



COMPREHENSIVE INNOVATIVE FEATURES FOR YOUR EVERY NEED 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.





Hassle Free Service For You

Healthcare Assistance

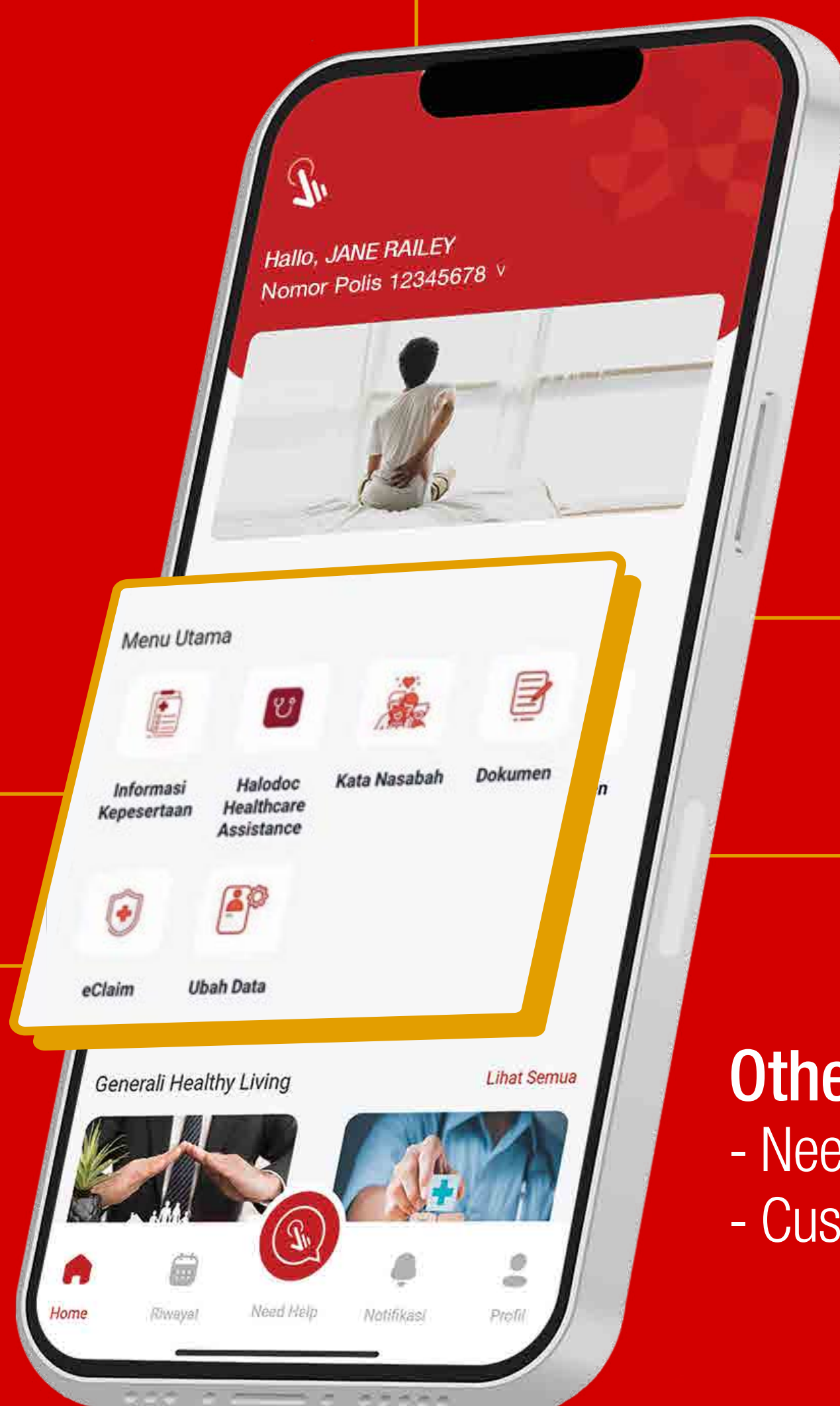
- 24/7 Virtual consultation
- Data Member medicine delivery to your home

Lifestyle & Health

- GenTalks virtual event
- Generali Health article

Informations

- Data Member
- Insurance Benefit



Other Features

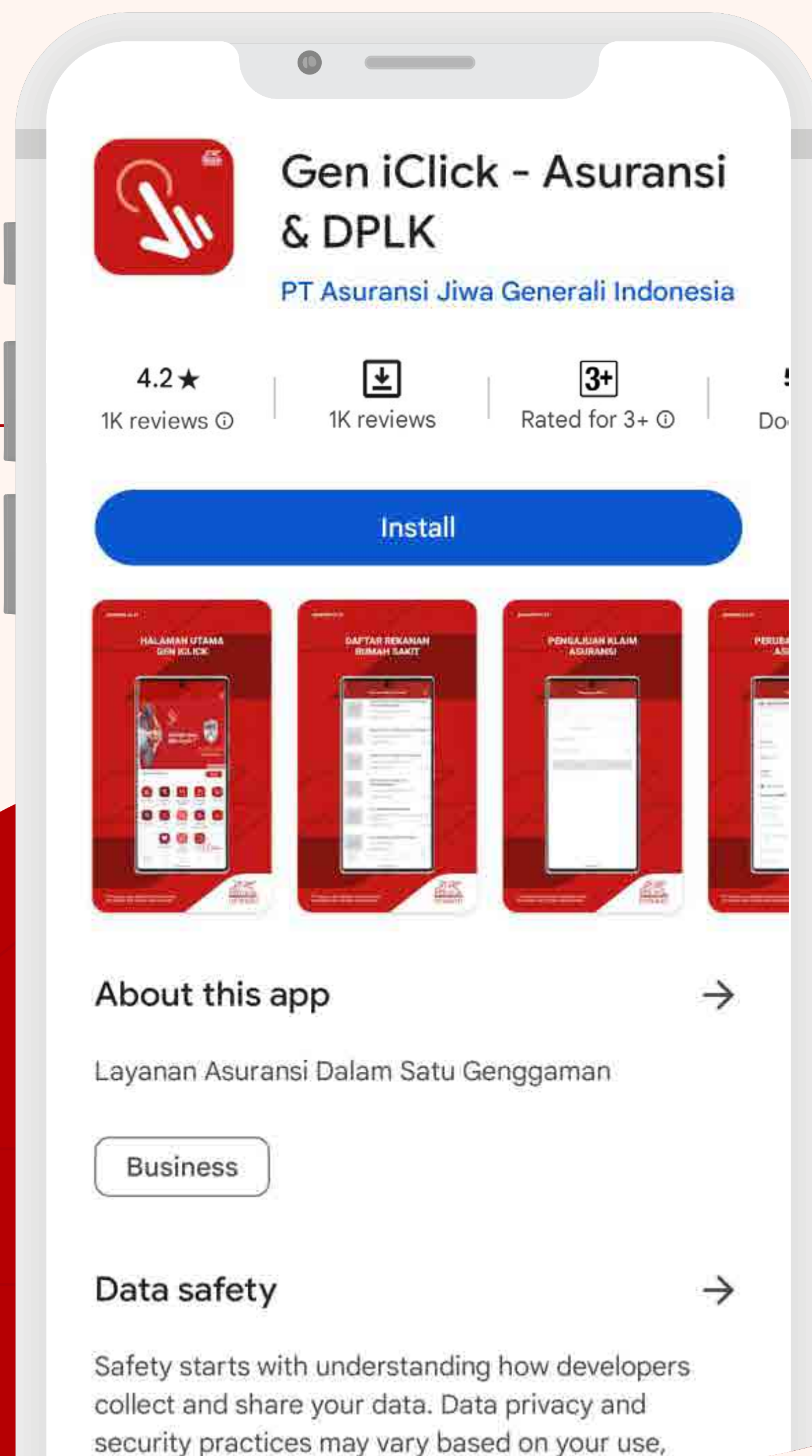
- Need Help button
- Customer testimony

Transactions

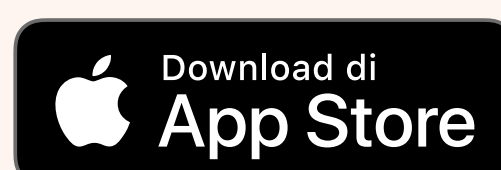
- Online Claim Submission
- Claim Status Tracking



