



# 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

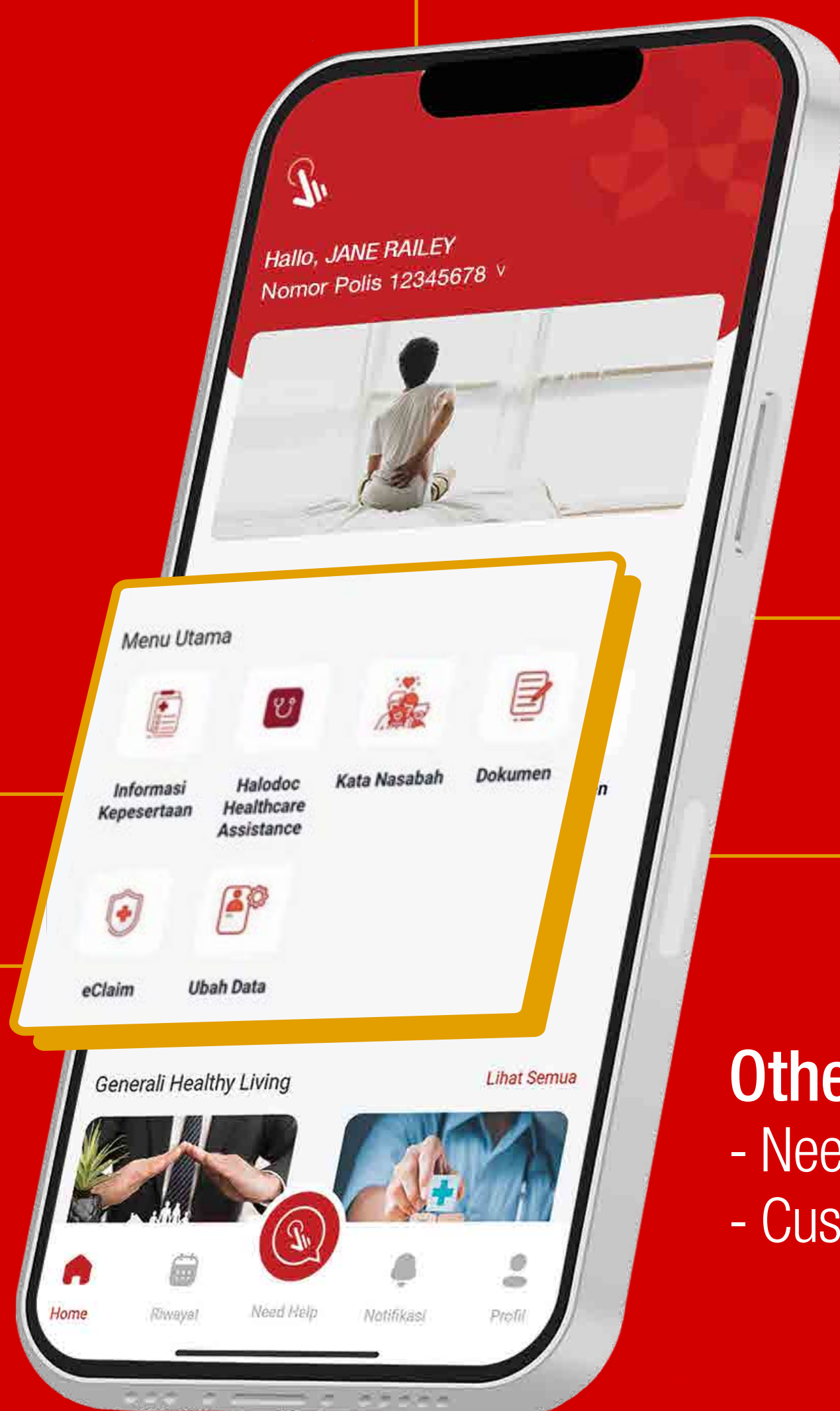
- 24/7 Virtual consultation
- Data Member medicine delivery to your home

## Lifestyle & Health

- GenTalks virtual event
- Generali Health article

## Informations

- Data Member
- Insurance Benefit



## Other Features

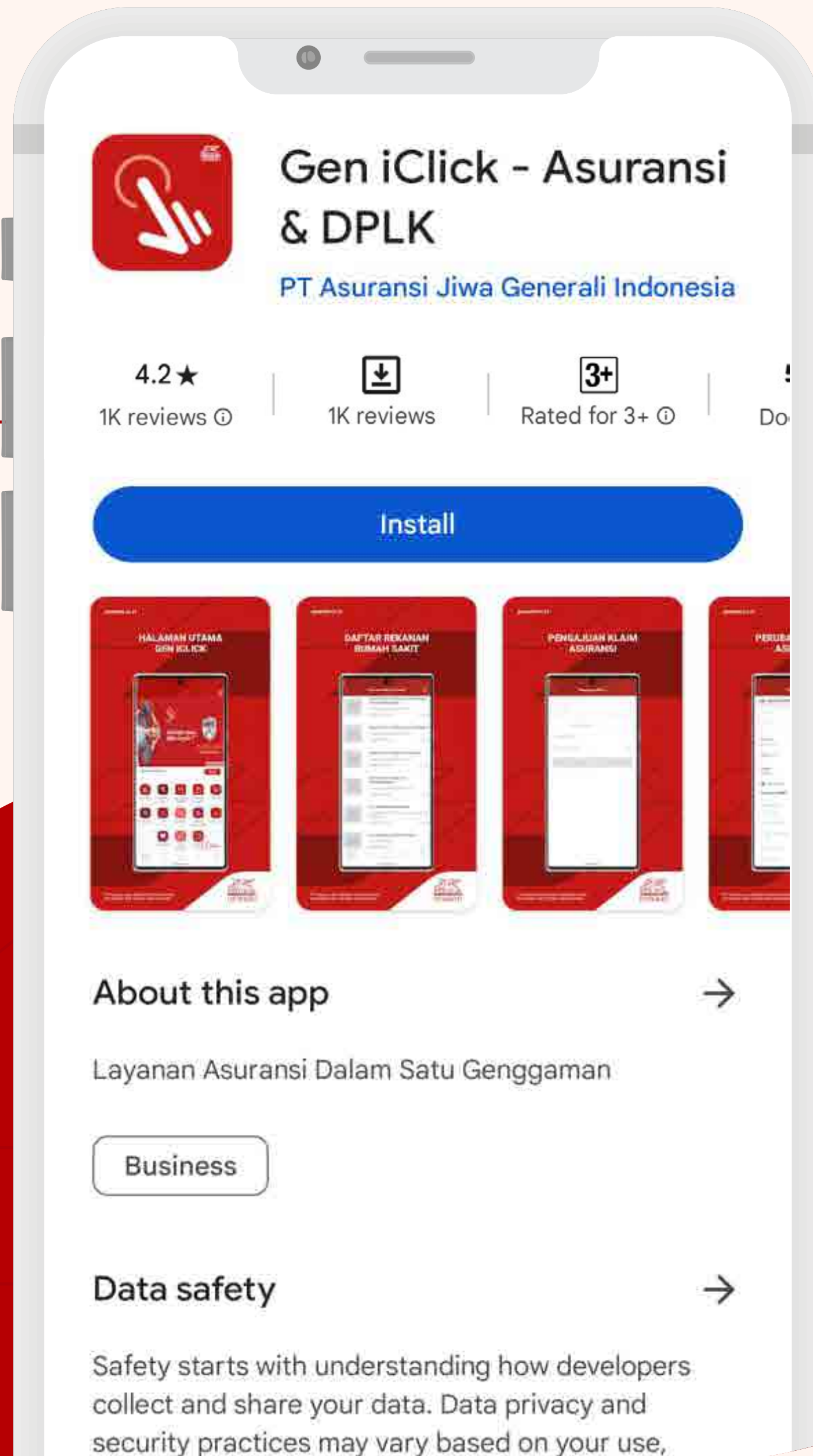
- Need Help button
- Customer testimony

## Transactions

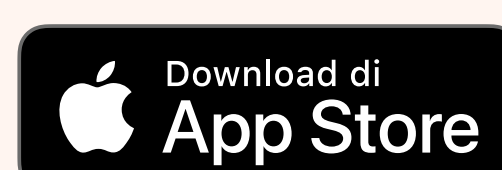
- Online Claim Submission
- Claim Status Tracking



