

Go Green

More environmental friendly



**Heng An
Standard Life**
恒安標準人壽

Go Green Registration User Guide

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 first register at our website at www.hengansl.com.hk with 5 Simple Steps.

If you have already created a login account, please take Step 1 (Login) and then jump to Step 5 to give us your consent.



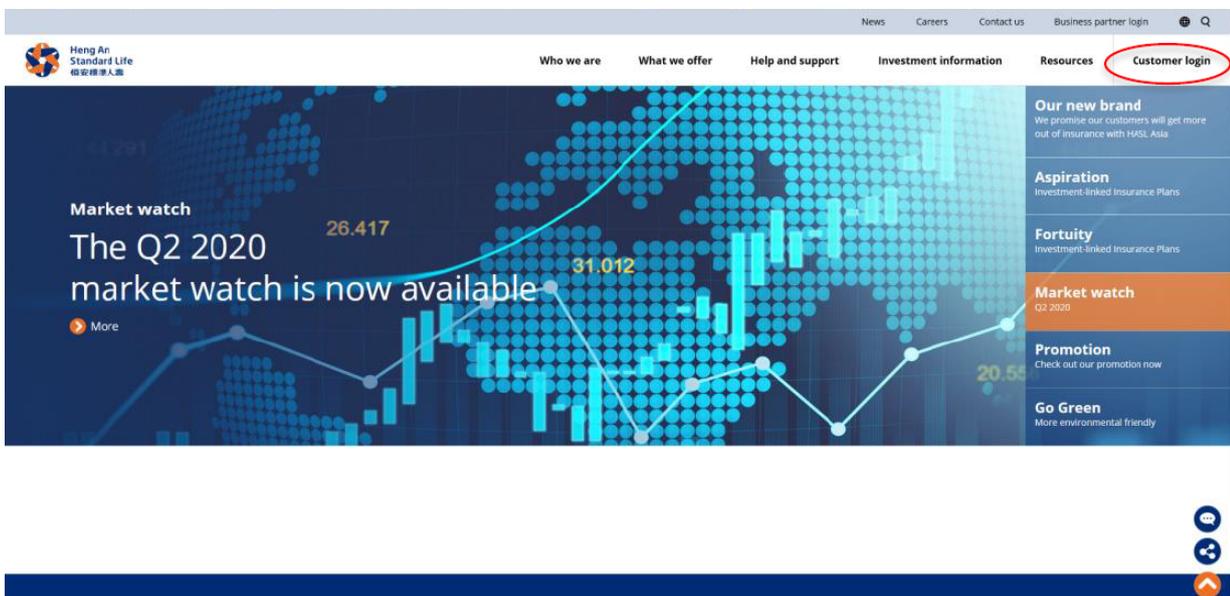
Online registration steps

1)

Login

Step 1

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



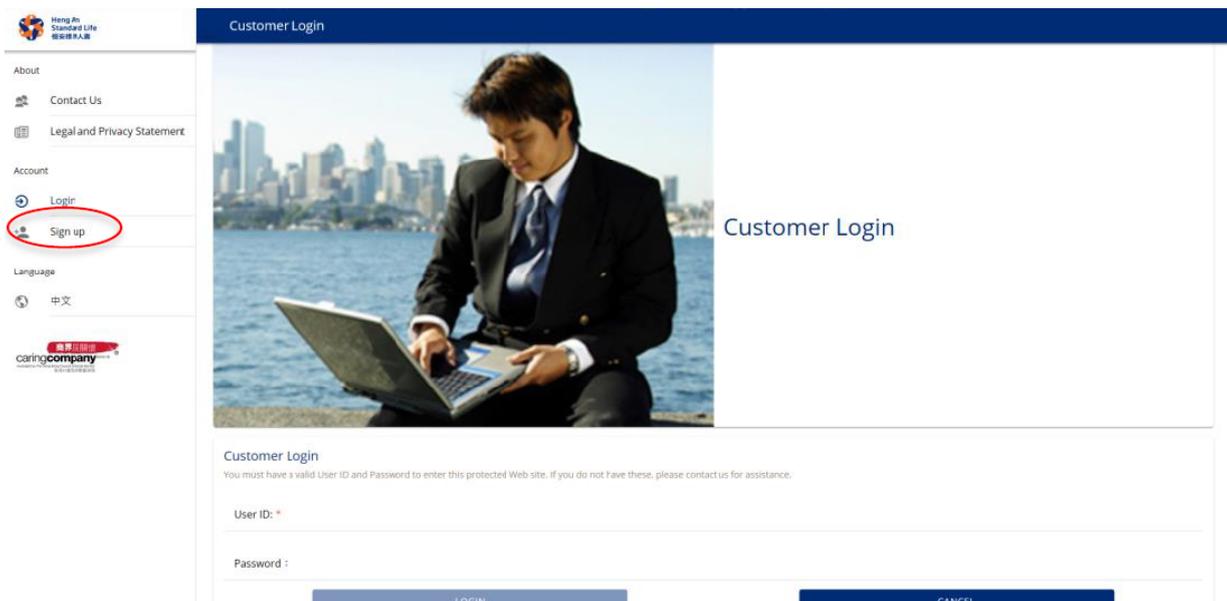
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2)