Download Gen iClick® App



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



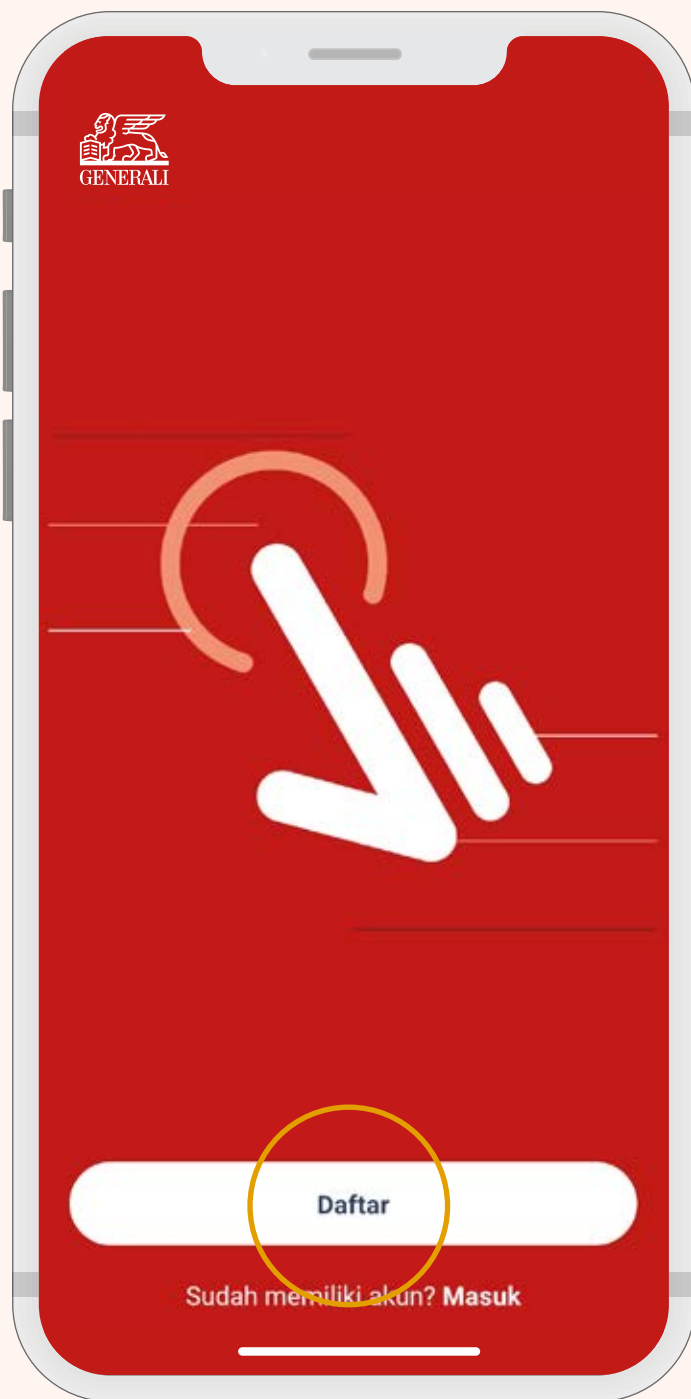


Gen iClick®

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How to Register



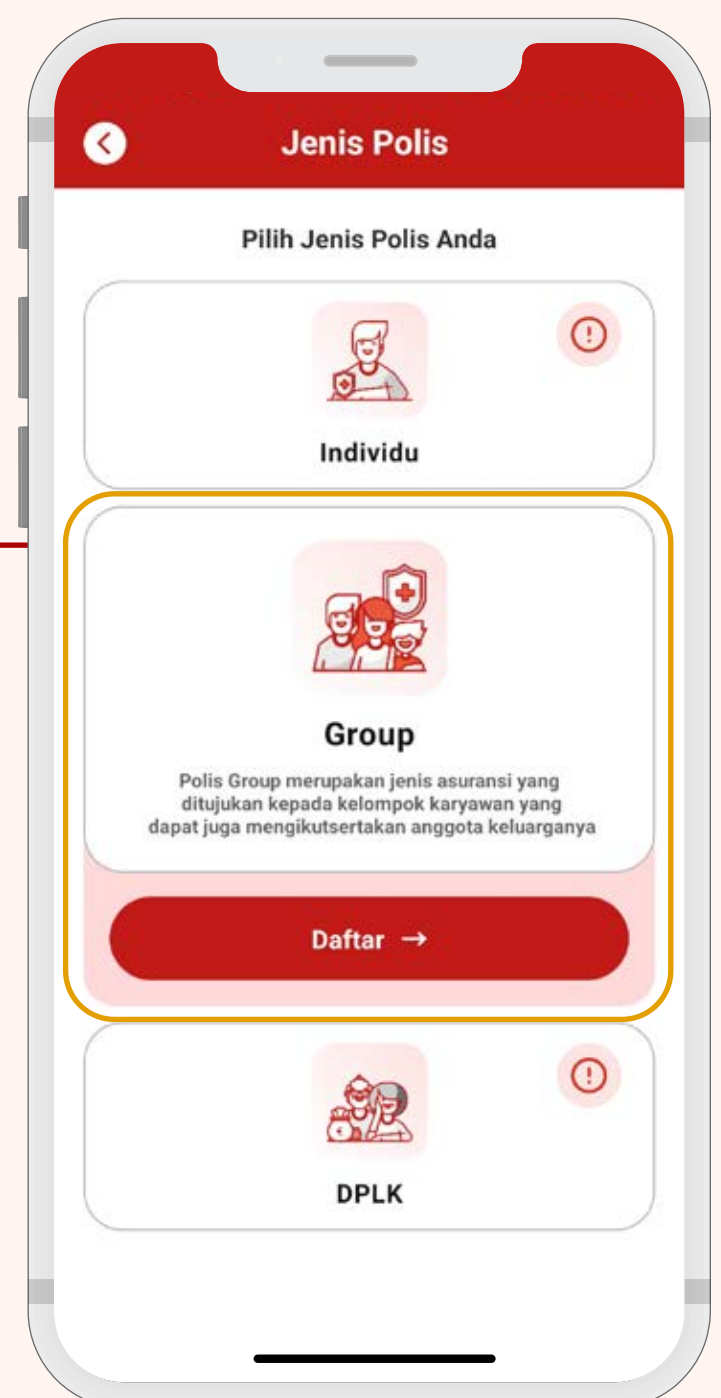
1

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**.

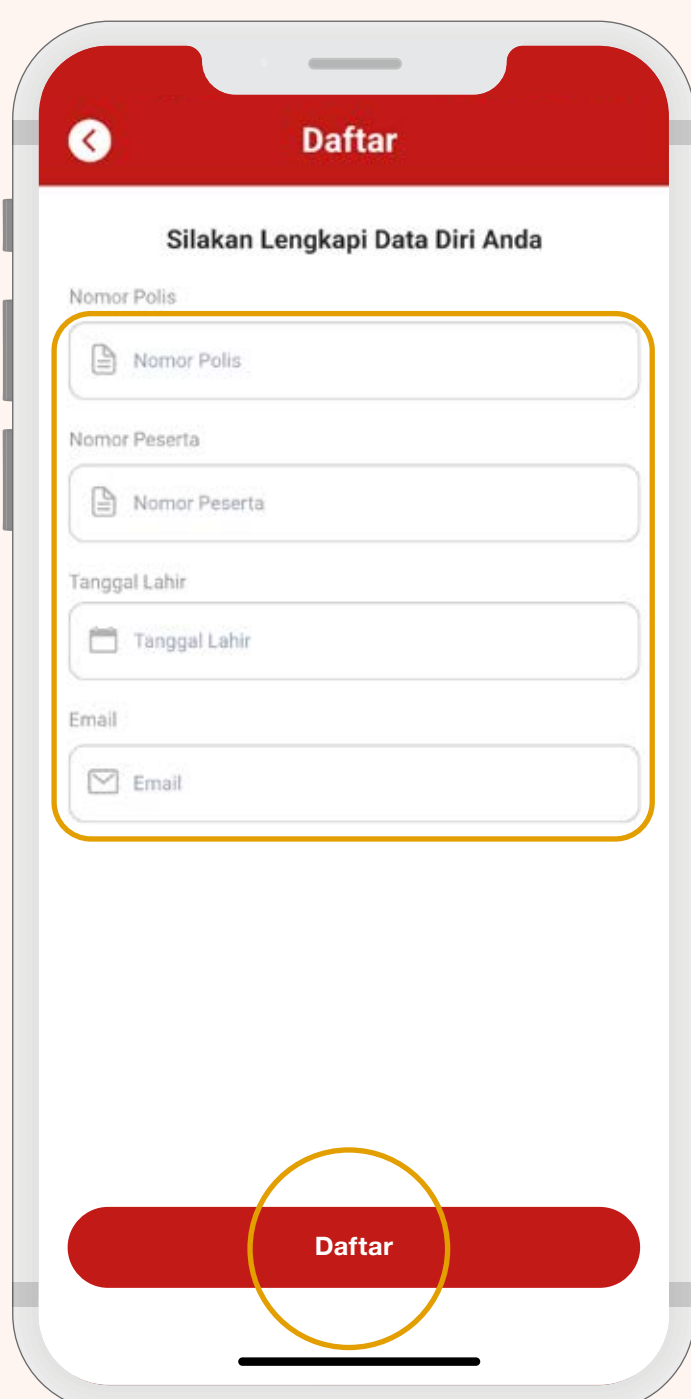
2



3

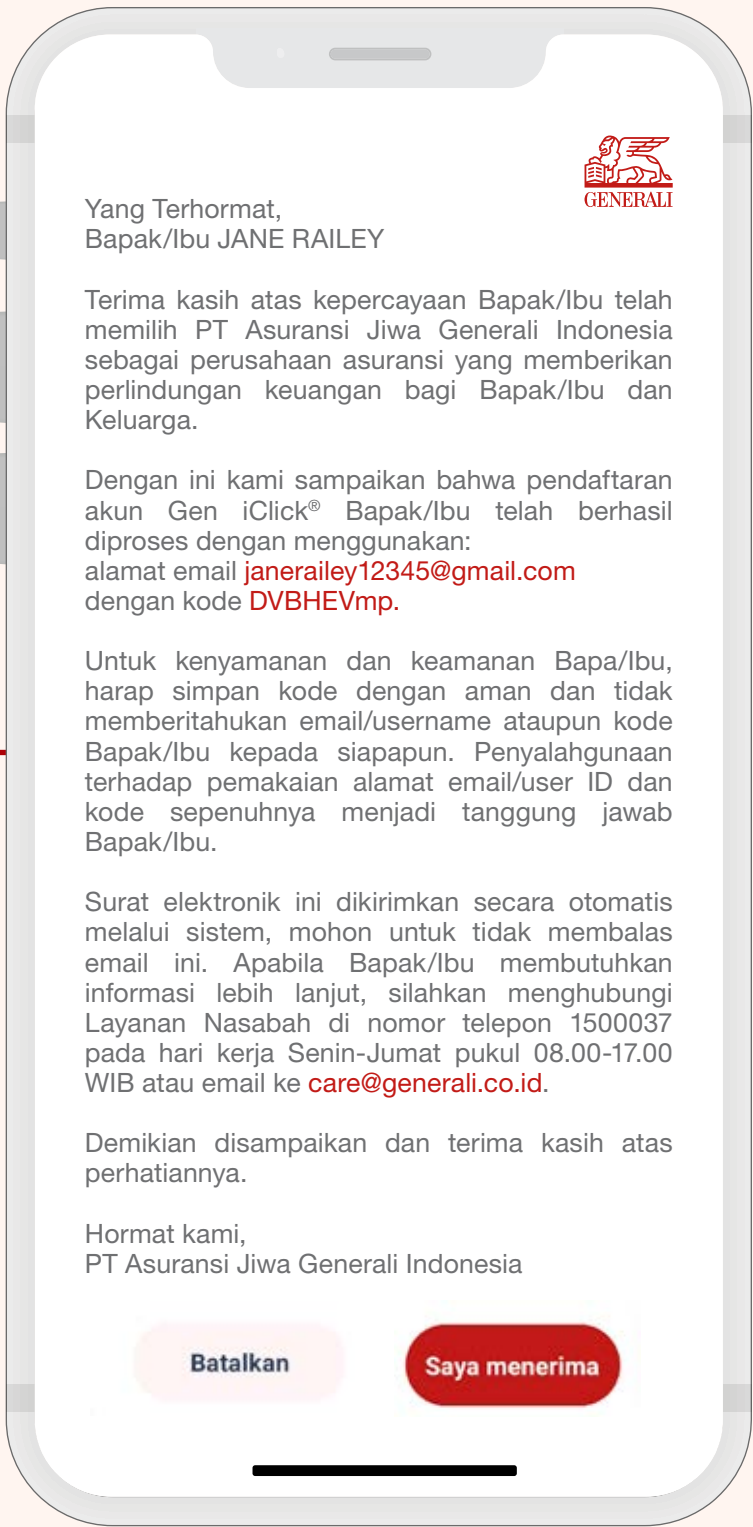
Fill in your data in the columns provided according to your Generali Card.

