



Heng An Standard Life
恒安標準人壽

Go Green Registration User Guide – with Activation Key

Go Green by registering for receiving our electronic notices via your customer login account.

The Go Green Initiative is designed to not only enhancing efficiency in communicating with you through greater convenience and improving timeliness of communication, but also to support environmental friendliness by moving away from paper to electronic notices.

If you do not have a Customer Login Account created, please register at our website at www.hengansl.com.hk with 6 Simple Steps.

If you have already created a login account, please Login and then jump to Step 6 to give us your consent.

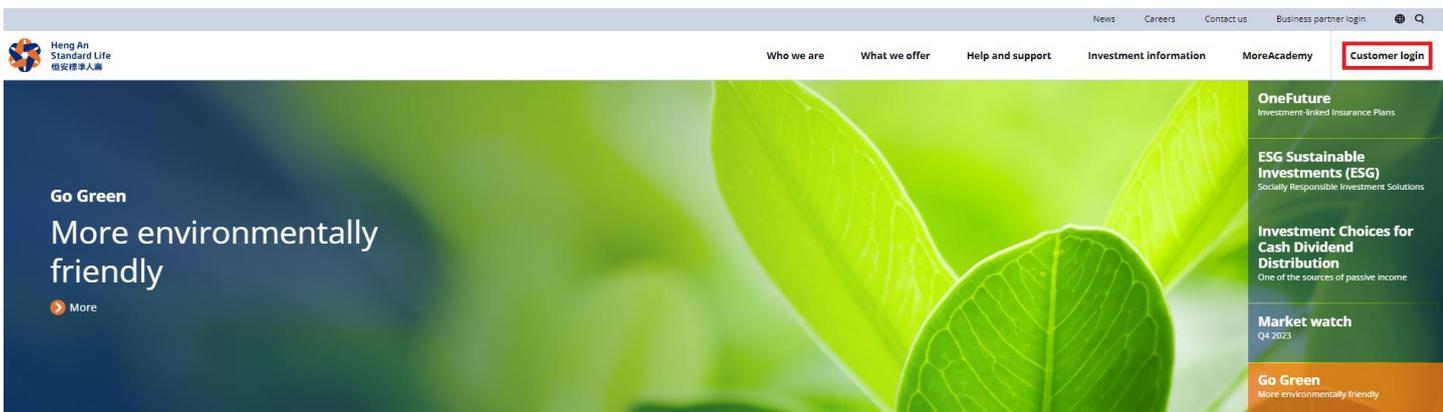


Online registration steps

1) Login

Step 1

Enter our home page at <http://www.hengansl.com.hk/> and click on “Customer Login” icon on the top right corner