Sign up

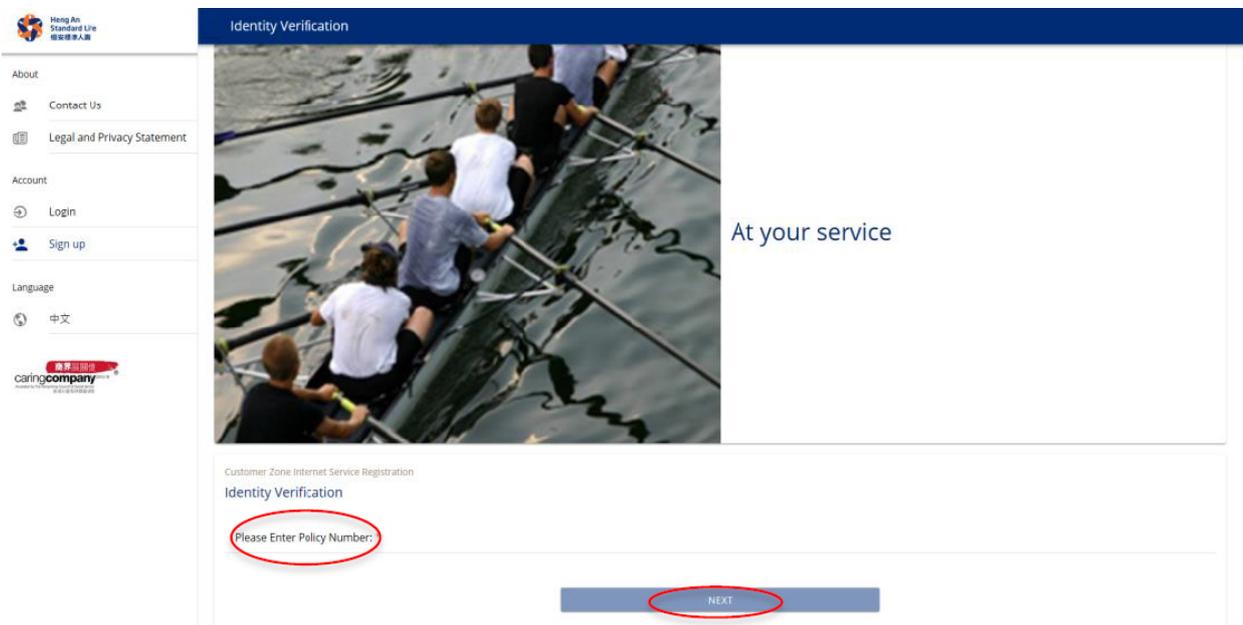
Step 2.1 – Sign up

The "Customer Login" page will be displayed on the screen. For new customers, please click "Sign up".