# Download Gen iClick® App



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

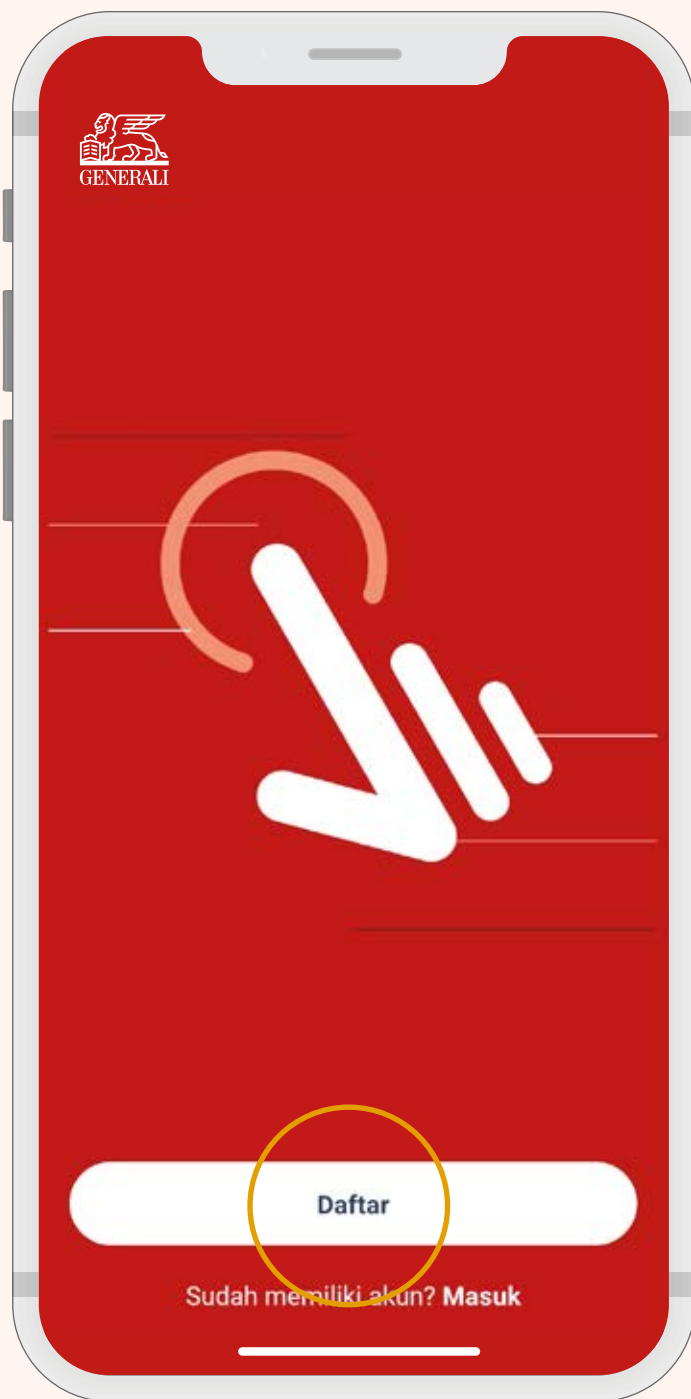




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# How to Register



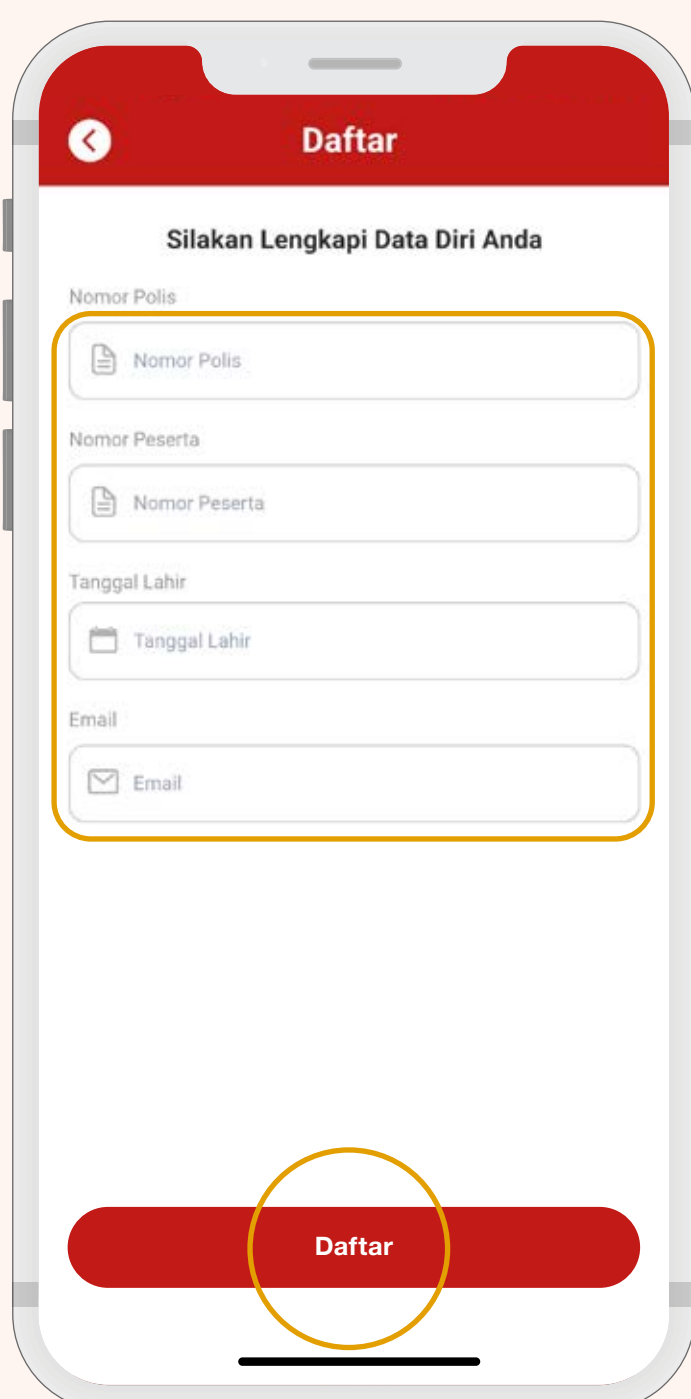
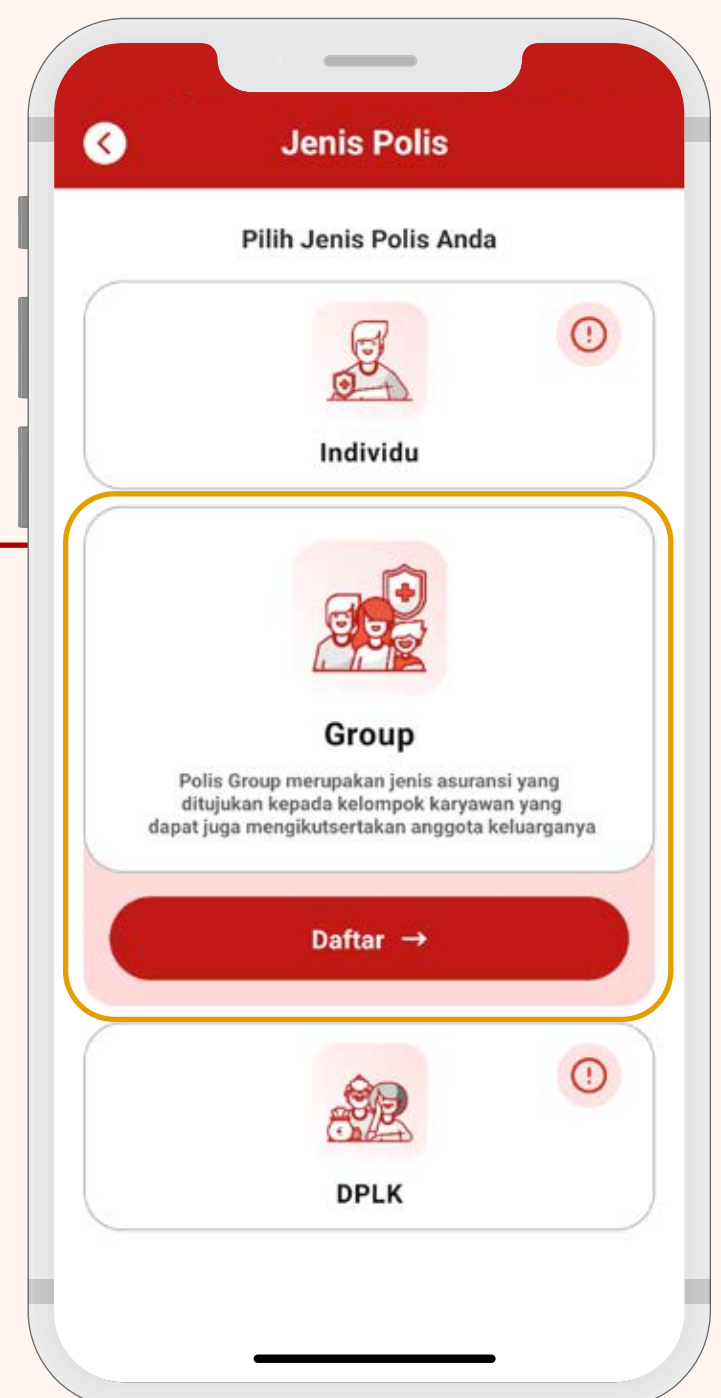
1

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

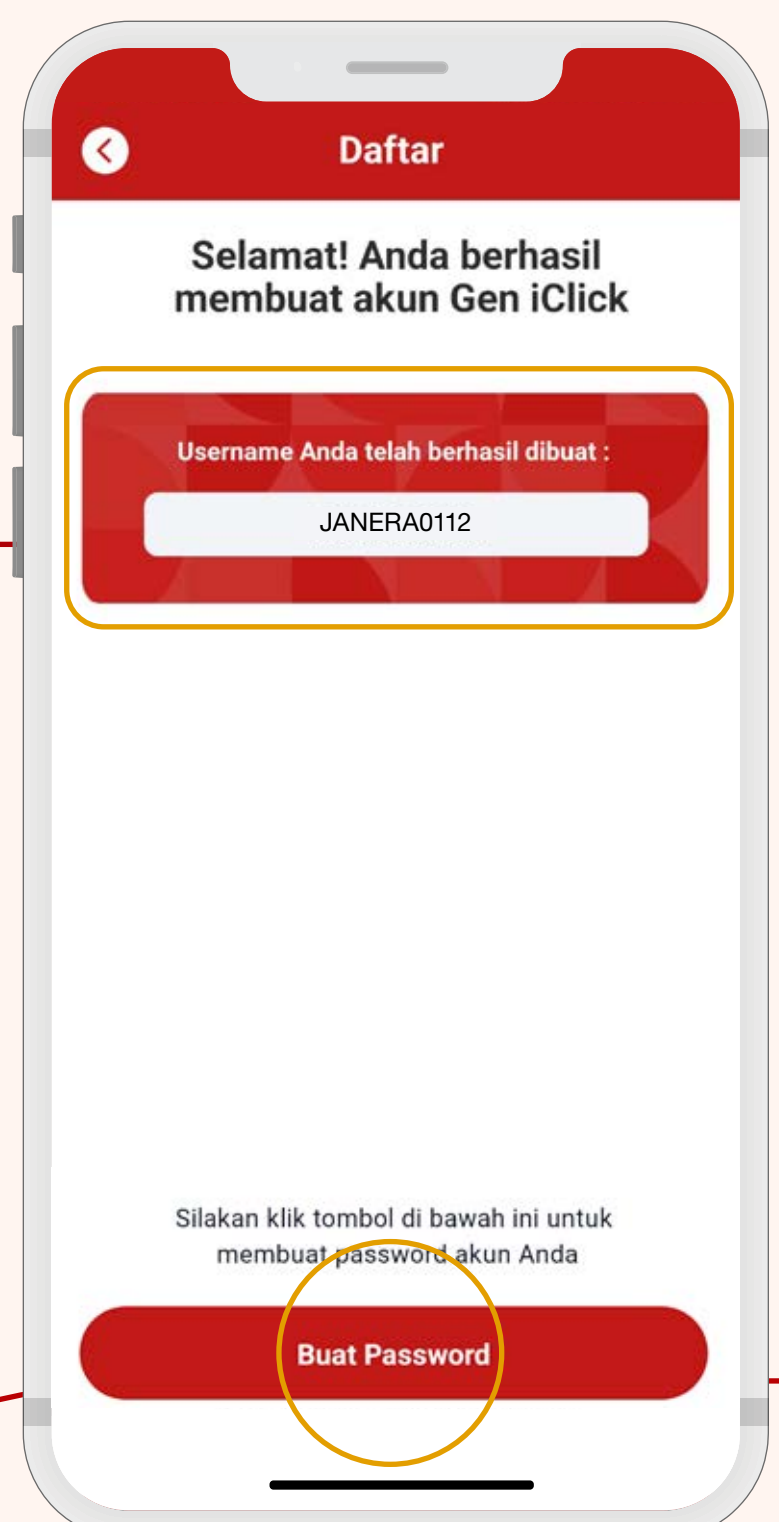
You will directed to verified your **OTP code** that sent automatically to registered email.