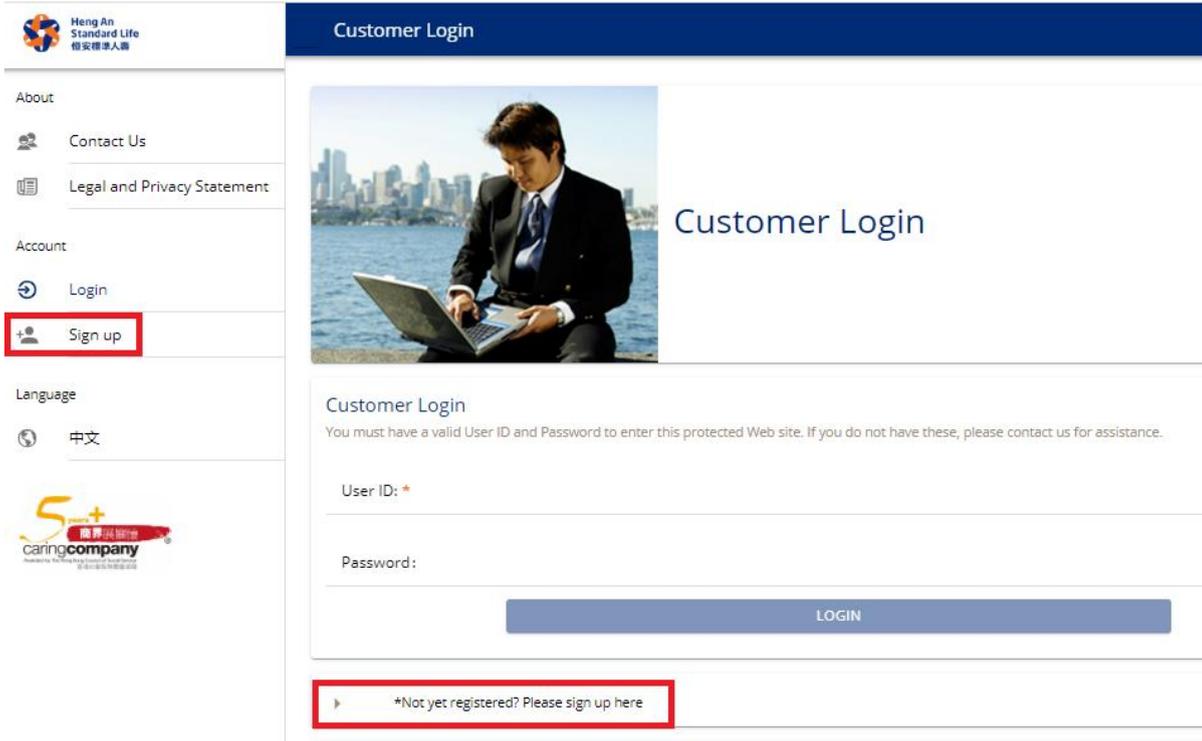


2)

Sign up

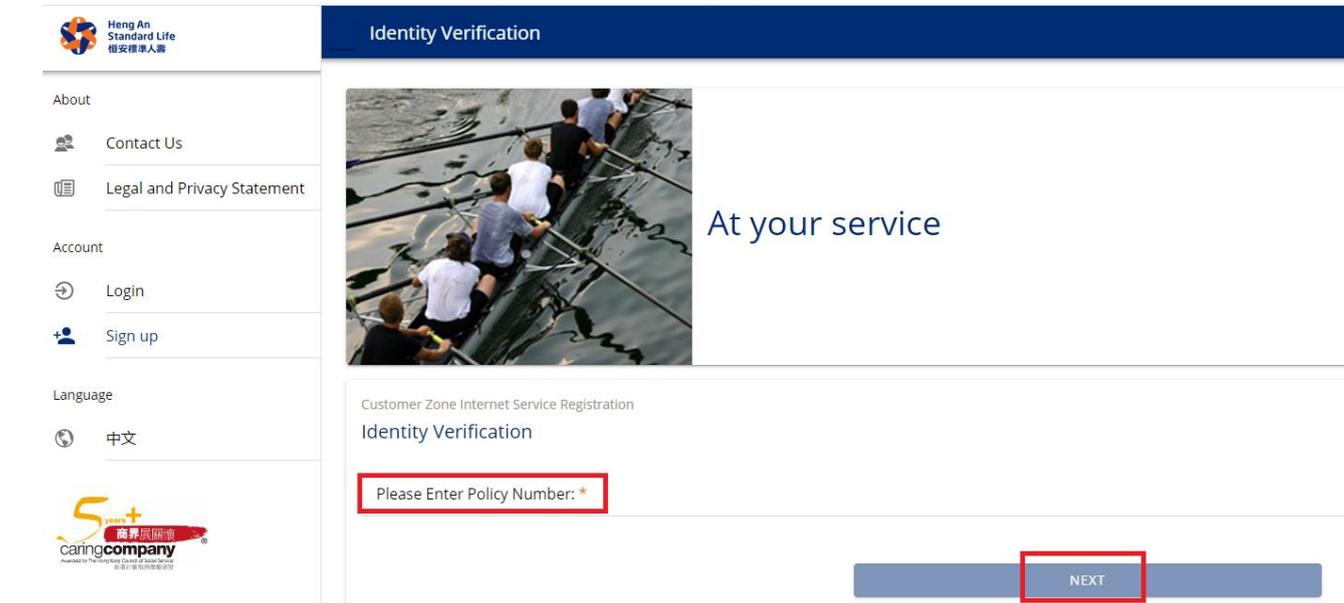
Step 2.1 – Sign up

The “Customer Login” page will be displayed on the screen. For new customers, please click the “Sign up” / “*Not yet registered? Please sign up here”.



Step 2.2 – Input your policy number

Please enter your policy number for identification verification and then press “Next”. If you have more than 1 policy, only 1 policy number will be required for initial “Sign up”.



3)

Verify with Activation Key

Step 3

You are required to provide certain personal information for identification:

- The first 5 characters of your Identity Document
- Your Date of Birth (for Company Policy, please enter the policy issue date)
- Activation Key (that can be sent to you via registered mobile / email)



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Verify Personal Information



At your service

Customer Zone Internet Service Registration

Online Registration - Verify Personal Information

You Account Information

Policy Number: 100011671088

You Personal Information

Identity Document Number: *

* Please enter first 5 letters or digits of Identity Document (e.g. Hong Kong Identity Card, Passport, Business Registration)

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

dd/--/yyyy

* Please enter Date of Birth (dd/mm/yyyy)

Activation Key

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

Activation Key *

* Activation Key will be sent to your registered email or mobile number in our record. You may call Customer Service Hotline (2169 0300) if you cannot recall relevant record.