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



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

4



5

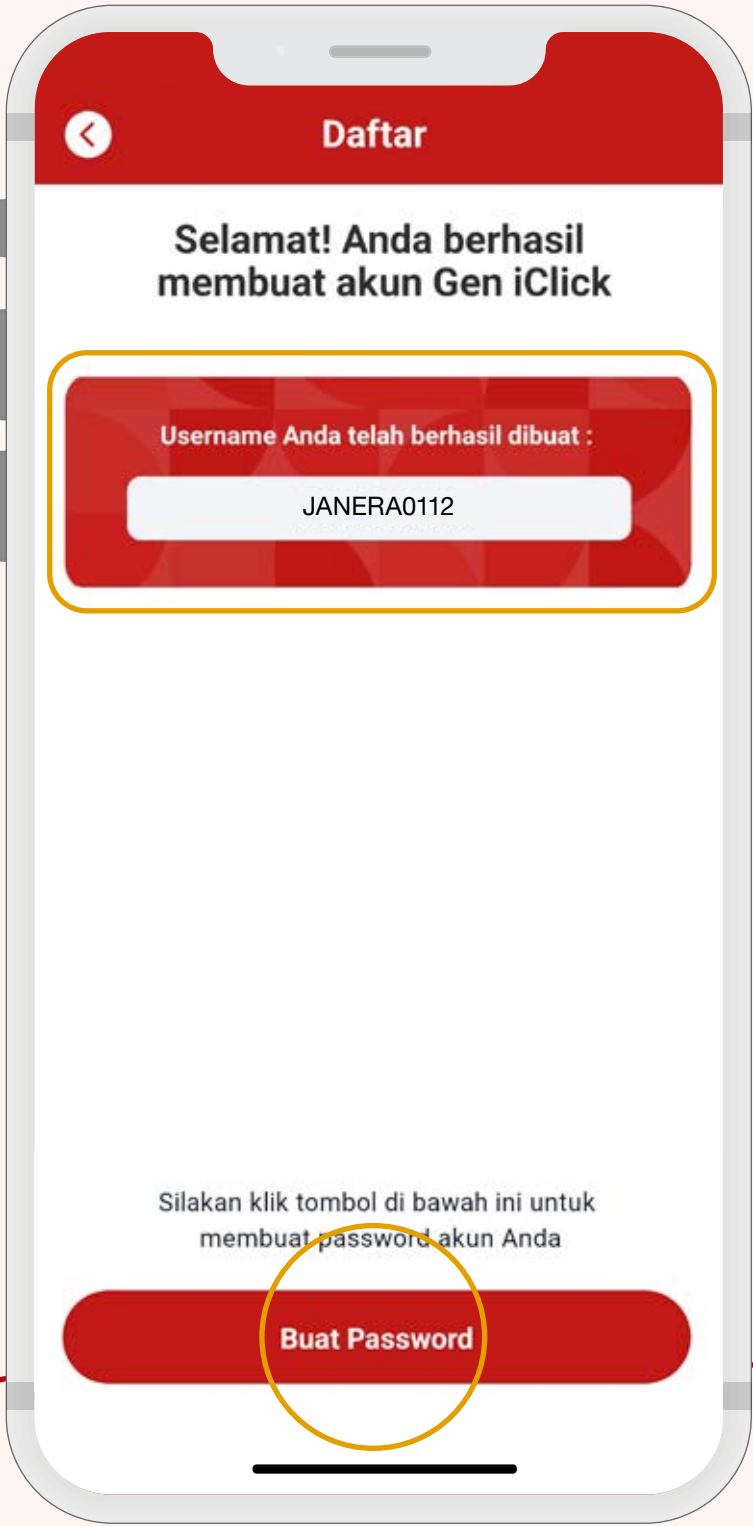
You will directed to verified your **OTP code** that sent automatically to registered email.

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.**

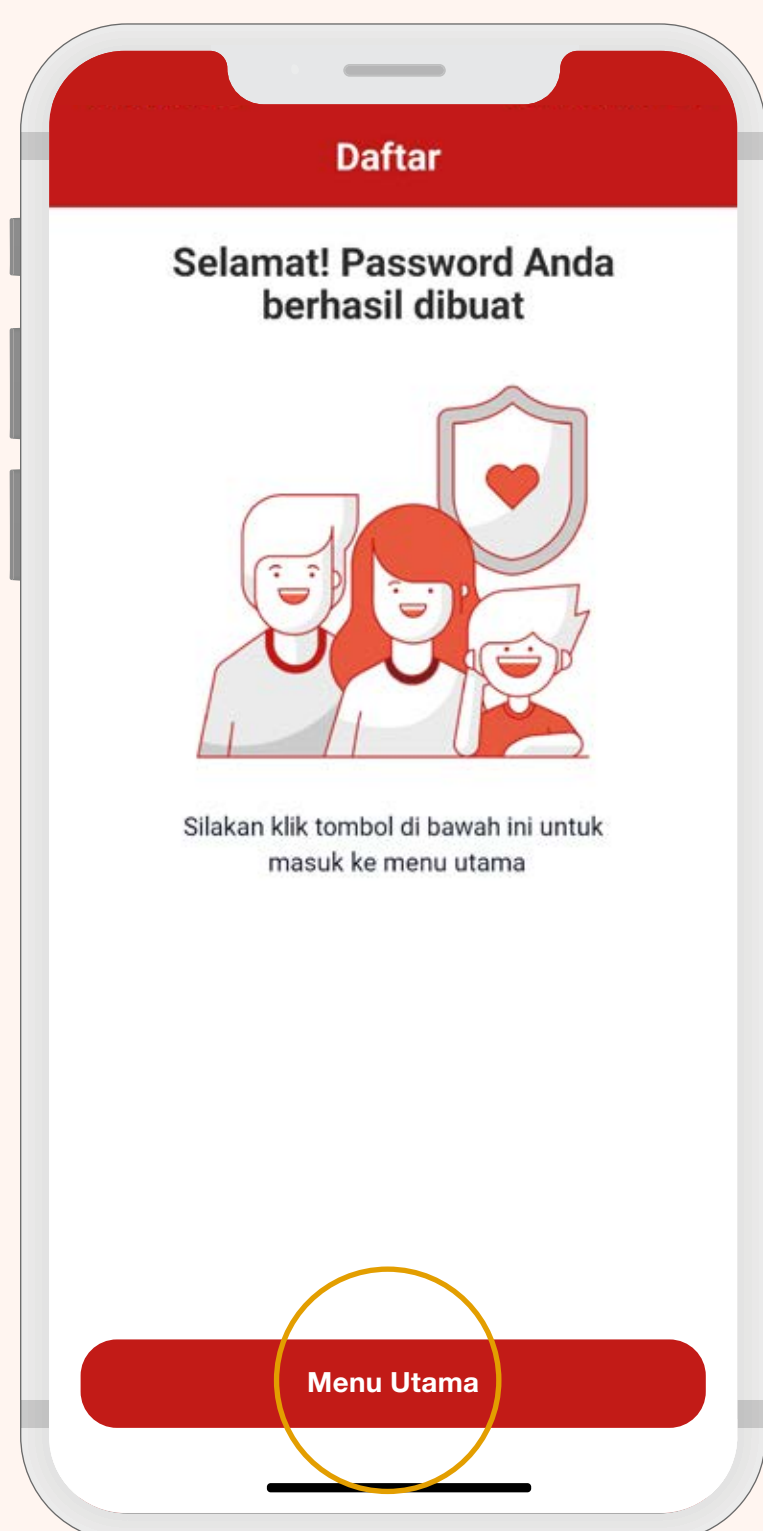
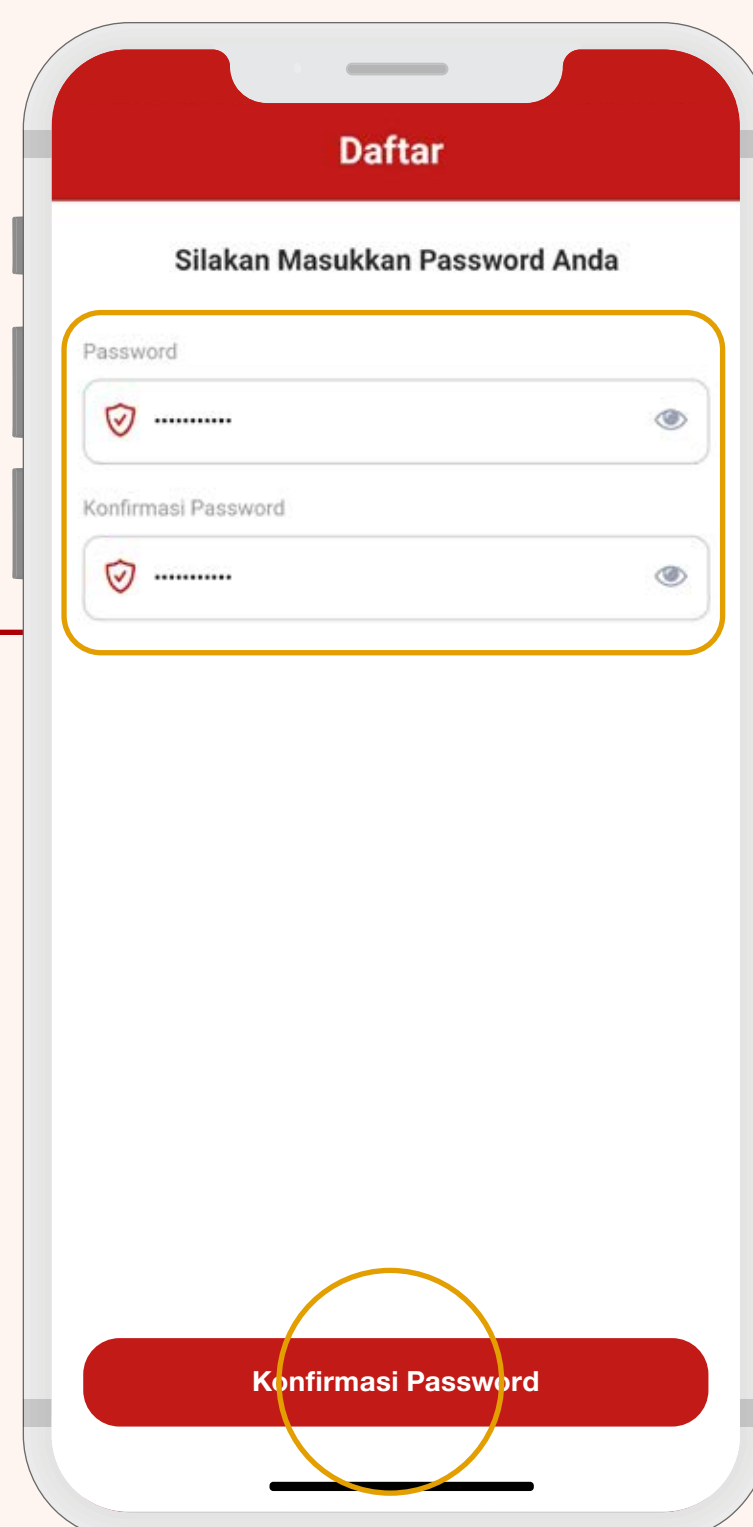
6



Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

7



8

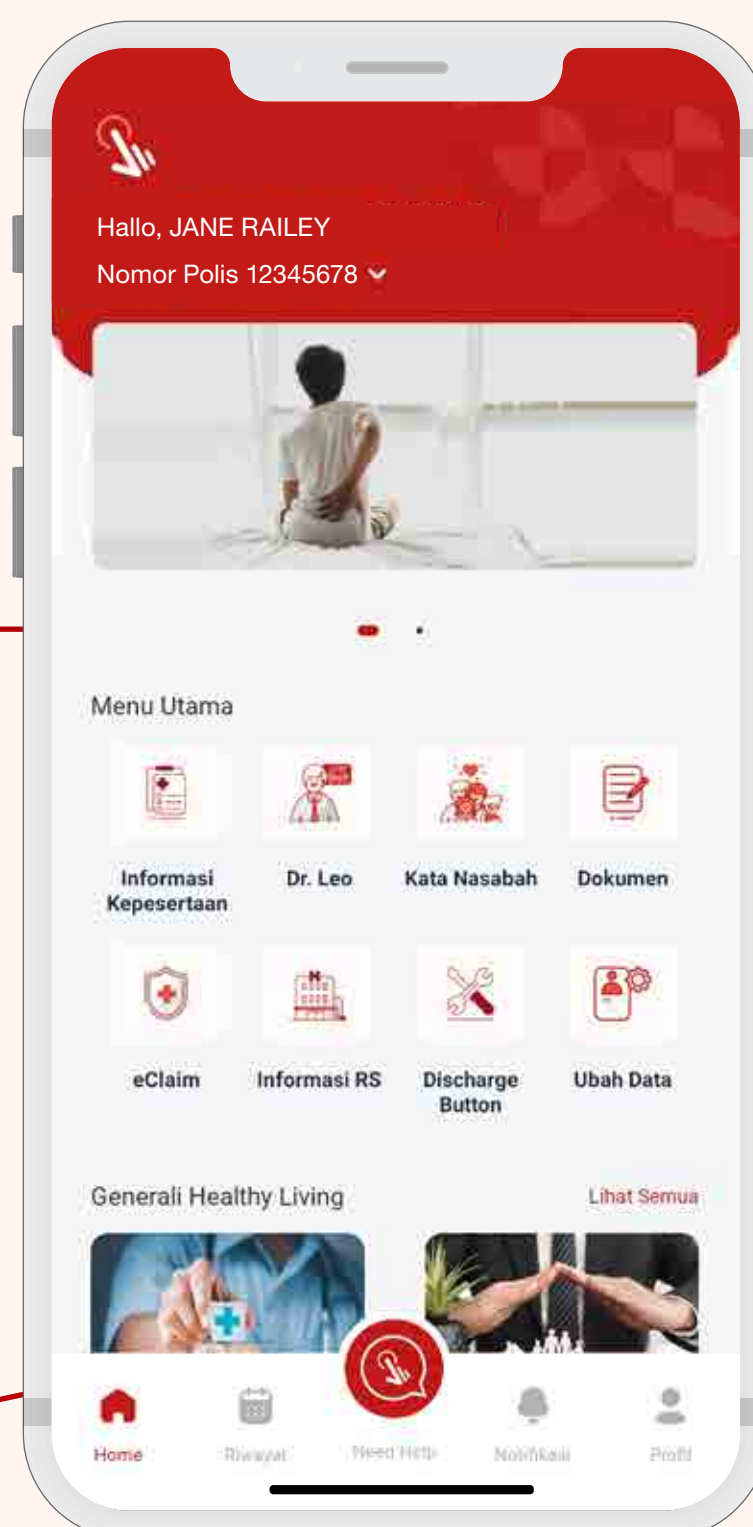
Your Gen iClick® password has been successfully created.

Click **Menu Utama.**

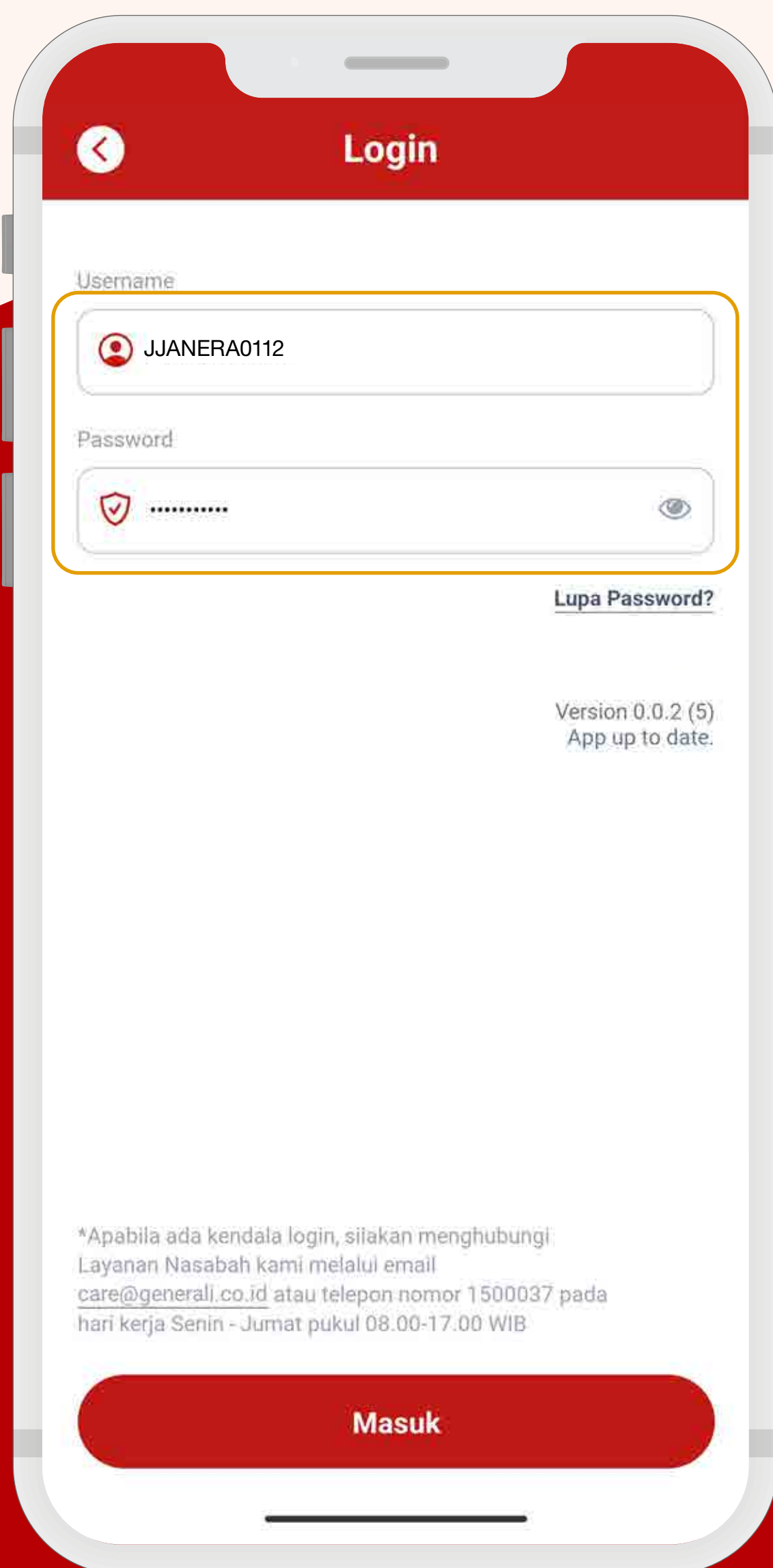
Congratulations!

You have successfully registered to Gen iClick®.

9



How to Login Account



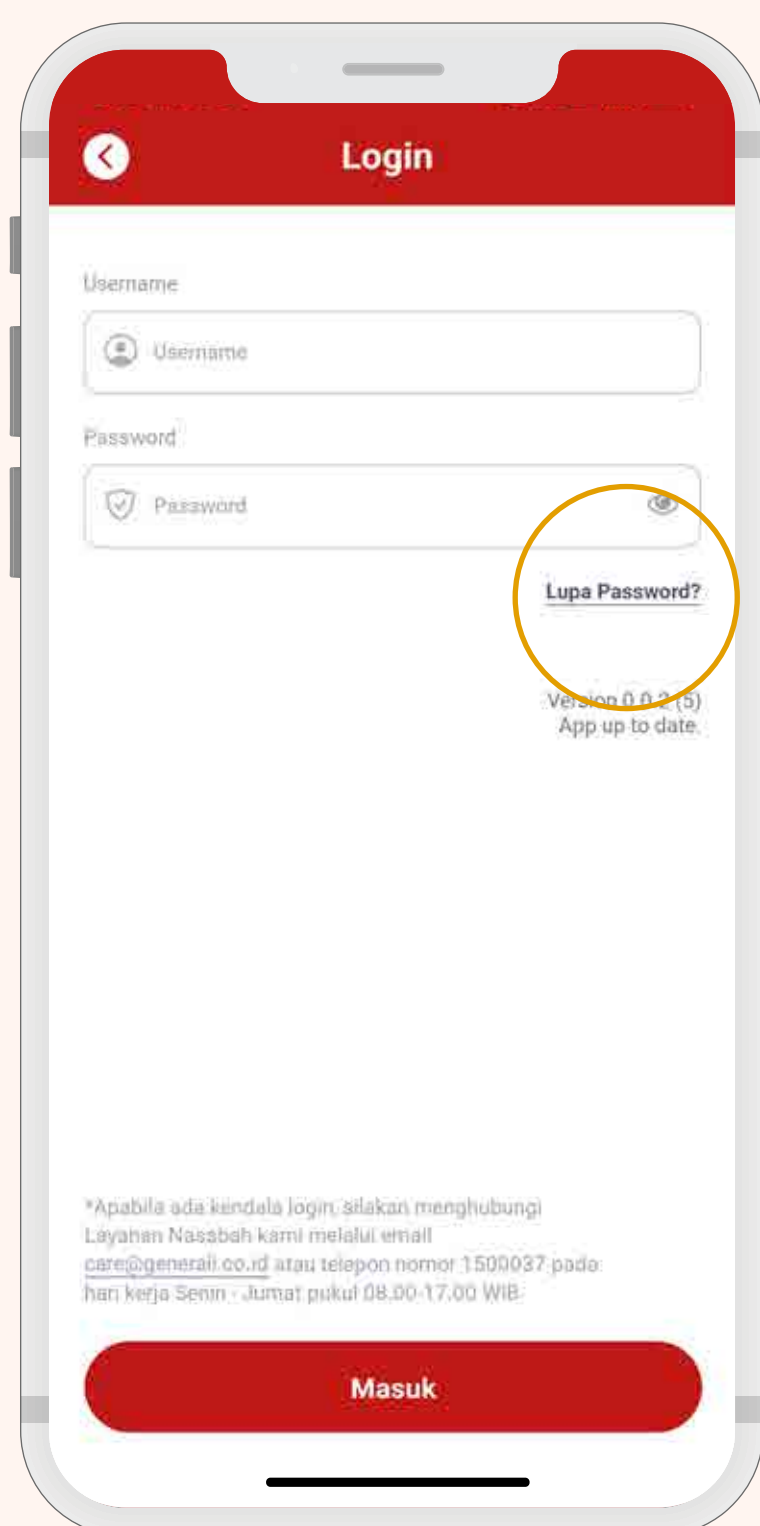
On the Login page, enter **your new username and password.**

