



**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 first register at our website at www.hengansl.com.hk with 6 Simple Steps.

If you have already created a login account, please take Step 1 (Login) and then jump to Step 6 to give us your consent.



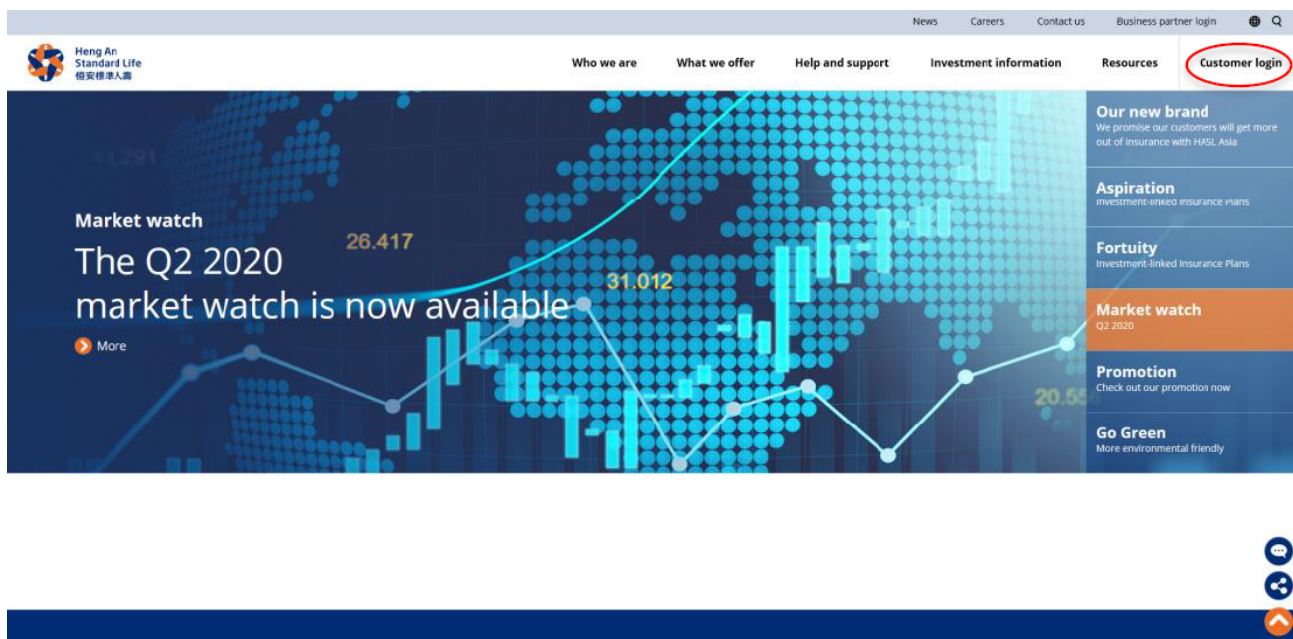
Online registration steps

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



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".

Customer Login

Customer Login

Customer Login

You must have a valid User ID and Password to enter this protected Web site. If you do not have these, please contact us for assistance.

User ID: *

Password :

LOGIN CANCEL

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 then press "Next".

Identity Verification

At your service

Customer Zone Internet Service Registration

Identity Verification

Please Enter Policy Number: *

NEXT

3)

Verify with Activation Key

Step 3

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

- The first 5 characters of your HKID card number including alphabet
- Your Date of Birth as DD/MM/YYYY
- Your Activation Key (Please refer to the encrypted envelope)

Verify Personal Information

At your service

Customer Zone Internet Service Registration
Online Registration - Verify Personal Information

You Account Information

Policy Number: 00070022

You Personal Information

HKID Number *

Date of Birth (DD/MM/YYYY) *

mm/dd/yyyy

Activation Key

Activation Key *

BACK NEXT

4)

Create Account Information

Step 4

Once the customer's identity is verified, the user is required to create a personal username, set a password and provide us your email account.