BACK
NEXT

Reply Reply All Forward



S CS

HASL Asia Activation Key 恒安標準人壽亞洲啟動碼

To

Dear Customer,

Thank you for contacting us.

Your HASL Asia Activation Key is CXst5457. Should you have any queries, please contact our Customer Service Hotline on +852 2169 0300 or email us at cs@hengansl.com.hk.

Yours sincerely,

Heng An Standard Life (Asia) Limited

Customer Service Centre

親愛的客戶：

多謝您與我們作出聯繫。

您的恒安標準人壽亞洲啟動碼為 CXst5457。如有任何查詢，歡迎致電我們的客戶服務熱線 +852 2169 0300 或電郵至 cs@hengansl.com.hk 與我們聯絡。

恒安標準人壽(亞洲)有限公司

客戶服務部 謹啟

Your HASL Asia Activation Key is YSmn3190. If you have any inquiries, please call our CS hotline on **2169 0300**. 您的恒安標準人壽亞洲啟動碼為 YSmn3190。如有疑問，請聯絡客戶服務熱線 **2169 0300**。

4) Create Account Information

Step 4

Once the customer's identity is verified, you are required to create a personal username, set a password and input your registered email address.

Remarks:

- 1. User ID accepts only alphanumeric characters only
- 2. The UserID is not case sensitive
- 3. New Password can be numeric, alphabetical or alphanumeric, with length of 8-10 digits, at least 4 of which must be unique digits
- 4. Email address must be matched with your registered email address

Heng An Standard Life
恒安標準人壽

Create Personal User ID Verification

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5 years +
caringscompany
世界最關懷
保險公司

Customer Zone Internet Service Registration
Online Registration - Create Personal User ID Verification

You Account Information

Policy Number: 100011671088

Create You Online User Identity

UserID: *
UATest123

Password

Confirm Password

Your Email Address

Email Address *
test@hengansl.com.hk

BACK NEXT

5) Accept "Terms & Conditions"

Step 5.1 Read & Accept Terms & Conditions

Please read carefully the "Terms & Conditions" and "Legal and Privacy Statements".

If you understand the "Terms and Conditions", "Legal and Privacy Statements" and accept the relevant terms, please click "Accept" to complete the registration procedures.

Step 5.2 Online registration completes

Online registration – The registration is completed, please click "Close".

5) Accept "Terms & Conditions"

Note: You will also receive a confirmation email after the completion of registration process.

 Reply  Reply All  Forward



e Policy

Welcome to Heng An Standard Life (Asia)'s eService

To

Dear Sun One Five,

Thank you for registering for our Internet Service.

This service brings you an easy way to access your account information, manage your policy and keep up-to-date with news from Heng An Standard Life (Asia).

Your account has been successfully created and your User ID is

Should you have any queries, please contact our Customer Service Hotline on +852 2169 0300 or email us at cs@hengansl.com.hk.

Yours sincerely,

Customer Service Department

Heng An Standard Life (Asia) Limited

親愛的 Sun One Five,

多謝登記使用我們的互聯網服務。

您可使用此服務瀏覽您的賬戶資料並管理保單，或取得恒安標準人壽（亞洲）之最新消息。

您的賬戶已成功開立，您的用戶名稱為

如有任何查詢，歡迎致電我們的客戶服務熱線+852 2169 0300 或電郵至 cs@hengansl.com.hk 與我們聯絡。

恒安標準人壽（亞洲）有限公司客戶服務部謹啟

6) Giving us your consent

Go Green enrollment

Step 6.1 Go to “My Profile” after logging in and choose “Change of Personal Information”.



