



## Account Management



Please scan the QR code to login Individual Customer Portal

[cs.chinalife.com.hk](https://cs.chinalife.com.hk)

## Register


### Step 1

EN ▾ Hong Kong Branch ▾ 1

中國人壽 | 海外 |  
CHINA LIFE

Welcome to use the  
**Customer Portal!**

Account Name  
**Username** ▾ Please enter username.

Password   
[Forgot Password / Username](#)

>> Please click and drag the slider tab to the right

Upon logging in, you agree to accept our Terms of Use

Login

Registration 2

Visit <https://cs.chinalife.com.hk>

1. Select an appropriate branch of China Life (Overseas).
2. Click "Register".



## Step 2

After successful registration, you can manage your account easily and obtain latest information online.

After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. and/or email address registered with the Company, and then you only need to input the verification code to complete the online registration.

The screenshot shows a registration form with the following elements:

- 3**: A dropdown menu for "Identity Document" with options "Identity Document No." and "Policy No.".
- 3a**: A callout pointing to the "Identity Document No." option.
- 3b**: A callout pointing to the "Policy No." option.
- 4**: A "Date of Birth" field with a calendar icon and a help icon.
- 5**: A "Verification Code" field with a refresh icon.
- 6**: A "Next Step" button.

Below the form, there is a security notice: "To protect your privacy, this website has used SECURE SITE SERVICE provided by VERISIGN to prevent information leakage and enhance online security."

3. Select "Identity Document" type ("Identity Document No." or "Policy No.").

**3a.** If the "Identity Document" type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)

**3b.** If the "Identity Document" type selected is "Policy No.", please enter your policy no..

4. Enter your "Date of Birth" (for example, if your date of birth is 2 January 1990, please enter 1990/01/02).

5. Enter Verification Code

6. Click "Next Step".



### Step 3

You're just one step away from completing your registration to enjoy comprehensive self-service policy management services.

**7** Verification Code  Request verification code  
The verification code has been sent to the mobile phone no. (area code) 6\*\*\*567 and email address c\*\*\*life@hotmail.com \*

**8** Username  
 All conditions below need to be met:  
 8-15 characters  No whitespace  
 Must include at least one English letter and at least one numeric digit

**9** Password   
 All conditions below need to be met:  
 8-15 characters  No whitespace  
 Must include at least one English letter and at least one numeric digit  
 A minimum of one uppercase character

**10** Confirm Password 

[Previous Step](#) [Submit](#) **11**

 To protect your privacy, this website has used SECURE SITE SERVICE provided by VERISIGN to prevent information leakage and enhance online security.

After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company. This verification code is valid within 10 minutes.

7. Enter the 6-digit verification code.
8. Set your username in the format required.
9. Set your password in the format required.
10. Enter your password for confirmation.
11. Click "Submit".

### Step 4

 **Congratulations!**

**You have successfully registered.**

Welcome to become a VIP user of the Customer Portal. Log in to check your policy(ies) now!

Your account name is  
**A12123344666789**

[Log in now](#)

**12**

You have successfully registered.

12. Click "Log in now" to enter the login page of China Life (Overseas) Customer Portal.

## Login

EN ▾ Hong Kong Branch ⇅ 1

中國人壽 | 海外 |  
CHINA LIFE

Welcome to use the  
**Customer Portal!**

Account Name  
2 Username ▾ Please enter username  
2a Username  
3 Password  
2b Policy No.  
2c ID No.  
4 >> Please click and drag the slider tab to the right  
5  
Upon logging in, you agree to accept our Terms of Use  
Login  
Registration

**Visit** <https://cs.chinalife.com.hk>

1. Select an appropriate branch of China Life (Overseas).
2. Select "Account Name" ("Username", "Policy No." or "Identity Document No."):
  - 2a. If the account name type selected is "Policy No.", please enter your policy no..
  - 2b. If the "Identity Document" type selected is "Policy No.", please enter your policy no..
  - 2c. If the account name type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)
3. Enter your password.
4. Click and drag the mouse to the right to complete the verification process.
5. Click "Log in" to enter China Life (Overseas) Customer Portal to enjoy our brand-new and convenient online insurance services.

