy

Activation Key

ACTIVATION KEY SEND TO REGISTERED EMAIL ACTIVATION KEY SEND TO REGISTERED MOBILE

Activation Key *

BACK NEXT



Heng An
Standard Life
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Create your
personal User ID,
set a password and
input your registered
email address.
Press “NEXT”
to continue.

Customer Zone Internet Service Registration

Online Registration - Create Personal User ID Verification

You Account Information

Policy Number: 100011671088

Create You Online User Identity

UserID: *

xxxxxxx

Password

Confirm Password

Your Email Address

Email Address *

test@hengand.com.hk

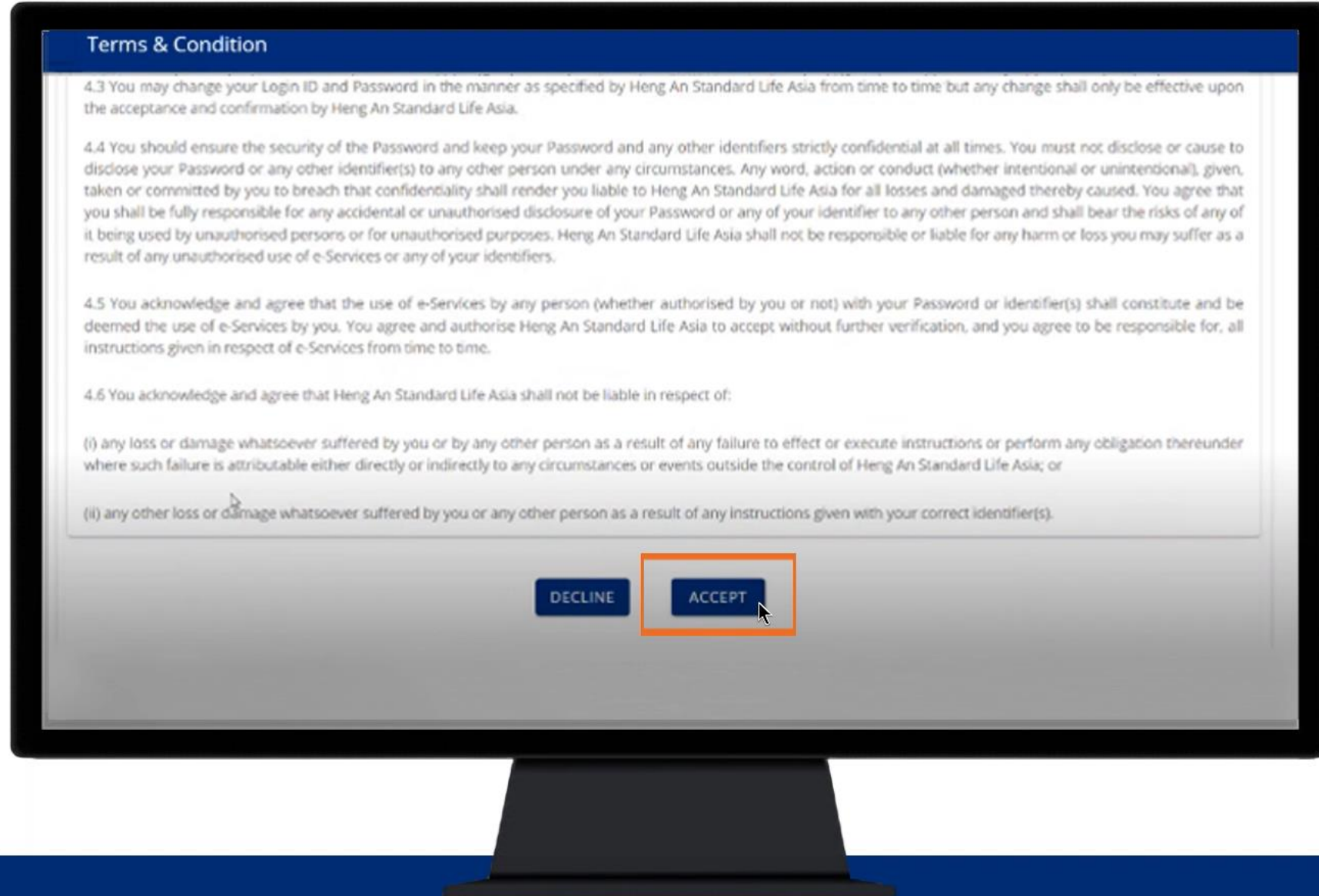
BACK

NEXT



Heng An
Standard Life
恒安標準人壽

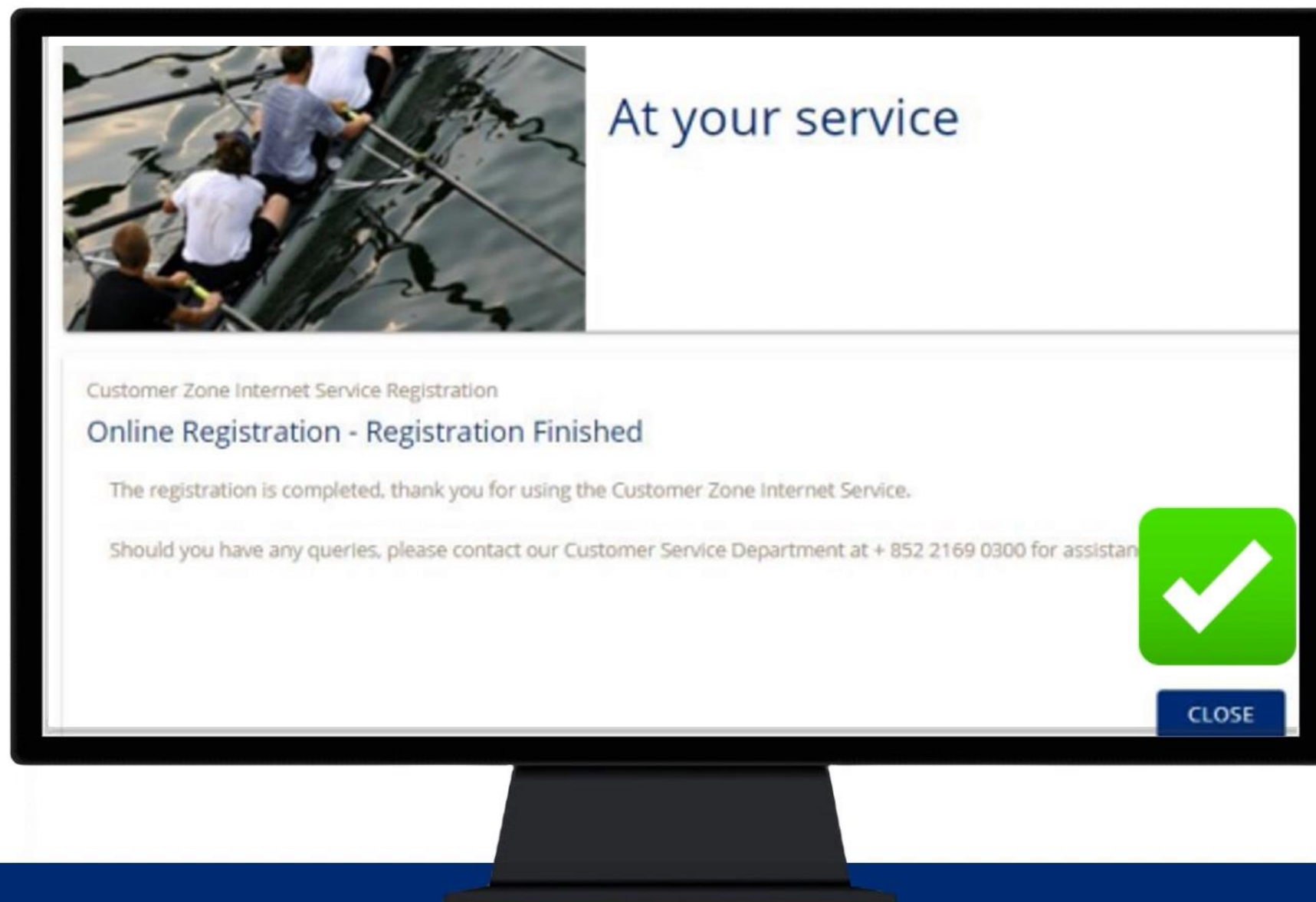
Read all
Terms & Condition,
and
press “ACCEPT”
to continue.





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The
registration process
is completed.





Heng An
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My Policy



To view my policy documents

To view my policy & Risk Profile

To view my investment choice(s)

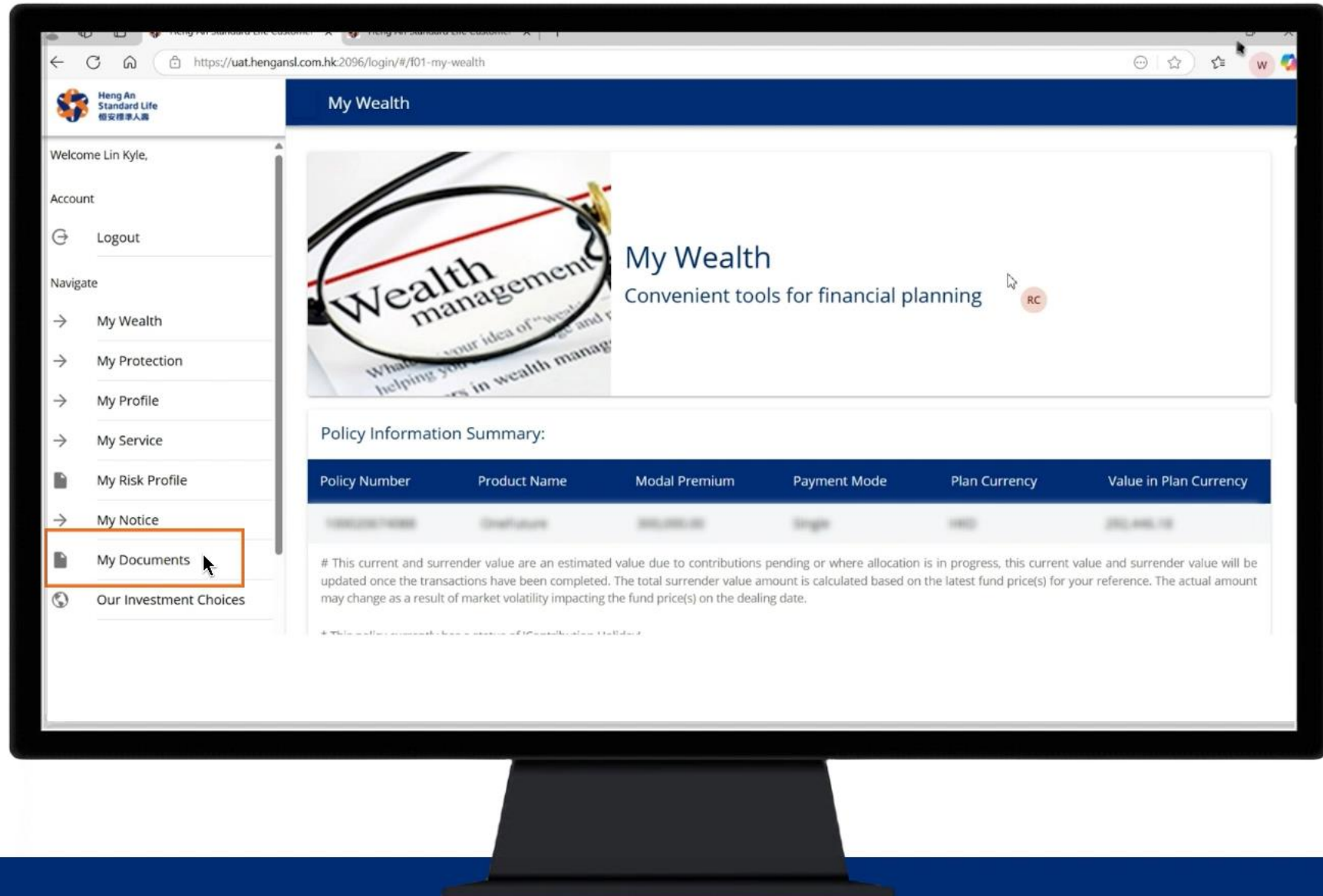
To view my cash dividend(If applicable)

Online switching



Heng An
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Click
“My Documents”
to view your
policy documents.





Heng An
Standard Life
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Click
“My Documents”
to view your
policy documents.

The screenshot displays the 'My Documents' page of the Heng An Standard Life customer portal. The sidebar on the left contains the following navigation items: Welcome Lin Kyle, Account, Logout, Navigate (My Wealth, My Protection, My Profile, My Service, My Risk Profile, My Notice, My Documents, Our Investment Choices), and About (Contact Us, Legal and Privacy). The main content area is titled 'My Documents' and includes a link to 'e-Statement' and a 'View Statement/Notice' link, both highlighted with orange boxes. Below these links is a table of documents with the following columns: Policy Number, Date, Subject / Statement, and Status.

Policy Number	Date	Subject / Statement	Status
10000000000000000000	22/04/2026	Investment Choice Transfer Confirmation	Unread
10000000000000000000	16/07/2025	Opening Statement	Unread
10000000000000000000	12/07/2025	Policy Schedule	Unread
10000000000000000000	12/07/2025	Policy Pack Delivery - Acknowledgment Receipt	Unread
10000000000000000000	12/07/2025	Cooling off Letter	Unread
10000000000000000000	12/07/2025	Welcome Letter	Unread
10000000000000000000	12/07/2025	Payment Acknowledgement	Unread

Notes

1) You need to have Acrobat Reader (version 7.0 or above) to view the file. You are recommended to upgrade the Acrobat Reader to the latest version to view your e-



Heng An
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My Policy



To view my policy documents

To view my policy & Risk Profile

To view my investment choice(s)

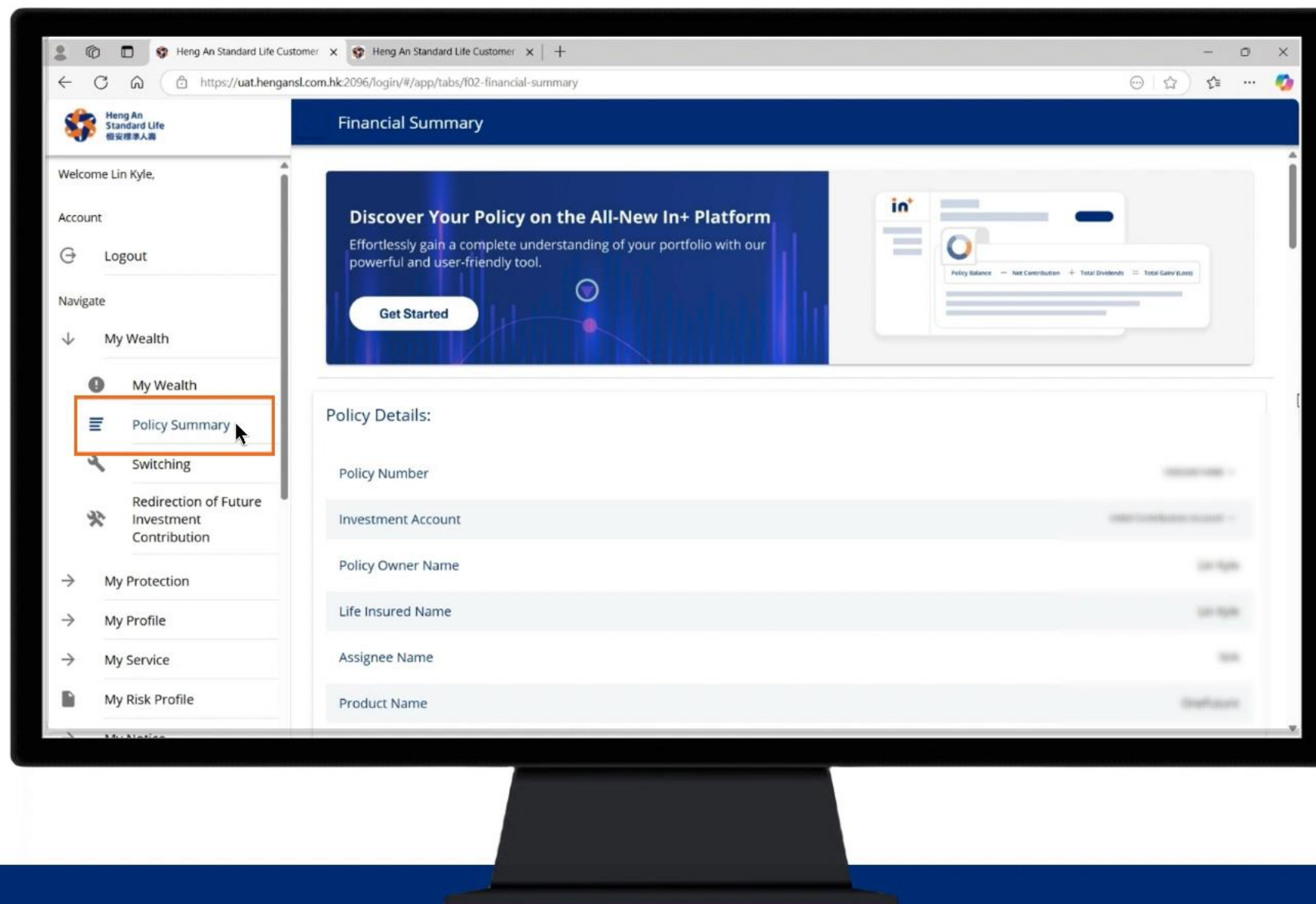
To view my cash dividend(If applicable)