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

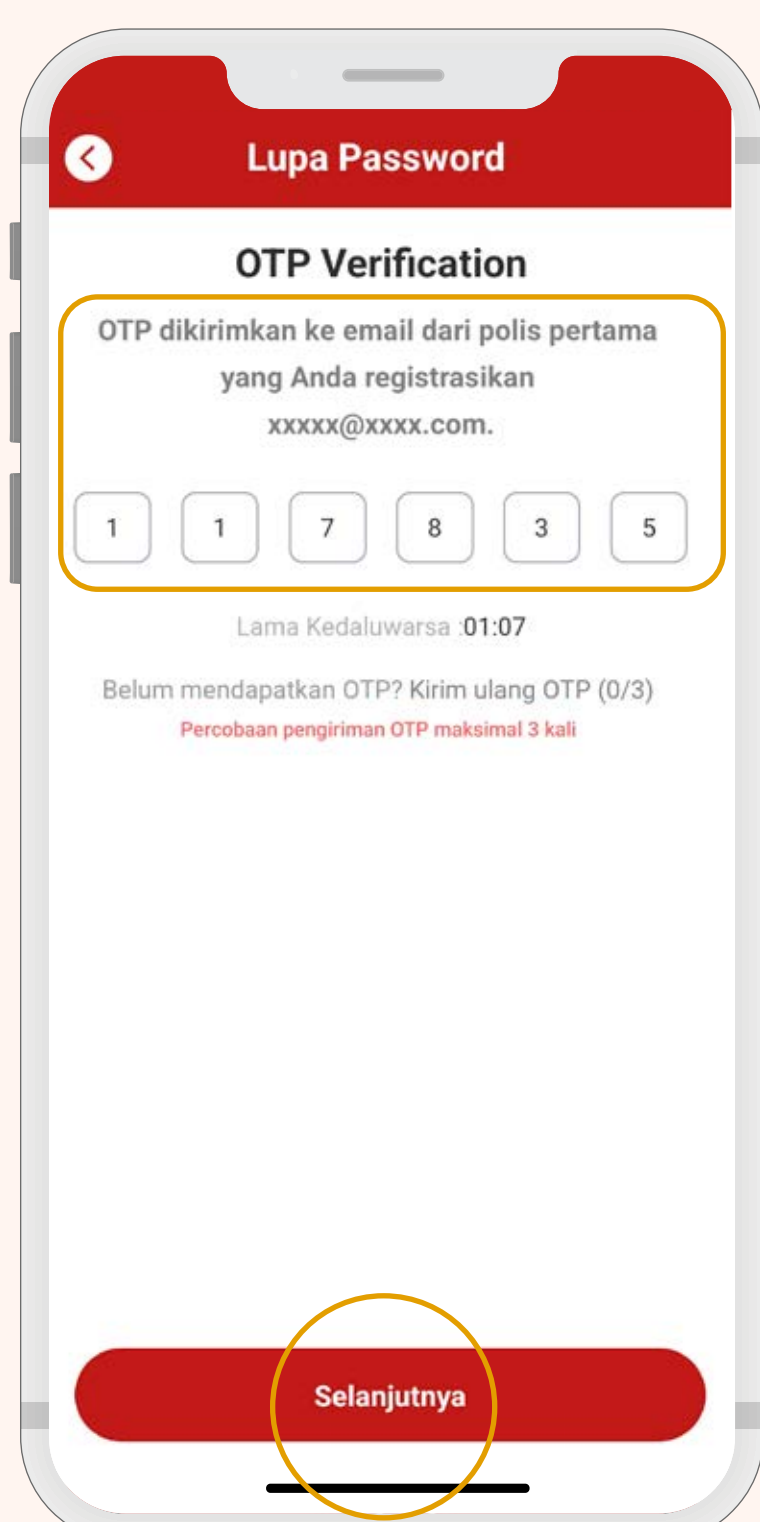
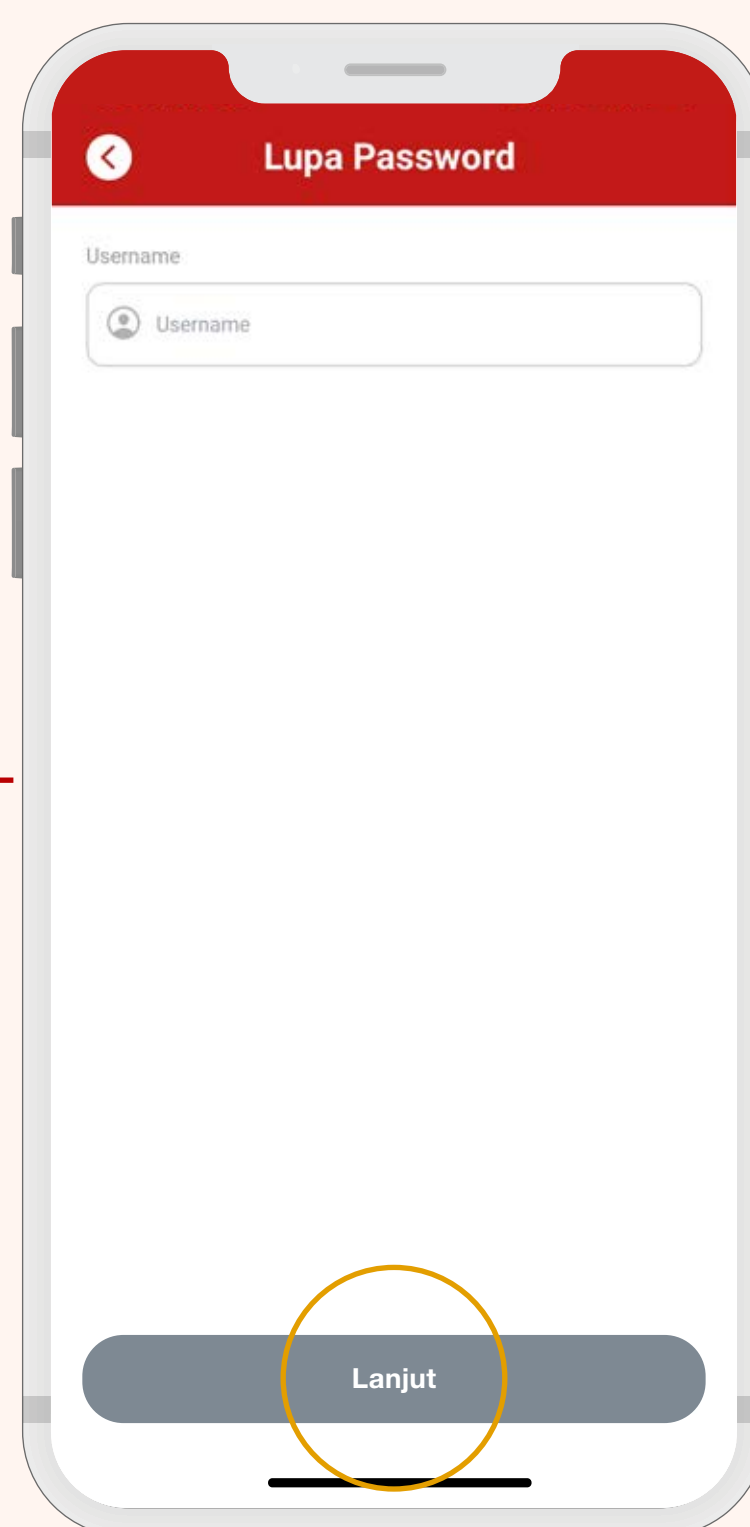


1

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

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

2



3

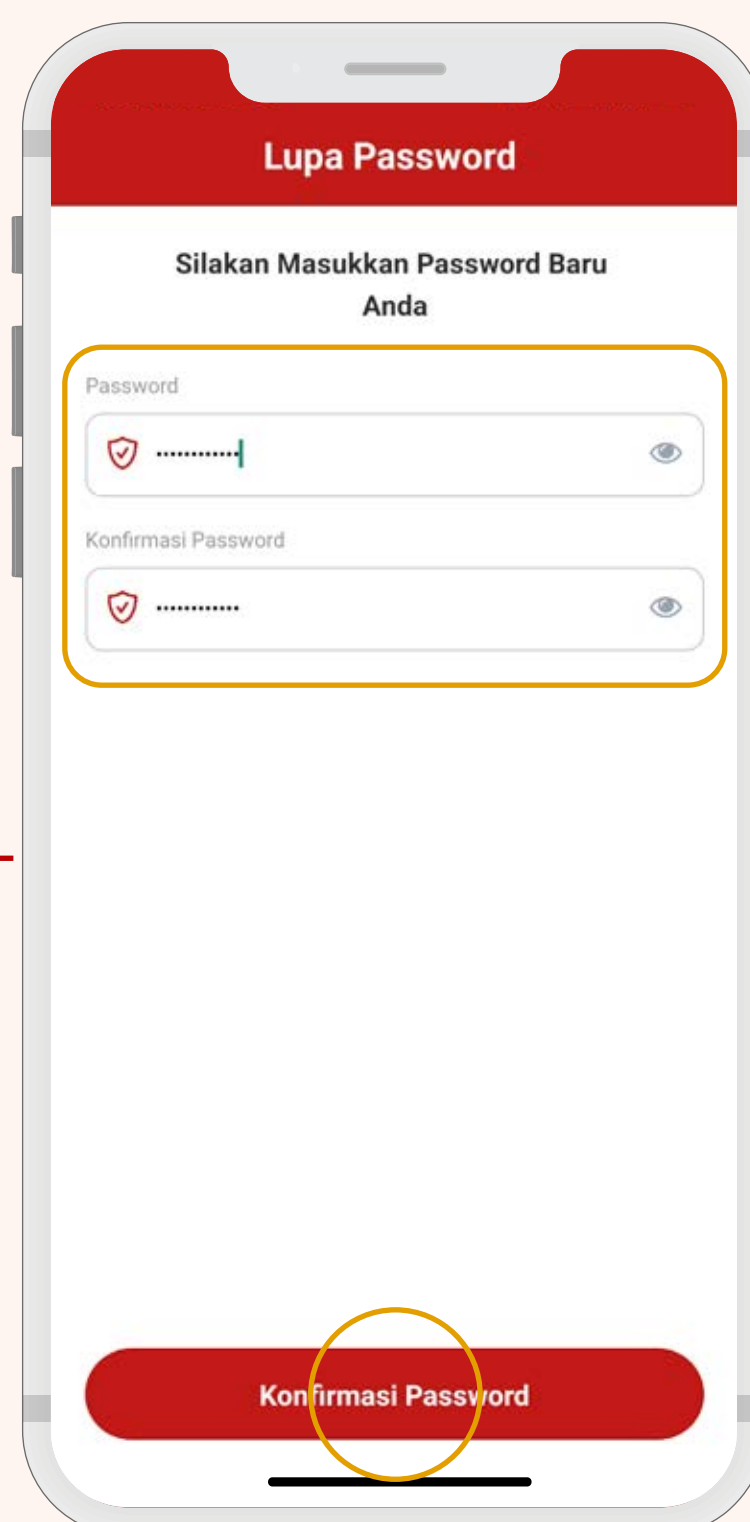
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The OTP code **only valid for 2 minutes.**