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**.

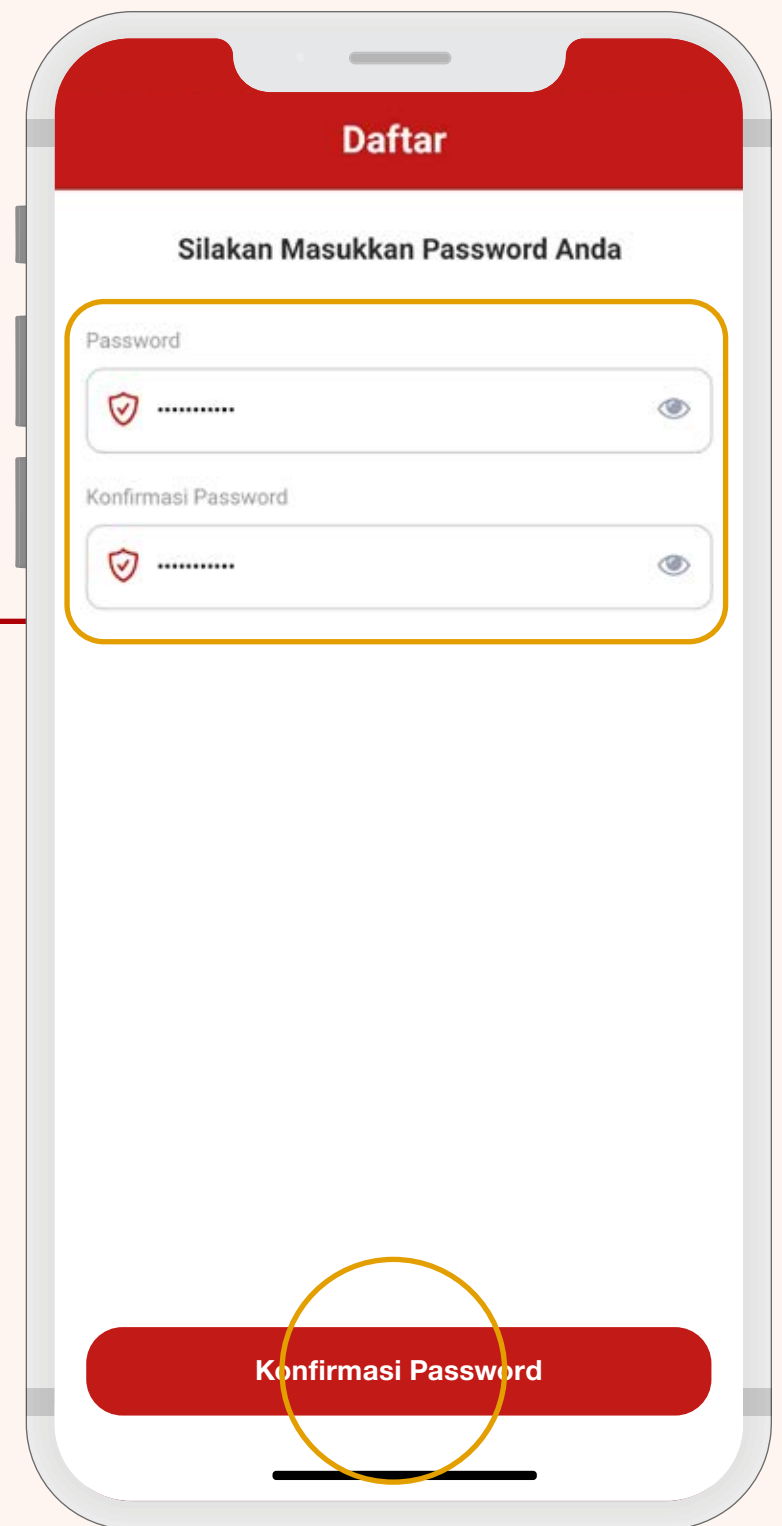
6



Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

7



8

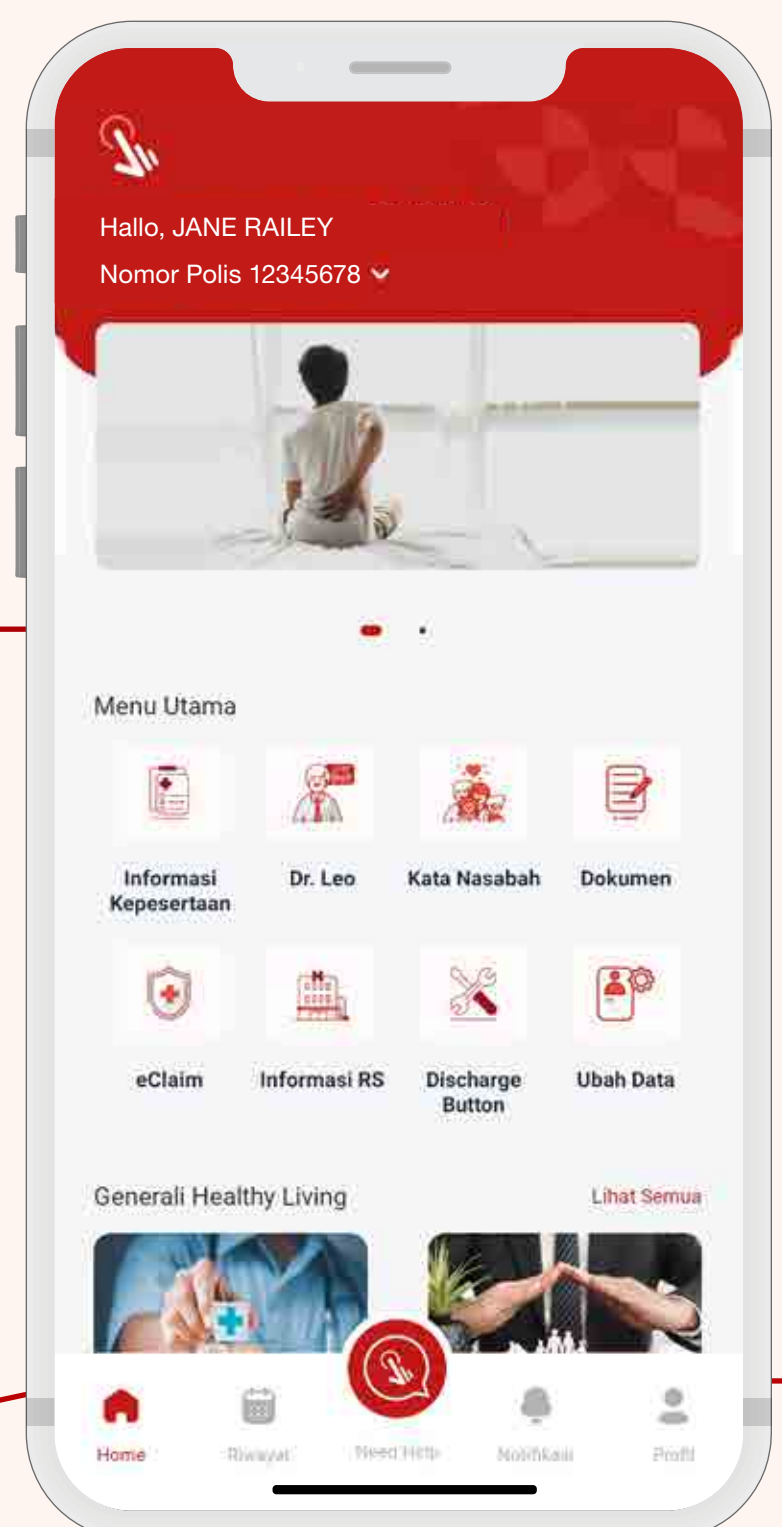
Your Gen iClick® password has been successfully created.