Online switching



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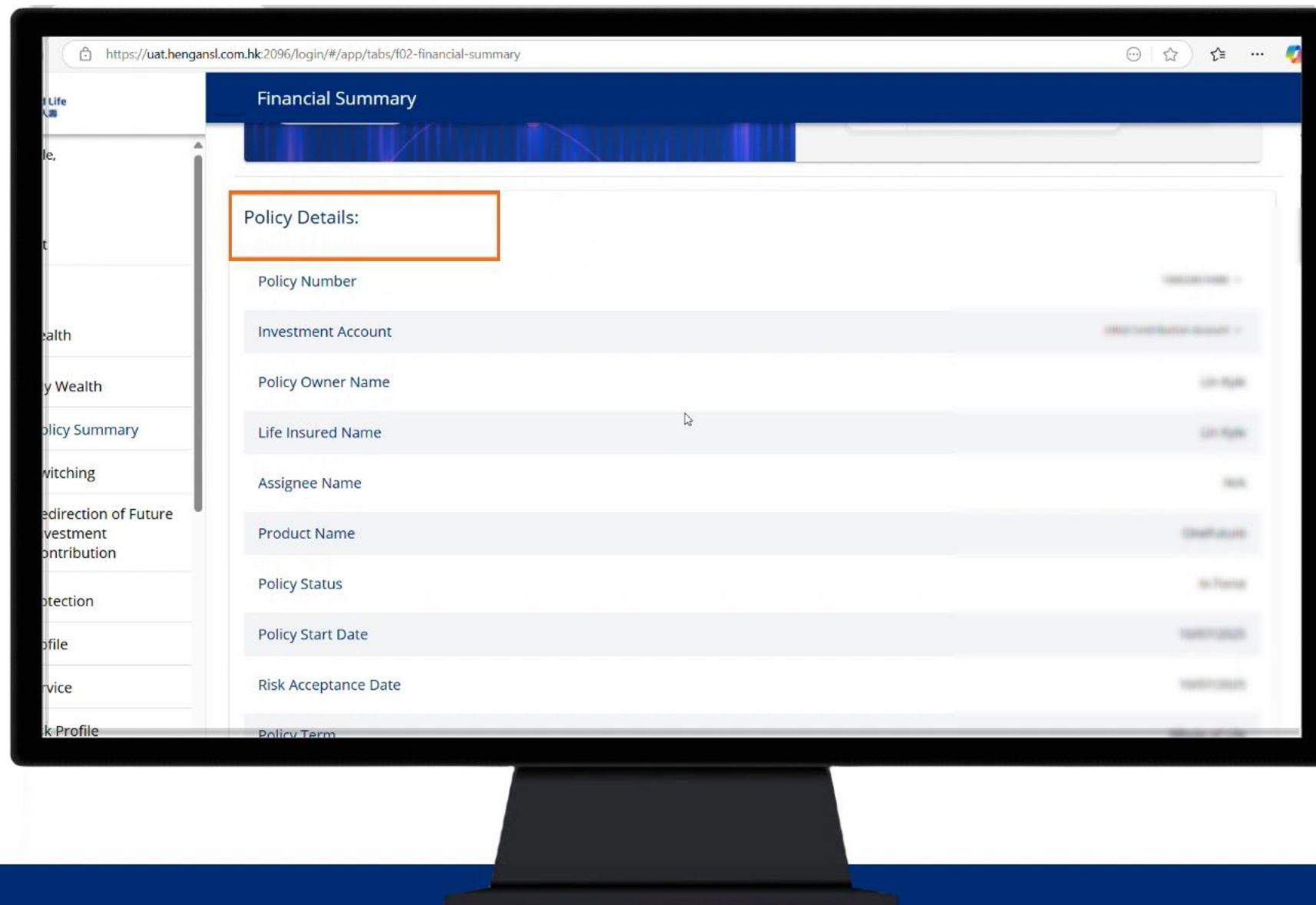
Click
“My Wealth”
and click
“Policy Summary”
to view your policy.





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Policy Details





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Policy Details

My Risk Profile (RPQ)

https://uat.hengansl.com.hk:2096/login/#/app/tabs/f02-financial-summary

Financial Summary

Premium Term

Plan Currency

My Risk Profile

Risk Tolerance Level

Eligibility for selecting investment choices corresponding to underlying derivative funds

Eligibility for selecting investment choices which distribute cash dividends

Risk Profile Last Updated Date

Financial Needs Analysis Last Updated Date

Remarks

Risk Level of Investment Choice	1	2	3	4	5
Risk Tolerance Level	Low	Low-to-Medium	Medium	Medium-to-High	High

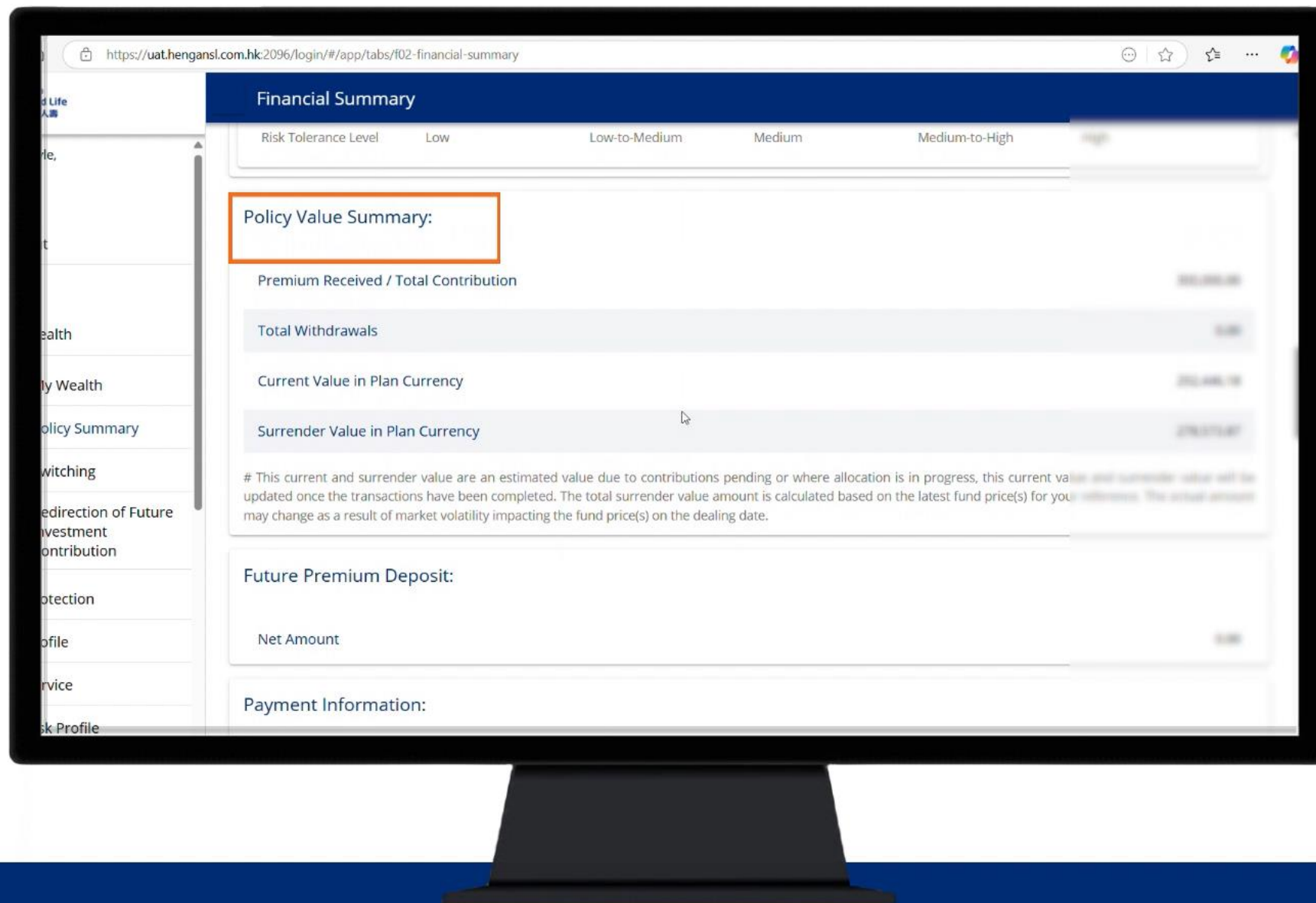


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Policy Details

My Risk Profile (RPQ)

Policy Value
Summary





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My Policy



To view my policy documents

To view my policy & Risk Profile

To view my investment choice(s)

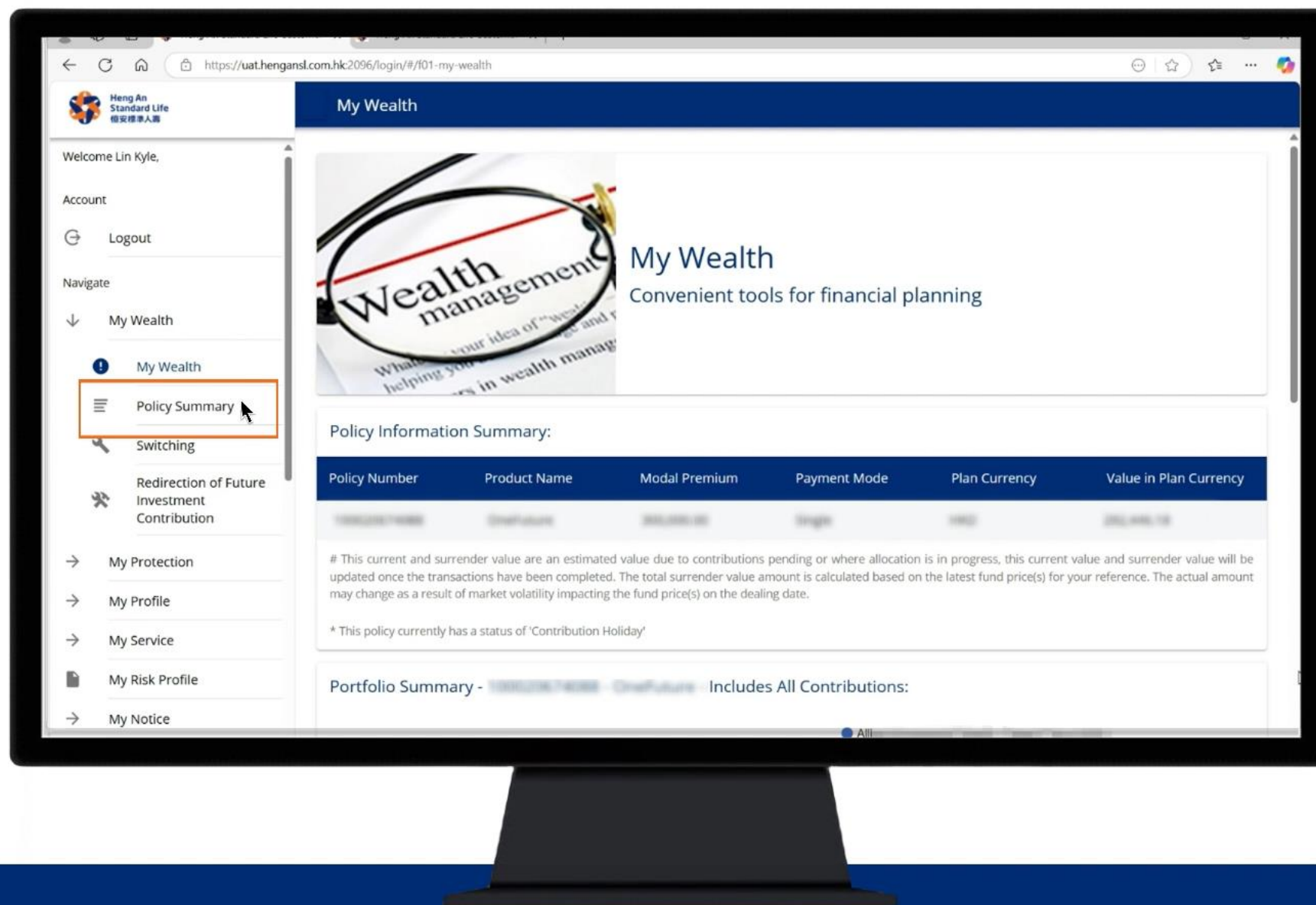
To view my cash dividend(If applicable)

Online switching



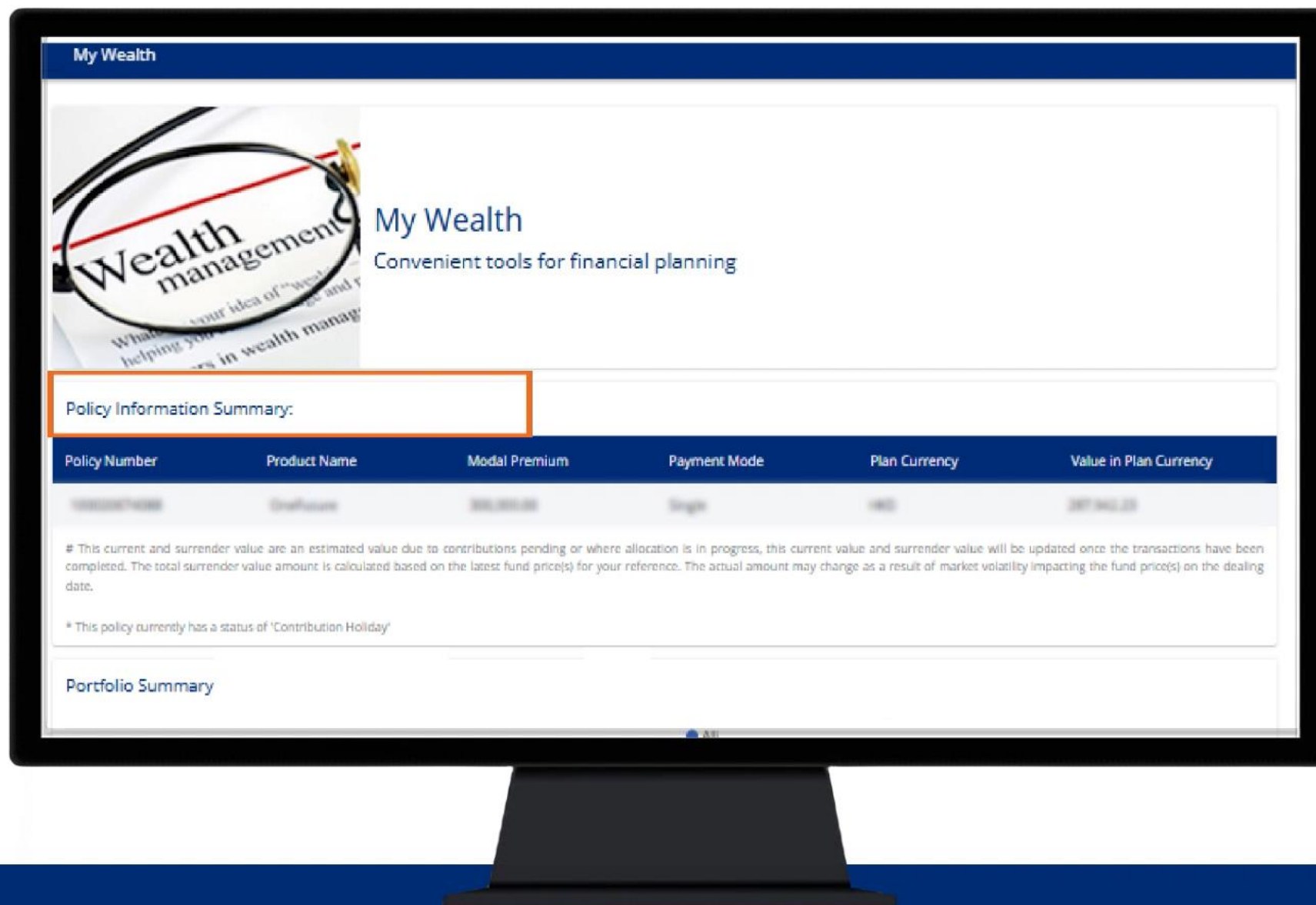
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Click
“My Wealth”
and click
“Policy Summary”
to view your
investment choice(s).