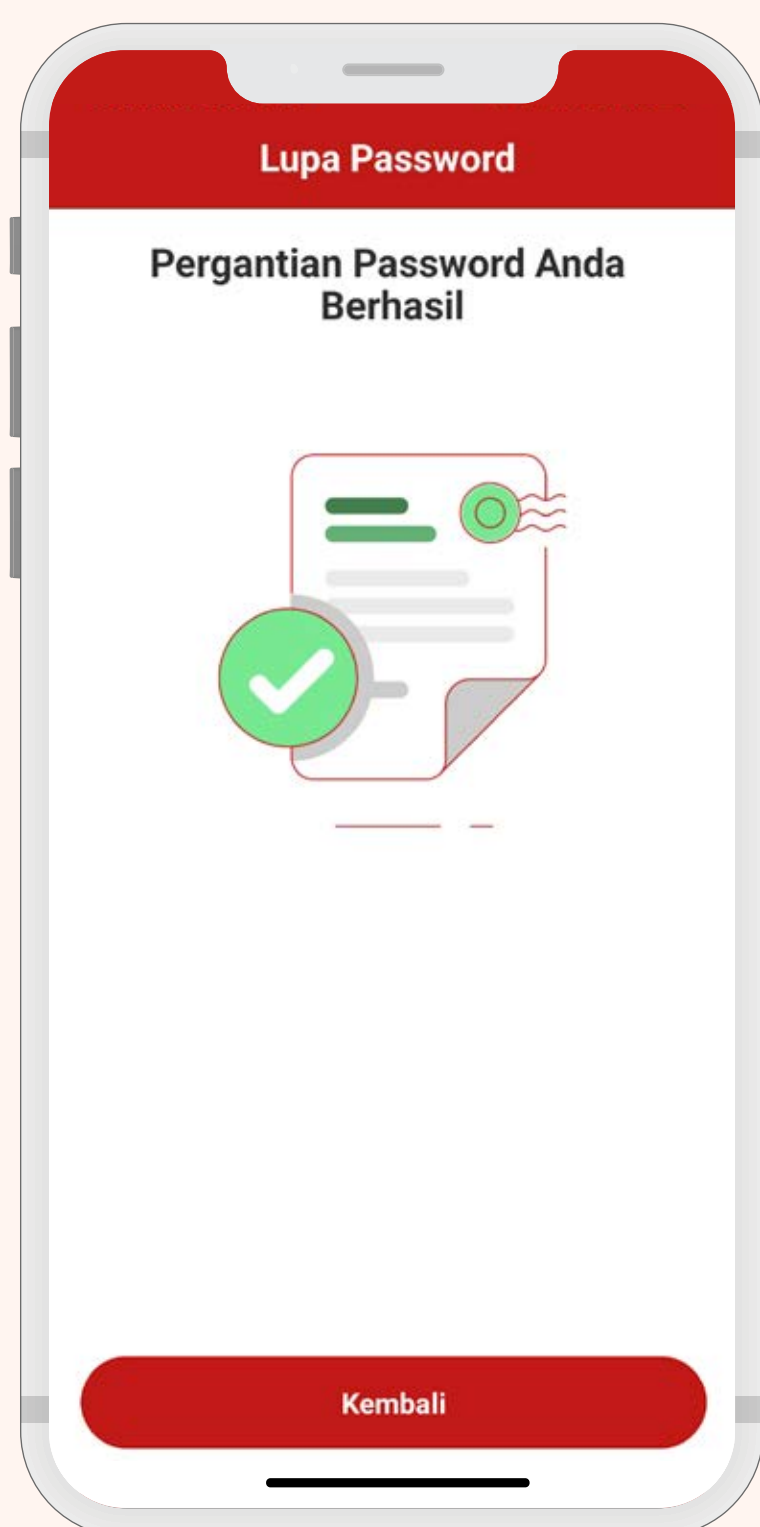
Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

4



The screenshot shows a mobile app interface for password recovery. At the top, a red header bar contains the text "Lupa Password". Below this, the instruction "Silakan Masukkan Password Baru Anda" is displayed. There are two input fields: "Password" and "Konfirmasi Password", both with red eye icons for toggling visibility. A yellow box highlights these two fields. At the bottom, a red button labeled "Konfirmasi Password" is circled in yellow.



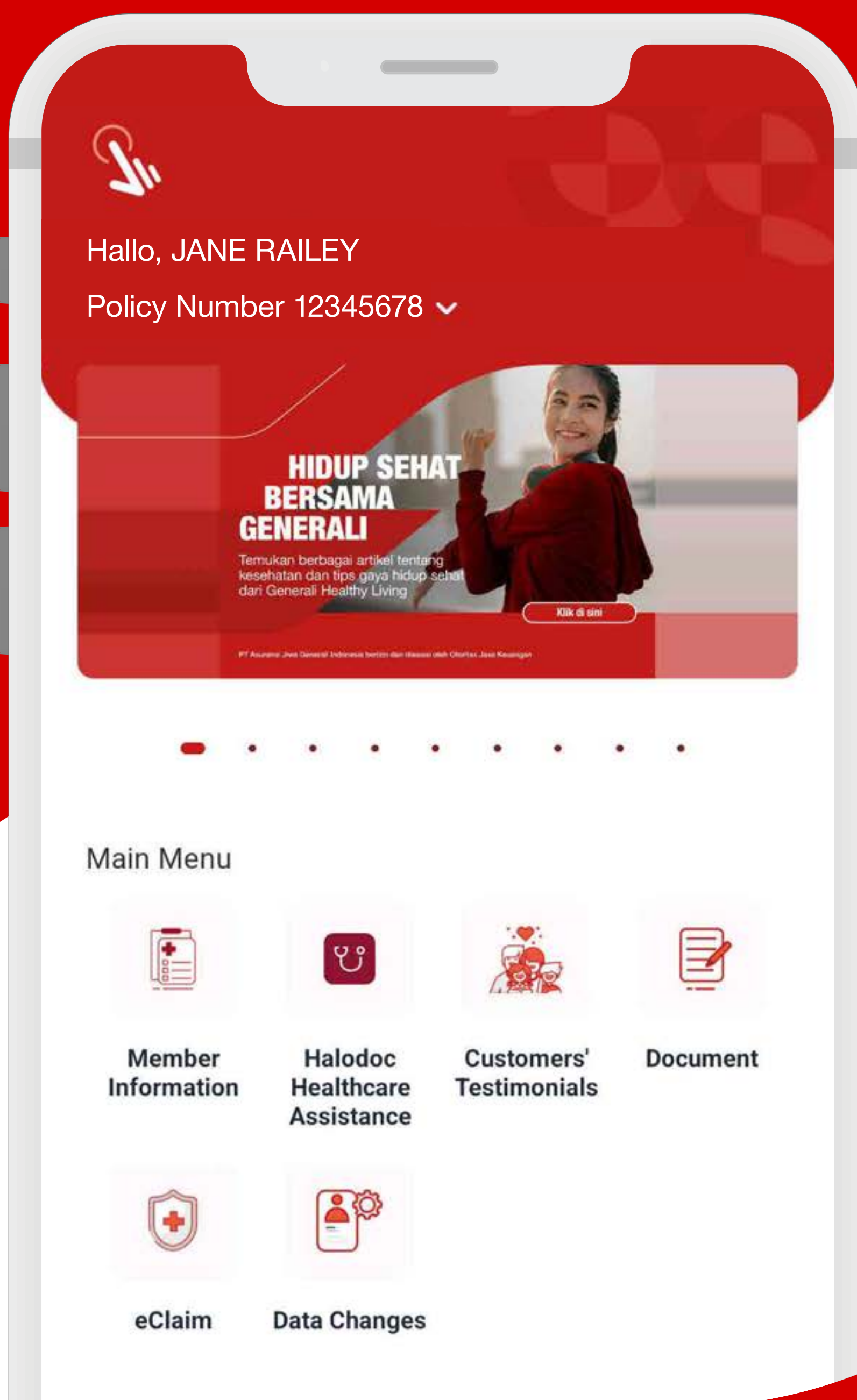
5

Congratulations!