Step 2.2 - Input your policy number

The user is required to provide a policy number to create an account. If the user has multiple policies, only one of his/her policy numbers will be required for initial "Sign up". Each policy number should have a maximum of 8 digits, please enter your policy number for identification verification and press "Next".



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3) Verfiy & create online user ID

Step 3.1

The user is required to provide certain personal information for identification:

1. The first 5 characters of your HKID card number including alphabet
2. Your Date of Birth as DD/MM/YYYY

Step 3.2

Create online user identity

1. Create your “Online user identity” (UserID)
 - The system only recognises numeric and alphabetic (English) characters and the maximum UserID length is 10
 - The UserID is not case sensitive
2. Your email address

Step 3.3

Select “Next” after input all personal information.

Online User Identity

At your service

Customer Zone Internet Service Registration
Online Registration - Online User Identity

Your Account Information
Policy Number: 00029335

Your Personal Information

HKID Number *

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

Create Your Online User Identity

User ID *

Your Email Address

Email Address *

BACK NEXT

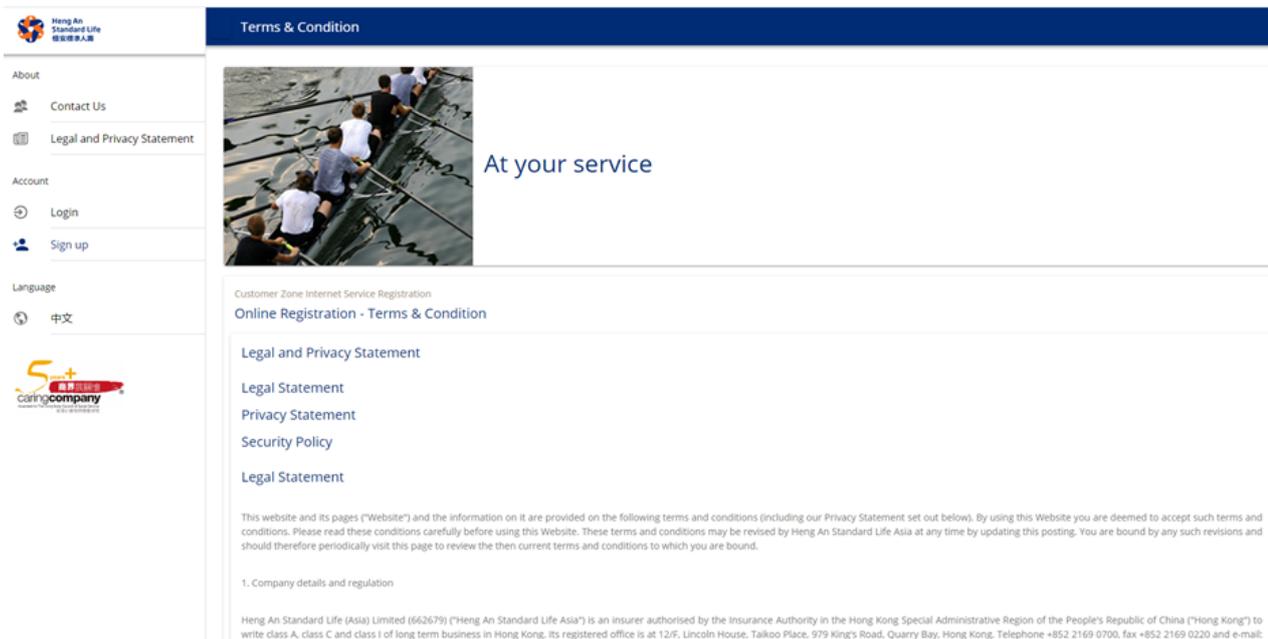
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4) Accept “Terms & Conditions”

Step 4.1 Read ‘Terms & Conditions’

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



Terms & Condition

At your service

Customer Zone Internet Service Registration
Online Registration - Terms & Condition

Legal and Privacy Statement

- [Legal Statement](#)
- [Privacy Statement](#)
- [Security Policy](#)
- [Legal Statement](#)

This website and its pages ("Website") and the information on it are provided on the following terms and conditions (including our Privacy Statement set out below). By using this Website you are deemed to accept such terms and conditions. Please read these conditions carefully before using this Website. These terms and conditions may be revised by Heng An Standard Life Asia at any time by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the then current terms and conditions to which you are bound.