Policy Information Summary

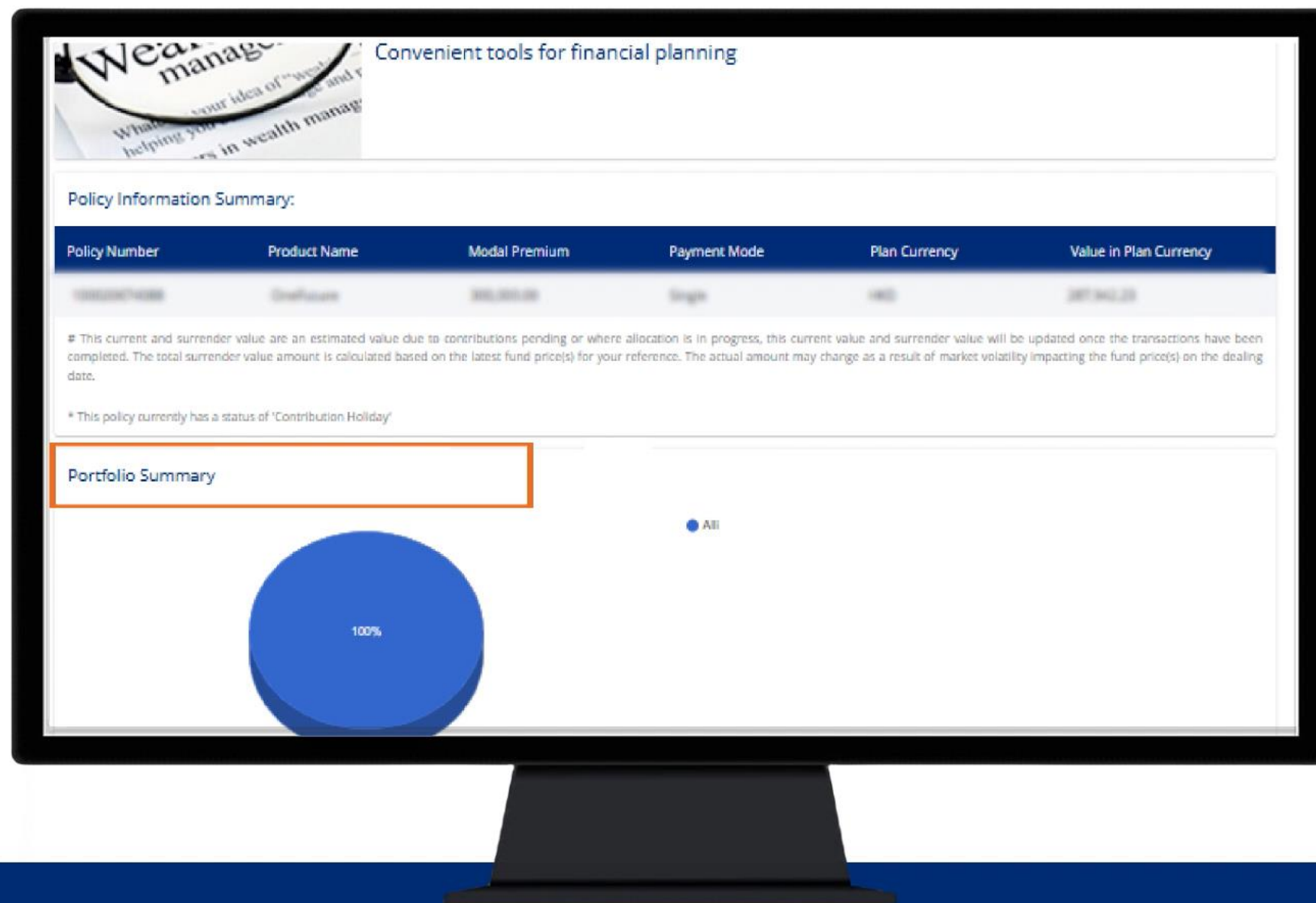




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Policy
Information Summary

Portfolio Summary



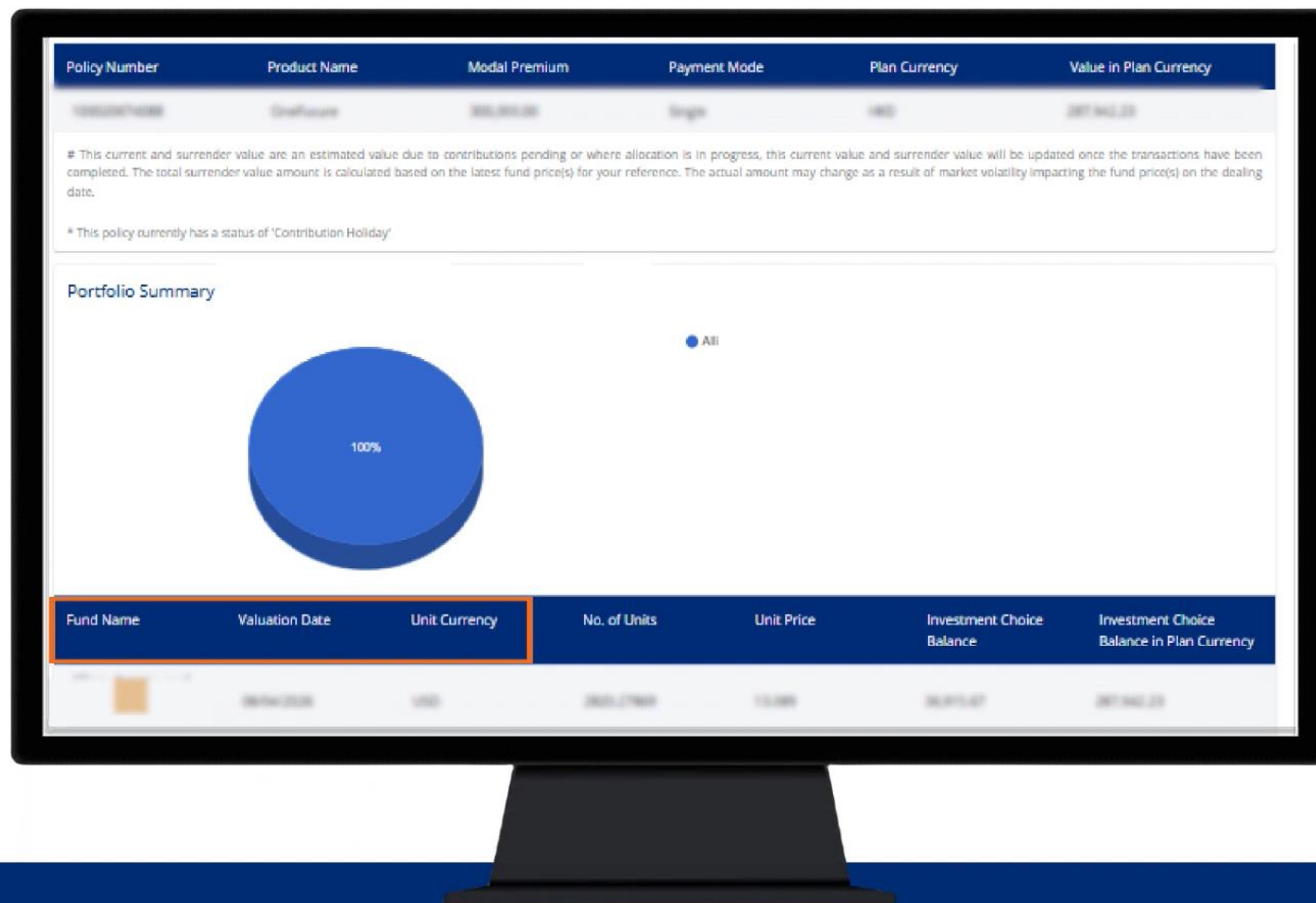


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Policy
Information Summary

Portfolio Summary

Selected investment
choice(s)





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My Policy



To view my policy documents

To view my policy & Risk Profile

To view my investment choice(s)

To view my cash dividend(If applicable)

Online switching



Heng An
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Click
“Transaction log”
at the bottom
of the page.

Financial Summary

Account

21ZU USD 1264.89855 14/05/2026 13.338 45% 16,870.98 131,593.64

Investment Choice Balance: 292,446.18

Plan Currency : HKD

* Investment Choice switching is in progress - the unit holding will be updated upon the completion of the transaction.

Premium allocation in progress - the unit holding will be updated upon the completion of the transaction.

** Cash Account value is utilised for future investment subscription.

SWITCHING

Important Notes:

Please note that the above information is for reference only. There may be a time delay whilst we update the information displayed on these pages. Balances shown represent the value as at the relevant valuation date and may not include contributions pending for investment or processing. Balances will also be different from the amount you are entitled to withdraw in future. The amount payable at the time of withdrawal will depend on the unit prices of the Investment Choice(s) and currency exchange rates prevailing at the time, surrender and withdrawal charges and the governing policy provisions. All currency conversion is based on the currency's exchange rate as at the close of business on the statement date.

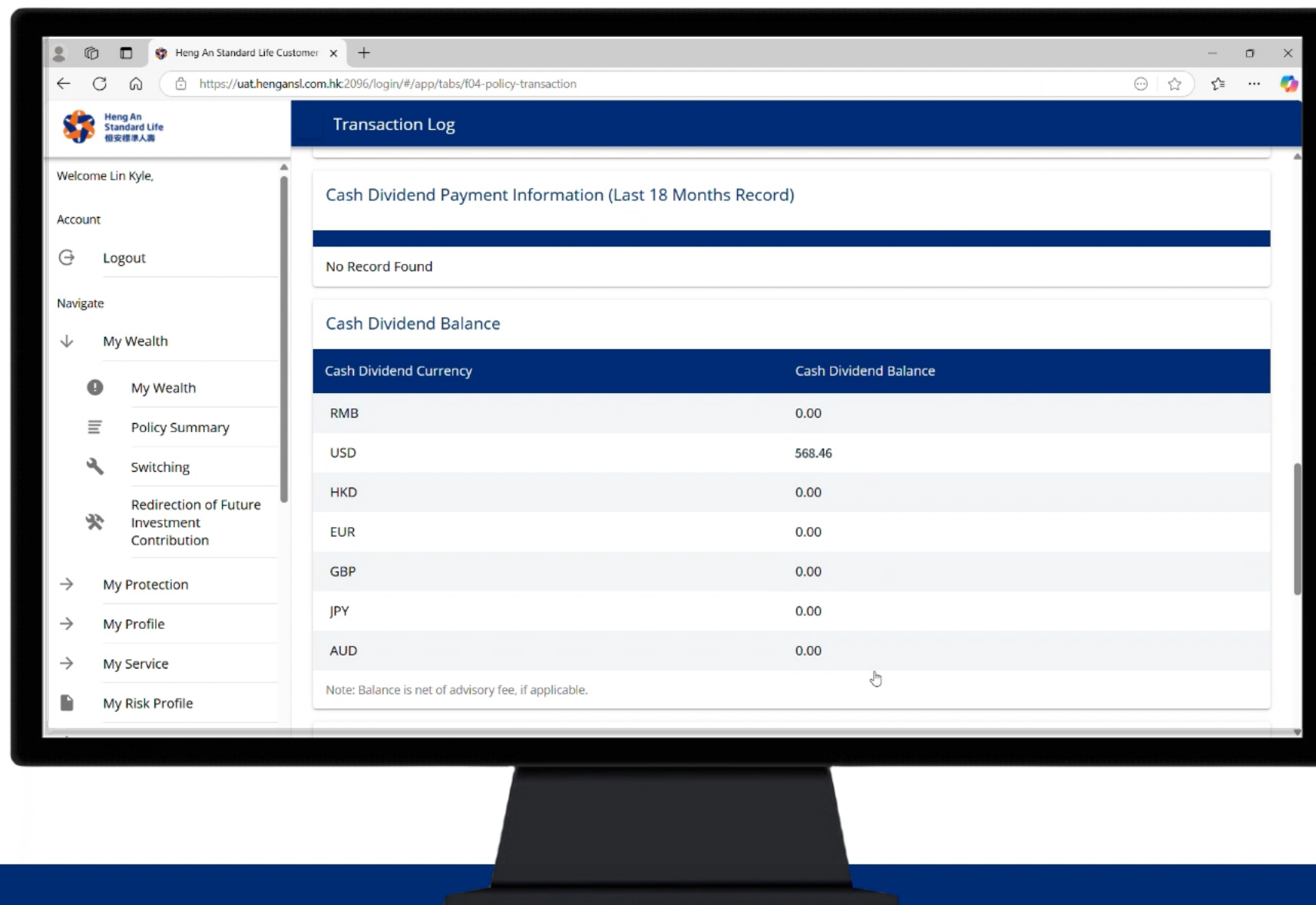
PRINTABLE VERSION

Financial Summary Policy Information Transaction Log



Heng An
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Scroll down
to view your
cash dividend details.





Cash Dividend
Payment Information

Welcome Lin Kyle,

Account

Logout

Navigate

My Wealth

- My Wealth
- Policy Summary
- Switching
- Redirection of Future Investment Contribution

My Protection

My Profile

My Service

My Risk Profile

Transaction Log

Cash Dividend Payment Information (Last 18 Months Record)

No Record Found

Cash Dividend Balance

Cash Dividend Currency	Cash Dividend Balance
RMB	0.00
USD	568.46
HKD	0.00
EUR	0.00
GBP	0.00
JPY	0.00
AUD	0.00

Note: Balance is net of advisory fee, if applicable.

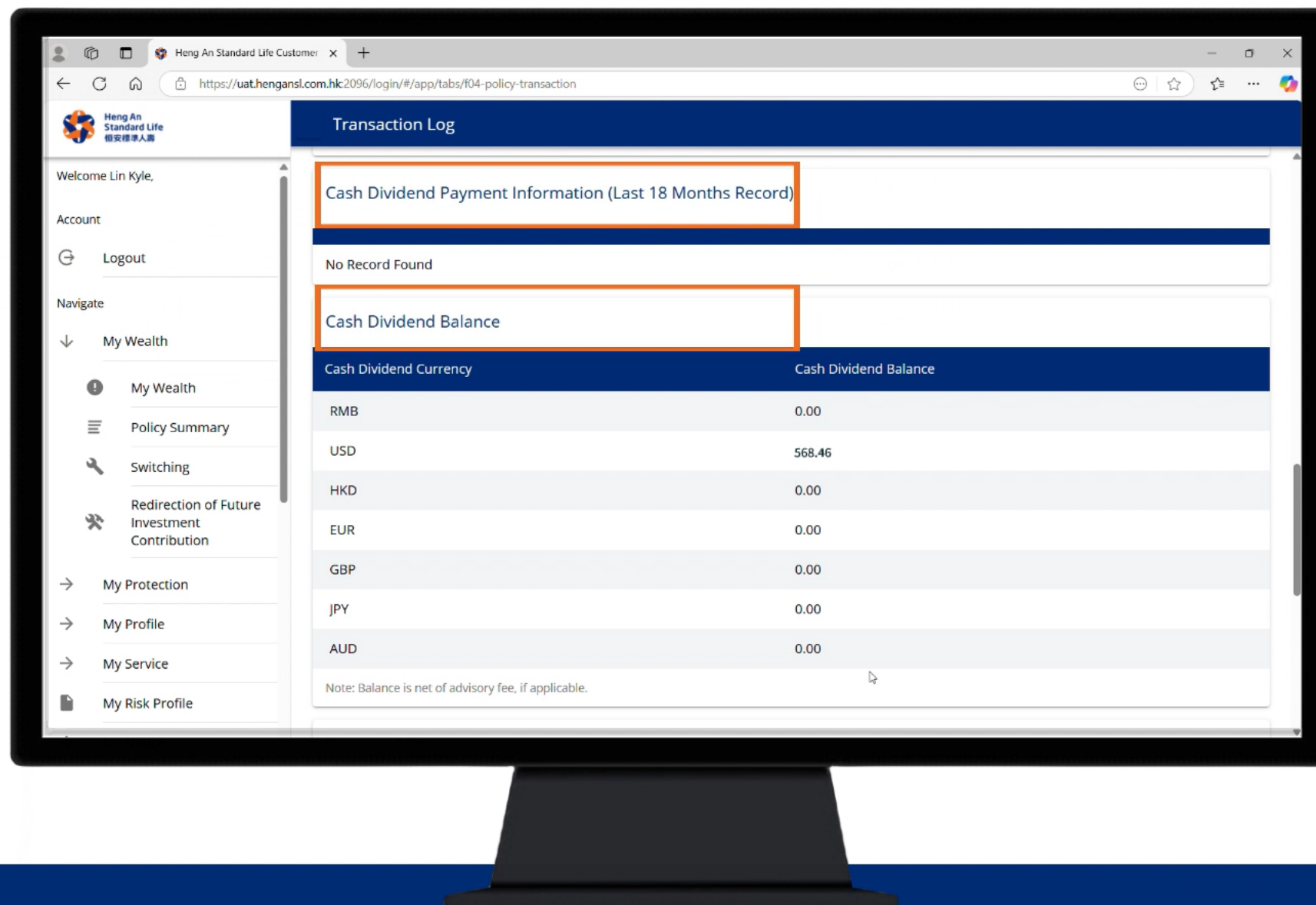


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Cash Dividend Payment Information

Cash Dividend Balance*

*Limited to selected products





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My Policy



To view my policy documents

To view my policy & Risk Profile

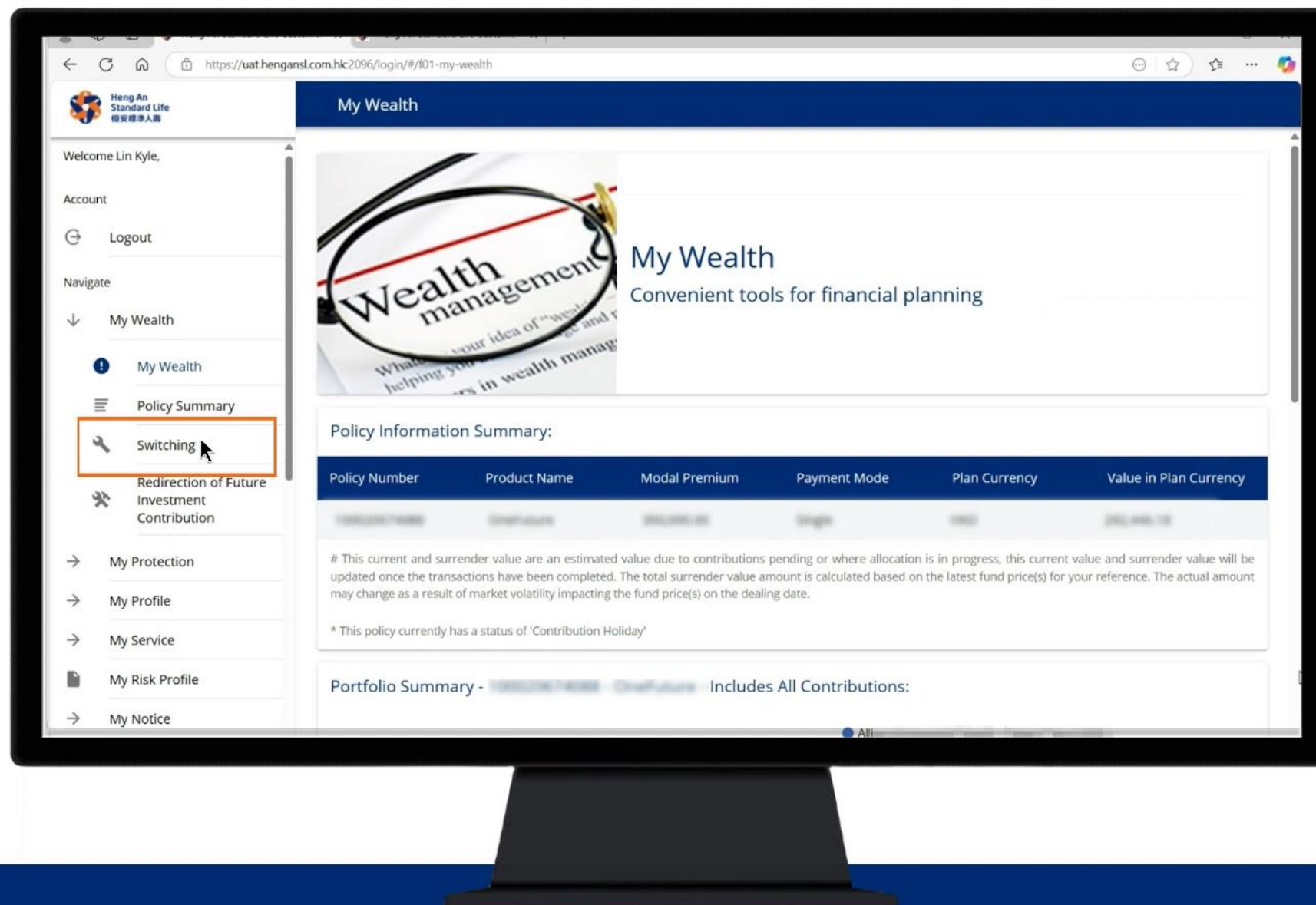
To view my investment choice(s)

To view my cash dividend(If applicable)