Remarks:

* User ID accepts only alphanumeric characters only

- The UserID is not case sensitive

** New Password can be numeric, alphabetical or alphanumeric, with length of 8-10 digits, at least 4 of which must be unique digits

Create Personal User ID Verification

At your service

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

You Account Information

Policy Number: 100002619088

Create Your Online User Identity

UserID: *

Happyhappy1

Password

Confirm Password

Your Email Address

Email Address *

cs@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 the customer understands the "Terms and Conditions", “Legal and Privacy Statements” and accepts the relevant terms, please click "Accept" to complete the registration procedures.



About

Contact Us

Legal and Privacy Statement



Account

Login

Sign up

Language

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About

Contact Us

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Account

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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:

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.

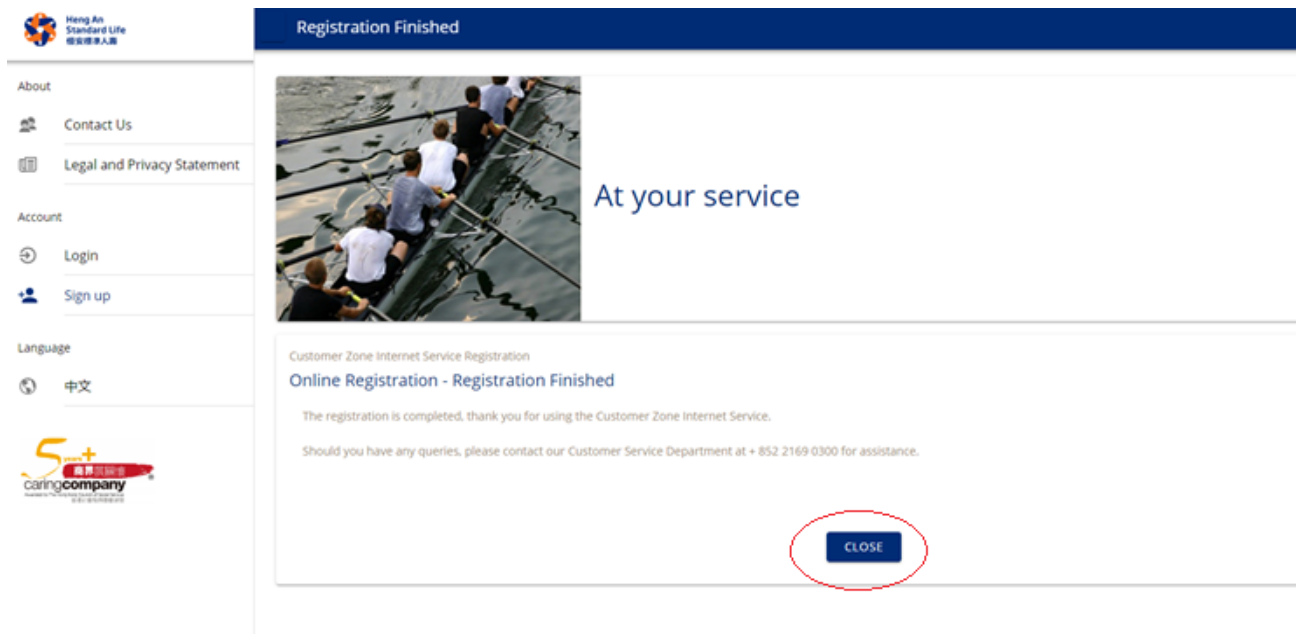
While you are surfing our Password Protected Areas, your Internet browser will show a padlock icon in its status bar, near the bottom right-hand corner of the window. This icon indicates that your online transactions are protected by this encryption technology.