1. Company details and regulation

Heng An Standard Life (Asia) Limited (662679) ("Heng An Standard Life Asia") is an insurer authorised by the Insurance Authority in the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") to write class A, class C and class I of long term business in Hong Kong, its registered office is at 12/F, Lincoln House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong, Telephone +852 2169 0700, fax +852 2169 0220 and e-mail:

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Step 4.2 Accept “Terms & Conditions”

If the customer understands the "Terms and Conditions", "Legal and Privacy statements" and accepts the relevant terms, please click "Accept" to complete the registration procedures.

Terms & Condition

Heng An Standard Life Asia is committed to providing a secure online environment for our customers. Your personal information and policy records are being protected. To gain access to your personal information in this website requires valid Login ID and Password. Therefore, you undertake to keep the Login ID and password confidential and secure at all times and agree not to disclose them to any unauthorised person or to use them to provide access to the Password Protected Areas to any unauthorised person. When choosing your Login ID and Password, ensure that both Login ID and Password are unlikely to be known by others. Heng An Standard Life Asia will not be liable for any loss you may incur as a result of someone else using your Login ID or Password, either with or without your knowledge.

You may change your Password at any time, but the Login ID is not allowed to be changed. We recommend that you log out from our Website each time after browsing your personal information and regularly change your Password.

If you suspect that your Login ID, Password or personal information have been disclosed to unauthorised person, you are obligated to inform us immediately.

Your Transactions Are Secure

Heng An Standard Life Asia adopts digital certificate service provider Secure Site Services to enhance the security of your online transactions using our website. Heng An Standard Life Asia accepts no responsibility for the operation of the Secure Site Services from digital certificate service provider.

Through the use of digital certificate service provider Secure Site Services:

1. You can authenticate or verify this Website so that you can be assured that this Website belongs to Heng An Standard Life Asia; and
2. You can communicate with Heng An Standard Life Asia via Secure Socket Layer (SSL) encryption technology so that your privacy will be protected.

Our website's Password Protected Areas protects data over the internet by using 128-bit SSL encryption, one of the highest levels of protection possible for all internet communications. It is the industry standard protection method used by most recognised online banks and institutions around the world.

While you are surfing our Password Protected Areas, your internet browser will show a padlock icon in its status bar, near the bottom right-hand corner of the window. This icon indicates that your online transactions are protected by this encryption technology.

If you have any queries concerning the above information, please feel free to contact us.

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[DECLINE](#) [ACCEPT](#)

Step 4.3 Online registration completes

Online registration – The registration is completed, please click “Close” button.

Registration Finished

At your service

Customer Zone Internet Service Registration
Online Registration - Registration Finished

The registration is completed, thank you for using the Customer Zone Internet Service.

Should you have any queries, please contact our Customer Service Department at + 852 2169 0300 for assistance.

[CLOSE](#)

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Step 4.4 Confirmation

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

The user will then receive a default password in a security envelope within 10 working days after the registration. Please make note of both the password and UserID for future reference.



Thu 08/Dec/2022 9:28 am

e Policy

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

Dear XXXXXXX XXXXXXX,

Thank you for signing up our eService.

As a commitment to provide the best service to our policy owners, we endeavour to continuously upgrade our services from time to time. We hope that the eService brings you new experiences in using our services.

Your account is now successfully created, your Login ID is Xx123456. A login password will be sent to your mailing address in 10 working days.

If you do not receive the password or have any queries, please contact our Customer Service Hotline on +852 2169 0300 or email us at cs@hengansl.com.hk.