Online switching



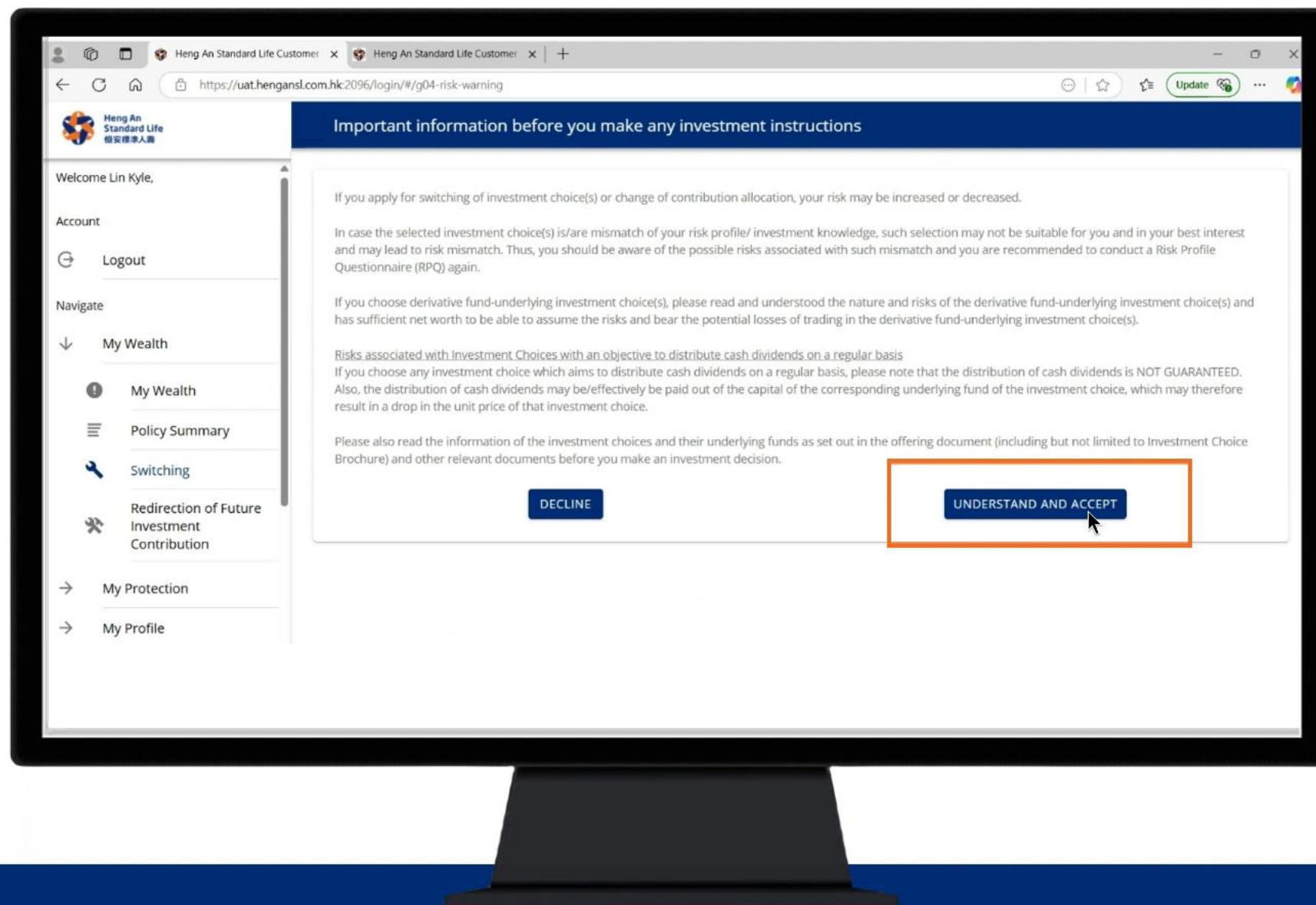
Click
“My Wealth”
and click
“Switching” .





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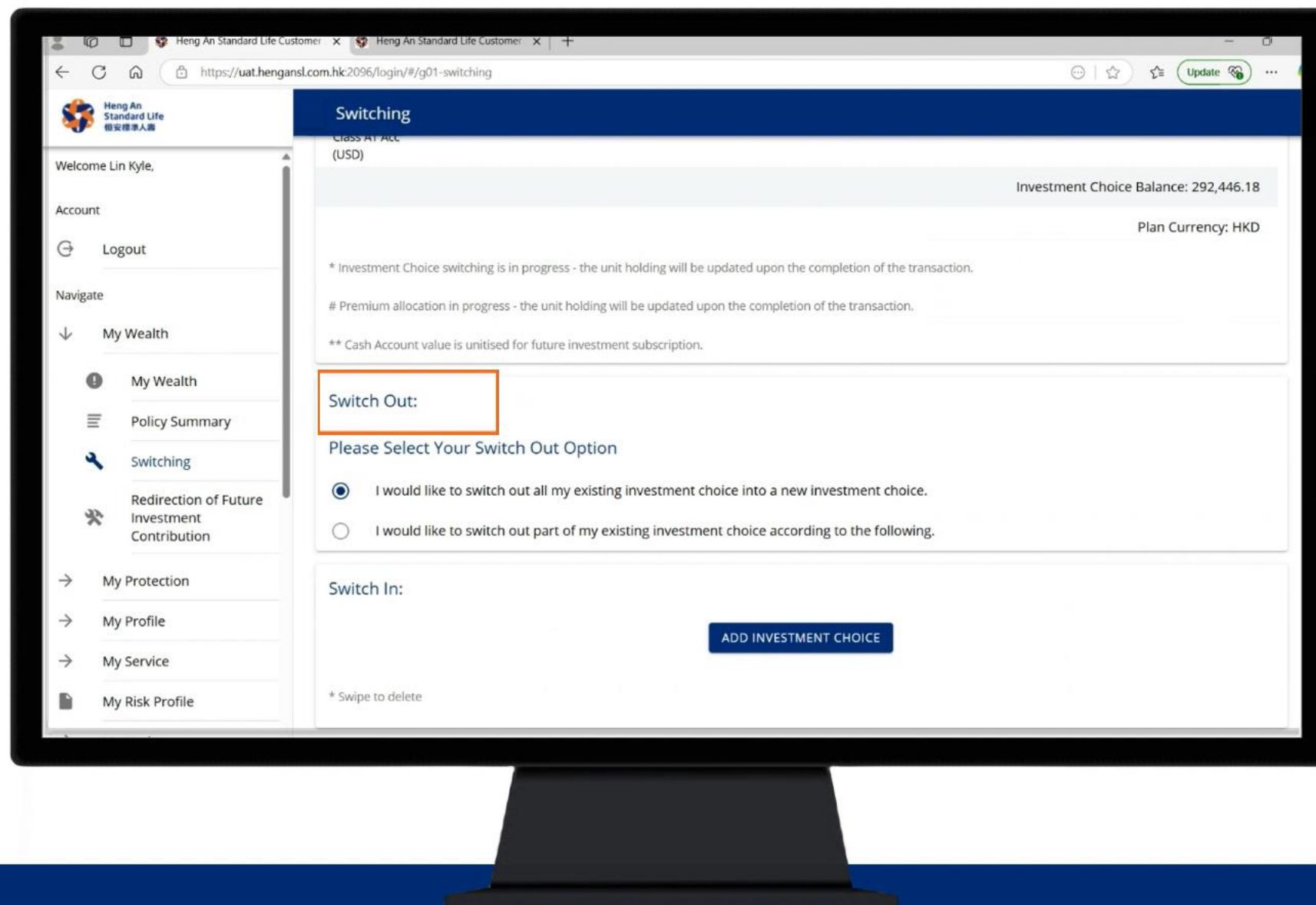
Read the
importance information
and press
“UNDERSTAND
AND ACCEPT”





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Standard Life
恒安標準人壽

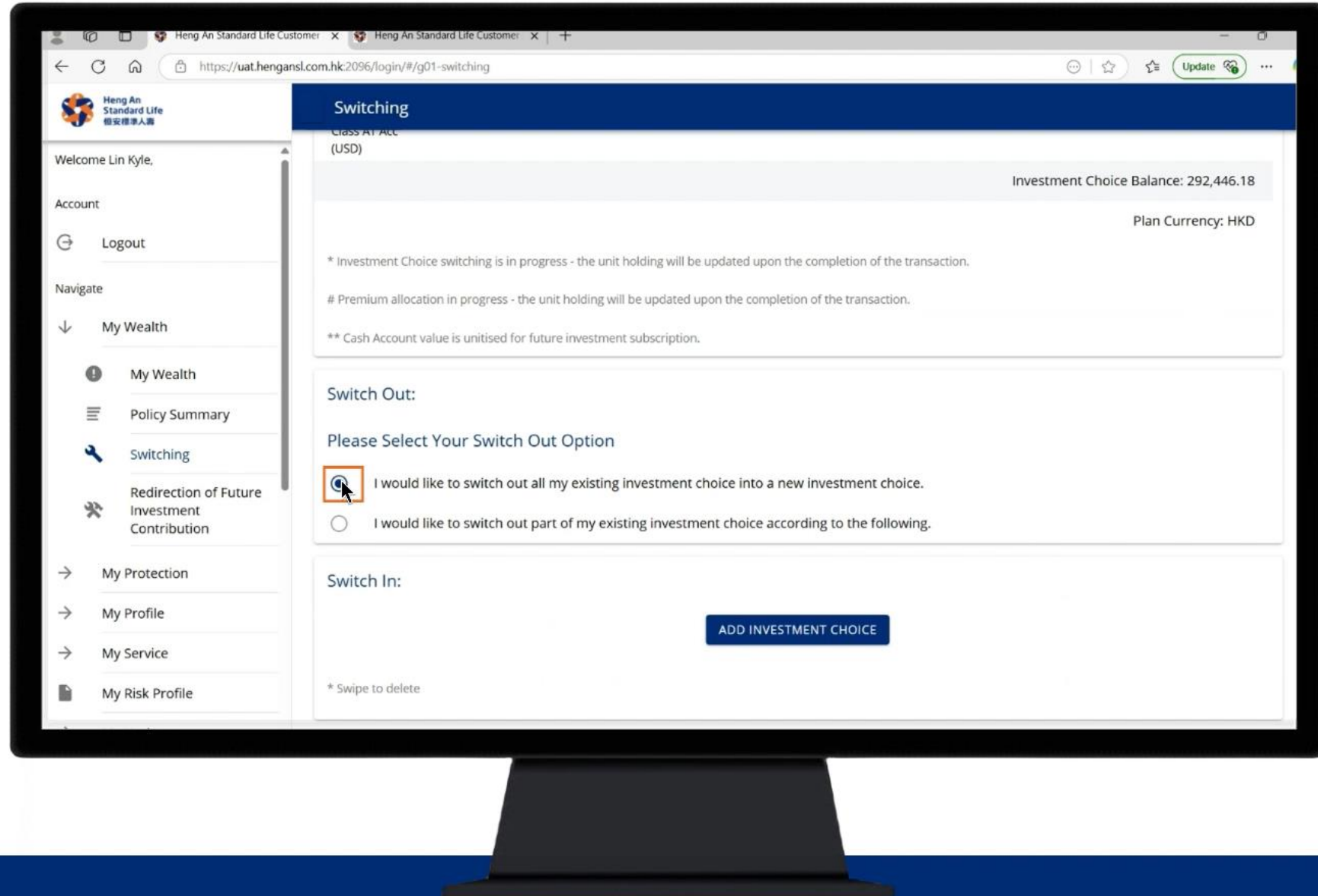
Select your
switch out option
under
“Switch Out” session.





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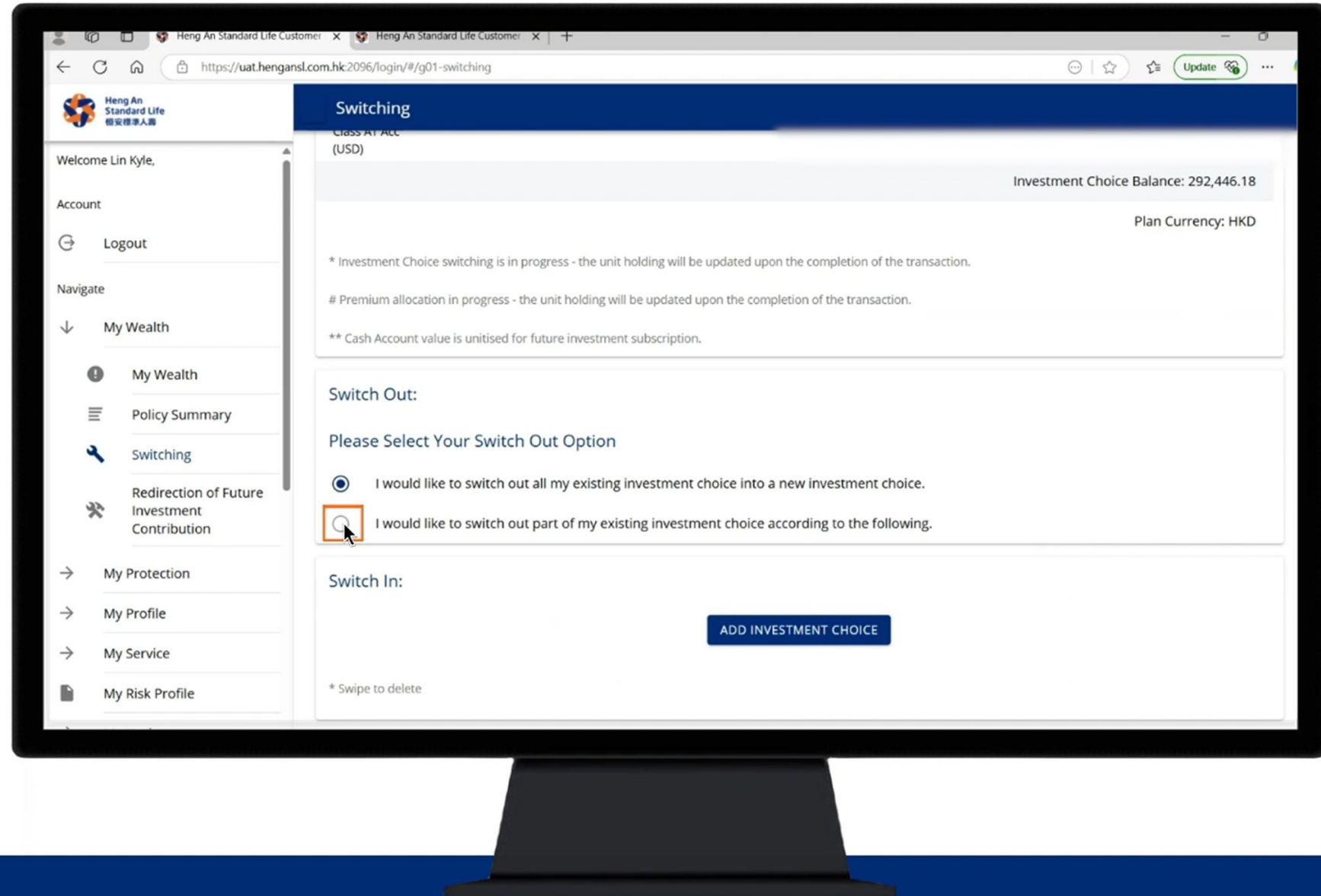
If you would like to switch out **all** of your existing investment choice(s), please click “I would like to switch out all my existing investment choice into a new investment choice” .





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If you would like to switch out **part of** your existing investment choice(s), please click “I would like to switch out part of my existing investment choice account” .





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If you would like
to switch out
part of your existing
investment choice(s),
please double click
the selected
investment choice(s).

Switching

Switch Out:

Please Select Your Switch Out Option

☐ I would like to switch out all my existing investment choice into a new investment choice.

☒ I would like to switch out part of my existing investment choice according to the following.

Investment Choice Name	Reference Code	Unit Currency	No. of Units	Unit Price	Switch Out	Estimated Value
Global Partners Fund	D88V	USD	535.08516	38.540	0	0.00
Global Income and Growth - Class A	21ZU	USD	1264.89855	13.338	0	0.00

Investment Choice Balance: 292,446.18

Plan Currency: HKD

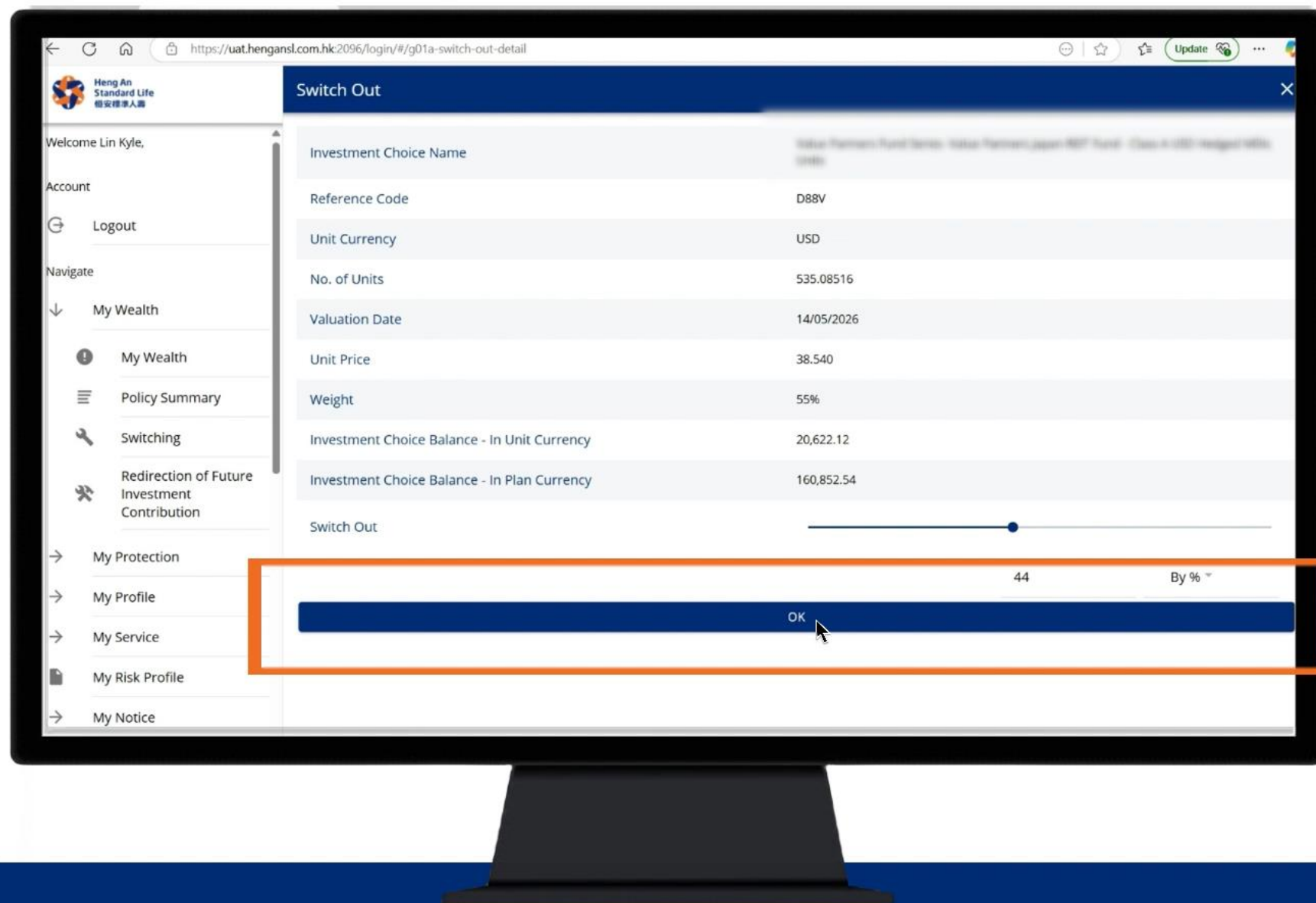
Switch In:

ADD INVESTMENT CHOICE



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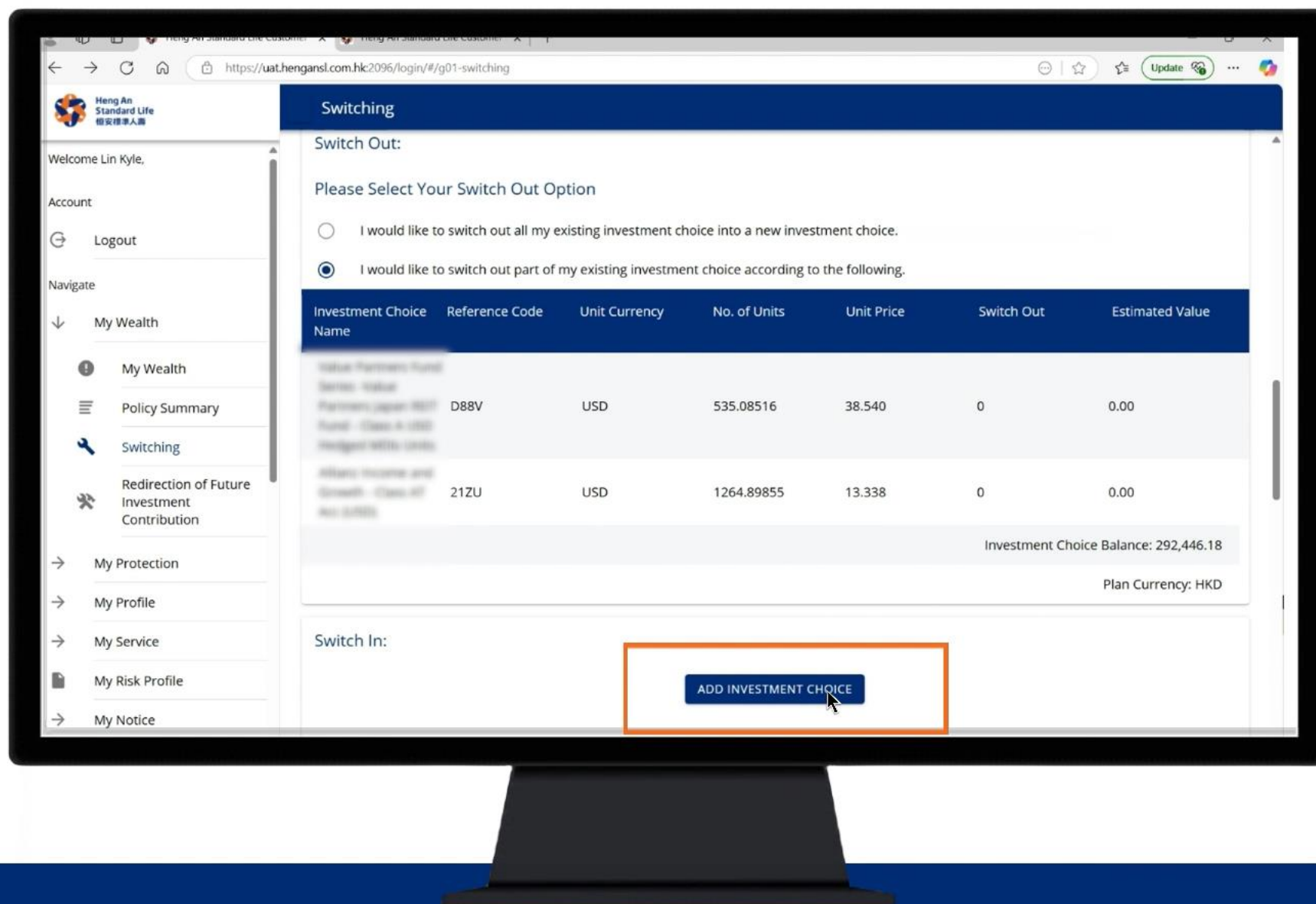
Input the %
or units to
switch out,
or adjust the scrollbar
from left to right
to indicate the %
or units to switch out
and then
press “OK” .





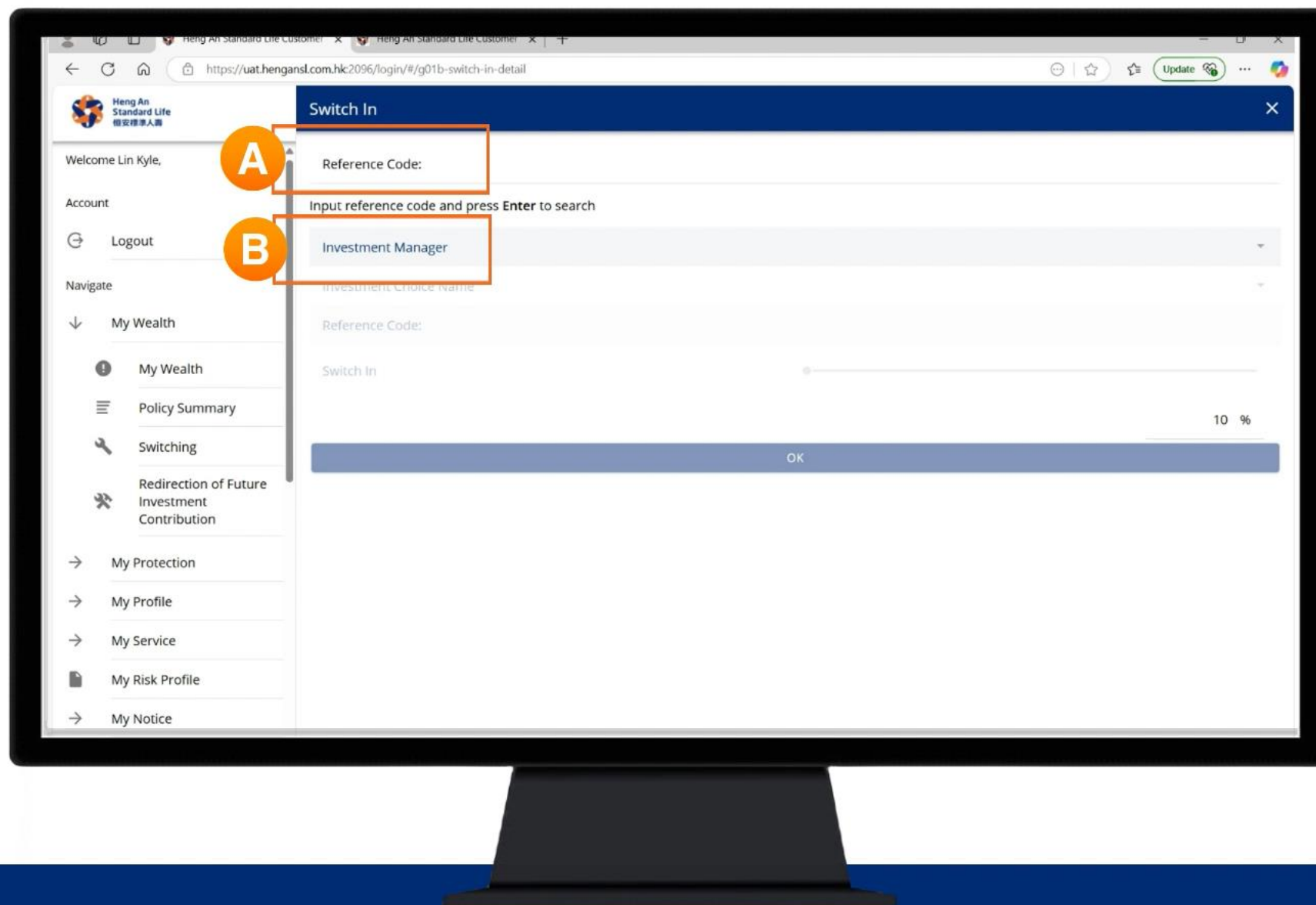
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After completing
all switch
out selections,
press
“ADD INVESTMENT
CHOICE”
button for choosing
investment choice(s)
to switch in.





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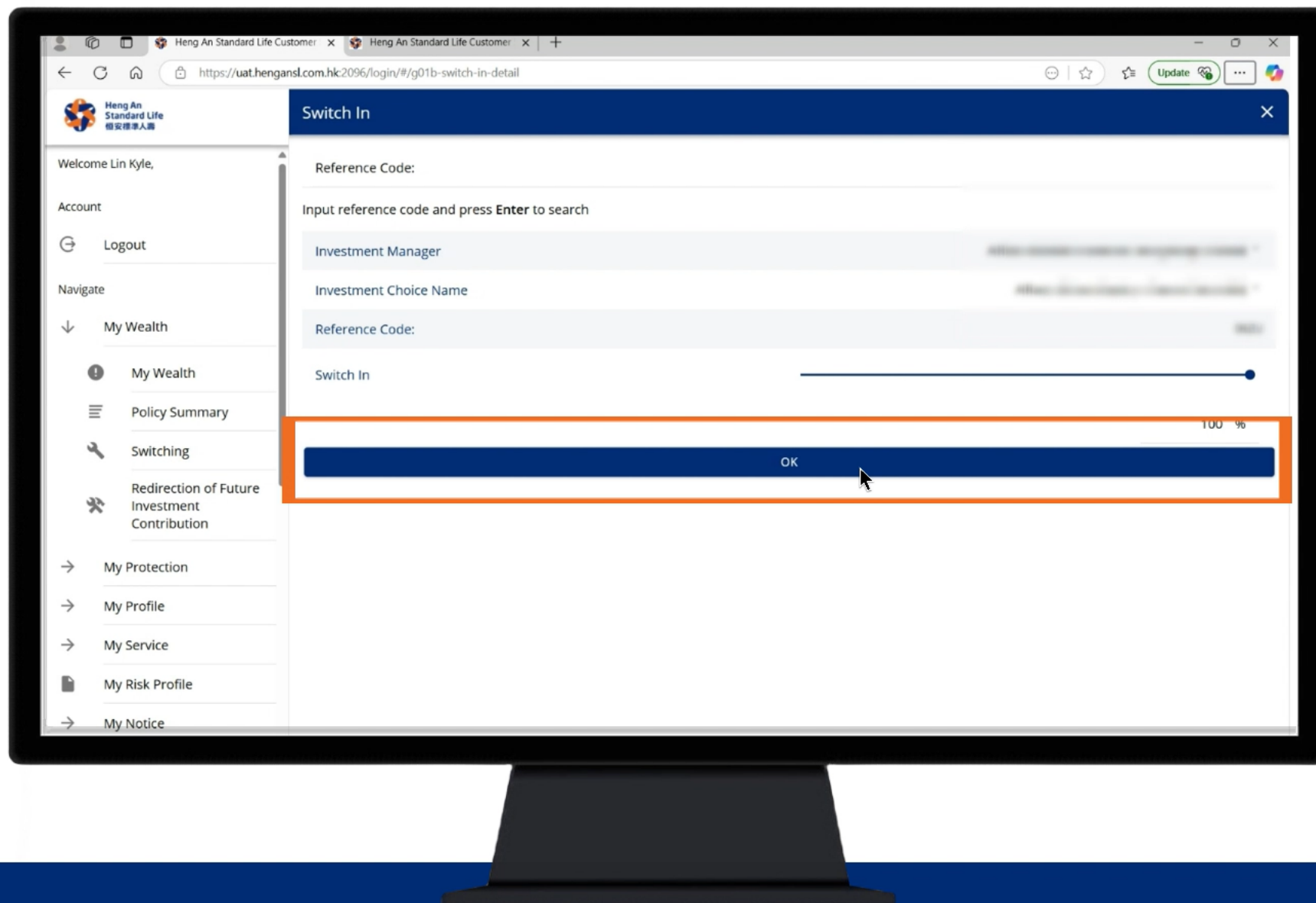


Add investment
choice by (A)
inputting
reference code
or (B)
searching by
investment manager.



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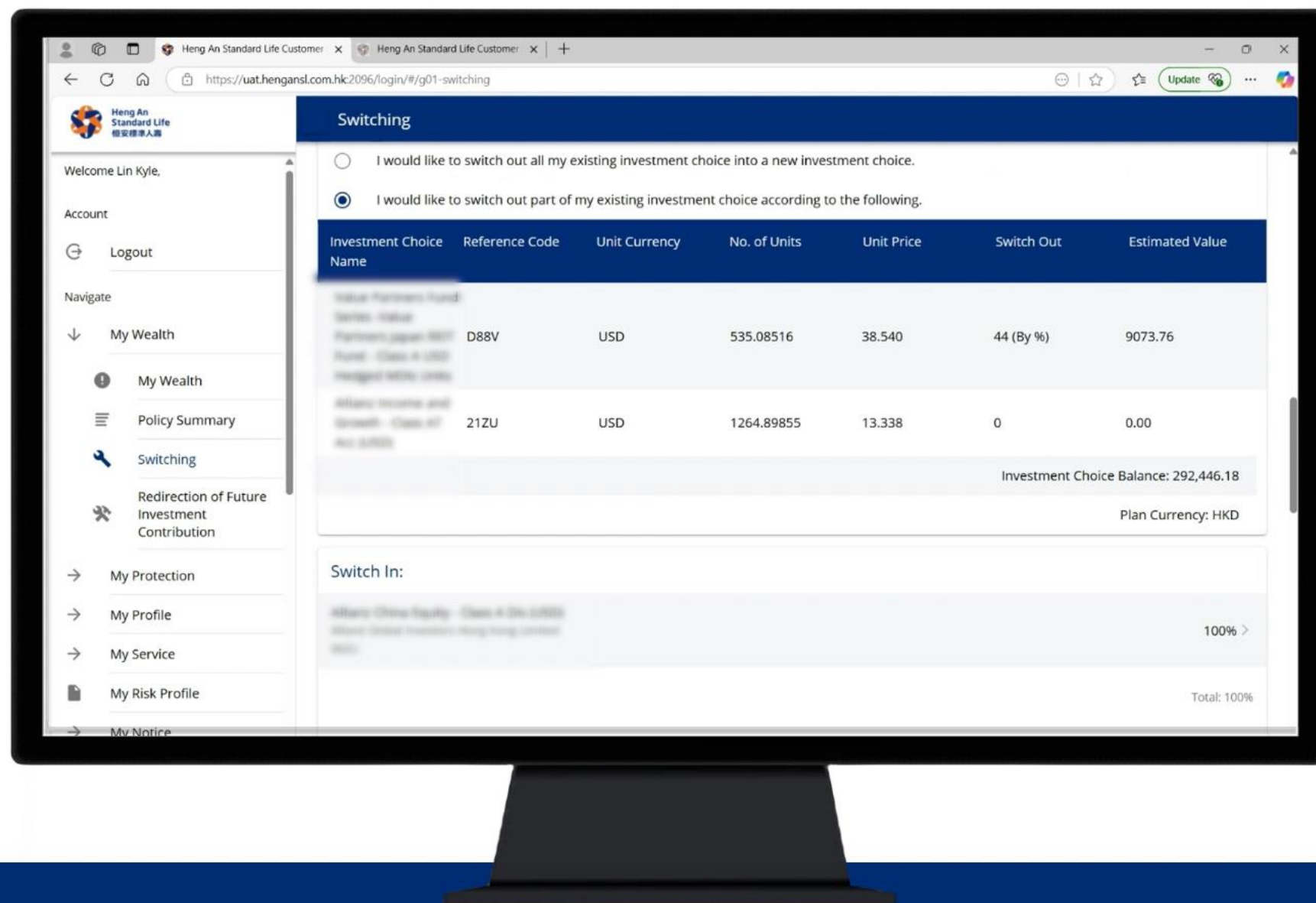
Input the %
or adjust the scrollbar
from left to right,
for your
selected investment
choice to indicate
the switch in %
and then
press “OK” .





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Confirm your
switching
information.





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Read
“Important Notes
and Declaration” ,
press “NEXT”
to go to
confirmation page.

12. In order to maintain fairness between unit holders remaining in an Investment Choice and unit holders leaving an Investment Choice, Heng An Standard Life (Asia) Limited may, in exceptional circumstances, delay transferring or switching all or part of your Investment Choices for up to one month. If Heng An Standard Life (Asia) Limited delay the transfer or switch, the unit prices that apply on the day on which the transfer or switch actually takes place will be used. We may delay switching for longer periods if the switch involves an investment choices linked to the underlying fund of an external manager and the external manager delays our switch out of their underlying fund.
13. Each Investment Choice may not meet its intended investment objectives.
14. Each Investment Choice will be exposed to credit risk from any third parties with which it trades. The default of that third party would be likely to have any adverse effect on the investment performance.
15. The investment manager of the Investment Choice(s) may have the power to defer you from redeeming the value held within the Investment Choice(s) for a period of time after notification.
16. There may be circumstances where the investment manager will require to cash in your holdings within the Investment Choice(s).
17. Where there is a switch of investments or funds, the proceeds from the switch-out Fund will first be converted to the policy currency using exchange rates determined by Heng An Standard Life (Asia) Limited. You shall bear all the currency exchange spread and risks associated with such currency conversions which have been explained to you. The currency exchange spread will be applied if the currency exchange involves non-HKD transactions and that the spread will be reviewed regularly and could go up as well as down.

Investment involves risk. Past performance is not necessarily a guide to future performance. Please refer to the relevant Investment Choice's offering documents for further details or contact your individual financial advisor.

Declaration

Where this policy is owned by more than one Policy Owners, you confirm that you have full authority, acting individually and without notice to any other Policy Owners to place redirection instruction(s) in relation to this policy through e-policy service as if you are the sole Policy Owner of this policy. You further agreed that we shall be entitled to act upon such redirection instruction(s) made or entered by you and we are not responsible for determining the purpose or propriety of a redirection instruction which we received from you.

NEXT

CANCEL



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Double check
your
switching
information.

Switching

Changes to your instruction: Please note that once you click the 'Confirm' button, the following instruction cannot be amended.

