



POLICY SERVICES IN ONE CLICK

Gen iClick® application comes with a special design to meet your needs.

There are various information features and other services available that can be accessed easily and quickly.



generalico.id

PT Asuransi Jiwa Generali Indonesia berizin
dan diawasi oleh Otoritas Jasa Keuangan

Ver 2.0 | GROUP | TPA AdMedika | 2023



Hassle Free Service For You

Dr. Leo Telemedicine Service

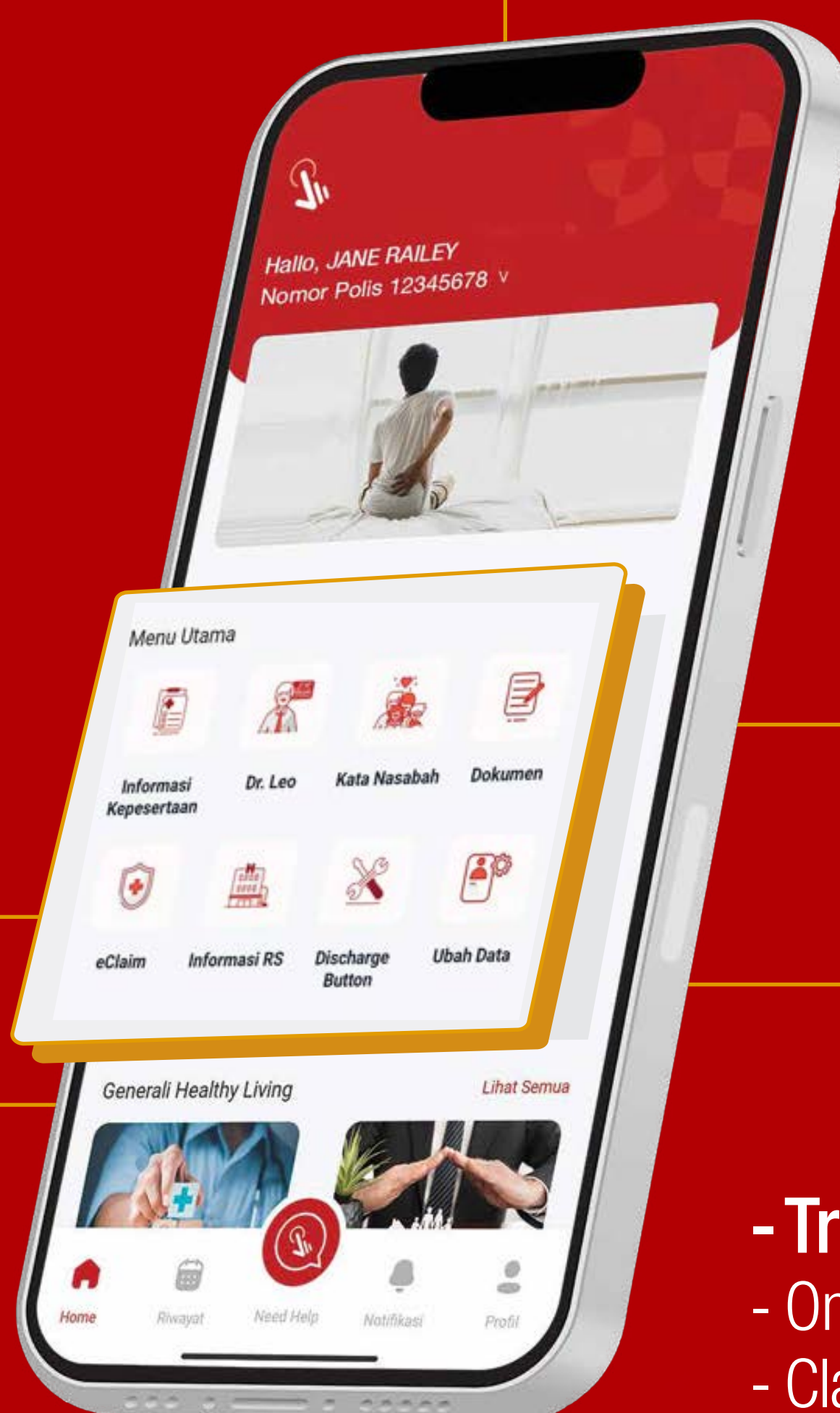
- FREE 24/7 Virtual consultation
- Online prescription, medicine delivery to your home

Lifestyle & Health

- GenTalks virtual event
- Generali Health article

Informations

- Data Member
- Insurance Benefit



- Transactions

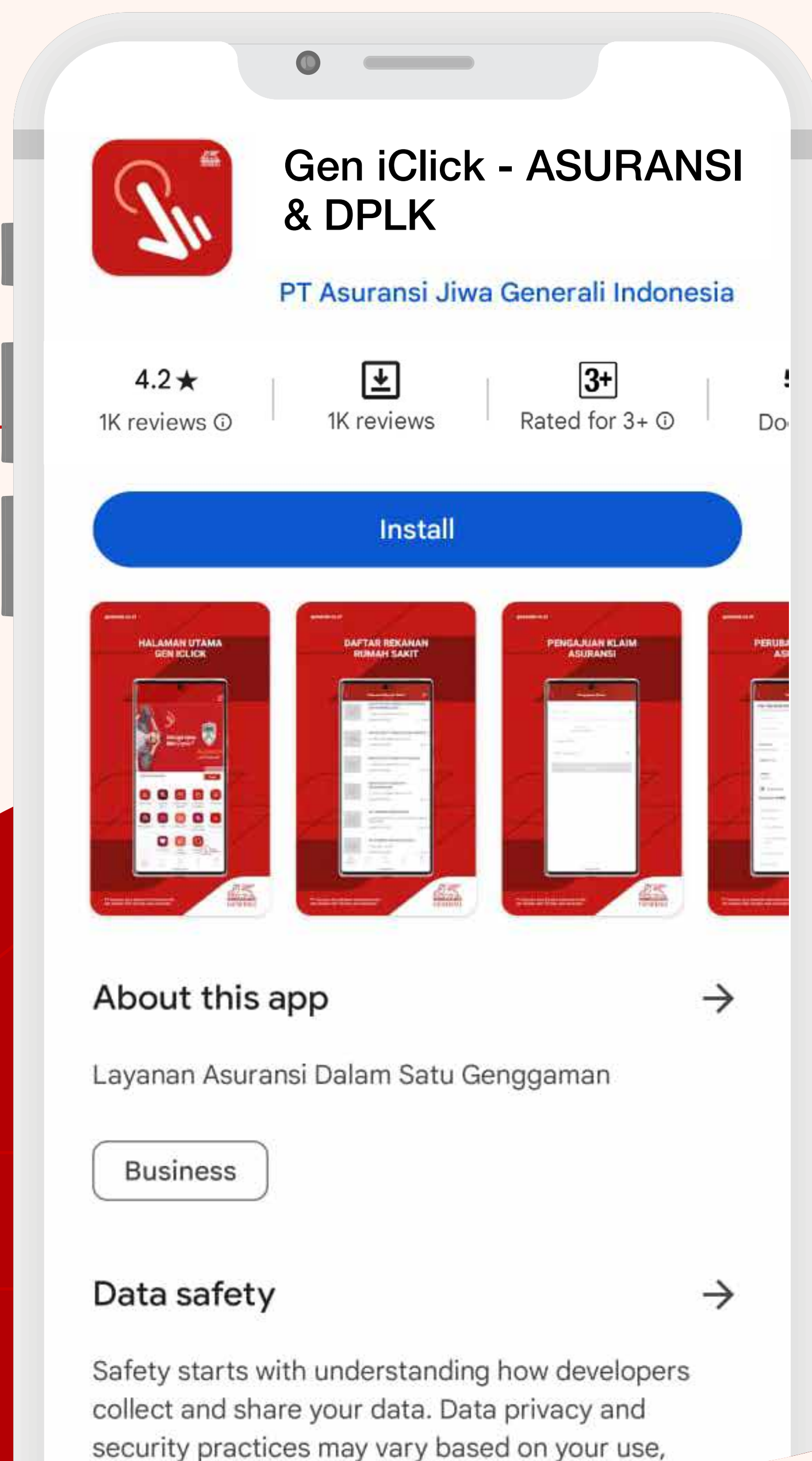
- Online Claim Submission
- Claim Status Tracking

Other Features

- Generali eCard
- Need Help button
- Customer testimony
- Generali Indonesia Hospital Partner



Download Gen iClick® App



Gen iClick® App is available on
App Store and Google Play Store

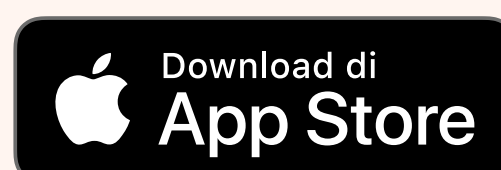
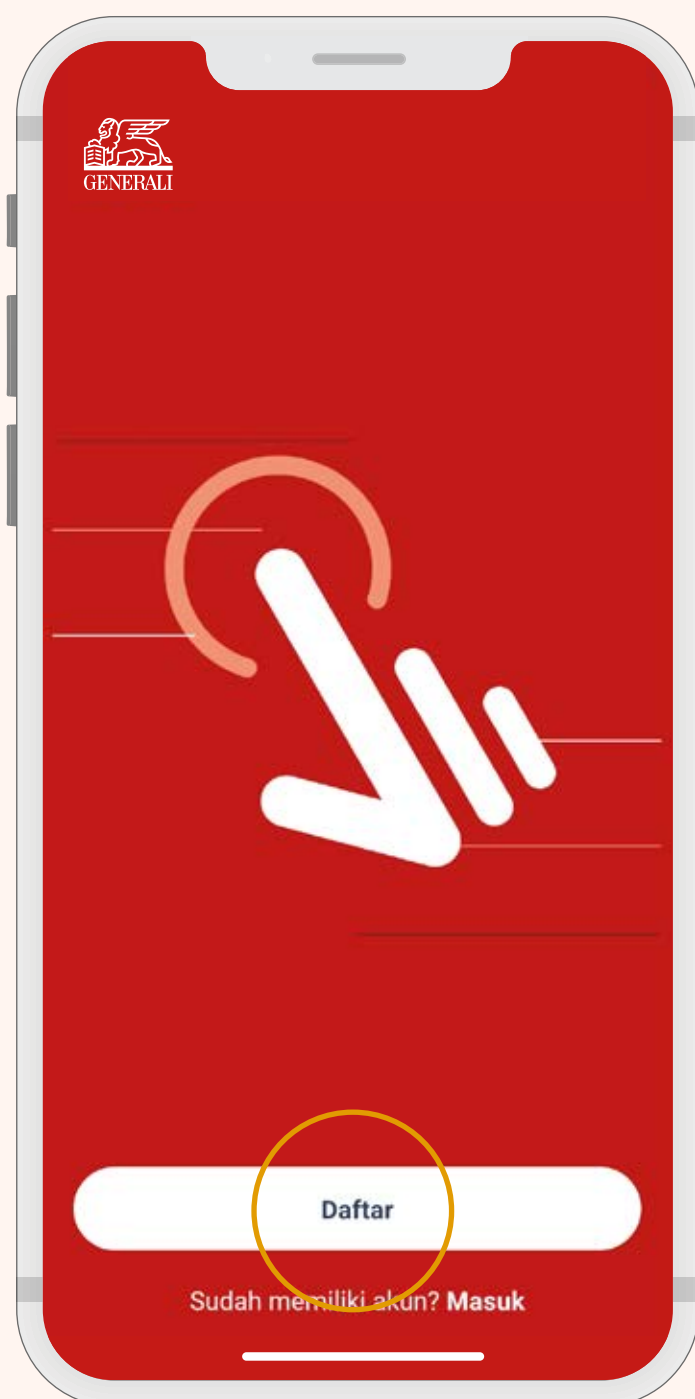