Your sincerely,

Customer Service Department
Heng An Standard Life (Asia) Limited

親愛的 XXXXXXX XXXXXXX,

多謝您登記使用我們的電子服務。

提供優質服務是我們對客戶的承諾，我們將不斷提高服務質素。我們希望藉著服務為您帶來嶄新的服務體驗。

您的帳戶已成功開設，用戶名稱為 Xx123456。登入密碼將以郵遞方式於 10 個工作天內寄給您。

假如您未能收到密碼信件或有任何查詢，歡迎致電 +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

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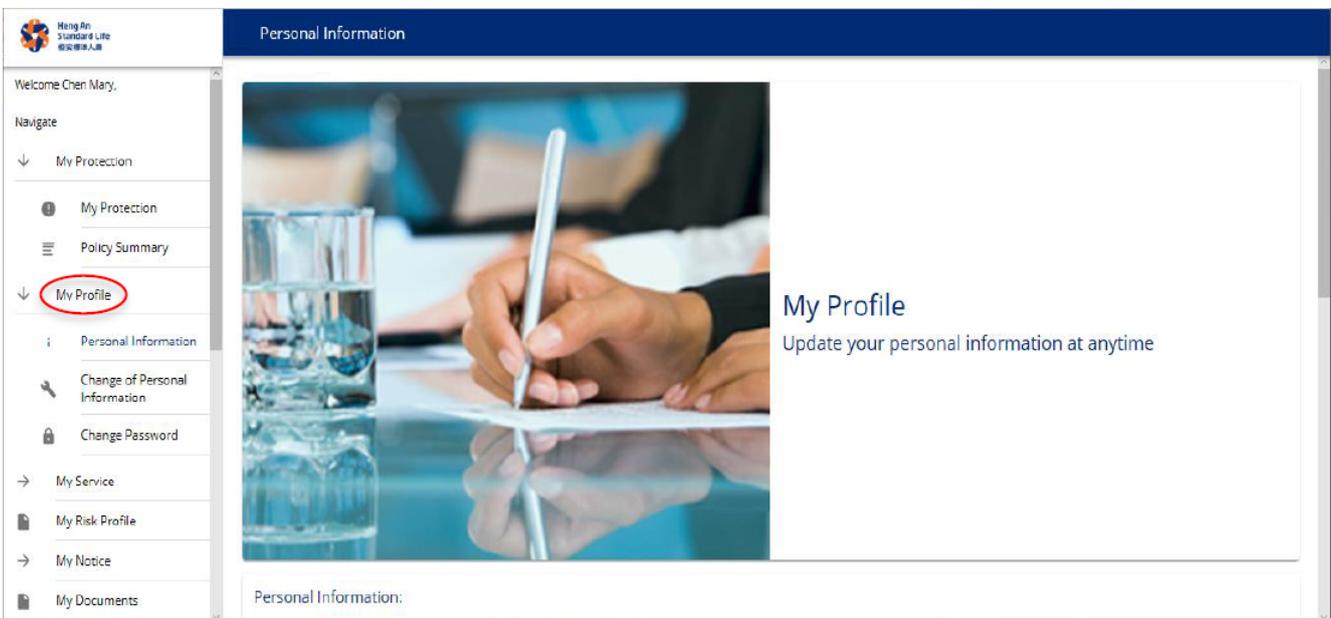
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5)

Giving us your consent

Go Green enrollment steps

Step 5.1 Go to “My Profile” after logging in.



Personal Information

Welcome Chen Mary.

Navigate

- My Protection
- My Protection
- Policy Summary
- My Profile**
- Personal Information
- Change of Personal Information
- Change Password