Switching:

Initial Contribution Account:

Switch Out

55 (By %) >

Switch In

100% >

An email confirming our receipt of your investment instruction above will be sent to the following email address: christina_wong@hengansl.com.hk

Please read the Important Notes and Declaration below before you confirm your instruction:

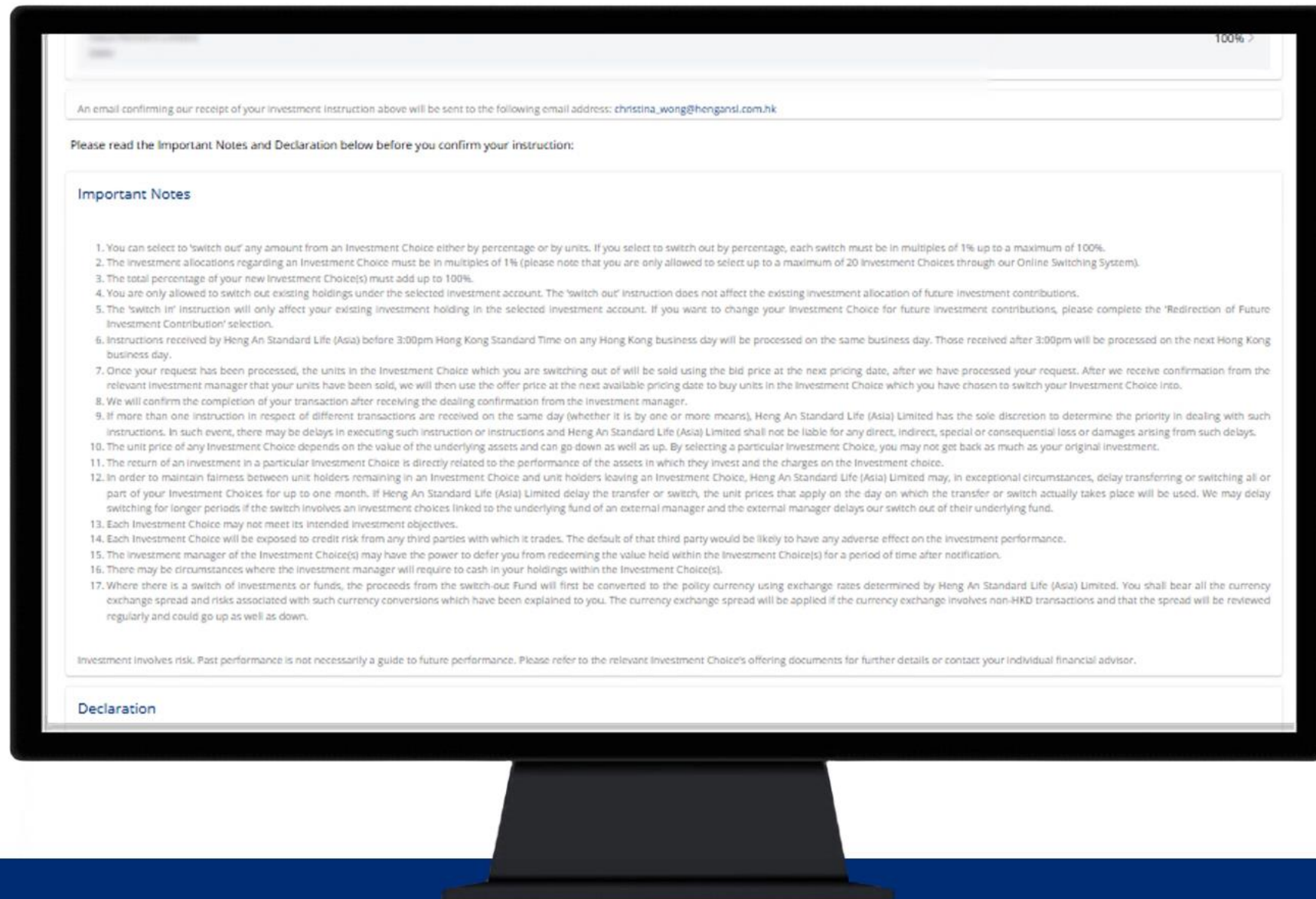
Important Notes

1. You can select to 'switch out' any amount from an Investment Choice either by percentage or by units. If you select to switch out by percentage, each switch must be in multiples of 1% up to a maximum of 100%.
2. The investment allocations regarding an Investment Choice must be in multiples of 1% (please note that you are only allowed to select up to a maximum of 20 Investment Choices through our Online Switching System).
3. The total percentage of your new Investment Choice(s) must add up to 100%.
4. You are only allowed to switch out existing holdings under the selected investment account. The 'switch out' instruction does not affect the existing investment allocation of future investment contributions.
5. The 'switch in' instruction will only affect your existing investment holding in the selected investment account. If you want to change your investment choice for future investment contributions, please complete the 'Redirection of Future Investment Contribution' selection.
6. Instructions received by Heng An Standard Life (Asia) before 3:00pm Hong Kong Standard Time on any Hong Kong business day will be processed on the same business day. Those received after 3:00pm will be processed on the next Hong Kong business day.
7. Once your request has been processed, the units in the Investment Choice which you are switching out of will be sold using the bid price at the next pricing date, after we have processed your request. After we receive confirmation from the relevant investment manager that your units have been sold, we will then use the offer price at the next available pricing date to buy units in the Investment Choice which you have chosen to switch your Investment Choice into.
8. We will confirm the completion of your transaction after receiving the dealing confirmation from the investment manager.
9. If more than one instruction in respect of different transactions are received on the same day (whether it is by one or more means), Heng An Standard Life (Asia) Limited has the sole discretion to determine the priority in dealing with such instructions. In such event, instructions received from you will be processed in the order in which they were received.



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Read the “Important Notes and Declaration” .





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Select the
check box of
“I acknowledge
and accept
the terms
and conditions of
the above Declaration”
and press the button
of “CONFIRM”
to complete
the transaction

3. The total percentage of your new Investment Choice(s) must add up to 100%.

4. You are only allowed to switch out existing holdings under the selected investment account. The 'switch out' instruction does not affect the existing investment allocation of future investment contributions.

5. The 'switch in' instruction will only affect your existing investment holding in the selected investment account. If you want to change your investment choice for future investment contributions, please complete the 'Redirection of Future Investment Contribution' selection.

6. Instructions received by Heng An Standard Life (Asia) before 3:00pm Hong Kong Standard Time on any Hong Kong business day will be processed on the same business day. Those received after 3:00pm will be processed on the next Hong Kong business day.

7. Once your request has been processed, the units in the Investment Choice which you are switching out of will be sold using the bid price at the next pricing date, after we have processed your request. After we receive confirmation from the relevant investment manager that your units have been sold, we will then use the offer price at the next available pricing date to buy units in the Investment Choice which you have chosen to switch your Investment Choice into.

8. We will confirm the completion of your transaction after receiving the dealing confirmation from the investment manager.

9. If more than one instruction in respect of different transactions are received on the same day (whether it is by one or more means), Heng An Standard Life (Asia) Limited has the sole discretion to determine the priority in dealing with such instructions. In such event, there may be delays in executing such instruction or instructions and Heng An Standard Life (Asia) Limited shall not be liable for any direct, indirect, special or consequential loss or damages arising from such delays.

10. The unit price of any Investment Choice depends on the value of the underlying assets and can go down as well as up. By selecting a particular Investment Choice, you may not get back as much as your original investment.

11. The return of an investment in a particular Investment Choice is directly related to the performance of the assets in which they invest and the charges on the Investment choice.

12. In order to maintain fairness between unit holders remaining in an Investment Choice and unit holders leaving an Investment Choice, Heng An Standard Life (Asia) Limited may, in exceptional circumstances, delay transferring or switching all or part of your Investment Choices for up to one month. If Heng An Standard Life (Asia) Limited delay the transfer or switch, the unit prices that apply on the day on which the transfer or switch actually takes place will be used. We may delay switching for longer periods if the switch involves an investment choice linked to the underlying fund of an external manager and the external manager delays our switch out of their underlying fund.

13. Each Investment Choice may not meet its intended investment objectives.

14. Each Investment Choice will be exposed to credit risk from any third parties with which it trades. The default of that third party would be likely to have any adverse effect on the investment performance.

15. The investment manager of the Investment Choice(s) may have the power to defer you from redeeming the value held within the Investment Choice(s) for a period of time after notification.

16. There may be circumstances where the investment manager will require to cash in your holdings within the Investment Choice(s).

17. Where there is a switch of investments or funds, the proceeds from the switch-out Fund will first be converted to the policy currency using exchange rates determined by Heng An Standard Life (Asia) Limited. You shall bear all the currency exchange spread and risks associated with such currency conversions which have been explained to you. The currency exchange spread will be applied if the currency exchange involves non-HKD transactions and that the spread will be reviewed regularly and could go up as well as down.

Investment involves risk. Past performance is not necessarily a guide to future performance. Please refer to the relevant Investment Choice's offering documents for further details or contact your individual financial advisor.

Declaration

I, the Policy Owner/Assignee, hereby authorise Heng An Standard Life (Asia) Limited to execute the above investment instruction on my account. I confirm that I have read and understood the latest Heng An Standard Life Fund Options PLUS and Investment Performance Summary issued by Heng An Standard Life (Asia) Limited. I understand that the information disclosed provides a general guide only and does not constitute any investment advice. I confirm that I have read and understood the Important Notes.

I acknowledge and accept the terms and conditions of the above Declaration.

☐ I acknowledge and accept the terms and conditions of the above Declaration



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Select the
check box of
“I acknowledge
and accept
the terms
and conditions of
the above Declaration”
and press the button
of “CONFIRM”
to complete
the transaction

3. The total percentage of your new Investment Choice(s) must add up to 100%.
4. You are only allowed to switch out existing holdings under the selected investment account. The 'switch out' instruction does not affect the existing investment allocation of future investment contributions.
5. The 'switch in' instruction will only affect your existing investment holding in the selected investment account. If you want to change your investment choice for future investment contributions, please complete the 'Redirection of Future Investment Contribution' selection.
6. Instructions received by Heng An Standard Life (Asia) before 3:00pm Hong Kong Standard Time on any Hong Kong business day will be processed on the same business day. Those received after 3:00pm will be processed on the next Hong Kong business day.
7. Once your request has been processed, the units in the Investment Choice which you are switching out of will be sold using the bid price at the next pricing date, after we have processed your request. After we receive confirmation from the relevant investment manager that your units have been sold, we will then use the offer price at the next available pricing date to buy units in the Investment Choice which you have chosen to switch your Investment Choice into.
8. We will confirm the completion of your transaction after receiving the dealing confirmation from the investment manager.
9. If more than one instruction in respect of different transactions are received on the same day (whether it is by one or more means), Heng An Standard Life (Asia) Limited has the sole discretion to determine the priority in dealing with such instructions. In such event, there may be delays in executing such instruction or instructions and Heng An Standard Life (Asia) Limited shall not be liable for any direct, indirect, special or consequential loss or damages arising from such delays.
10. The unit price of any Investment Choice depends on the value of the underlying assets and can go down as well as up. By selecting a particular Investment Choice, you may not get back as much as your original investment.
11. The return of an investment in a particular Investment Choice is directly related to the performance of the assets in which they invest and the charges on the Investment choice.
12. In order to maintain fairness between unit holders remaining in an Investment Choice and unit holders leaving an Investment Choice, Heng An Standard Life (Asia) Limited may, in exceptional circumstances, delay transferring or switching all or part of your Investment Choices for up to one month. If Heng An Standard Life (Asia) Limited delay the transfer or switch, the unit prices that apply on the day on which the transfer or switch actually takes place will be used. We may delay switching for longer periods if the switch involves an investment choice linked to the underlying fund of an external manager and the external manager delays our switch out of their underlying fund.
13. Each Investment Choice may not meet its intended investment objectives.
14. Each Investment Choice will be exposed to credit risk from any third parties with which it trades. The default of that third party would be likely to have any adverse effect on the investment performance.
15. The investment manager of the Investment Choice(s) may have the power to defer you from redeeming the value held within the Investment Choice(s) for a period of time after notification.
16. There may be circumstances where the investment manager will require to cash in your holdings within the Investment Choice(s).
17. Where there is a switch of investments or funds, the proceeds from the switch-out Fund will first be converted to the policy currency using exchange rates determined by Heng An Standard Life (Asia) Limited. You shall bear all the currency exchange spread and risks associated with such currency conversions which have been explained to you. The currency exchange spread will be applied if the currency exchange involves non-HKD transactions and that the spread will be reviewed regularly and could go up as well as down.

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☐ I acknowledge and accept the terms and conditions of the above Declaration.

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CONFIRM

RESET

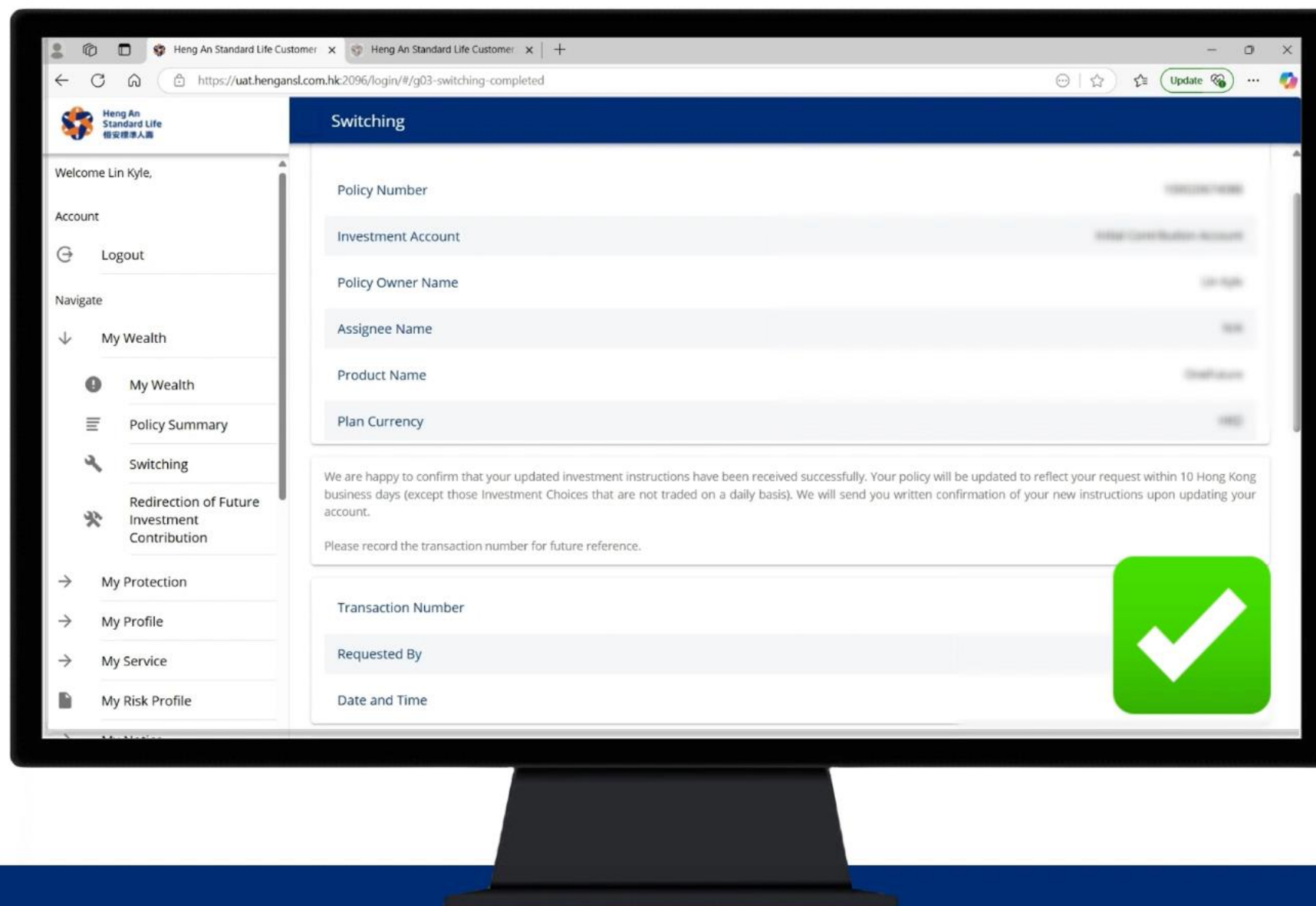
CANCEL

BACK



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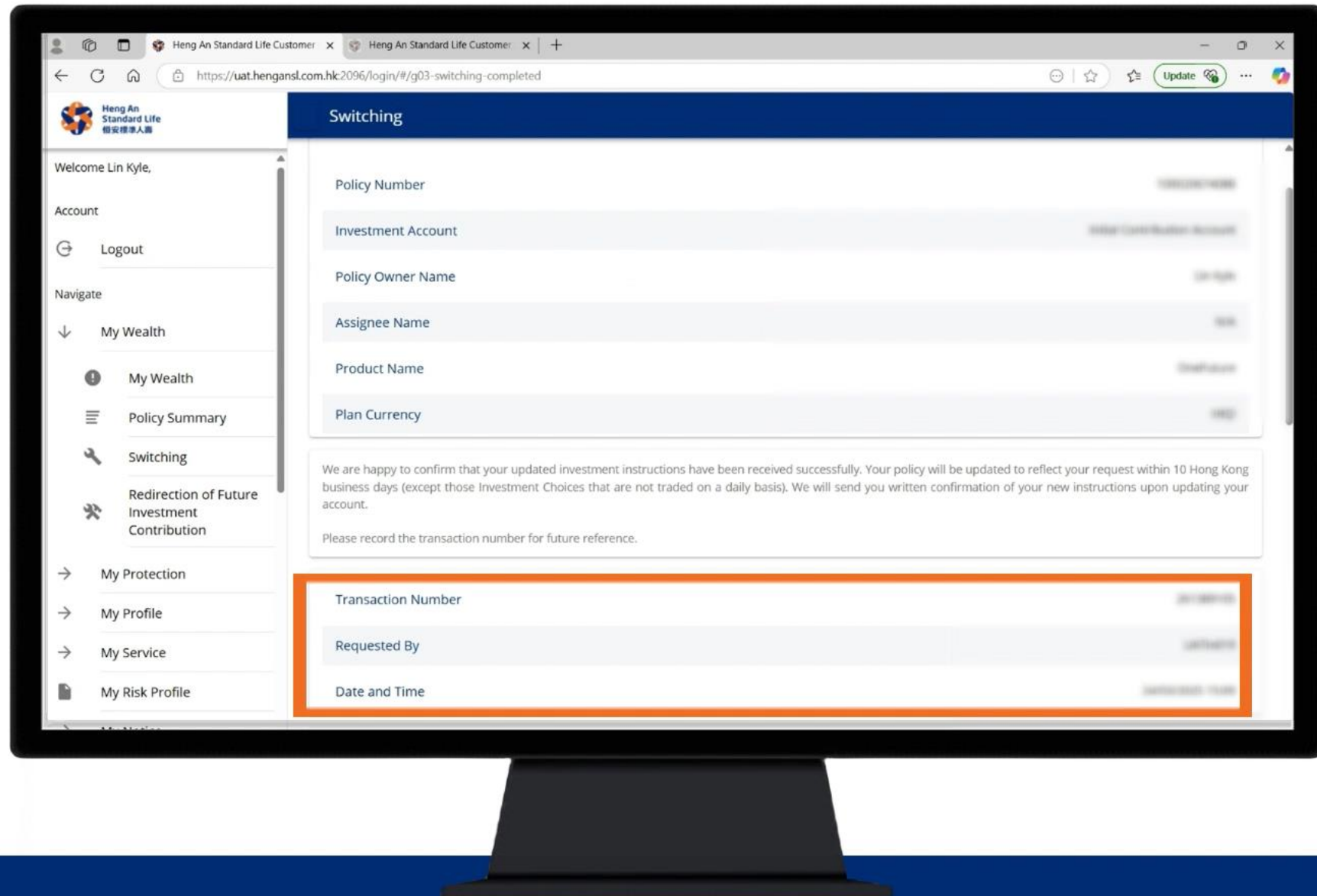
Online Switching
request completed.