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Hospital Partner
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How to Register



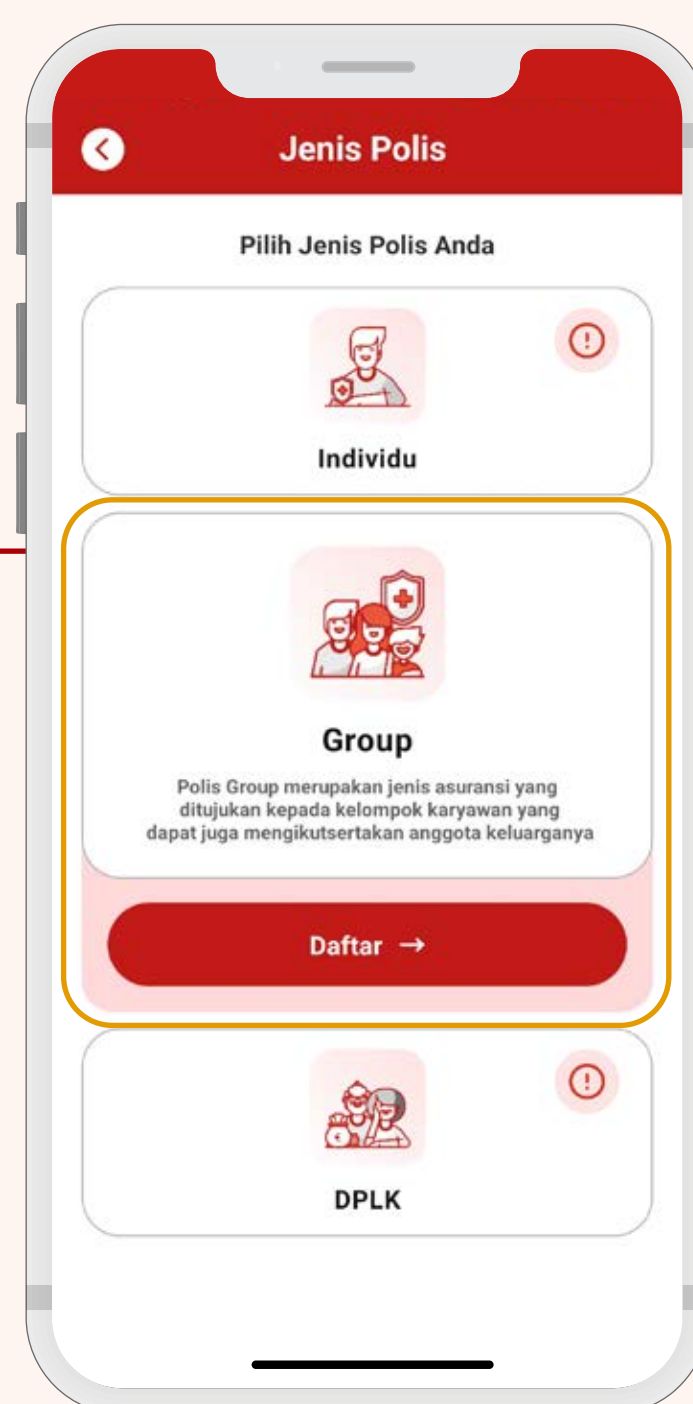
1

Please register your account by click **Daftar** on the front page to enter the application.

Three options will appear on the screen Policy Type.

Select **Group** menu to start register your Group Policy account. Then click **Daftar**.

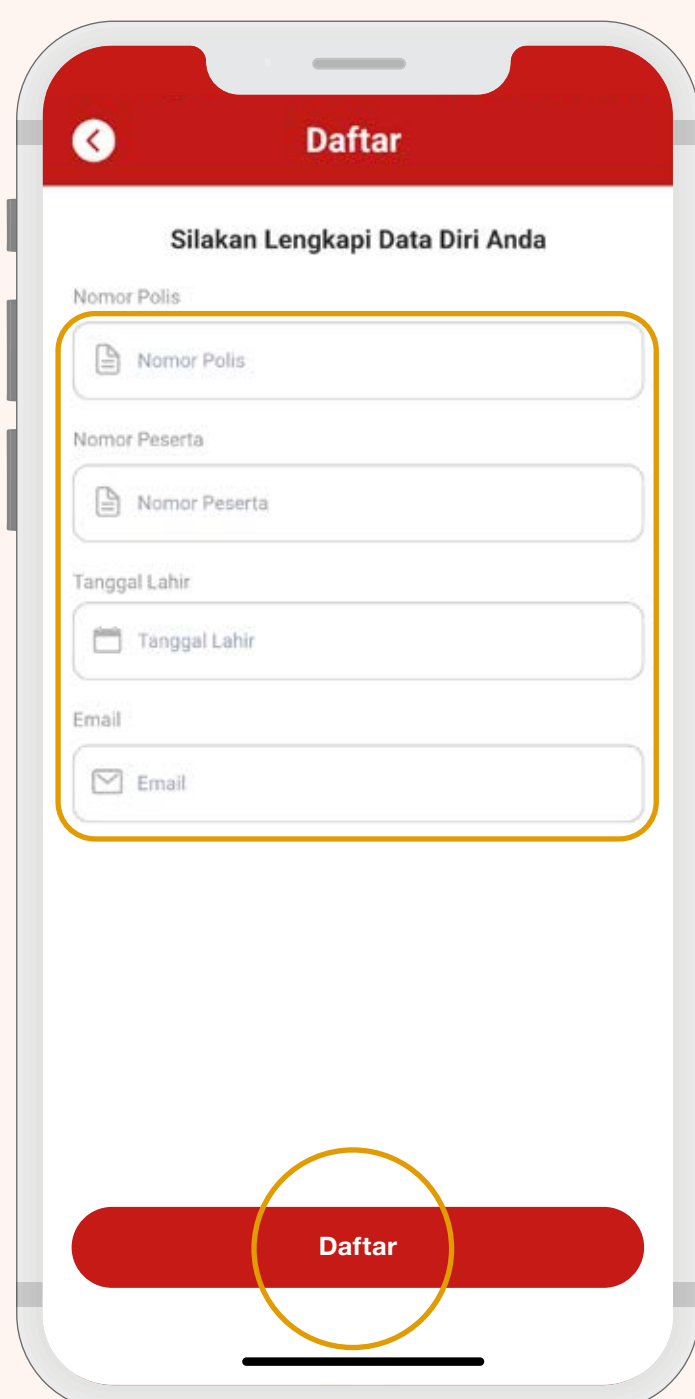
2



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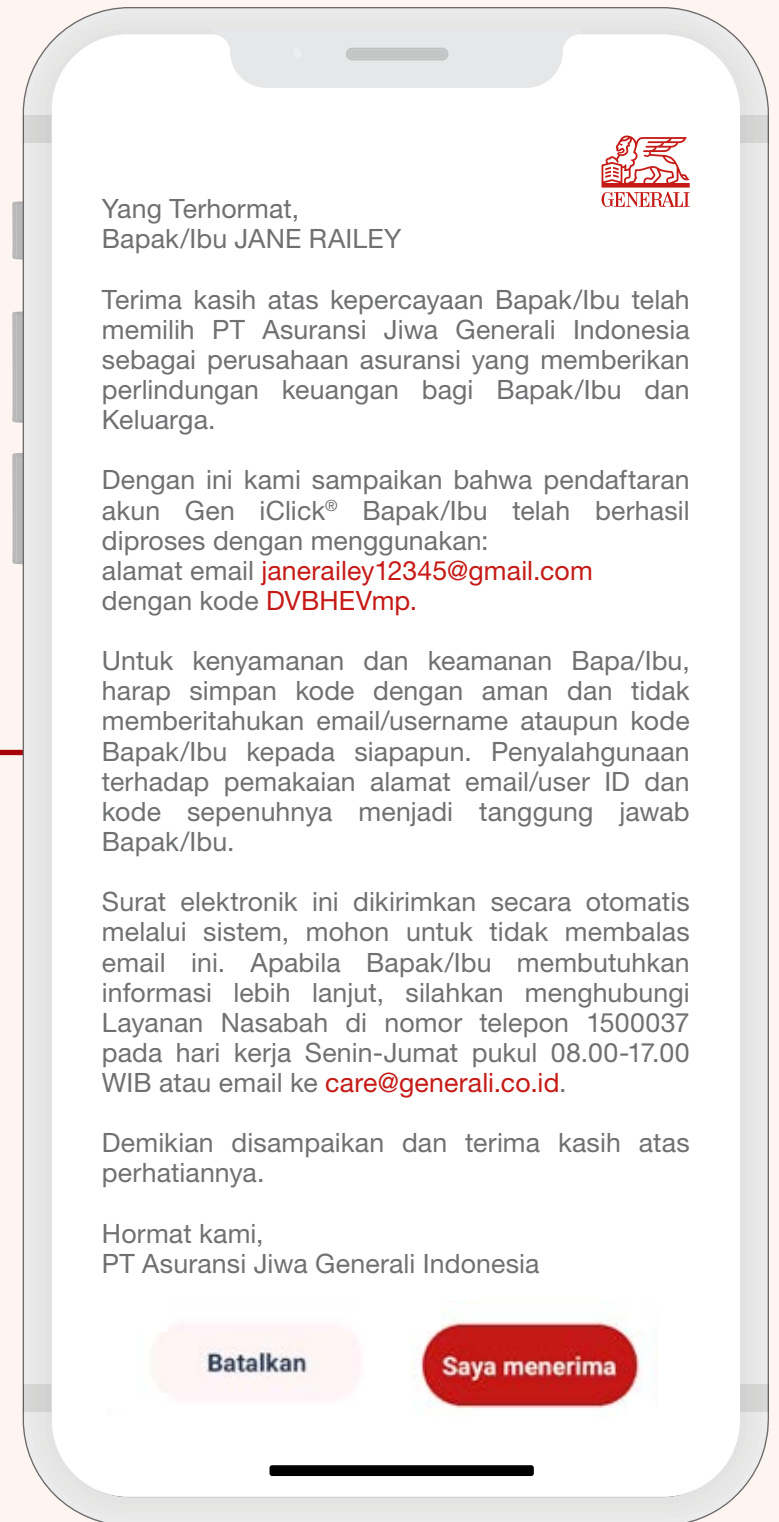
Fill in your data in the columns provided according to your Generali Card.

