

Application for Change of Policy or Personal Information



Please scan the QR code to login Individual Customer Portal

cs.chinalife.com.hk

Ensure information is timely updated!

Self Service Change of Contact Information

Step 1 Select Policy

1. After logging into the Individual Customer Portal, select "E-Change" from the main manual. Then, select "Change Contact Information" from "Change Policy/Personal Information".
2. Select one of the policies by clicking the round button (Note: In the next step, you may also change contact information for other inforce policies (if any)).
3. Click "Next Step" to Step 2.

Step 2 Input and Confirm Information

1. Select the contact information which you need to change in the "New Information" section, such as mobile phone no., residential phone no., email address and correspondence address.
2. Scroll down the list to select country/region corresponding to the mobile phone no./residential phone no., and then enter a valid mobile phone no./residential phone no. to change/add telephone no.
3. Enter a valid email address to change/add email address.
4. After selecting language of the correspondence address, scroll down the list to select country/region in which the correspondence address is located, and then, enter three-line mailing address and postal code (where applicable) by following the instructions.

5 Change contact information of all enforce policies. [Unhide related policy](#)

Policy No.	Insured	Policy Date (YYYY/MM/DD)	Basic Plan Name
<input checked="" type="checkbox"/> 810000002	Chan Tai Man	2017/10/16	(C024)Time Lady Protection Plan
<input checked="" type="checkbox"/> 810000001	Chan Tai Man	2016/08/03	(C057)Supreme Wealth (10-Year) Whole Life Plan

6 Select the enforce policy(ies) (if any) for which you need to change contact information from the list.

7 Click "Next Step" to submit.

8 Declaration

9 Are you sure you want to update the following information

11 Updated Contact

Mobile Phone No. (852)91234567
Residential Phone No. (852)27654321
Email Address abc@gmail.com
Country/Region HKG-Hong Kong
Correspondence Address FLT D 16/F BLK 3 HING WAH BUILDING 80 TAI SHING ST KLN HONG KONG
Change applied to policy 810000000 0002, 810000001

10 Confirm Submission

5. Drag the button to the right to change contact information for all enforce policies (if any) at once, or
6. Select the enforce policy(ies) (if any) for which you need to change contact information from the list.
7. Click "Next Step" to submit.
8. Click "Agree" to confirm that you have read and agreed to the Declaration.
9. Preview the page and verify whether the information entered is correct.
10. If the updated contact information is correct, click "Confirm Submission".
11. If you need to revise information, click "Return to Apply".

Step 3 Completed

E-Change > Change Policy / Personal Information > Change of Contact Information

Change of Contact Information

Application completed

You may check the application status in "Past Records".
If the change is about change of country or region, please click "Individual Self-Certification (CRS)" to update information on your tax residency status.

Reference No. << WEB2018123456789 >>

1 Application completed

2 Return to My Policy

3 Past Records

1. You have successfully completed the application procedures.
2. Click "Return to My Policy" to return to homepage, or
3. Select "Past Records" from the main manual to check relevant application records.

- Review all policy information at one go
- Check application status anytime
- View various types of E-Notice
- Submit E-Claim instantly
- Change policy information instantly
- Receive instant important messages