Click **Menu Utama.**

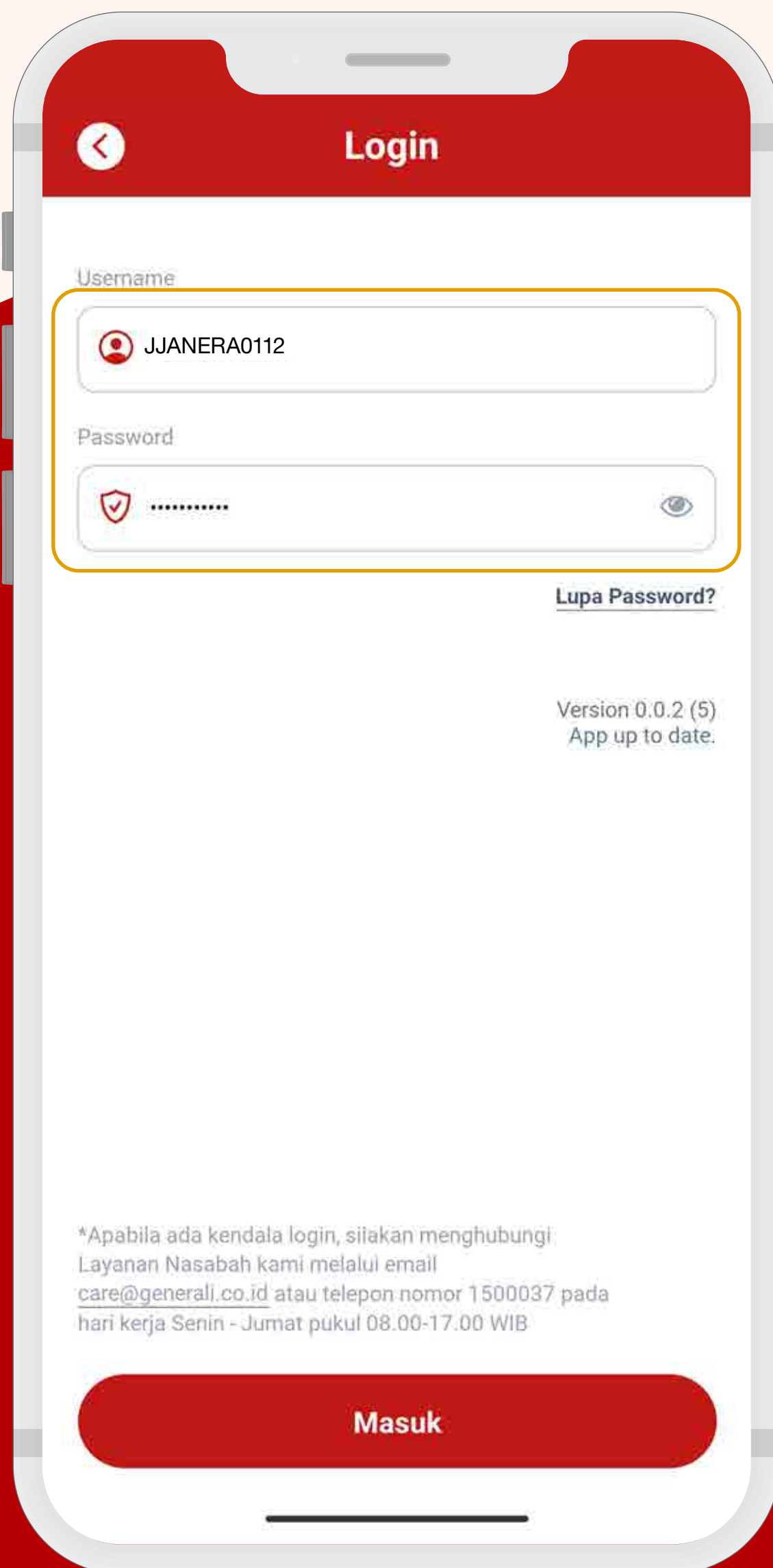
**Congratulations!**

You have successfully registered to Gen iClick®.

9



# How to Login Account



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

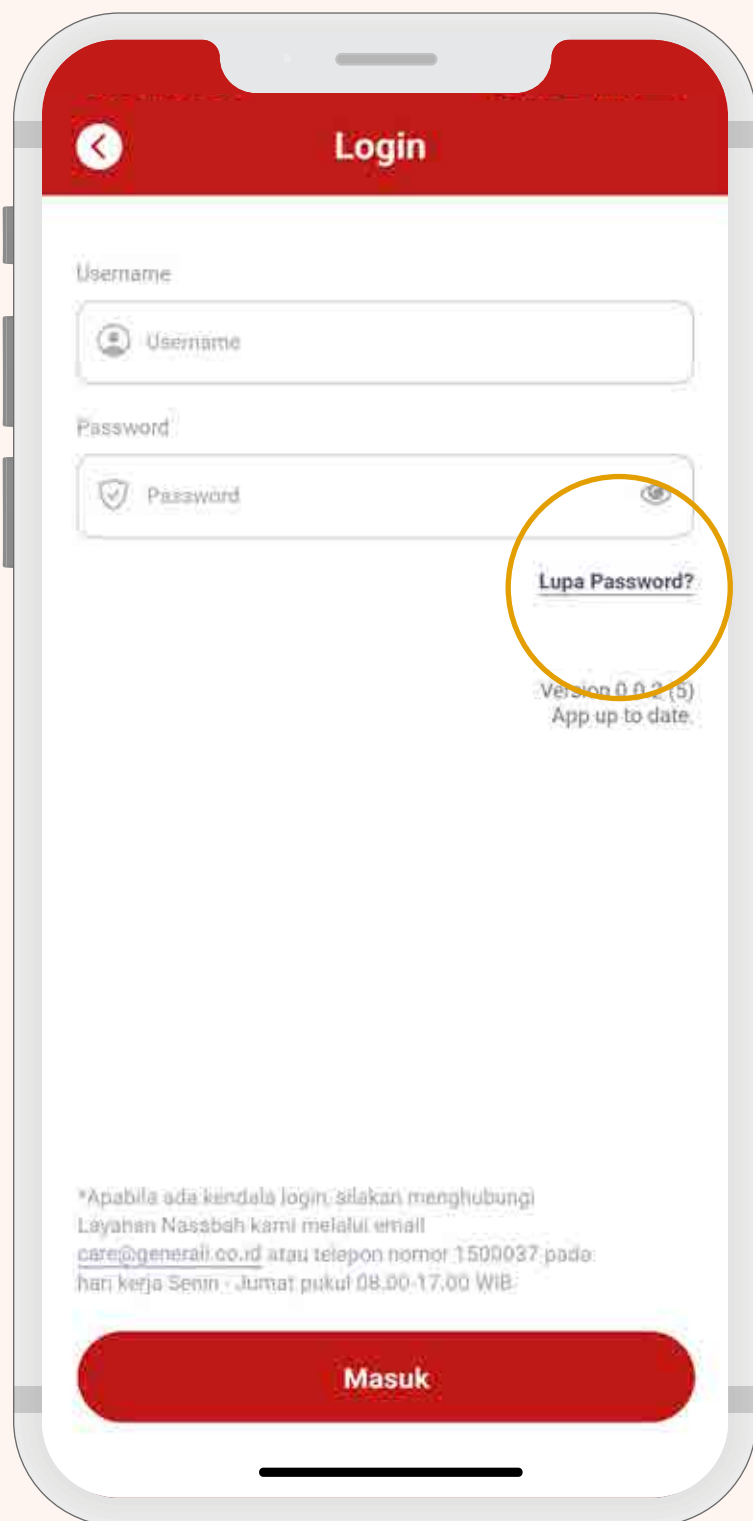
Your **username** and password are yours and confidential. For your convenience and security, please do not share them with other parties.