Make sure the data is correct, then click **Daftar**.



You are required to agree the End User License Agreement (EULA).

4



5

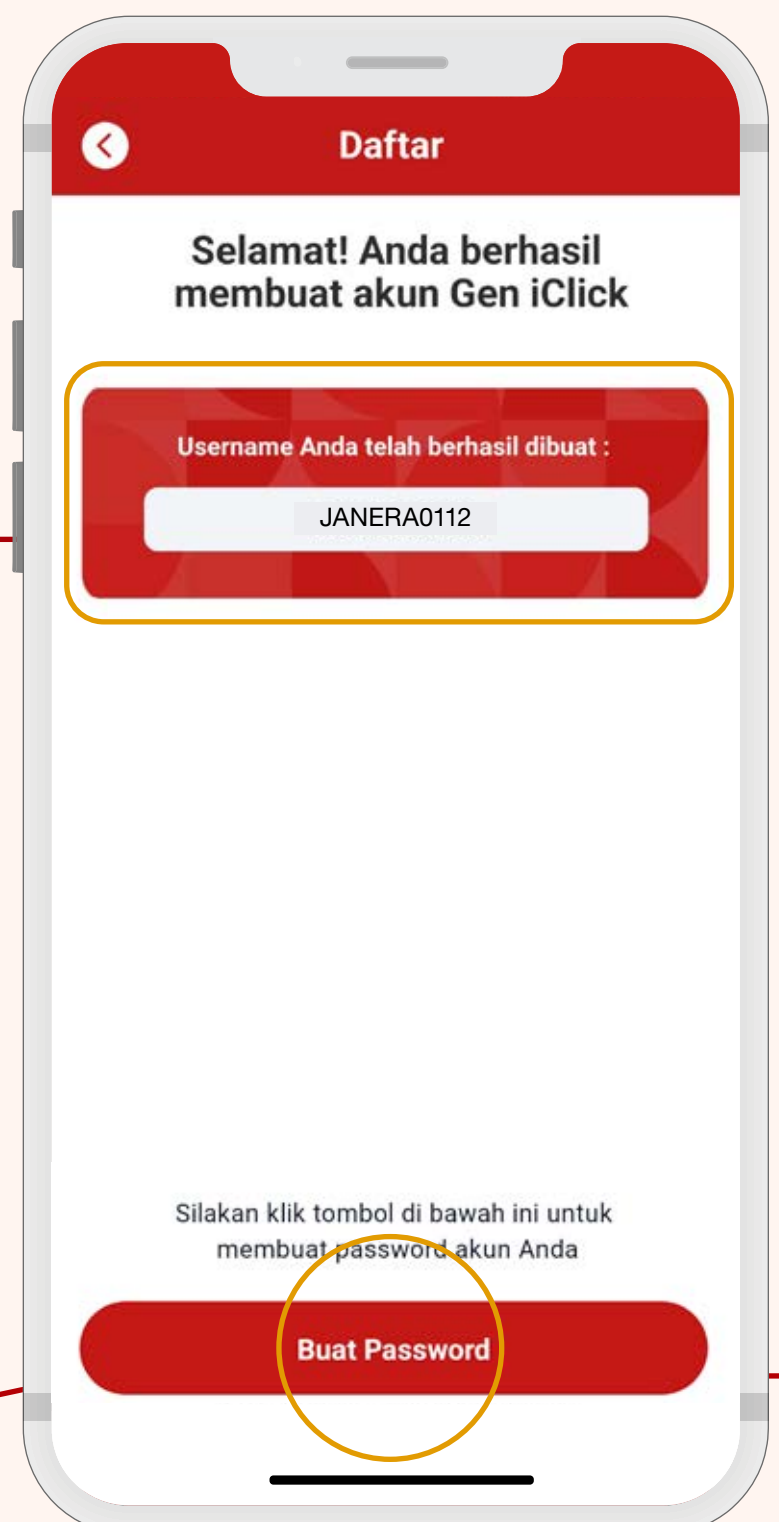
You will directed to verified your **OTP code** that sent automatically to registered email.

The OTP code **only valid for 2 minutes.**

Gen iClick® system will **automatically create your username** which is used to login.

Then click **Buat Password.**

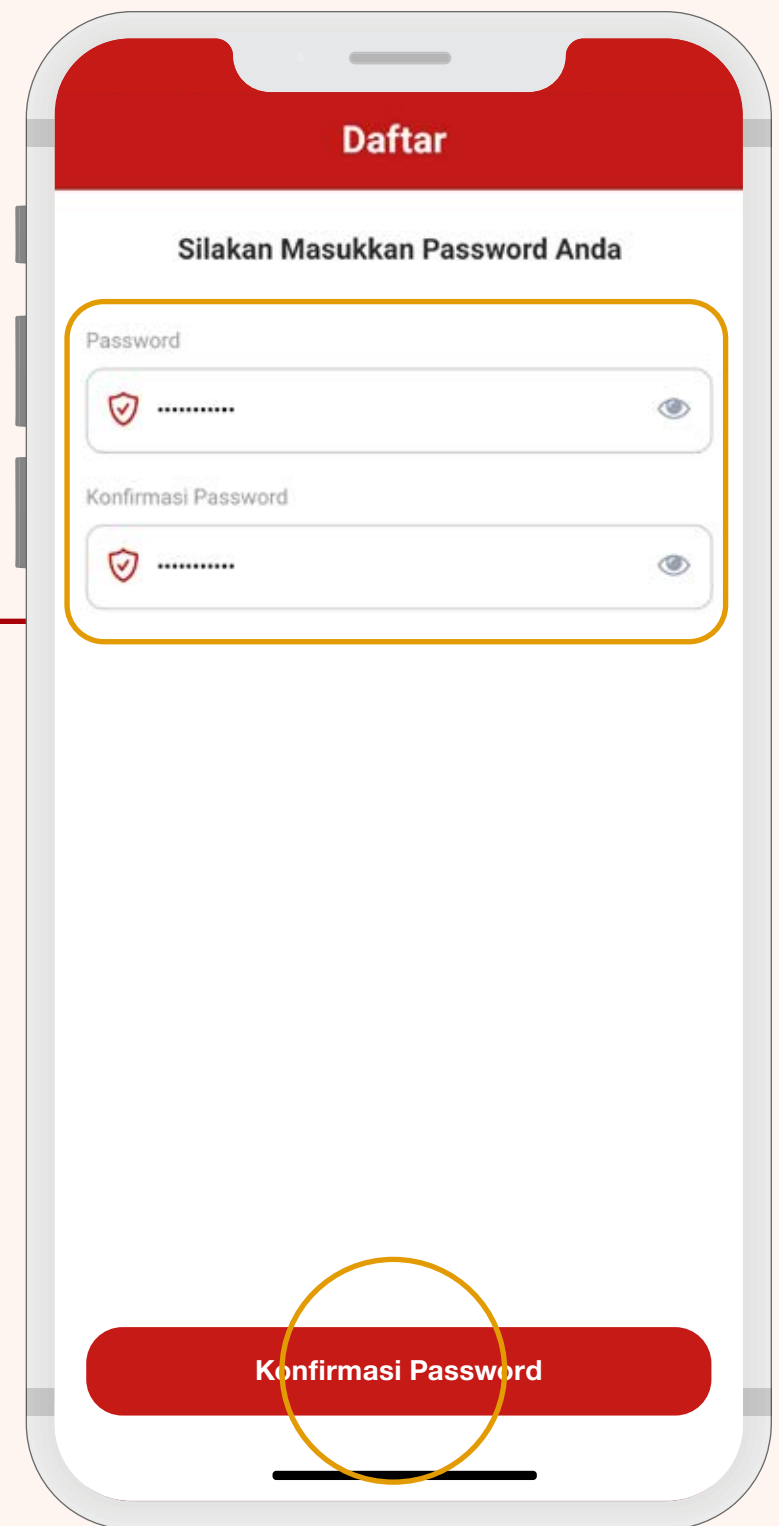
6



Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

7



8

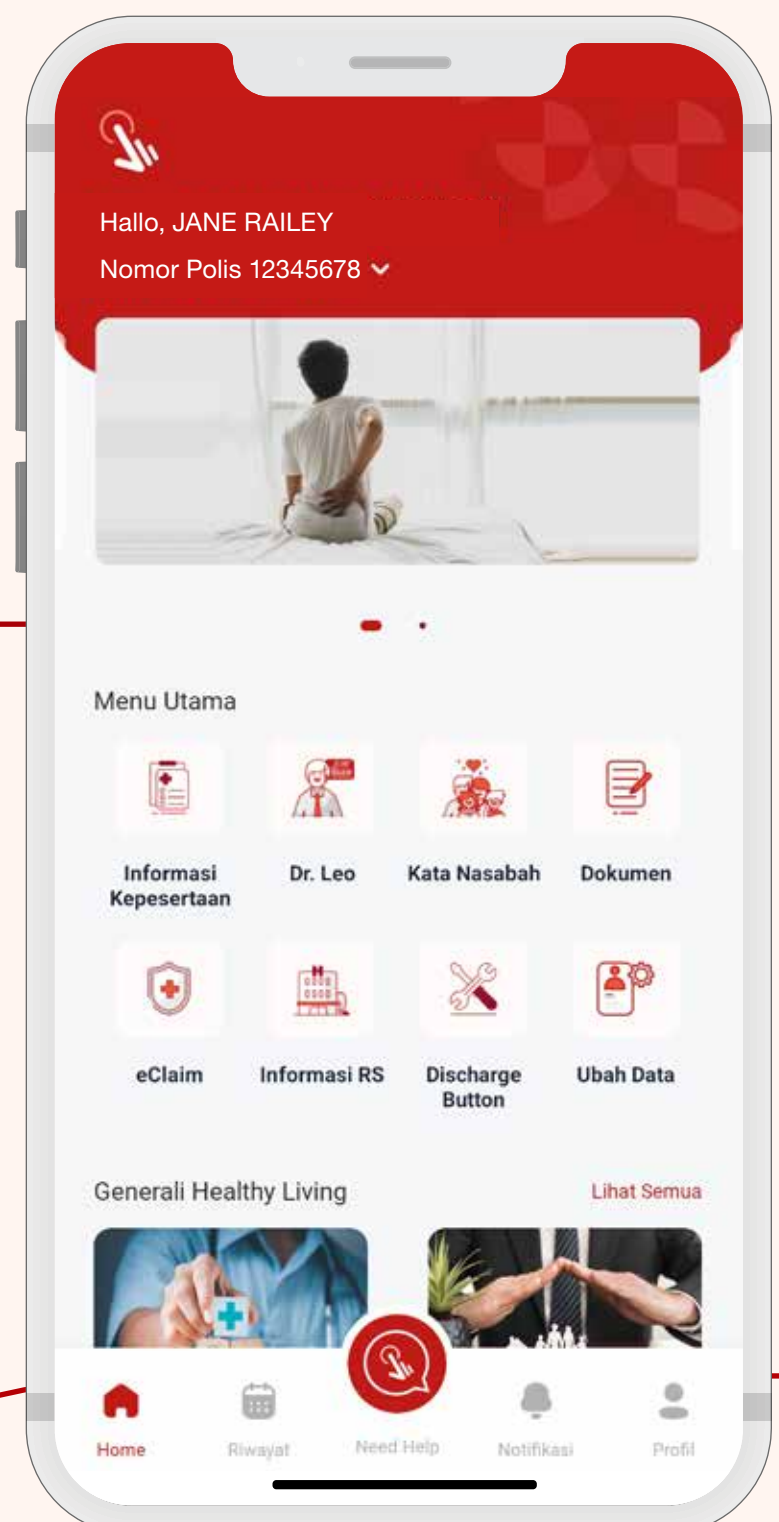
Your Gen iClick® password has been successfully created.