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

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Step 5.2 Online registration completes

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



Heng An Standard Life
恒安標準人壽

About

Contact Us

Legal and Privacy Statement

Account

Login

Sign up

Language

中文

5+
caring company
恒安標準人壽

Registration Finished

At your service

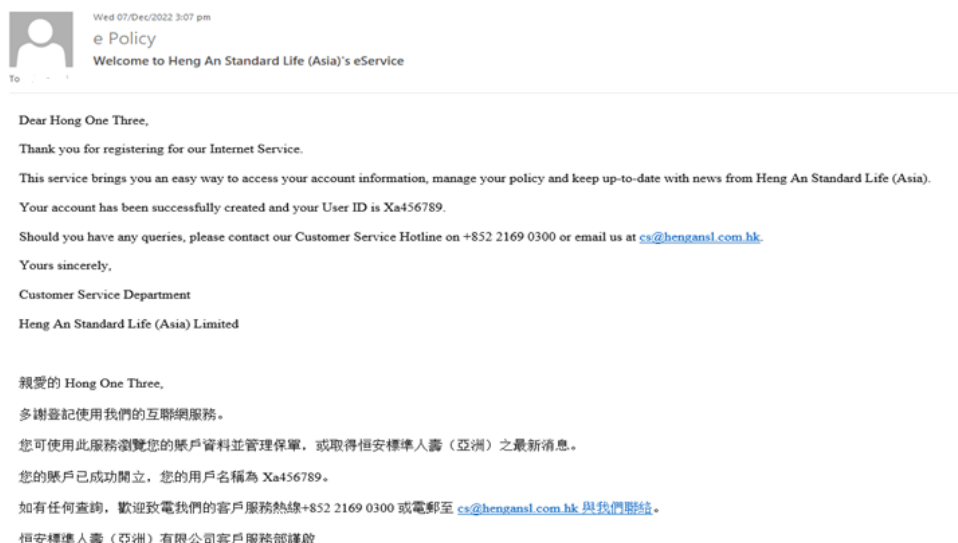
Customer Zone Internet Service Registration
Online Registration - Registration Finished

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

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



Wed 07/Dec/2022 3:07 pm

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

To: [Redacted]

Dear Hong One Three,

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 Xa456789.