## 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.

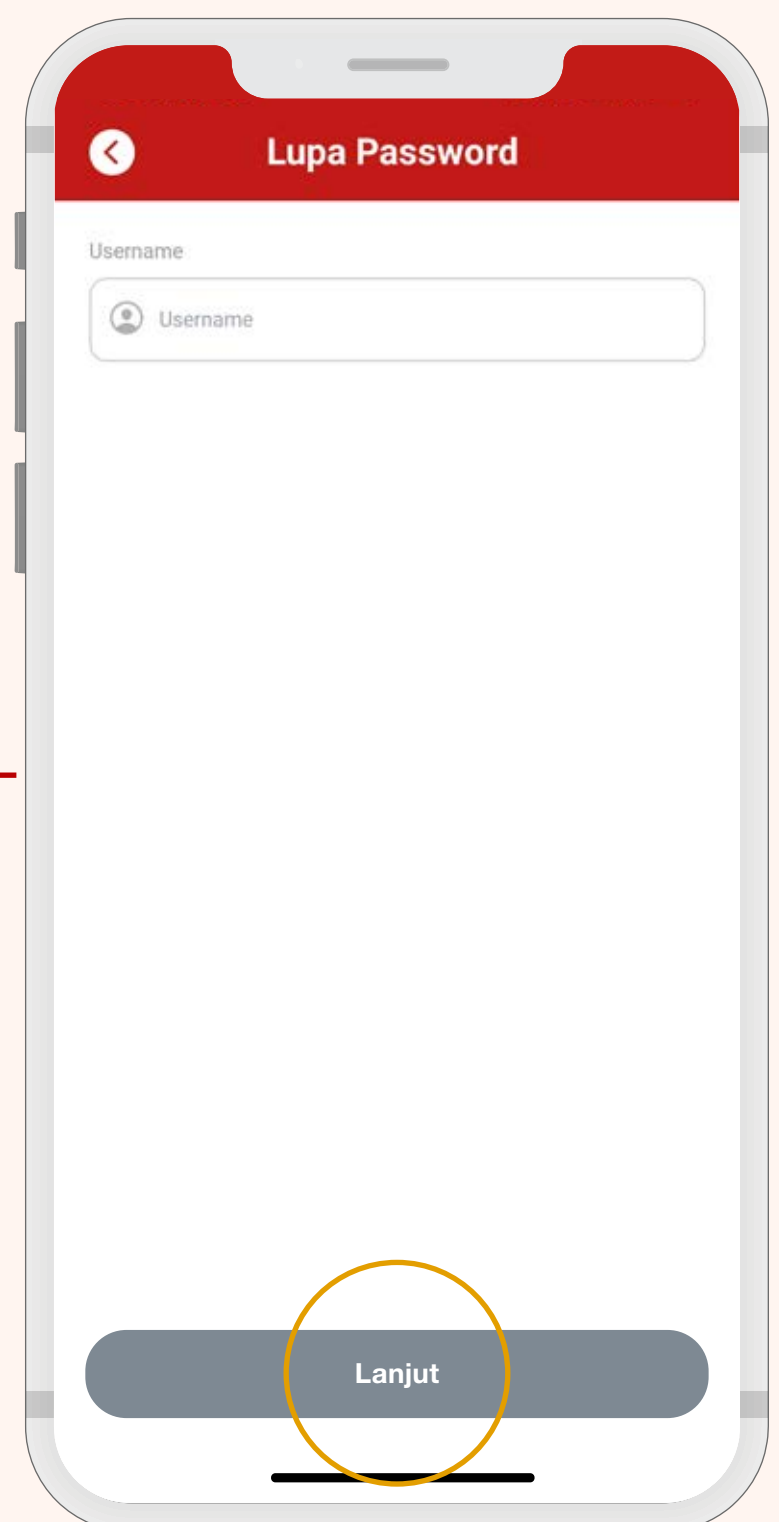


# Forgot Password Guidance



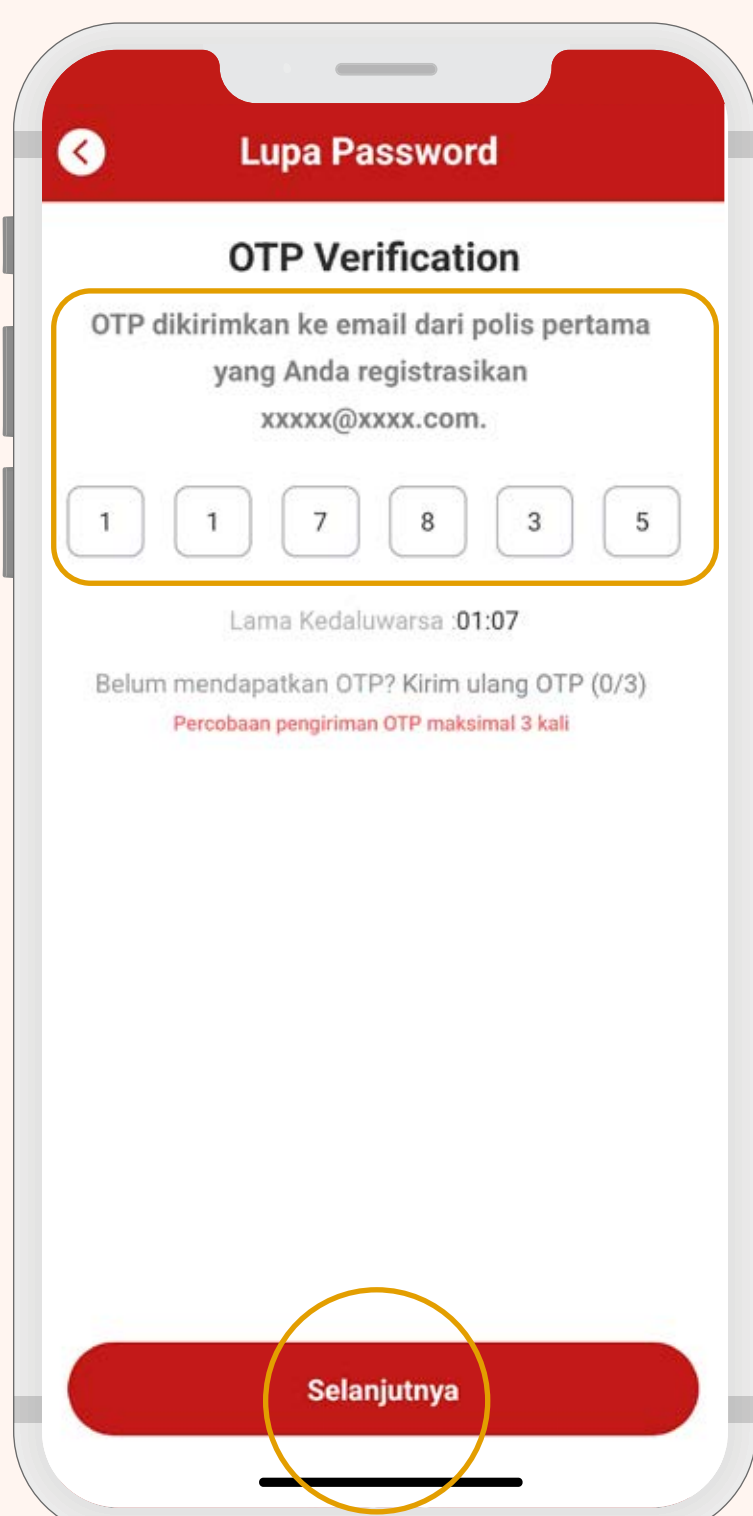
1

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



2

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



3

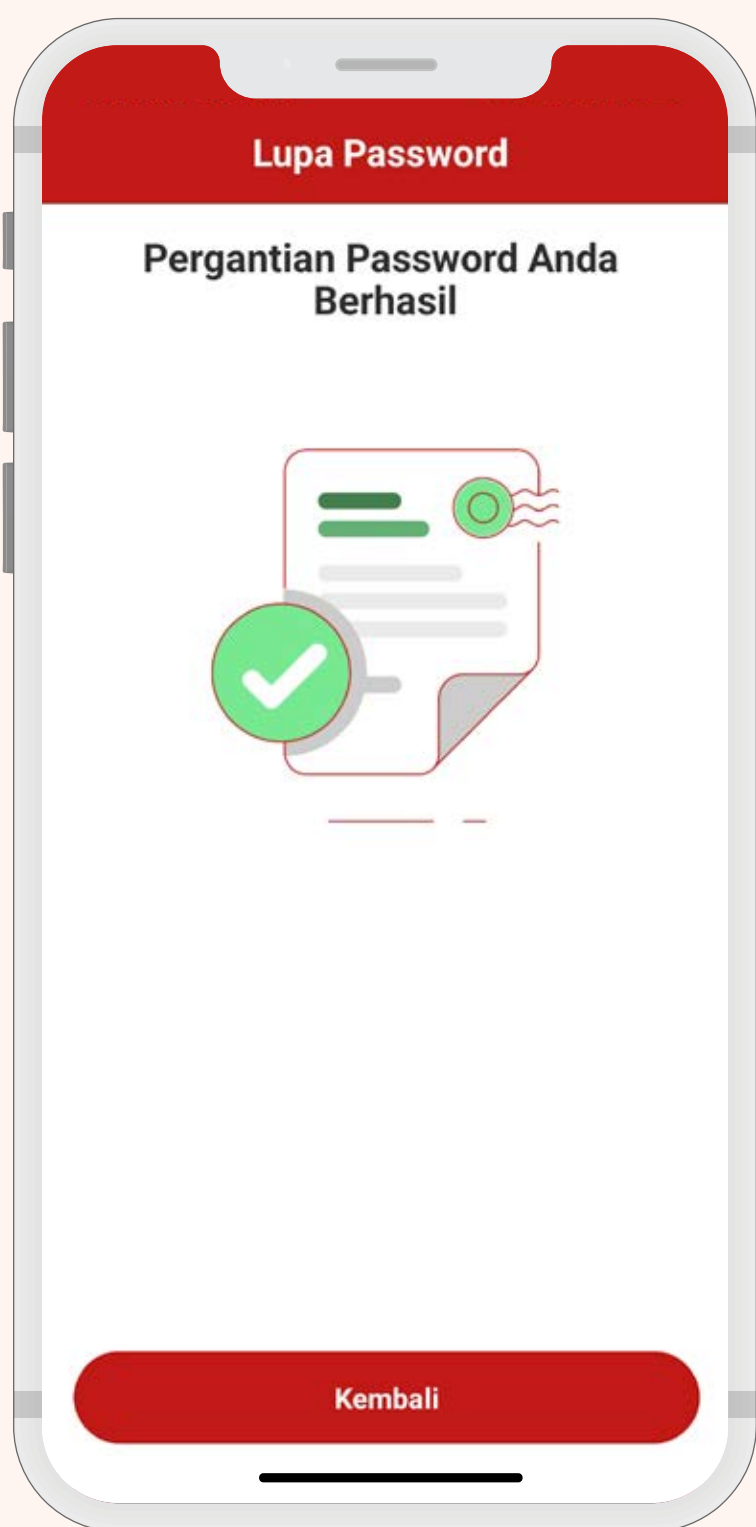
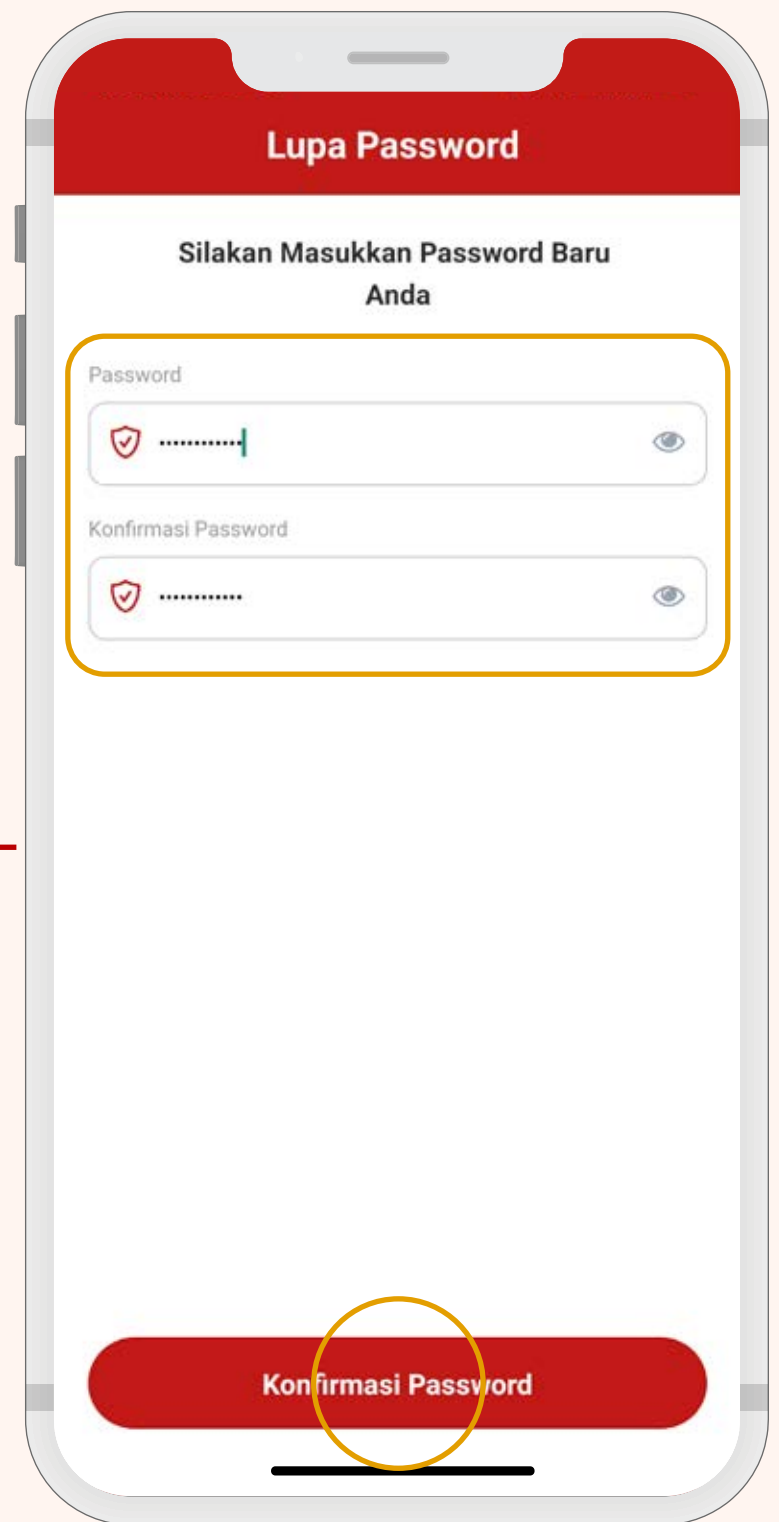
You will directed to verified your **OTP code** that sent automatically to registered email.