Click **Menu Utama.**

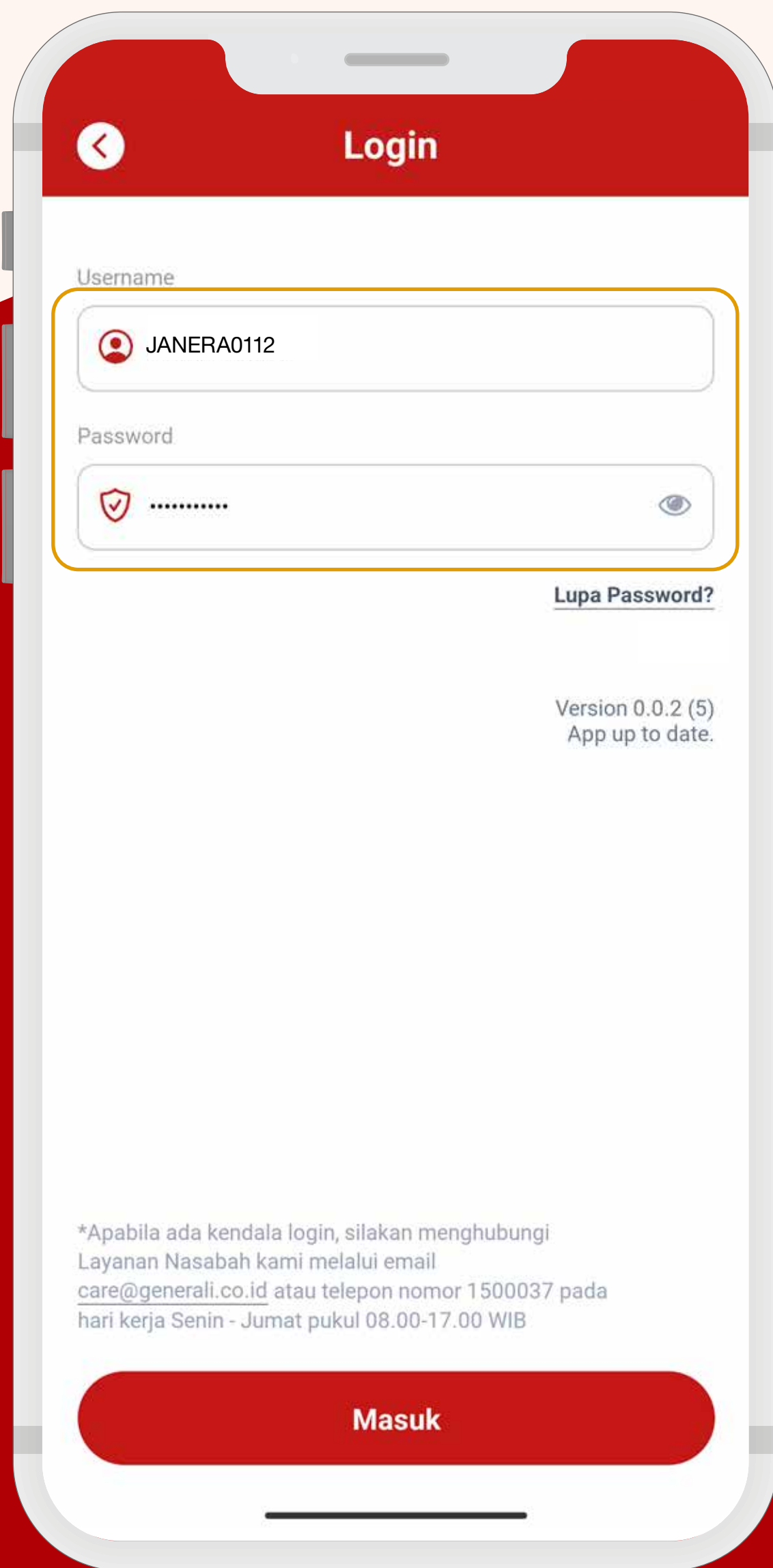
Congratulations!

You have successfully registered to Gen iClick®.

9



How to Login Account



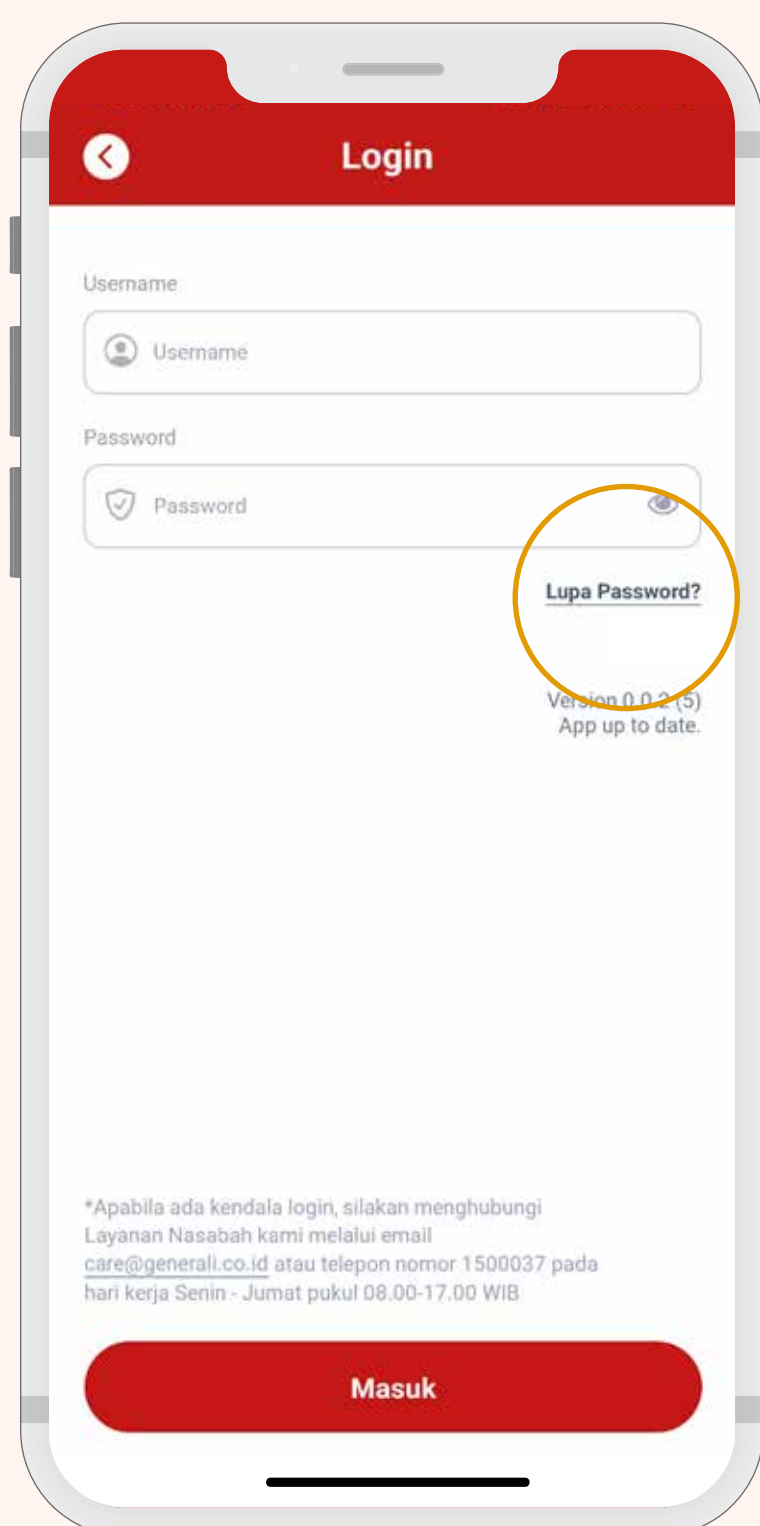
On the Login page, enter **your new username and password.**

Your **username** and password are yours and confidential. For your convenience and security, please do not share them with other parties.

Disclaimer

For participants who already have an account, You will get a new username to login to the Gen iClick® app without changing your previous password.