Your password has been successfully changed



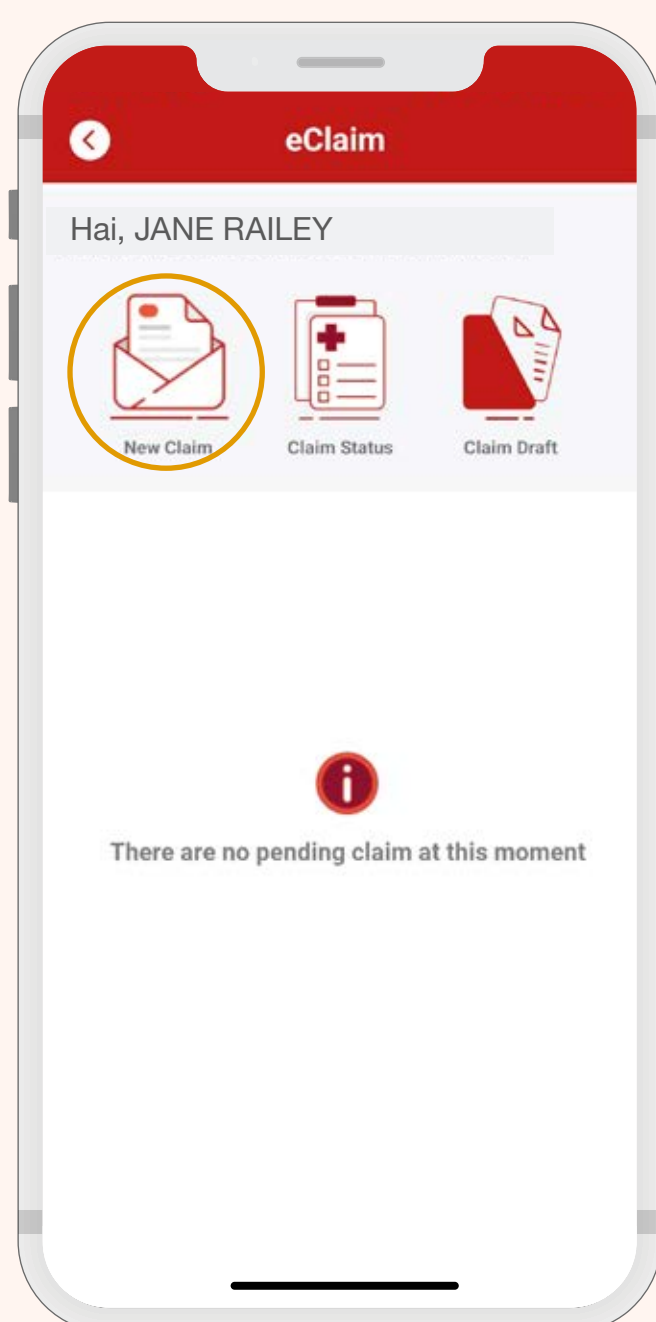
Innovative Features Gen iClick® App



Generali Your Lifetime Partner

eClaim Feature

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



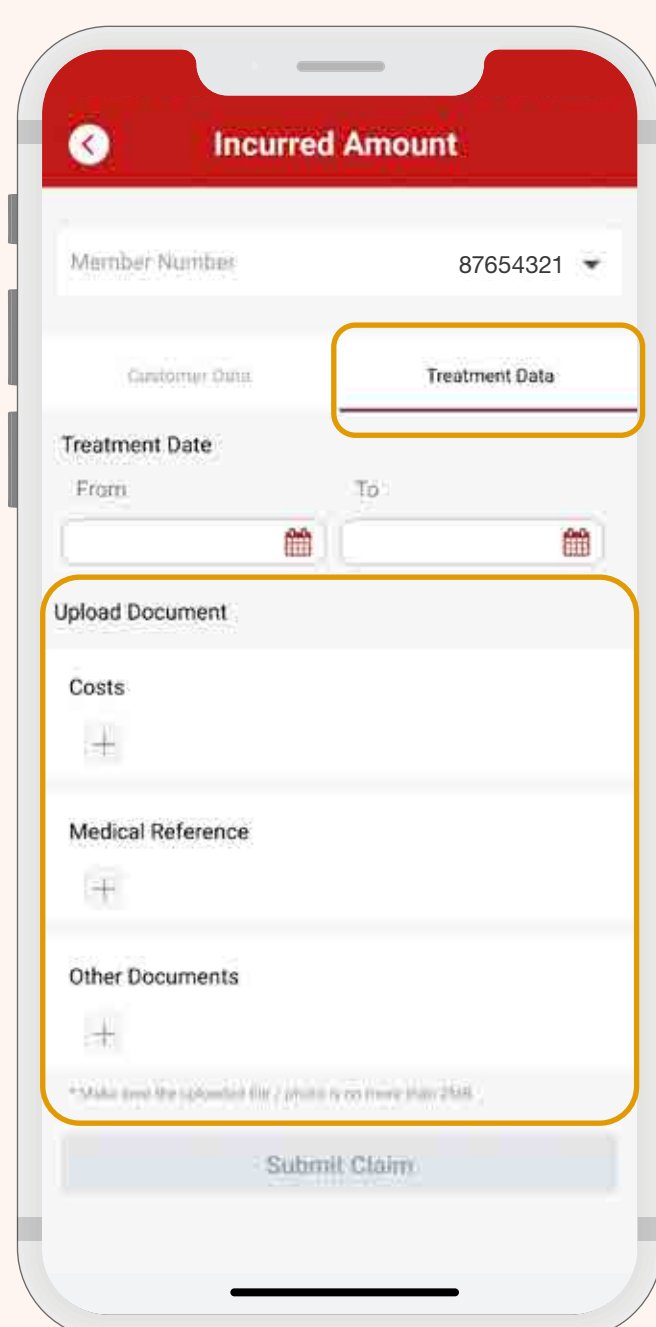
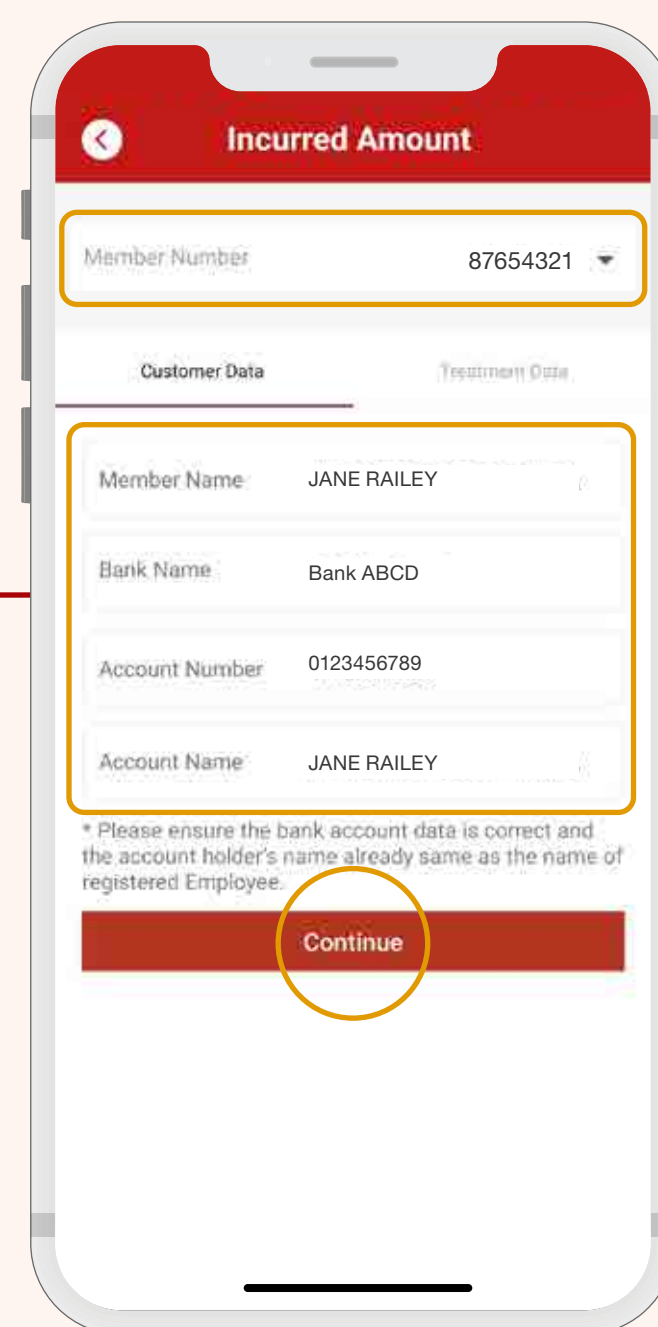
1

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

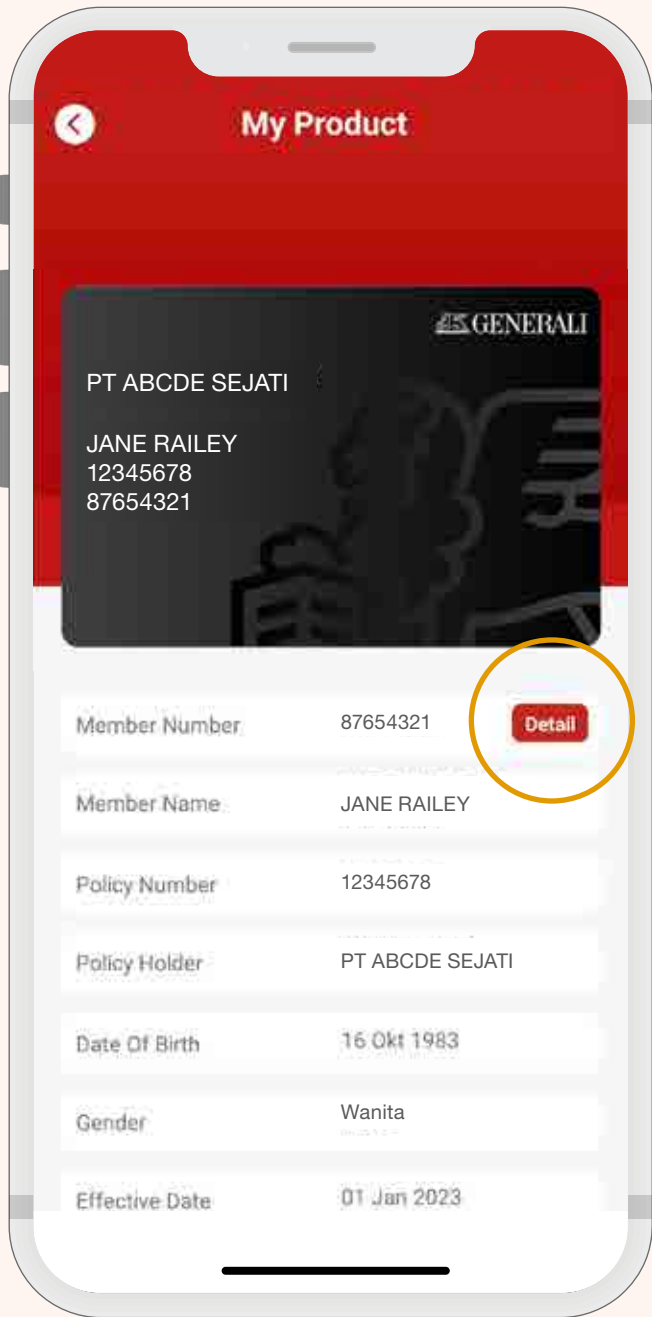


3

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

Then, click **Submit Claim**.

Insurance Benefit Information



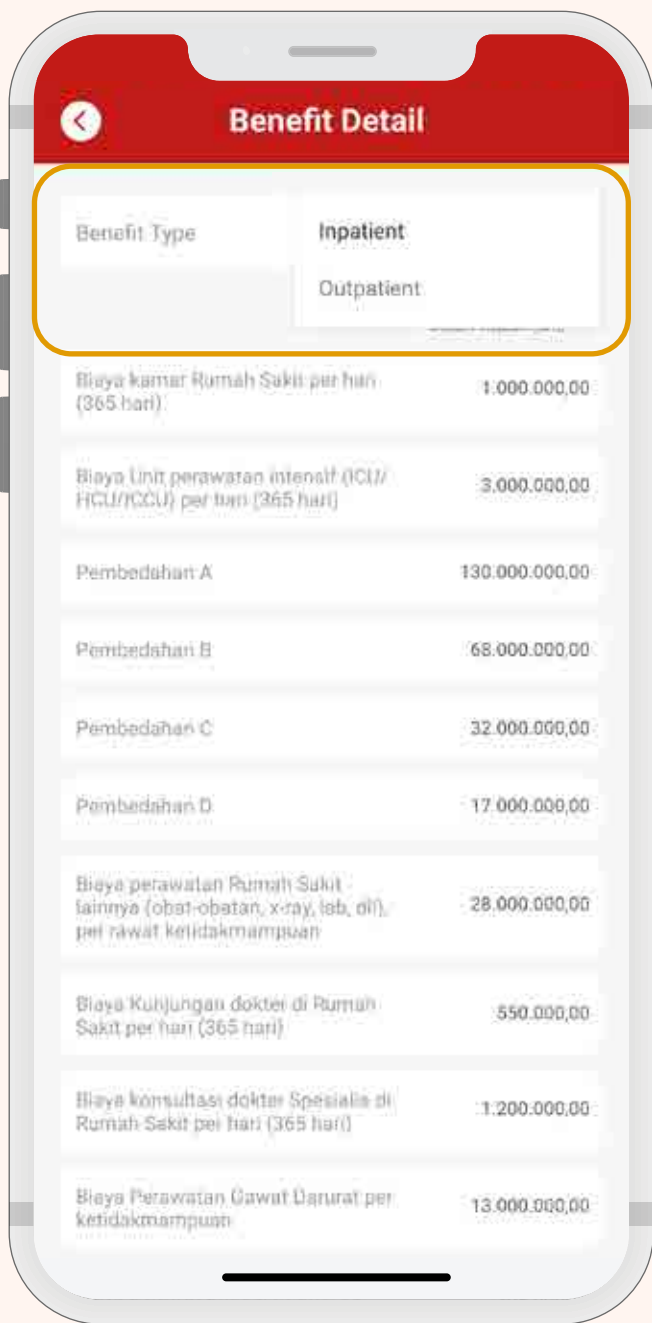
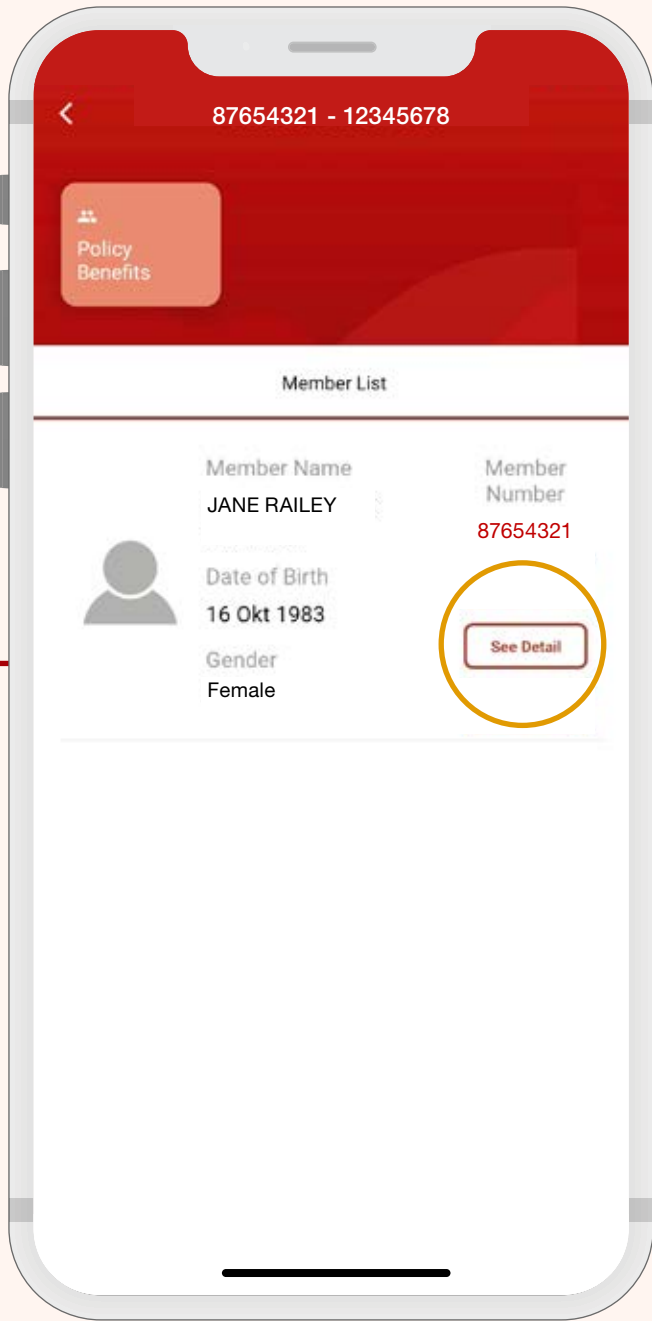
1