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

Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

4



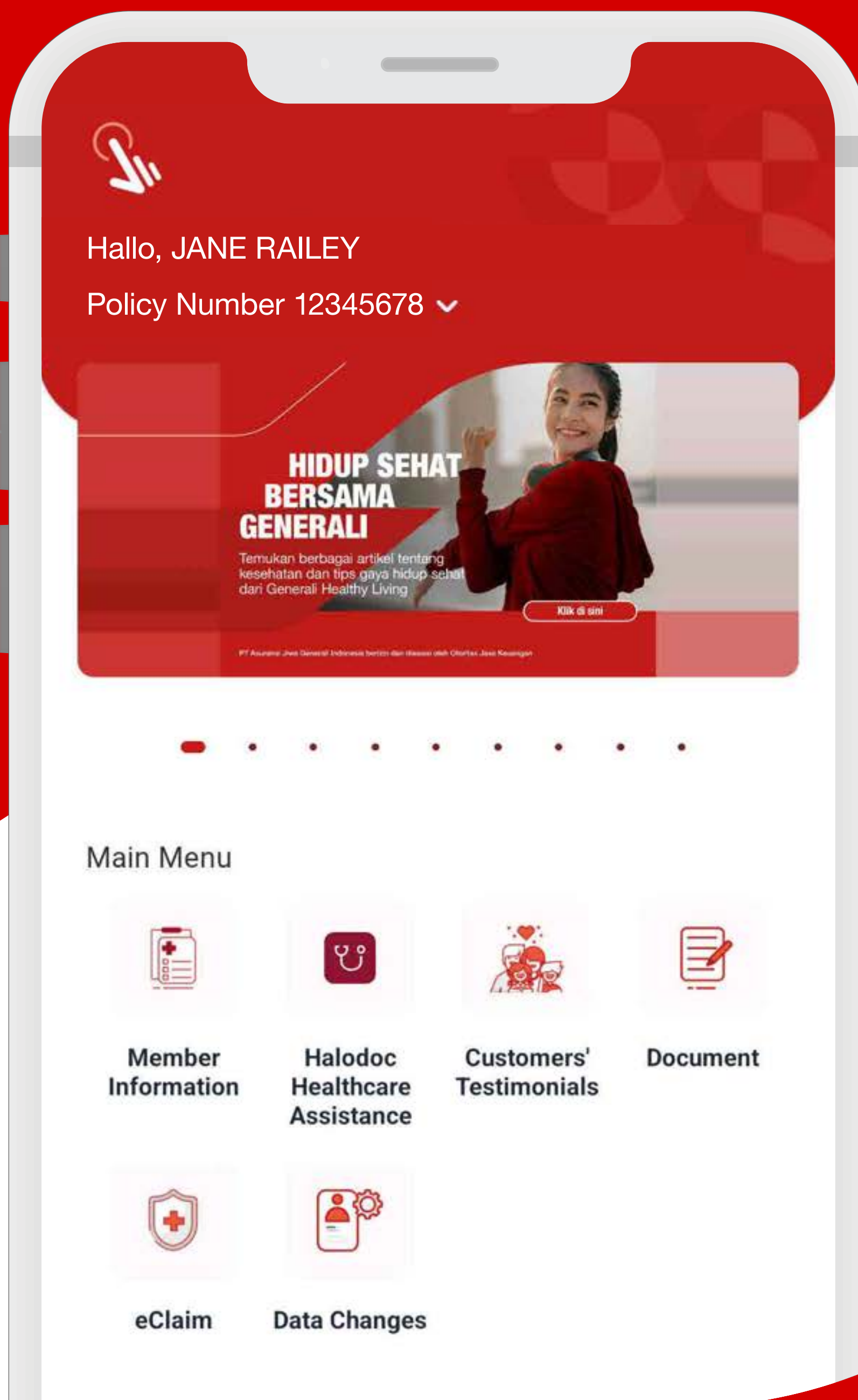
5

**Congratulations!**

Your password has been successfully changed



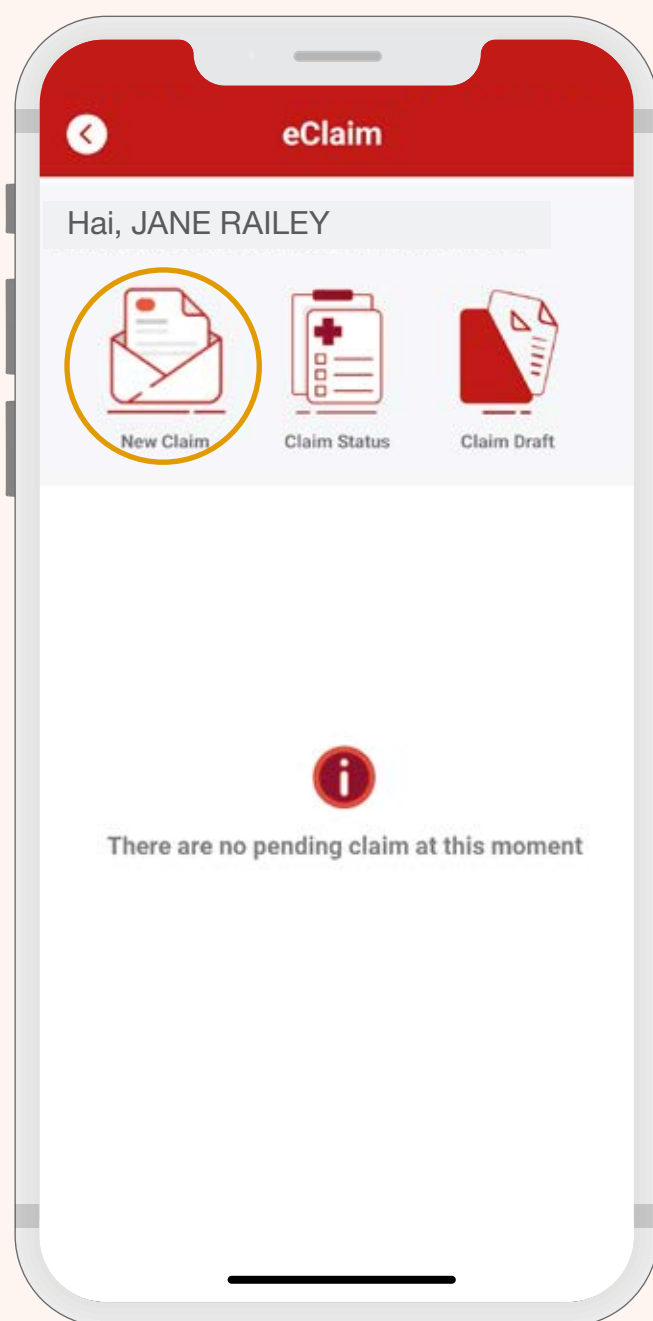
# Innovative Features Gen iClick® App



Generali Your Lifetime Partner

# eClaim Feature

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



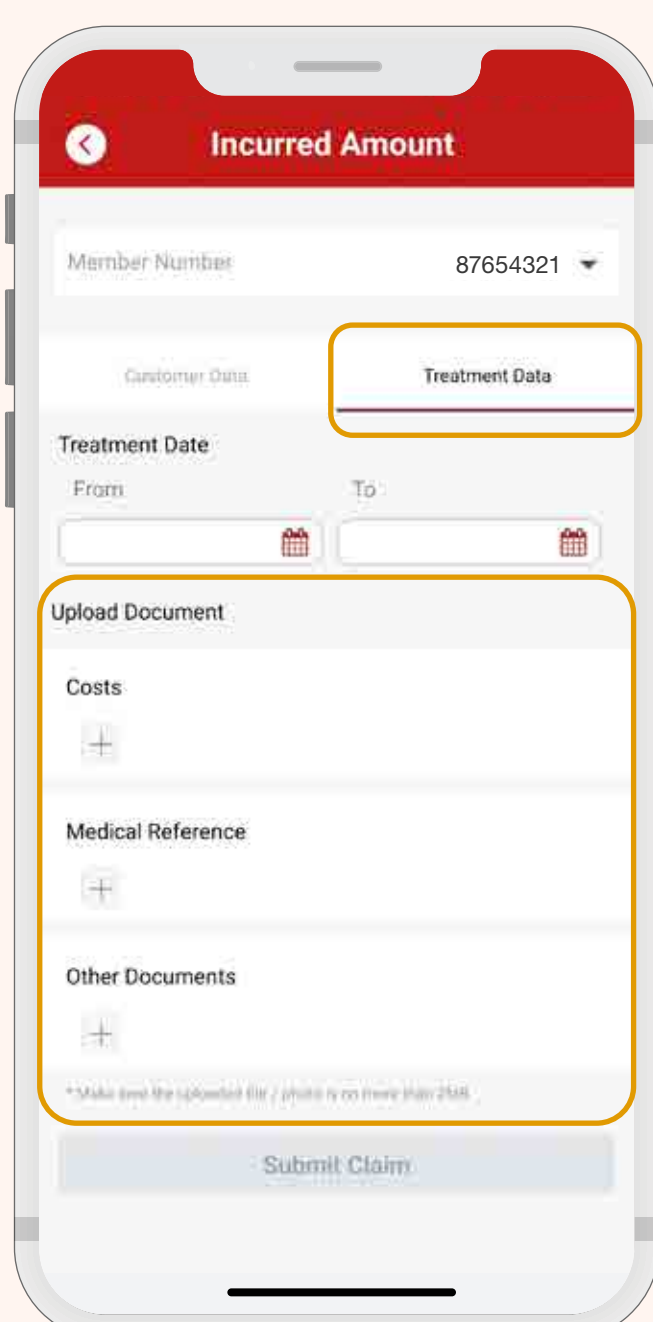
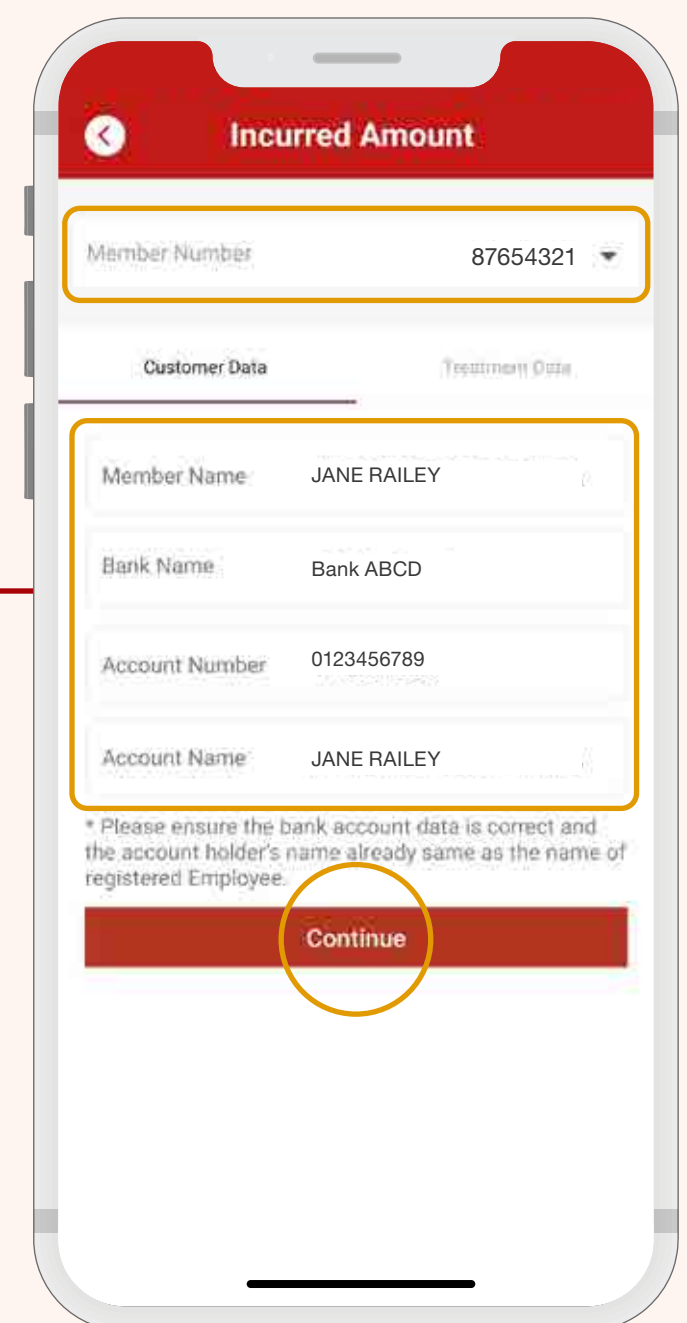
1