Forgot Password Guidance

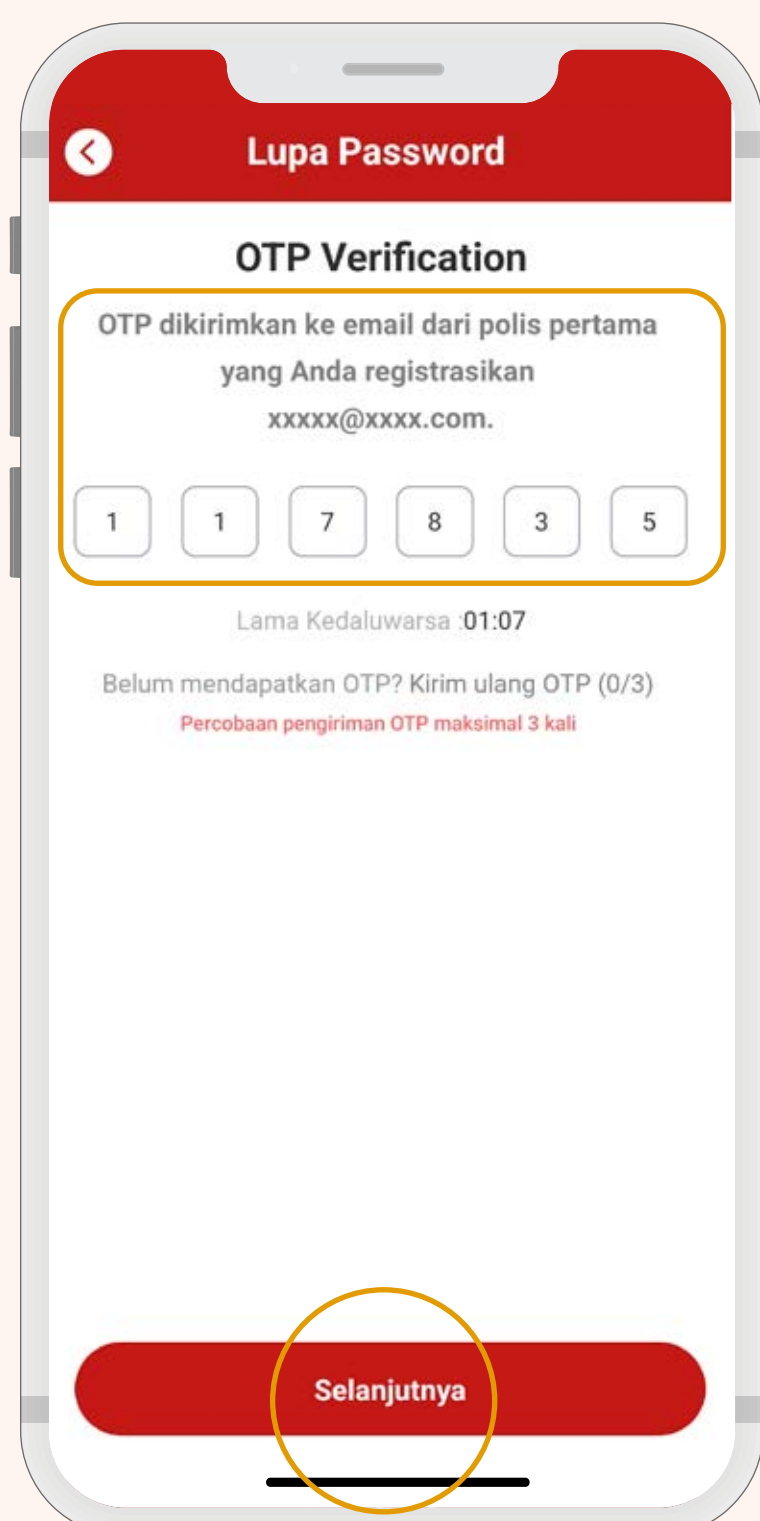
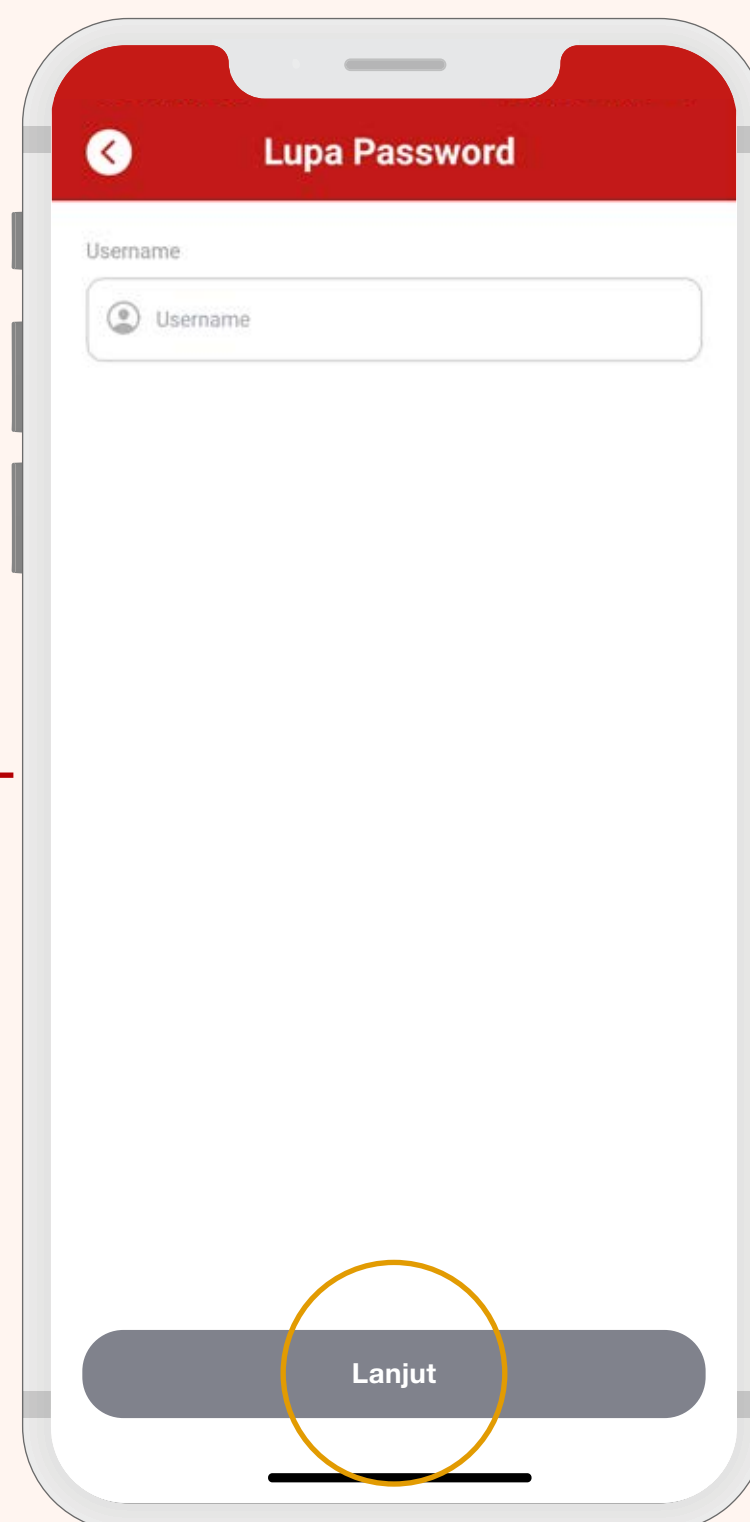


1

Click **Lupa Password** on the Login page.

Enter the registered **username** then click **Lanjut**.

2



3

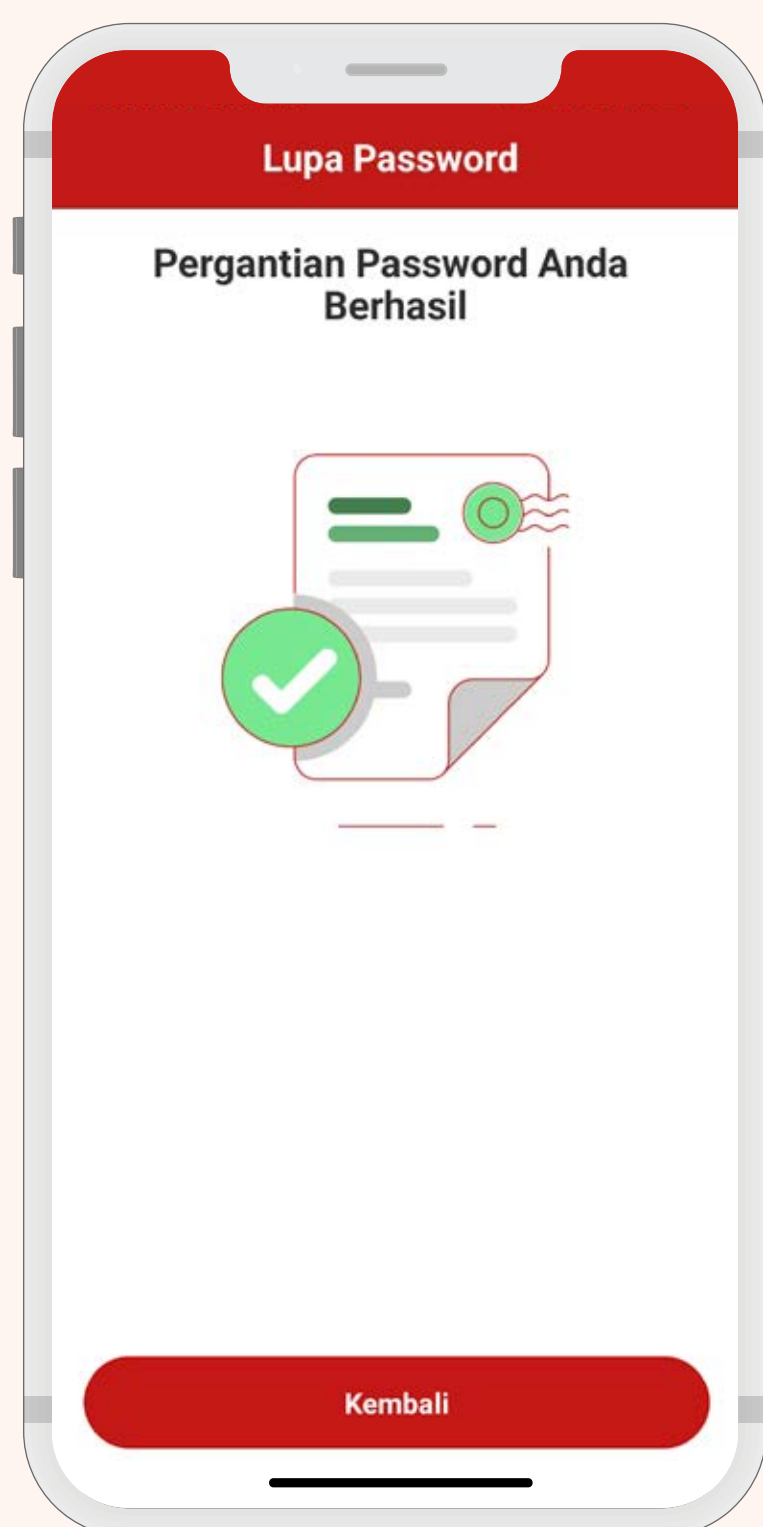
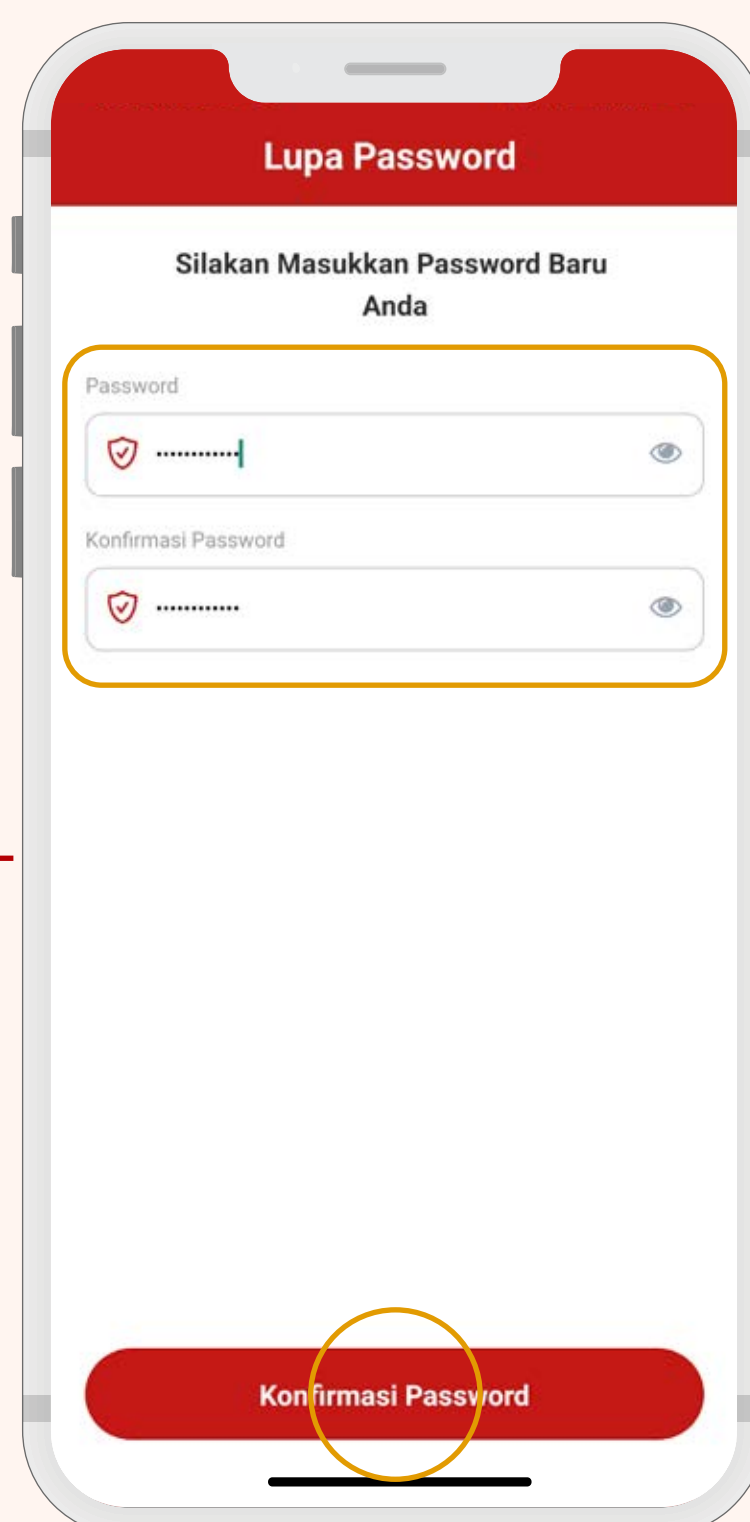
You will directed to verified your **OTP code** that sent automatically to registered email.