My Service

- My Risk Profile
- My Notice
- My Documents

My Profile

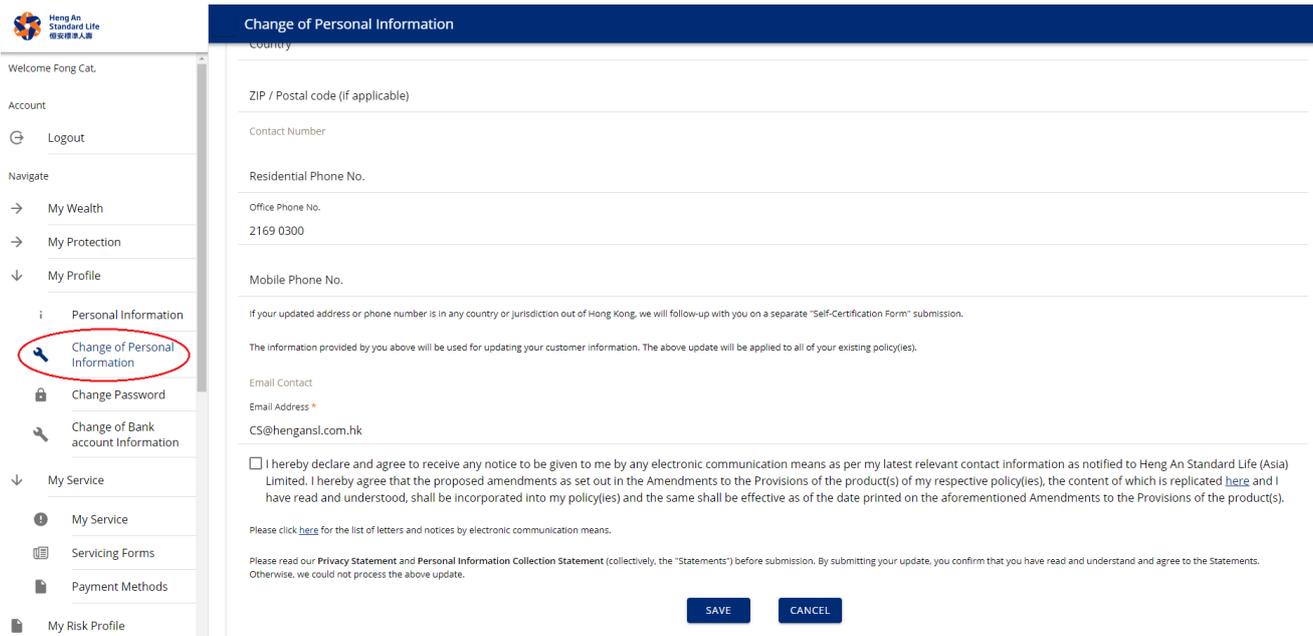
Update your personal information at anytime

Personal Information:

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Step 5.2 Select "Change of Personal Information".



Heng An Standard Life
恒安標準人壽

Welcome Fong Cat.

Account

Logout

Navigate

- My Wealth
- My Protection
- My Profile
- Personal Information**
 - Change of Personal Information**
 - Change Password
 - Change of Bank account Information
- My Service
 - My Service
 - Servicing Forms
 - Payment Methods
- My Risk Profile

Change of Personal Information

Country

ZIP / Postal code (if applicable)

Contact Number

Residential Phone No.

Office Phone No.
2169 0300

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 *
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).

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**

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Step 5.3 Please tick the check box if you would like to receive our notice by any electronic communication means and then press 'Save'. **(Note: For existing customer with inforce policy(ies) issued before 21 September 2020, please view the sample wording of the proposed change to the policy provisions below, and ensure that you have read and understood, and agree to accept, the change before ticking the check box).**

Change of Personal Information

Country

ZIP / Postal code (if applicable)

Contact Number

Residential Phone No.

Office Phone No.
2169 0300

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).

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Email Address *
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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.

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Step 5.4 A confirmation message popped up and then press “OK”. Go Green enrollment completes.

The screenshot shows the 'Change of Personal Information' form on the Heng An Standard Life website. The form includes fields for Country, ZIP / Postal code (if applicable), Contact Number, Residential Phone No., Office Phone No. (with value 2169 0300), and Mobile Phone No. Below these fields, there is a checkbox for electronic communication consent, which is checked. A confirmation pop-up window is displayed in the center, containing the text: 'Thank you for sending us the update of your personal information. We will send you a confirmation letter, after we update our record.' with an 'OK' button. At the bottom of the form, there are 'SAVE' and 'CANCEL' buttons. The left sidebar contains navigation options such as 'My Wealth', 'My Protection', 'My Profile', and 'My Service'.