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

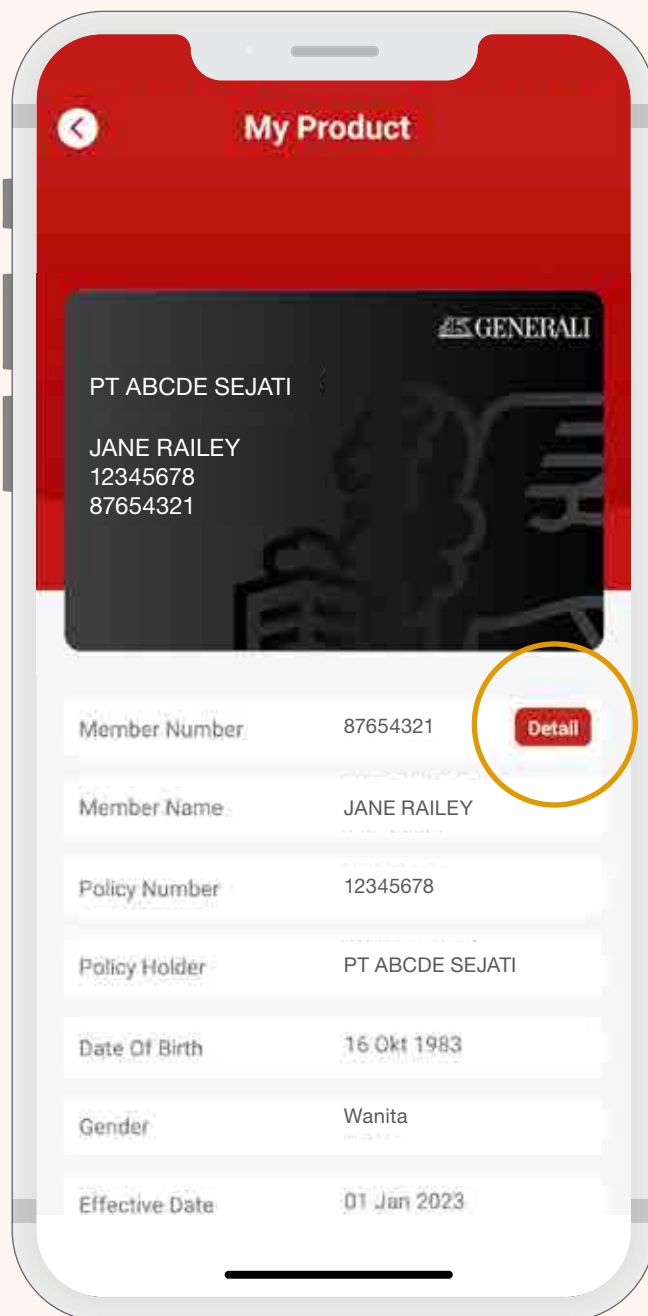


3

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

Then, click **Submit Claim**.

# Insurance Benefit Information



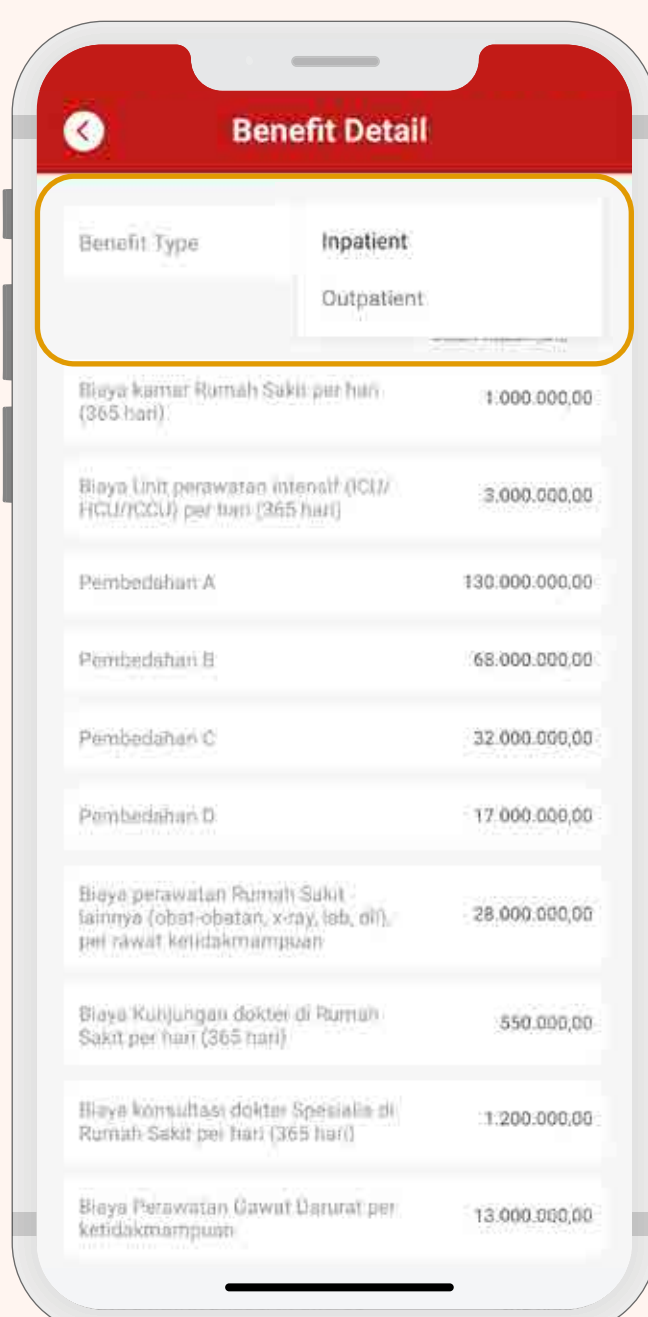
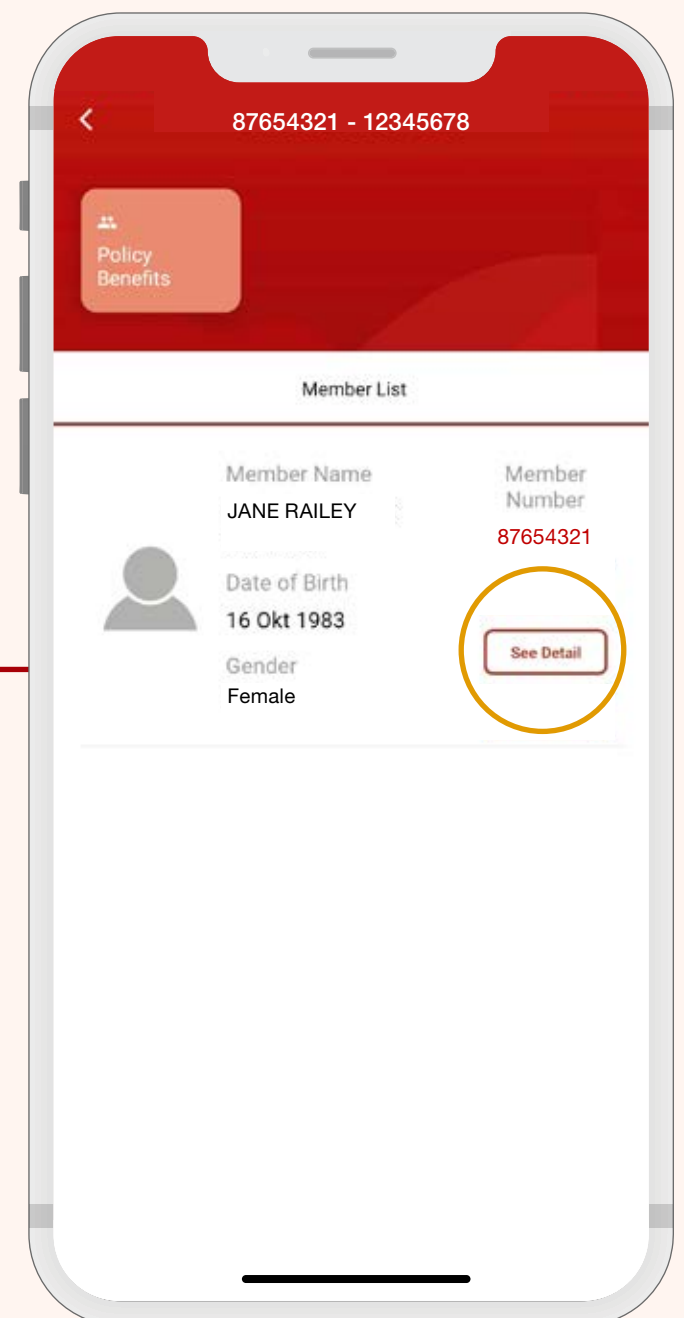
1

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

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

Click **See Detail**.