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

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

Click **See Detail.**

2

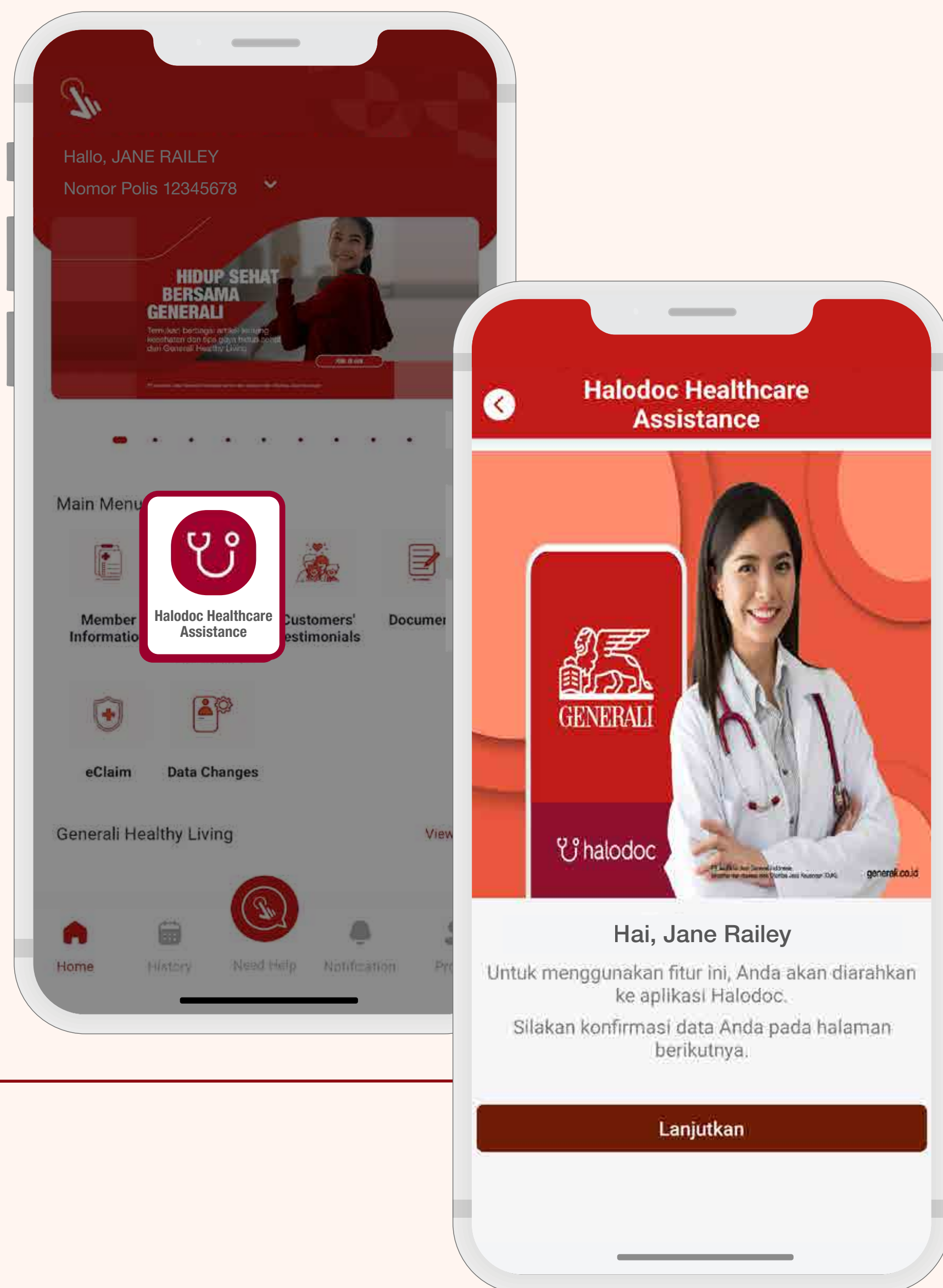


3

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

Healthcare Assistance

Now you can consult anywhere and anytime
with Halodoc via Gen iClick®



Contact Halodoc Customer Service (Heidy) if you need assistant regarding treatment services at Hospitals/Clinics/Optics, medicine, insurance and applications, payments, or other questions.

Contact Heidy

Call Center

WhatsApp (chat only)

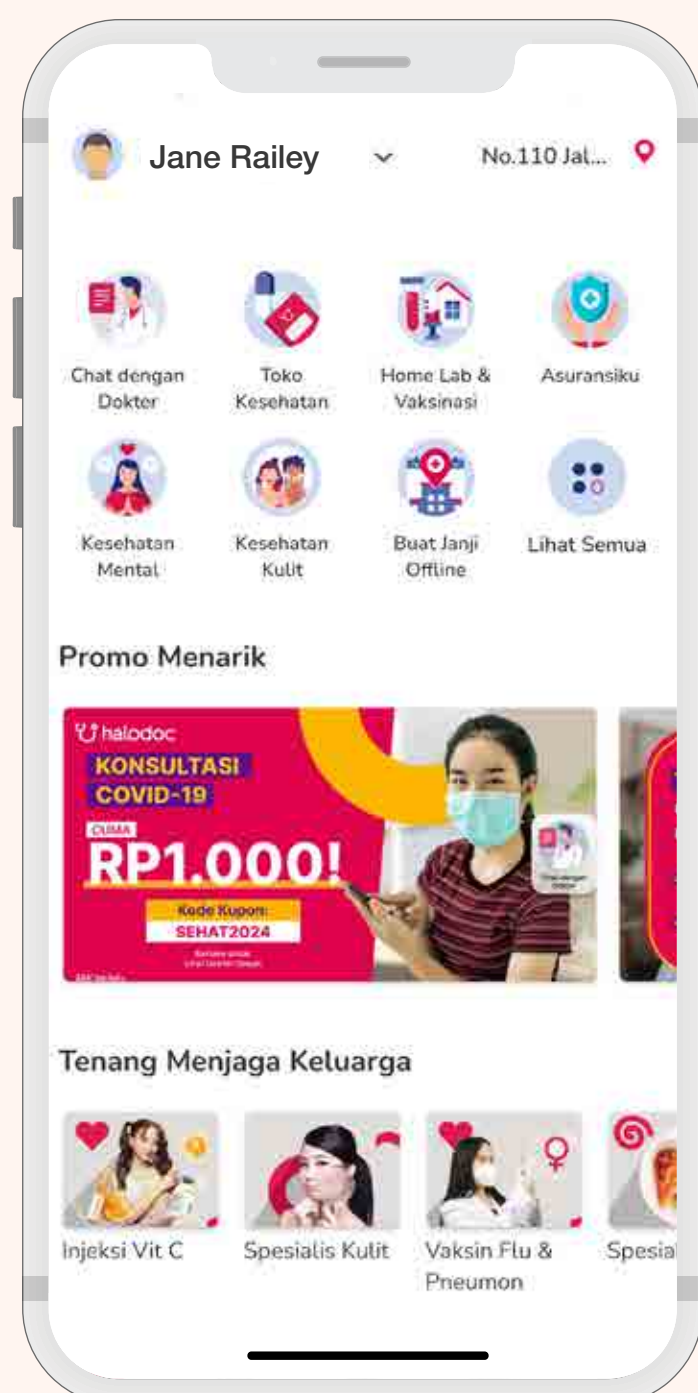
Email

021 5096 891

+62 823 6828 5000

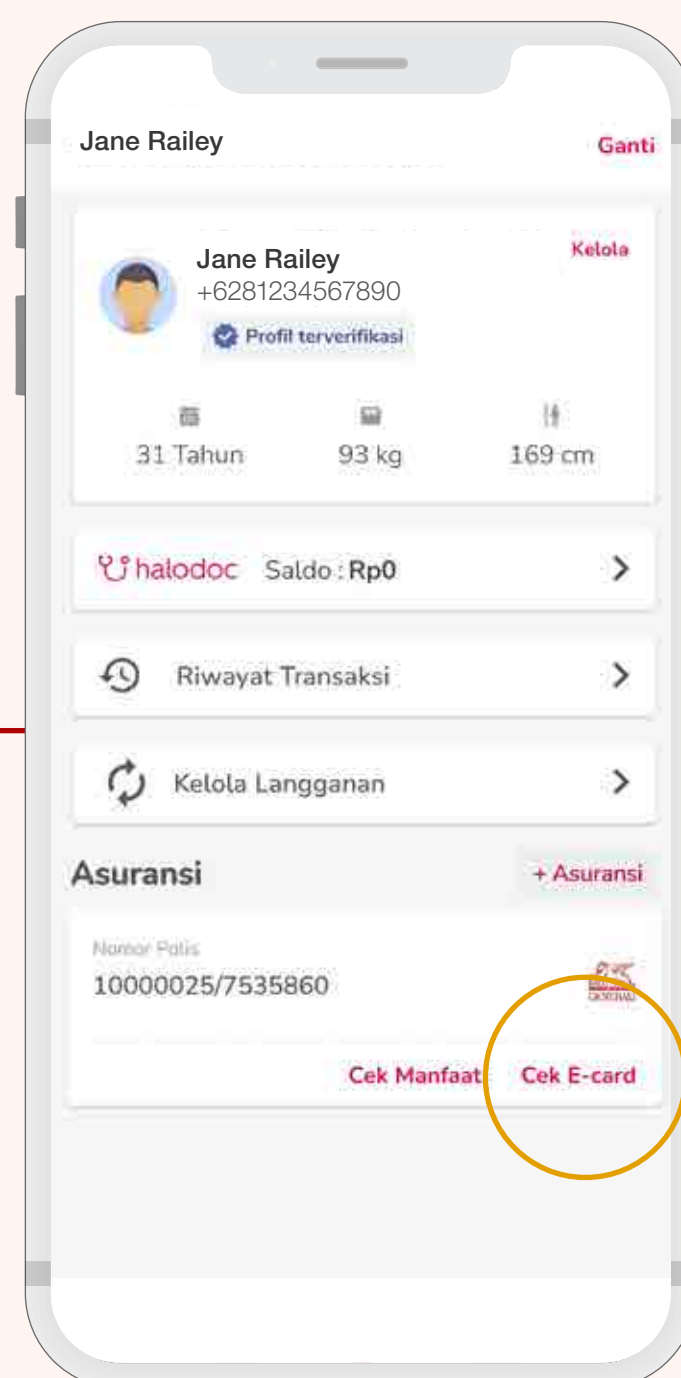
Heidy@halodoc.com

eCard Halodoc



1

Enter to Profile menu on Main Page Halodoc.



2

Click e-Card menu on Profile page.



3

Please ensure your benefit already connected to Halodoc application, to access E-card at Hospital or Clinic Generali Partner.



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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