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 Hong One Three,

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，您的用戶名為 Xa456789。

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。

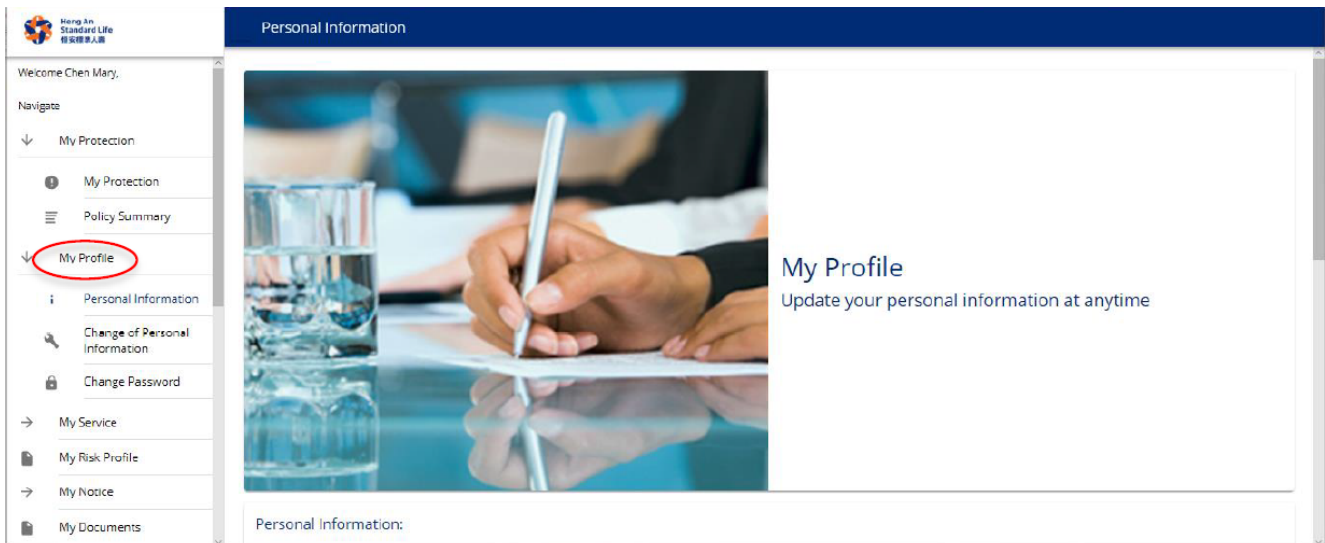
恒安標準人壽（亞洲）有限公司客戶服務部謹啟

6)

Giving us your consent

Go Green enrollment

Step 6.1 Go to “My Profile” after logging in.

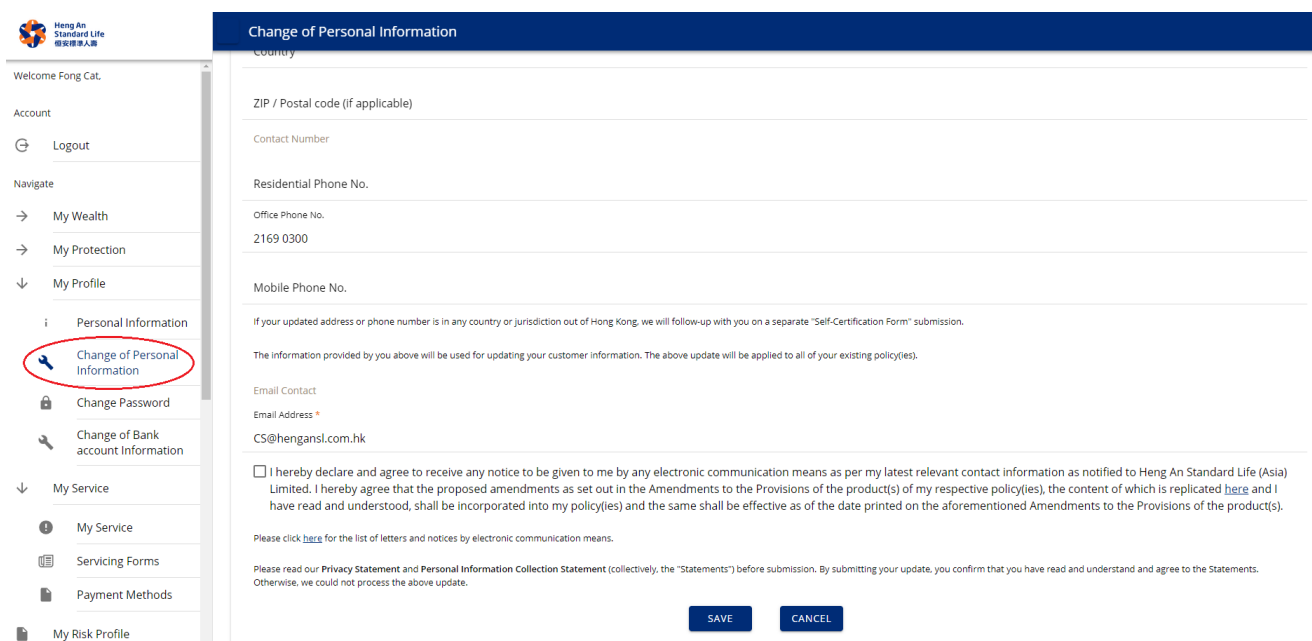


Personal Information

My Profile
Update your personal information at anytime

Personal Information:

Step 6.2 Select “Change of Personal Information”.



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

Step 6.3 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).**

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.

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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 *

CS@hengansl.com.hk

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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.

Step 6.4 A confirmation message popped up and press “OK”. Go Green enrollment completes.



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 other than Hong Kong, please complete the "Self-Certification Form" submission.

The information provided by you above will be used for updating your contact information and for the purpose of sending you a confirmation letter, after we update our record.

OK

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