The OTP code **only valid for 2 minutes.**

Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

4



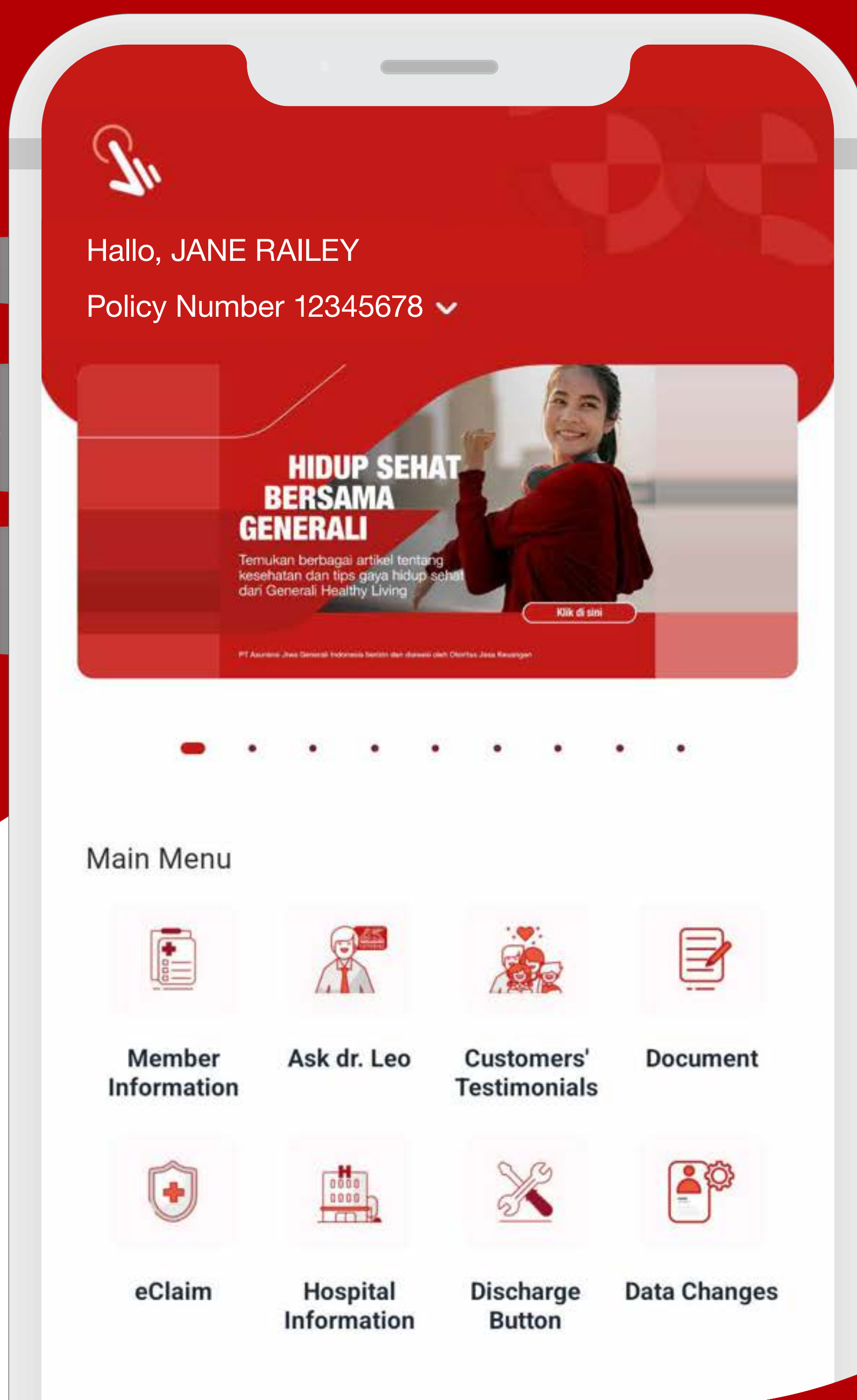
5

Congratulations!