2

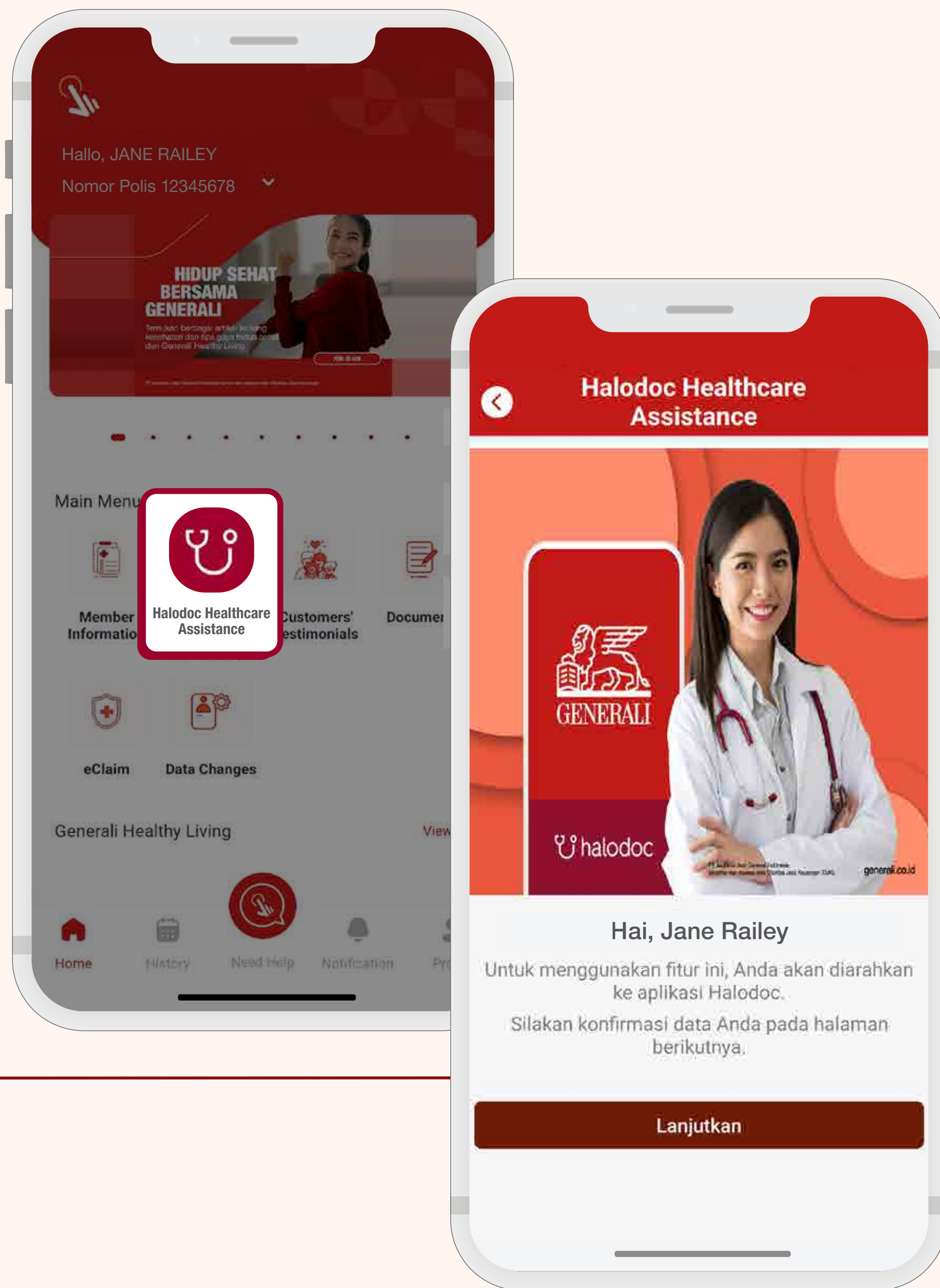


3

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)

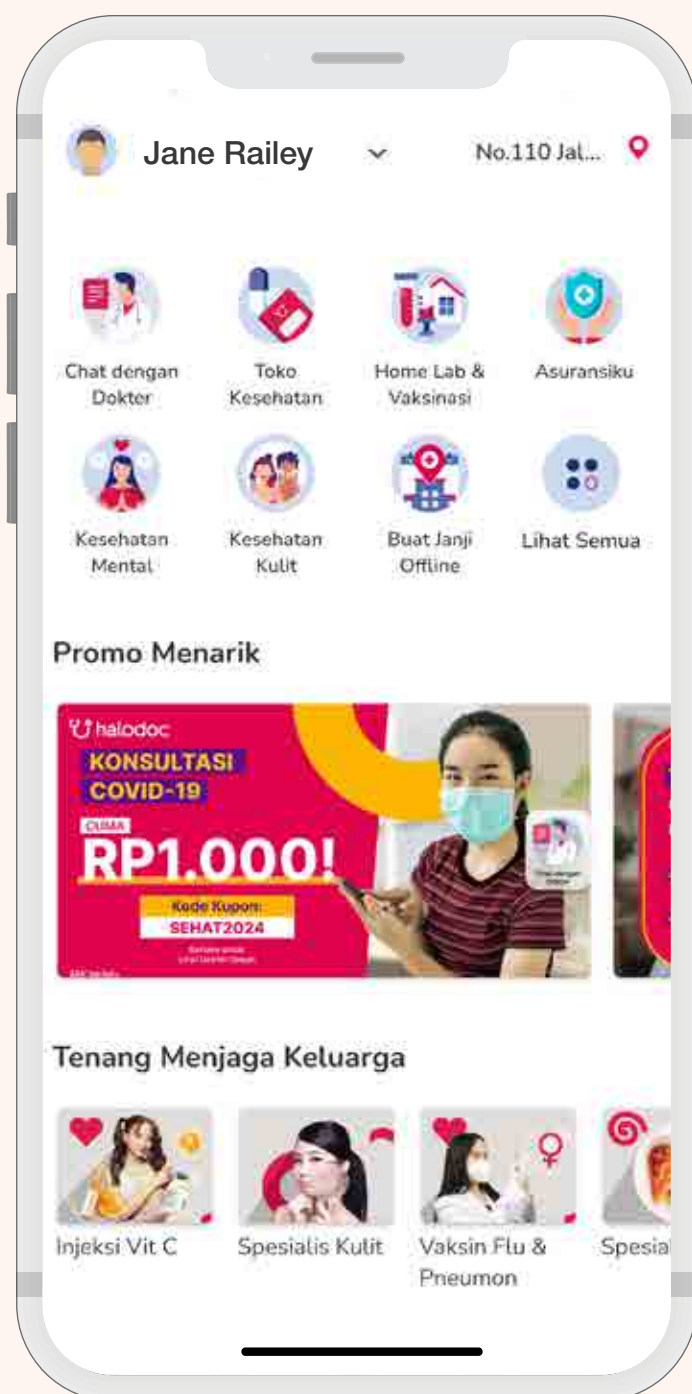
Email

021 5096 891

+62 823 6828 5000

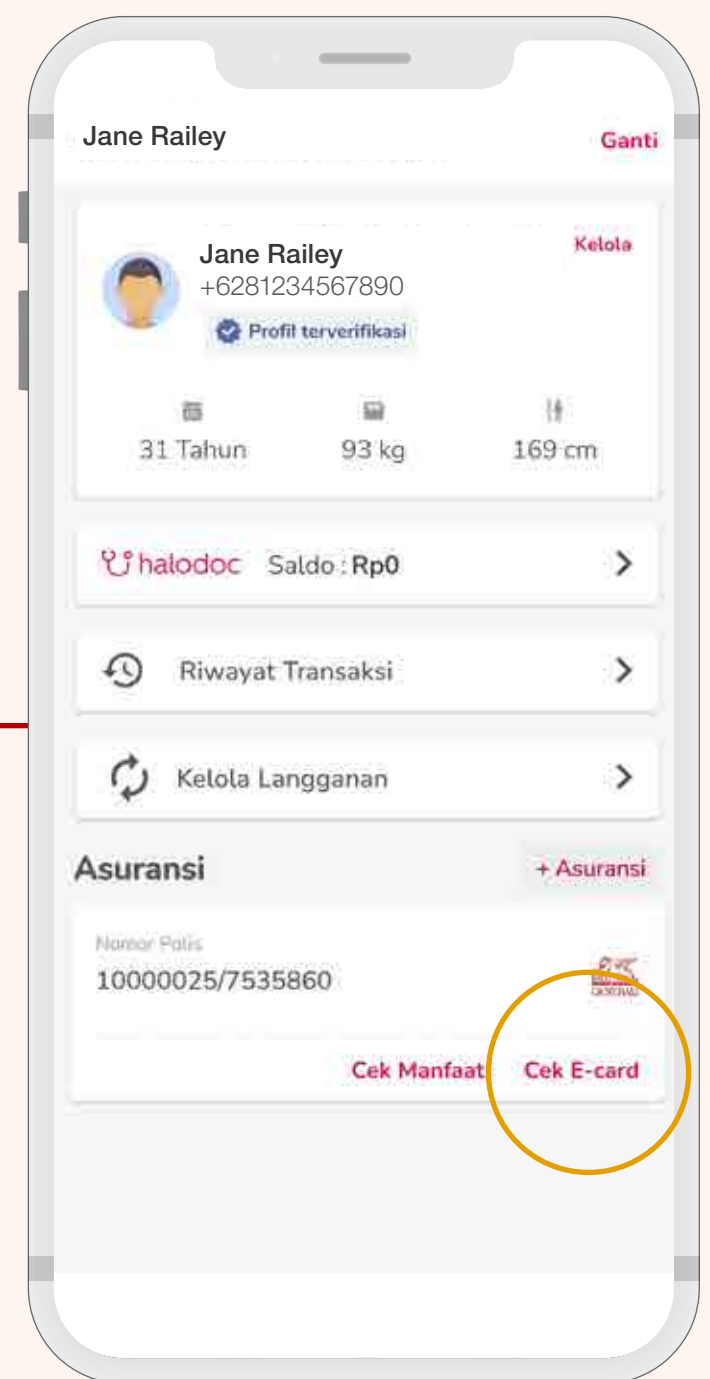
Heidy@halodoc.com

# 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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