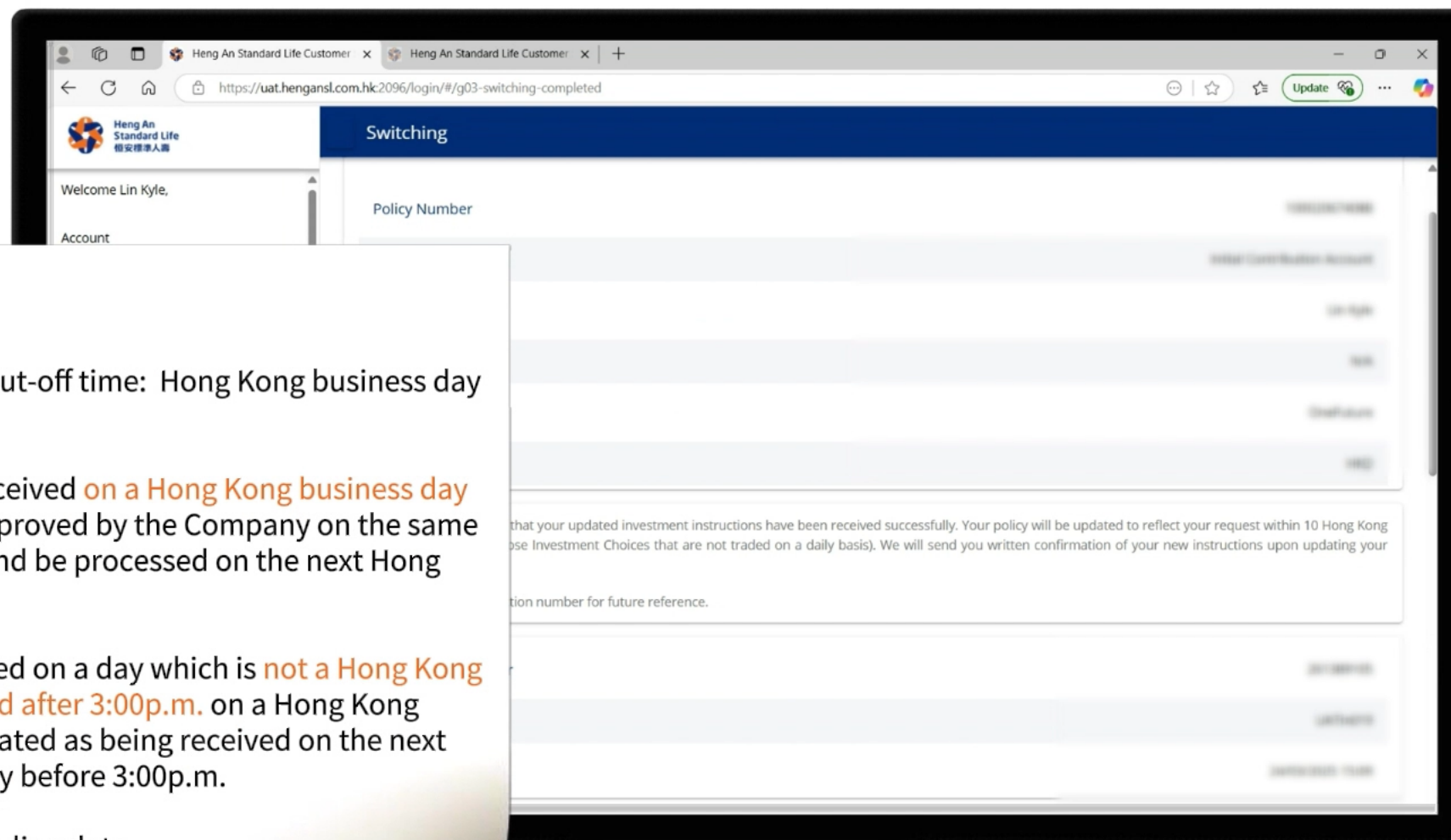
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Please keep
the relevant
transaction number
for tracking purpose.





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Switching application cut-off time: Hong Kong business day before 3:00p.m.

- If this instruction is received **on a Hong Kong business day before 3:00p.m.** and approved by the Company on the same day, it will take effect and be processed on the next Hong Kong business day*.

- Any instruction received on a day which is **not a Hong Kong business day or received after 3:00p.m.** on a Hong Kong business day will be treated as being received on the next Hong Kong business day before 3:00p.m.

* Such day is a Fund Dealing date



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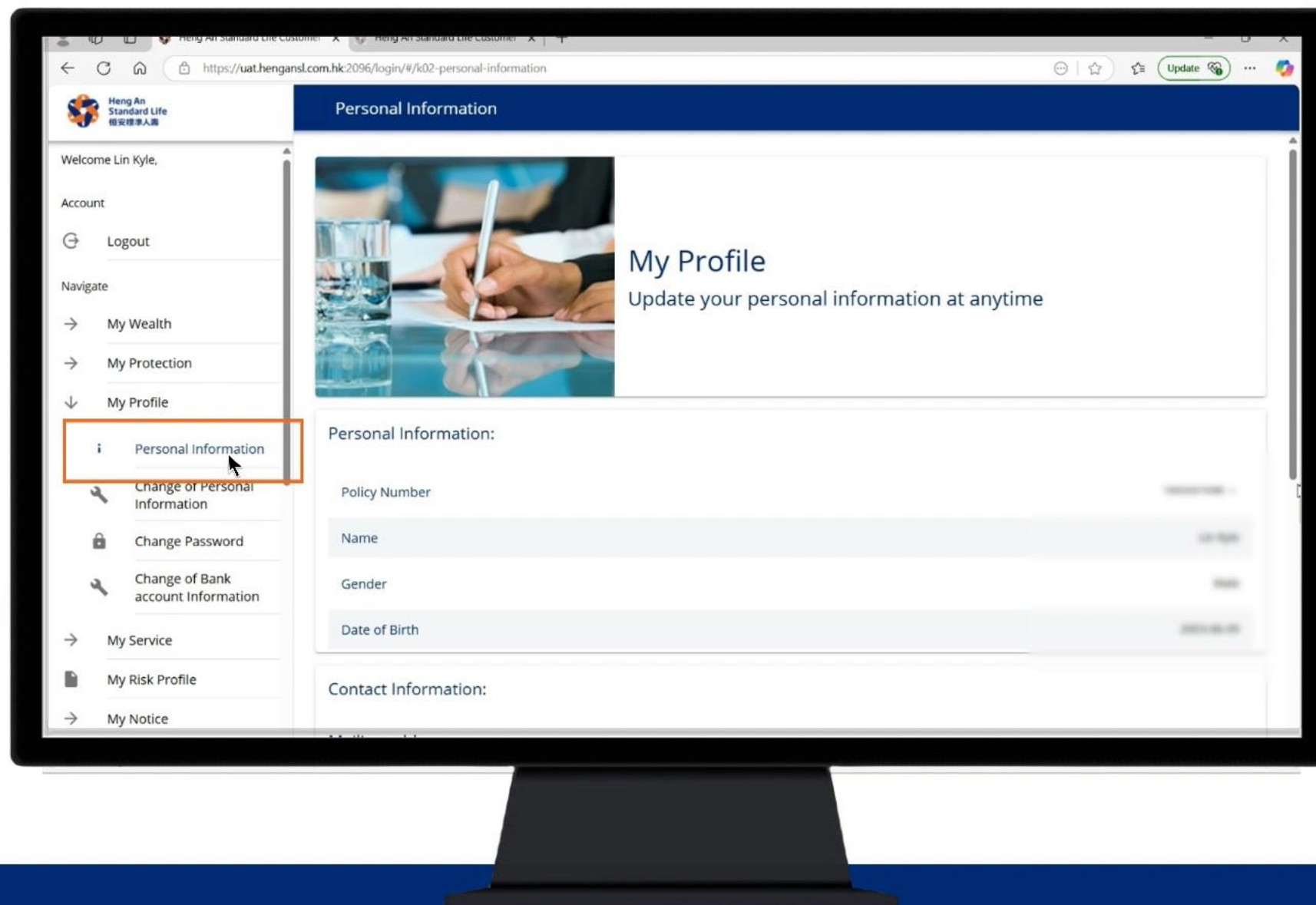
Update personal information/ risk profile





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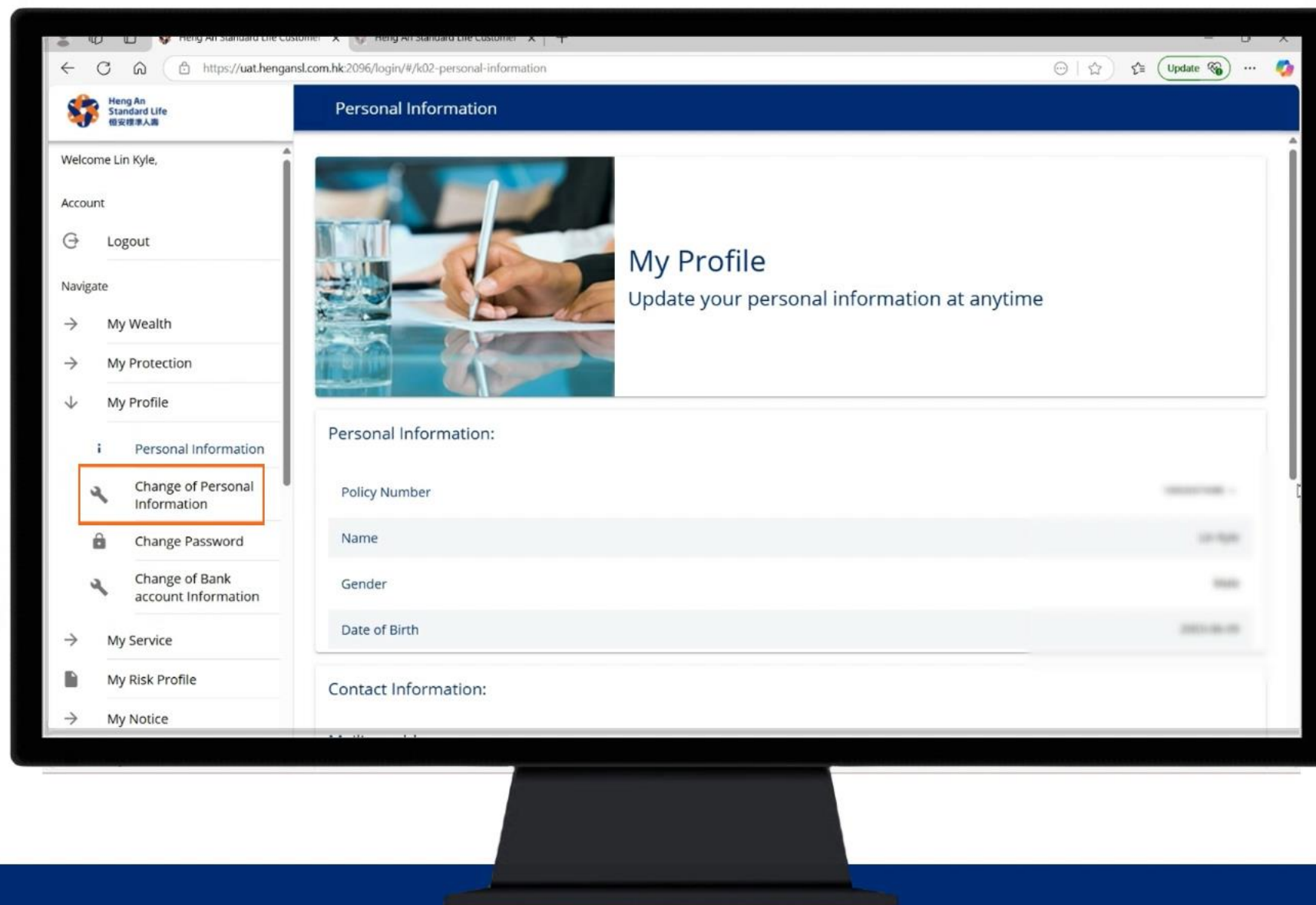
Click
“My Profile”
and click
“Personal Information”
to view existing
contact details.





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Change of personal information

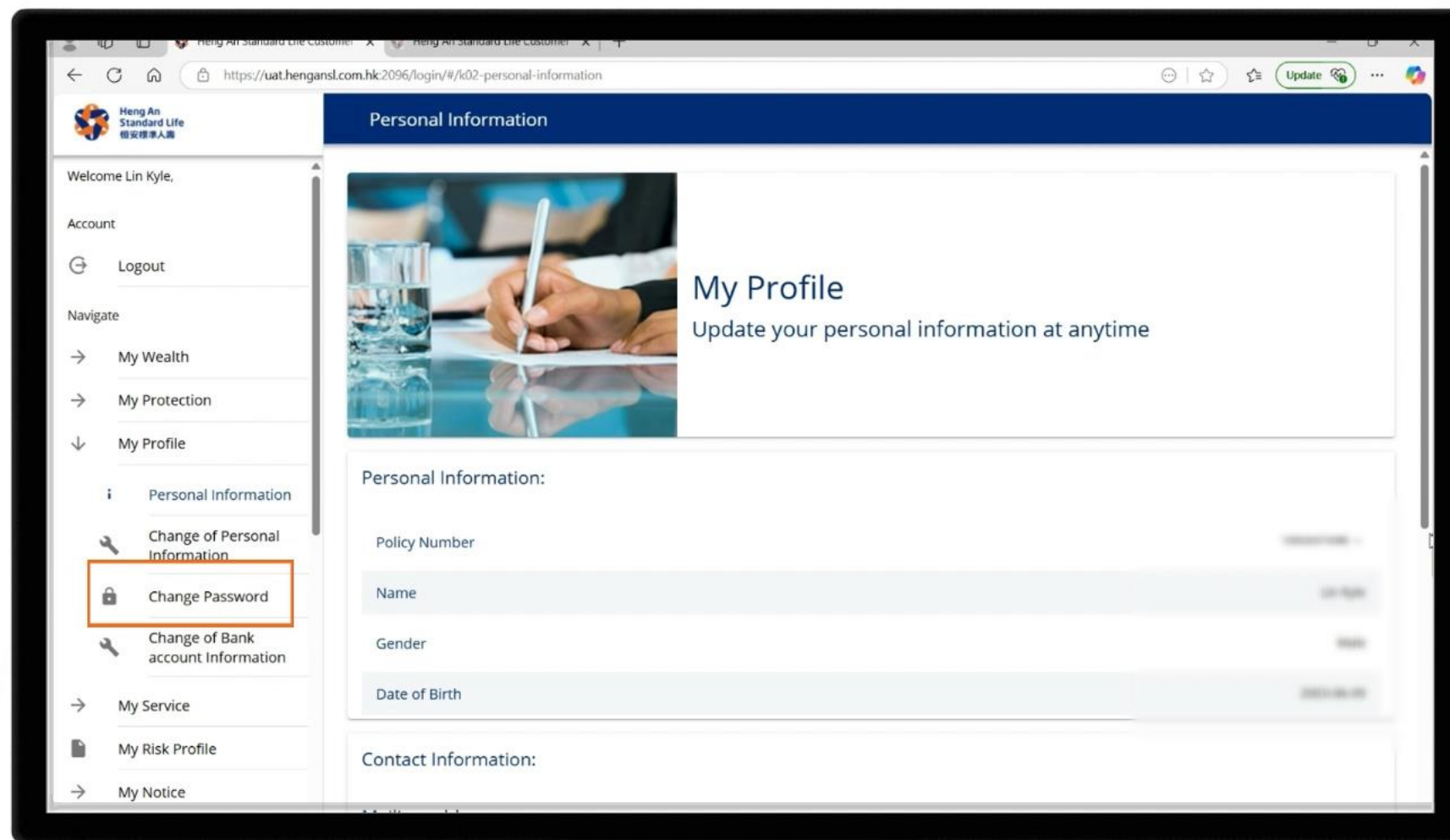




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Change of
personal information