Your password has been successfully changed



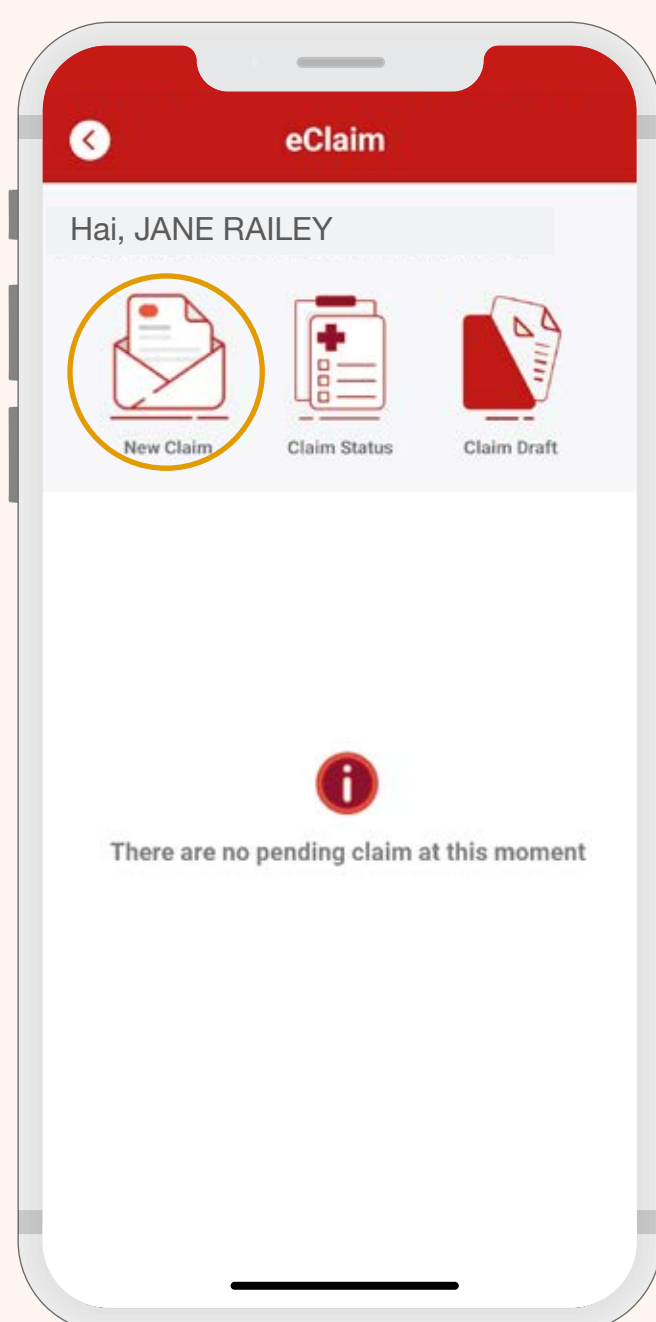
Innovative Features Gen iClick® App



Generali Your Lifetime Partner

eClaim Feature

With Gen iClick®,
you can easily submit your claims, online



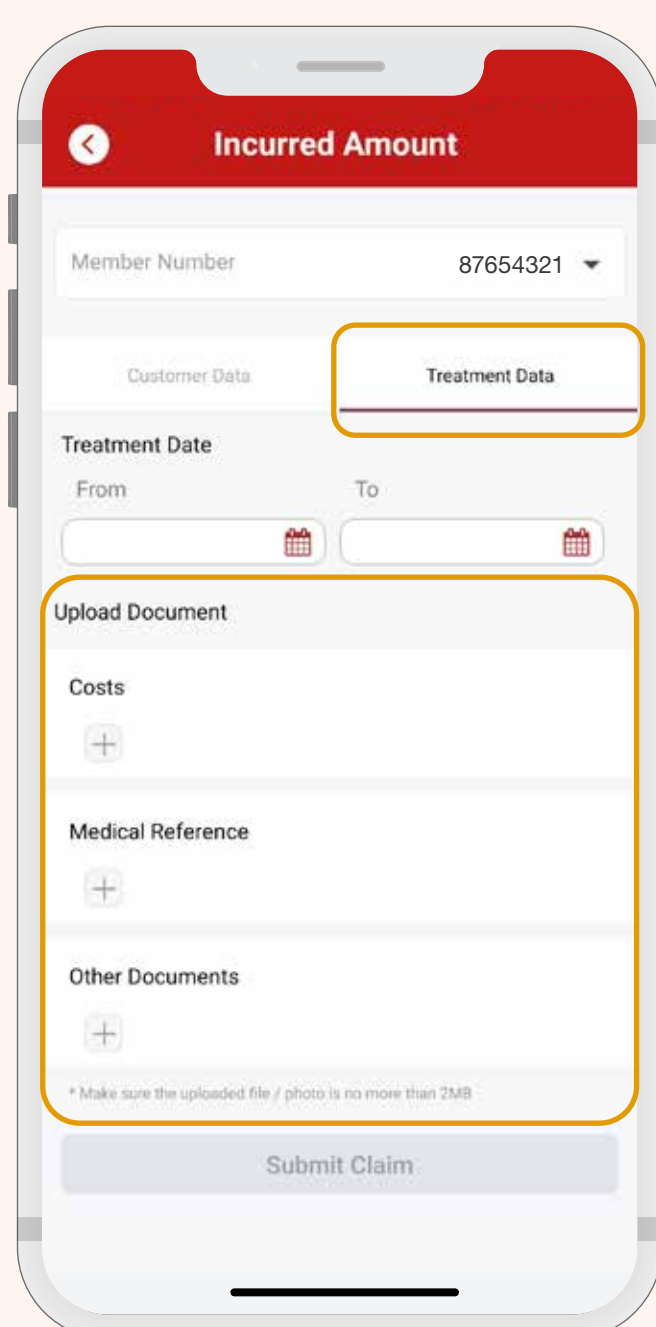
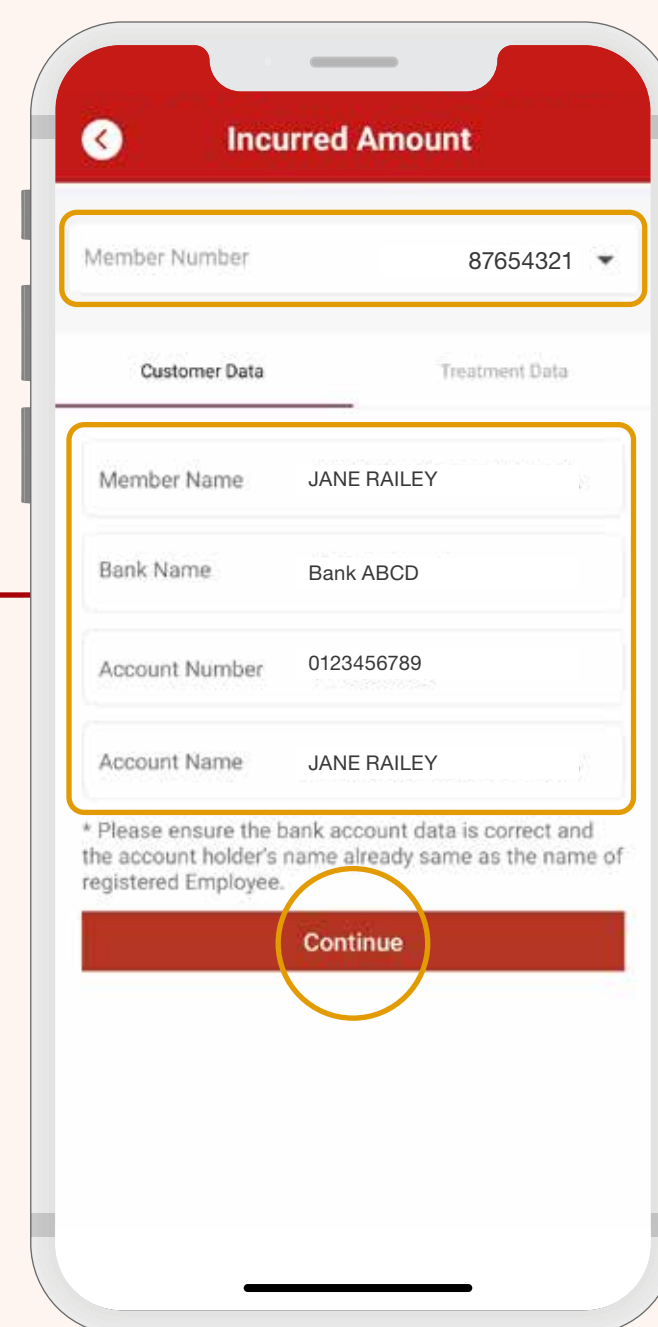
1

On the main page,
click **eClaim menu**.

Then select **New Claim**
to submit your claim.

Select **Member Number** &
complete the information on
the **Customer Data** page, then
click **Continue**.

2

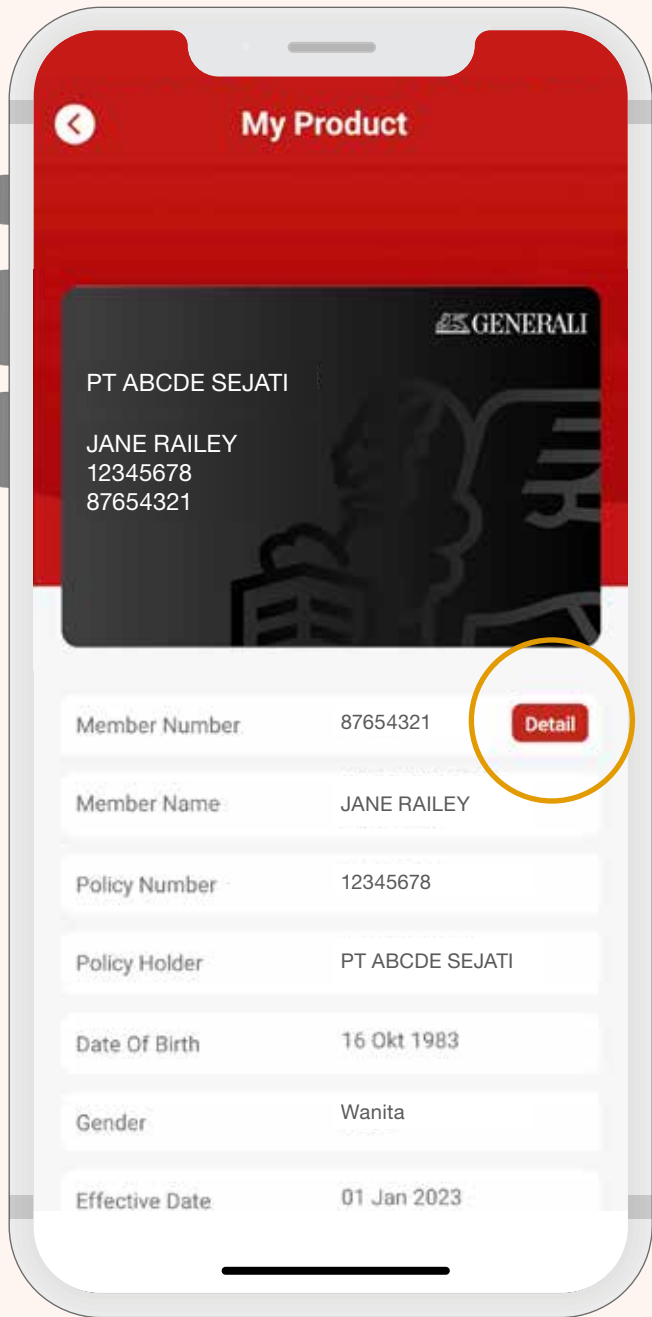


3

Complete supporting
documents in the **Treatment**
Data column for online claim
submissions.

Then, click **Submit Claim**.

Insurance Benefit Information



1

On the main page,click **Member Information menu.**

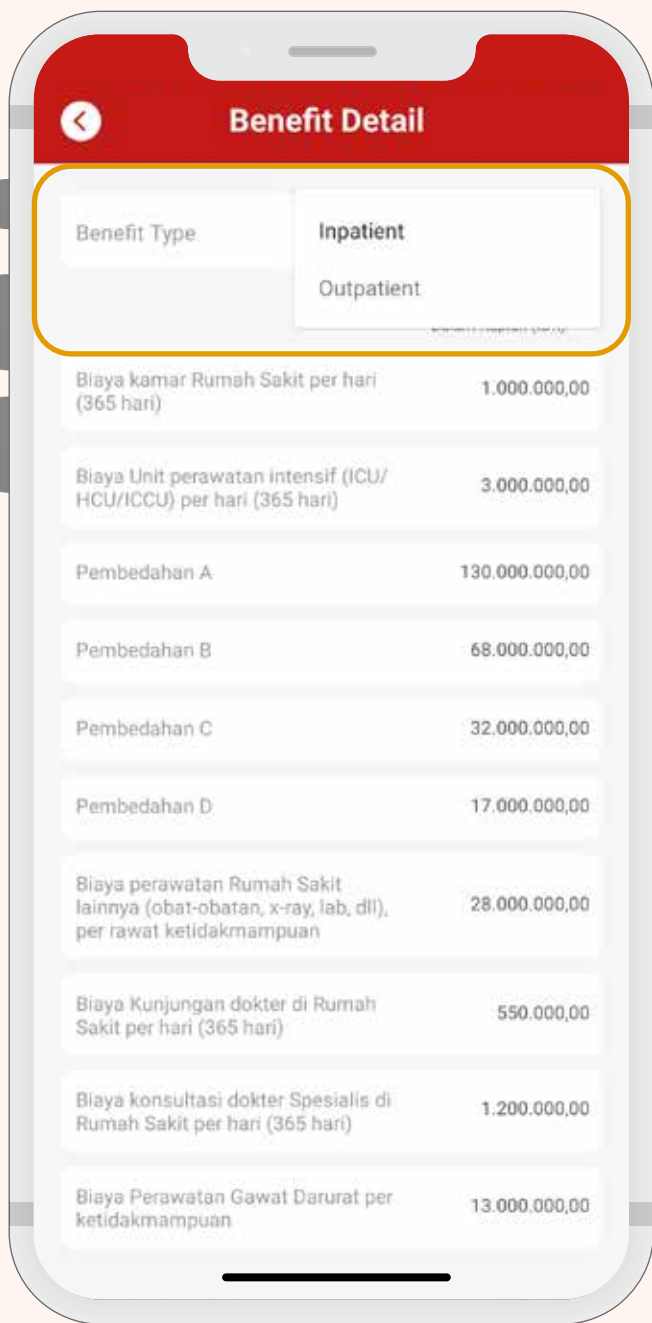
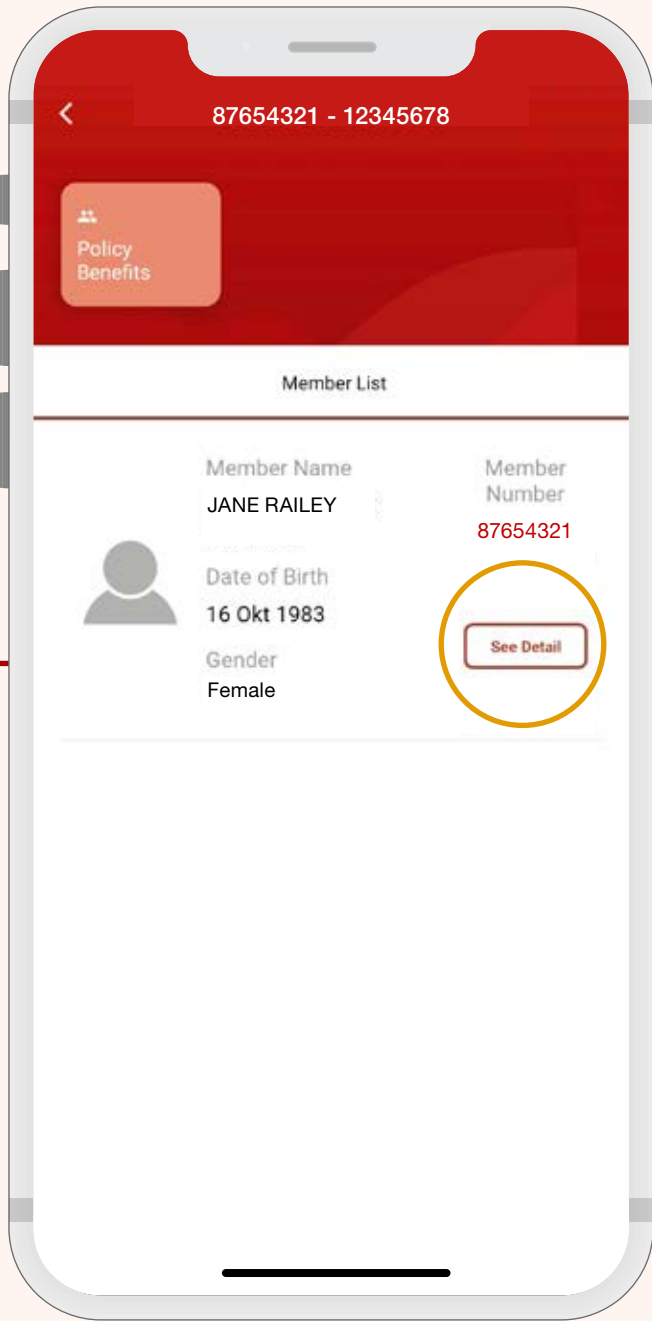
Then click **Detail** to view your Data Member.