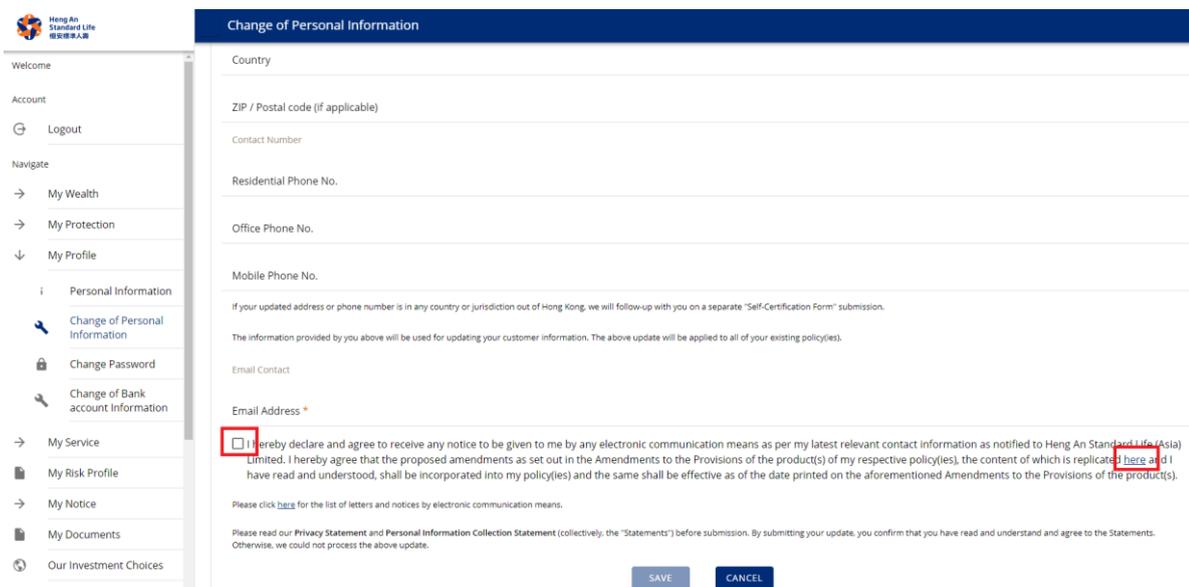
My Wealth

Convenient tools for financial planning

Policy Information Summary:

Policy Number	Product Name	Modal Premium	Payment Mode

Step 6.2 Please tick the check box if you would like to receive our notice by any electronic communication means and then press “Save”.



Change of Personal Information

Country

ZIP / Postal code (if applicable)

Contact Number

Residential Phone No.

Office Phone No.

Mobile Phone No.

If your updated address or phone number is in any country or jurisdiction out of Hong Kong, we will follow-up with you on a separate "Self-Certification Form" submission.

The information provided by you above will be used for updating your customer information. The above update will be applied to all of your existing policy(ies).

Email Contact

Email Address *

I hereby declare and agree to receive any notice to be given to me by any electronic communication means as per my latest relevant contact information as notified to Heng An Standard Life (Asia) Limited. I hereby agree that the proposed amendments as set out in the Amendments to the Provisions of the product(s) of my respective policy(ies), the content of which is replicated [here](#) and I have read and understood, shall be incorporated into my policy(ies) and the same shall be effective as of the date printed on the aforementioned Amendments to the Provisions of the product(s).

Please click [here](#) for the list of letters and notices by electronic communication means.

Please read our Privacy Statement and Personal Information Collection Statement (collectively, the "Statements") before submission. By submitting your update, you confirm that you have read and understand and agree to the Statements. Otherwise, we could not process the above update.

SAVE CANCEL

Step 6.3 A confirmation message popped up and press “OK”. Go Green enrollment completes.

Change of Personal Information

Country

ZIP / Postal code (if applicable)

Contact Number

Residential Phone No.

Office Phone No.
2169 0300

Mobile Phone No.

If you updated address or phone number is in any country or jurisdiction, please complete the "Self-Certification Form" submission.

The information provided by you above will be used for updating your contact information for all of your existing policy(ies).

Email Contact

Email Address *
CS@hengansl.com.hk

I hereby declare and agree to receive any notice to be given to me by any electronic communication means as per my latest relevant contact information as notified to Heng An Standard Life (Asia) Limited. I hereby agree that the proposed amendments as set out in the Amendments to the Provisions of the product(s) of my respective policy(ies), the content of which is replicated [here](#) and I have read and understood, shall be incorporated into my policy(ies) and the same shall be effective as of the date printed on the aforementioned Amendments to the Provisions of the product(s).

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SAVE CANCEL

Sample of the Amendment to the Provisions

Policy Number 保單編號: xxxxxxxx ("Policy") ("保單")

Date日期: dd mmm yyyy

Amendments to the Provisions of "Product Name"

The following amendments shall attach and form part of the provisions with effect from the date of this document. It should be read in conjunction with the existing policy provisions of your Policy. All other terms and conditions of your Policy remain unchanged.

The clause of "Address to which Notices Sent" or "Address to which Notices are Sent/Received" stated in the policy provision shall be deleted in its entirety and replaced by the following revised provision.

Address to which Notices Sent / Received

- (i) Any notice to be given under this Policy will be sent by post to your latest correspondence address as notified to us or by any electronic communication means to you as per your latest contact information as notified to us, and will be deemed to have been received by you as follows:
 - (a) if sent by post, forty-eight (48) hours after posting; or
 - (b) if sent by electronic communication means, on the date and time transmitted.
- (ii) Any application or notice to us will be considered received by us only if the original copy of the application or notice is sent to our registered office and is accordingly received by us, but we may at our discretion act on any application or notice received by facsimile, email or other electronic means. We must be satisfied that the application or notice and the supporting documents are authentic. We reserve the right to require additional information or documents to be submitted by you before we act on the application or notice.