Change Password





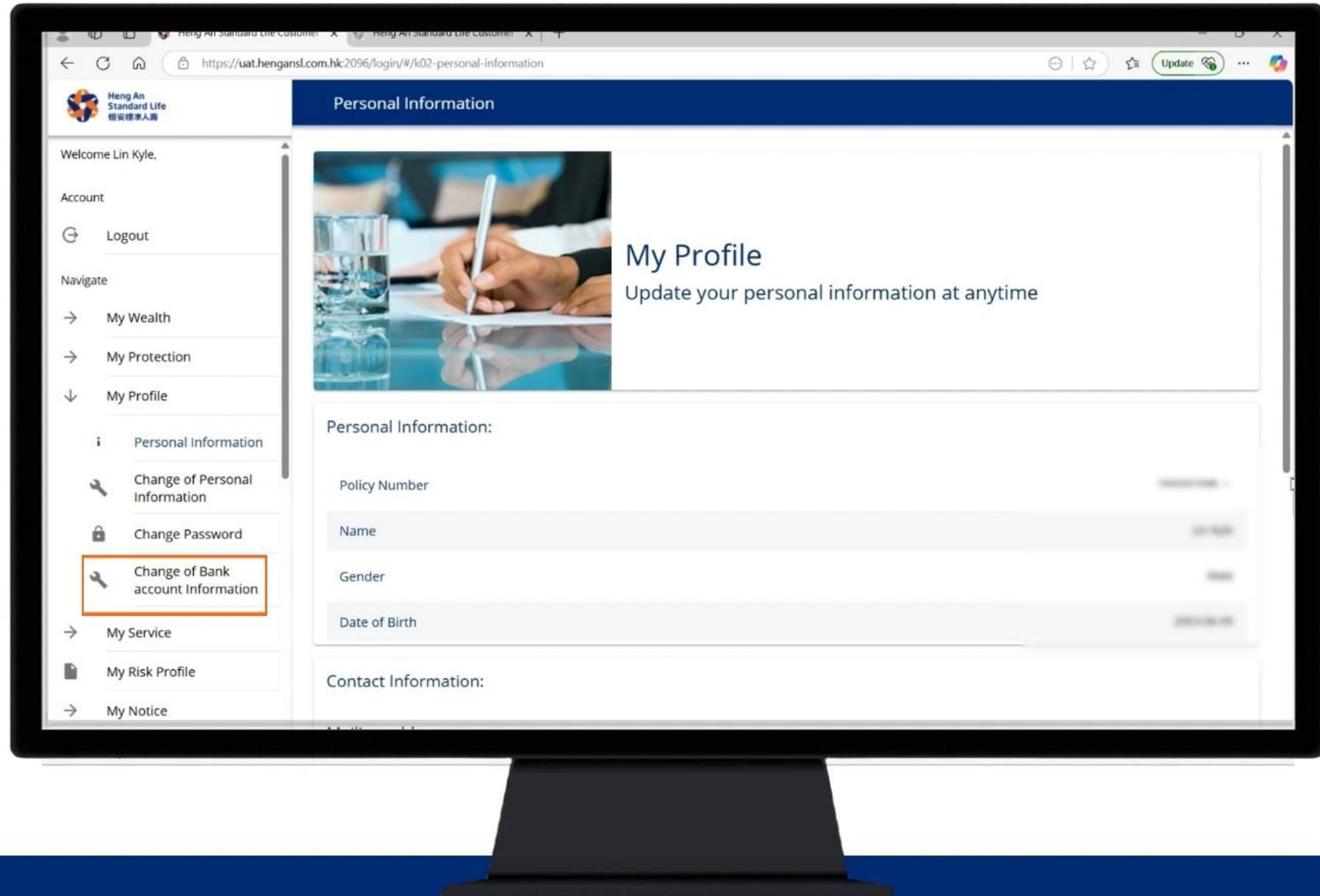
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Change of
Personal Information

Change Password

Change of Bank
account Information*

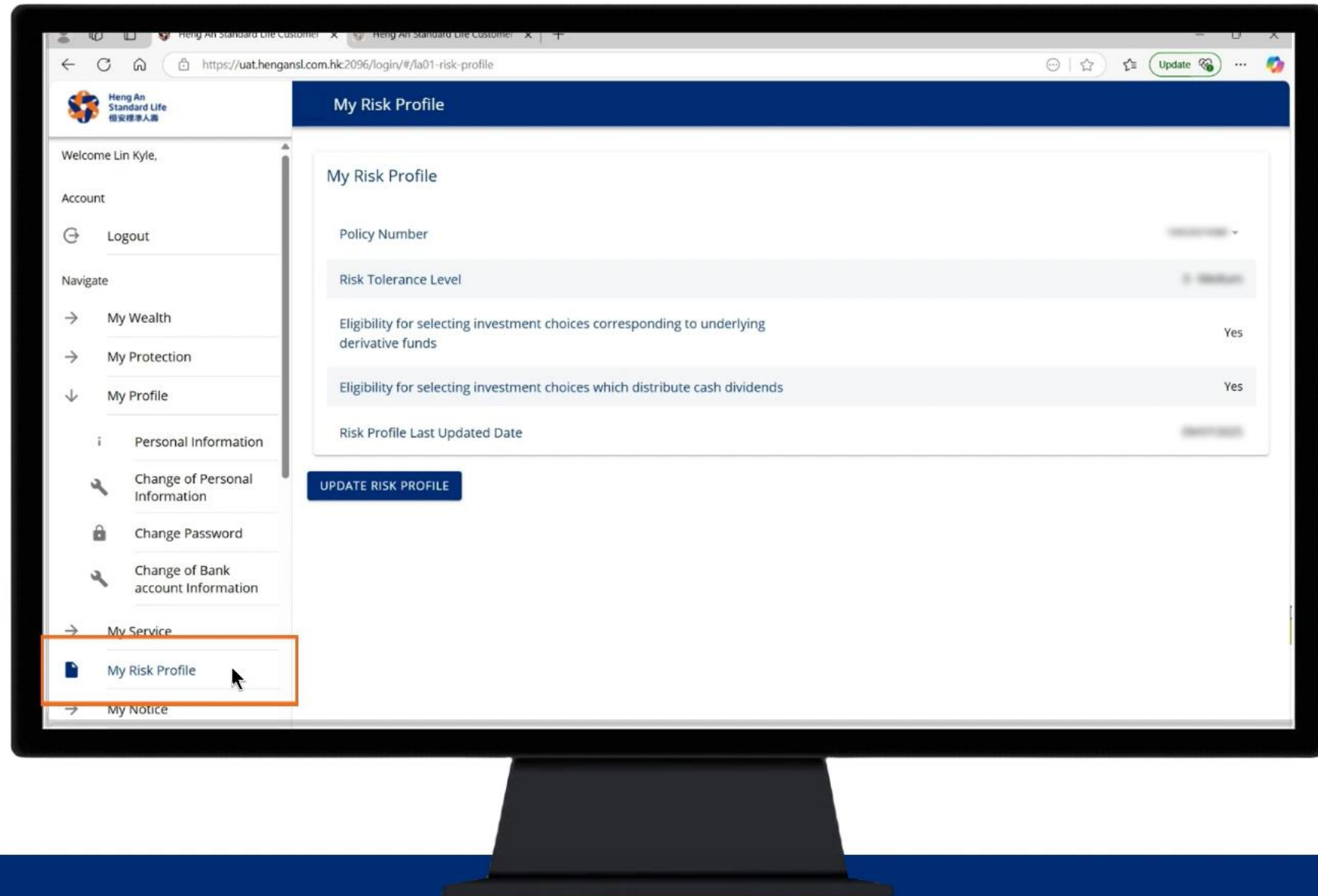
*only applicable to payment of cash dividend





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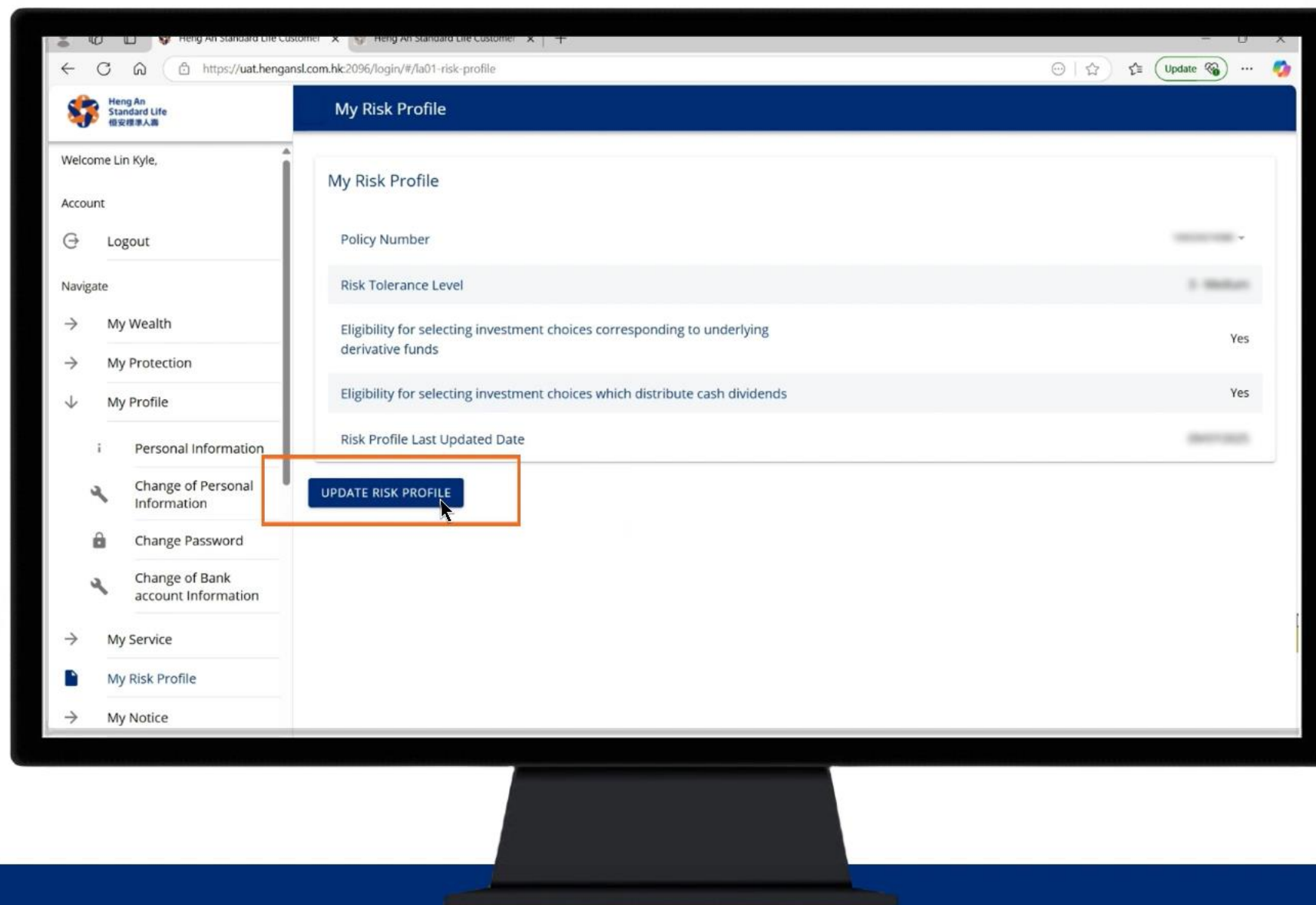
Click
“My Risk Profile”
to view
and
update risk profile.





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Click
“My Risk Profile”
to view
and
update risk profile.





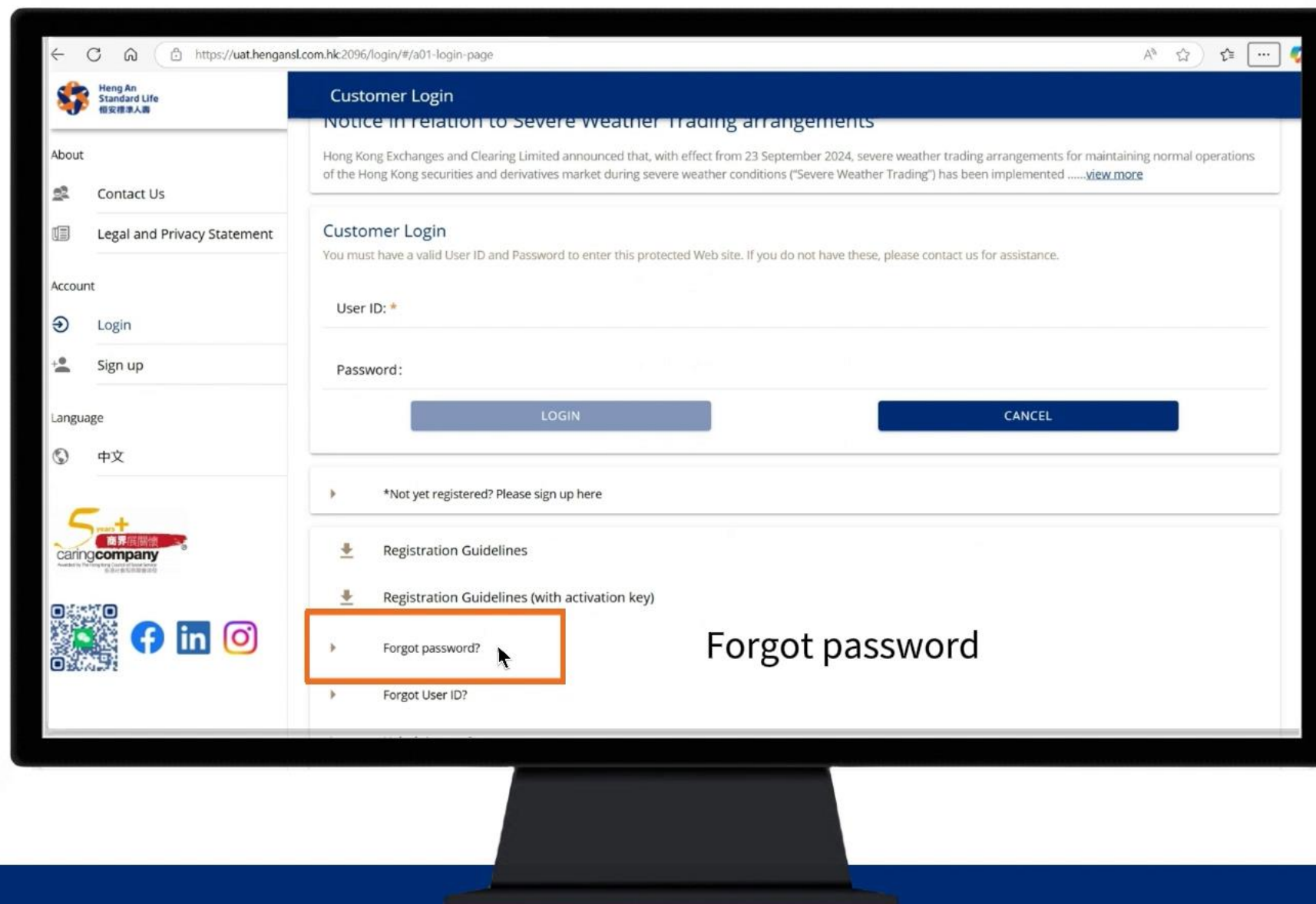
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Forget password / User ID





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Input your
User ID and
personal information,
then press “Next”
to reset
your password.

Forgot Password

Forgot Password

Please enter the following information:

User ID: *
XXXXXXXX

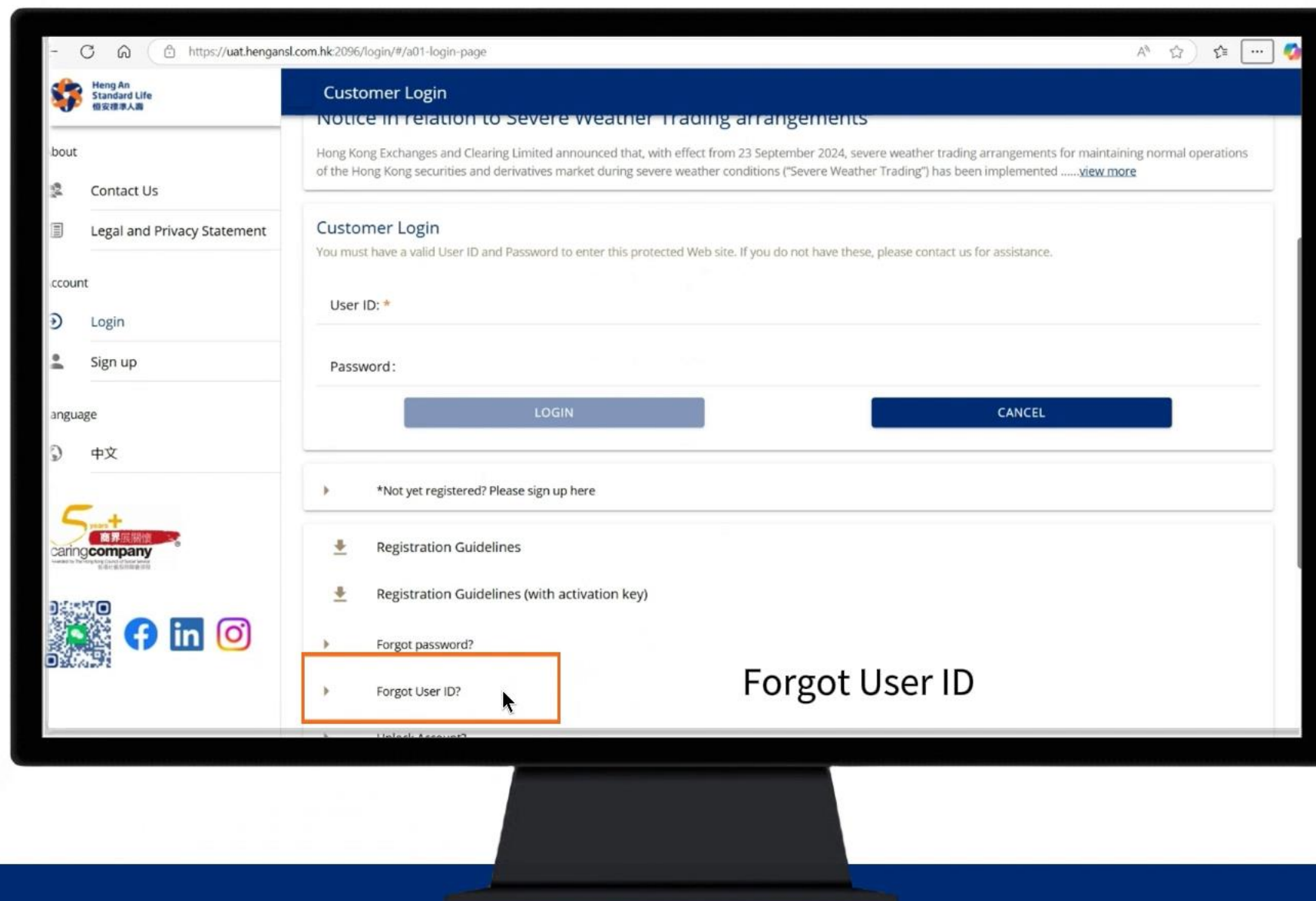
Date of Birth: (DD/MM/YYYY): *
dd/mm/yyyy

Identity Document Number: *

NEXT CANCEL



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Input your registered
email address
and
personal information,
then press
“SUBMIT”
to obtain
your User ID.

Forgot User ID

Forgot User ID

Forgot User ID

Please enter the following information:

Registered email address: *

XXXXXXXX

Date of Birth: (DD/MM/YYYY): *

dd/mm/yyyy

Identity Document Number: *

SUBMIT

CANCEL



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