Note:

Activate your eCard for easy cashless process at Generali Hospital Partner that already have eCard facility.

Click **See Detail.**

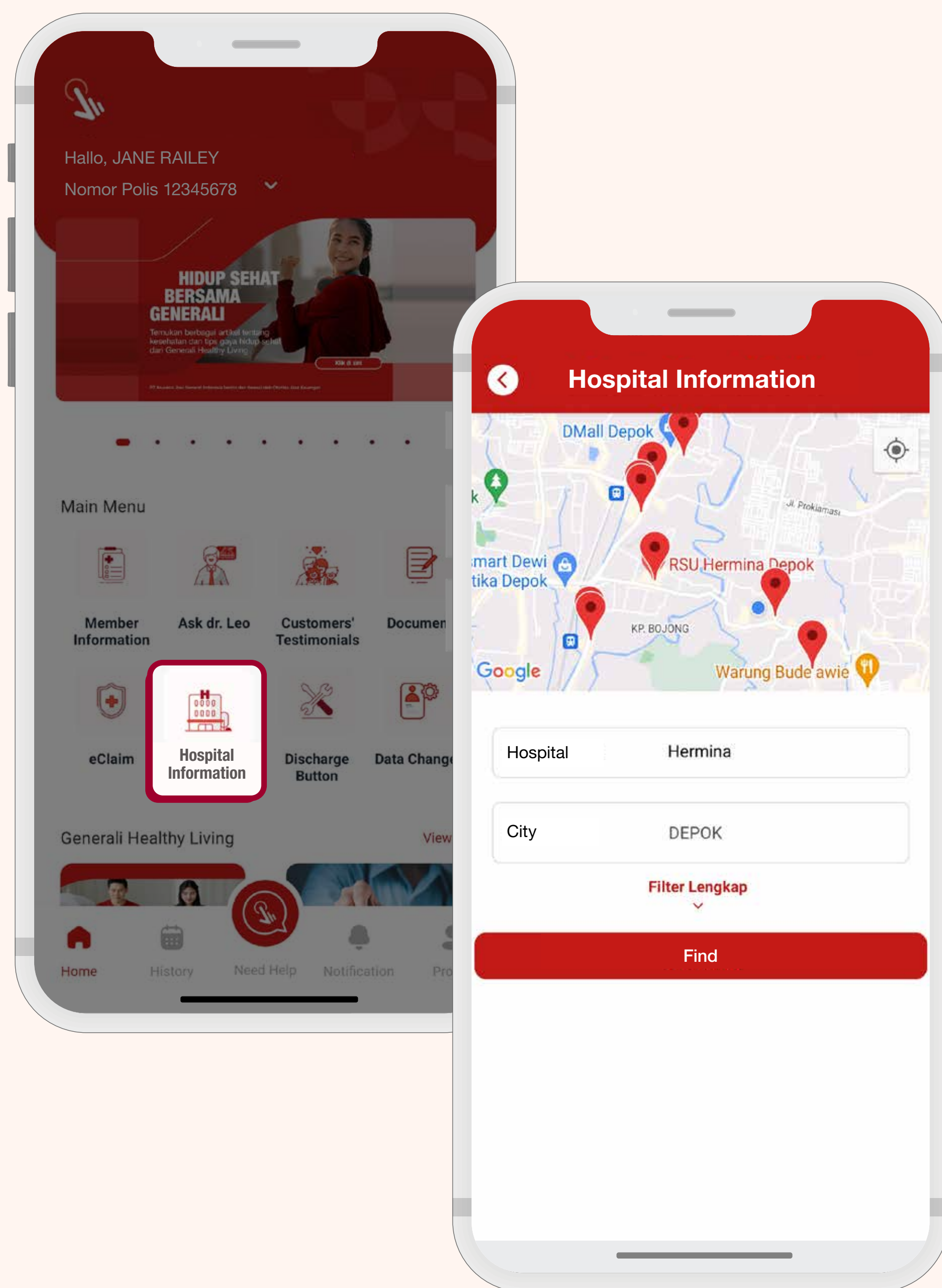
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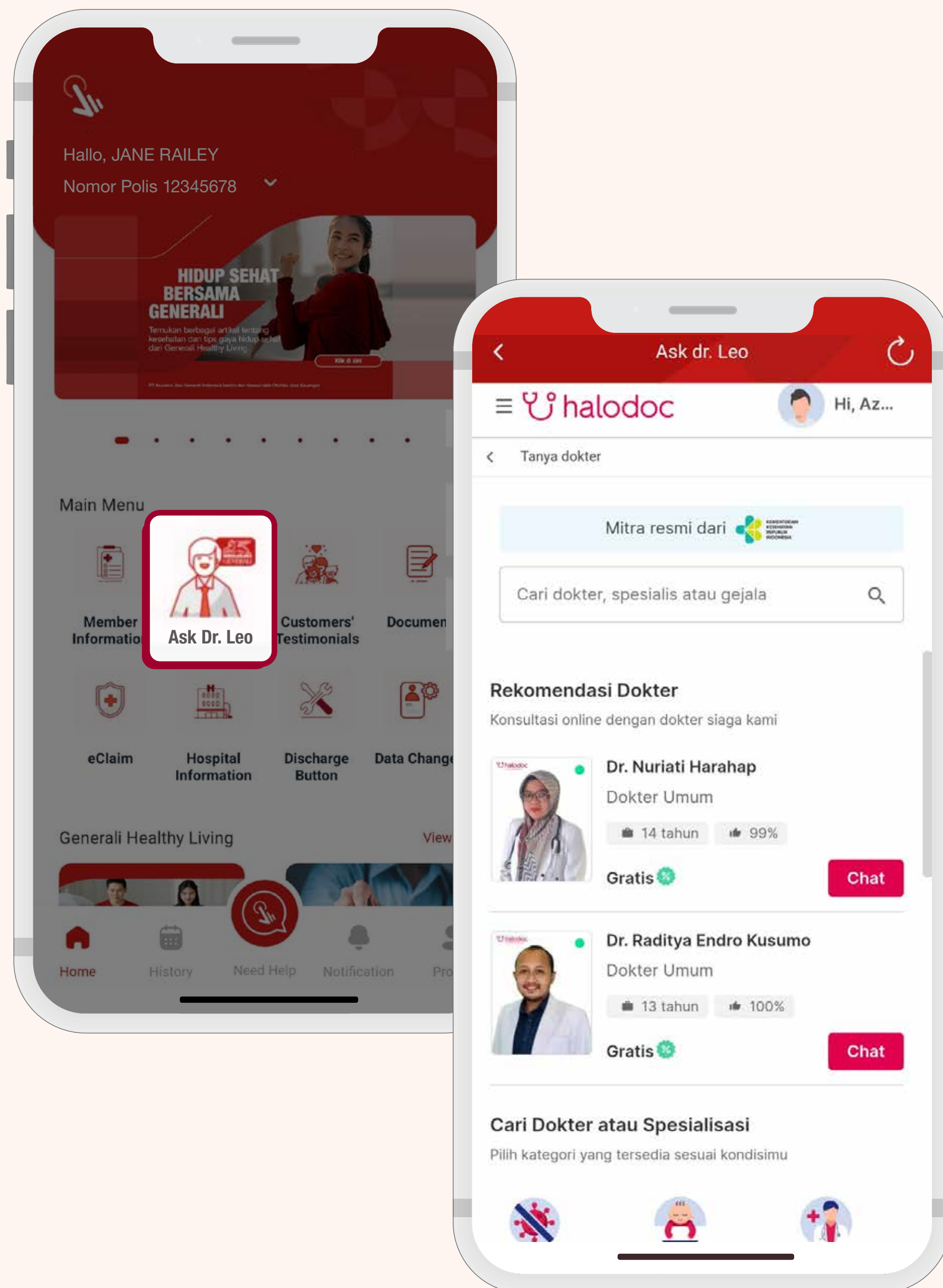
Select **Benefit Type** to view Participants benefit.

Find Generali Indonesia Hospital Partner



You can easily know all locations of the nearest Generali Indonesia's Partnered Hospital.

Dr. Leo Telemedicine Service



Now you can do consultation
without going anywhere at anytime.



Hassle free and convenient in one click, Gen iClick®



To get any assistance,
please contact Customer Service Generali

CARE Generali

Monday-Friday (08.00-17.00 WIB)

15000-37



cs@generali.co.id



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App Store



TEMUKAN DI

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