## Forgot Password


### Step 1

EN ▾ Hong Kong Branch ↕ 1

中國人壽 | 海外 |  
CHINA LIFE

Welcome to use the  
**Customer Portal!**

Account Name  
Username ▾ Please enter username.

Password  2  
Forgot Password / Username

>> Please click and drag the slider tab to the right

Upon logging in, you agree to accept our Terms of Use

Login

Registration

**Visit** <https://cs.chinalife.com.hk>

1. Select an appropriate branch of China Life (Overseas).
2. Click "Forgot Password/Username".



## Step 2

**Forgot Password**     **Forgot username**

After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. and/or email address registered with the Company, and then you only need to input the verification code to complete the online account registration.

Account Name  
Username    Please enter username.

Date of Birth (YYYY/MM/DD)

Verification Code

Cancel    Next Step

3. Select "Account Name" ("Username", "Policy No." or "Identity Document No.").

3a. If the account name type selected is "Username", please enter your username.

3b. If the account name type selected is "Policy No.", please enter your policy no.

3c. If the account name type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/alphabet. For other identity document number, please directly enter the relevant identity document number.)

4. Enter your "Date of Birth"(for example, if your date of birth is 2 January 1990, please enter 1990/01/02).

5. Enter Verification Code

6. Click "Next Step".

## Step 3

7. Verification Code    Request verification code

The verification code has been sent to the mobile phone no. (area code) 6\*\*\*\*567 and email address c\*\*\*life@hotmail.com

8. Password    [Eye icon]

All conditions below need to be met:

- ✓ 8-15 characters    ✓ No whitespace
- ✓ Must include at least one English letter and at least one numeric digit
- ✓ A minimum of one uppercase character

9. Confirm Password    [Eye icon]

Previous Step    Submit

After your identity is verified, you will receive a 6-digit verification code through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company. This verification code is valid within 10 minutes.

7. Enter Verification Code


8. Reset your password in the format required.

9. Re-enter your new password for confirmation.

10. Click "Submit".



## Step 4

 **You have successfully reset your password**

Now you can use your new password to log in

Log in now

11

You have successfully reset your password.

**11.** Please click "Log in now" to enter the login page of China Life (Overseas) Customer Portal, and log in with new password.

## Forgot Username


### Step 1

EN ▾ Hong Kong Branch ⇅ 1

中國人壽 | 海外 | CHINA LIFE

Welcome to use the **Customer Portal!**

Account Name  
Username ▾ Please enter username.

Password  2  
Forgot Password / Username

>> Please click and drag the slider tab to the right

Upon logging in, you agree to accept our Terms of Use

Login

Registration

**Visit** <https://cs.chinalife.com.hk>

1. Select an appropriate branch of China Life (Overseas).
2. Click "Forgot Password/Username".



Step 2

Forgot Password
  **Forgot username**

After your identity is verified, you will receive username through mobile phone no. and/or email address registered with the Company.

Identity Document

**4** ID No. (format: A1234567)

Please enter the id...  
For Hong Kong Id...  
A1234567 without...  
Identity Card num...  
identity document...  
document number.

**4a** ID No.

**4b** Policy No.

**5** Date of Birth (format: YYYY/MM/DD)

**6** Verification Code

Cancel Submit


**7**

3. Select "Forgot Username".
4. Select identity document type ("Policy No." or "Identity Document No.").
  - 4a. If the identity document type selected is "Identity Document No.", please enter your identity document no.. (Please enter the identity document number which is identical to our records. For Hong Kong Identity Card number which is A123456(7), please enter A1234567 without the bracket. For People's Republic of China Resident Identity Card number, please enter 18-digit number/ alphabet. For other identity document number, please directly enter the relevant identity document number.)
  - 4b. If the identity document type selected is "Policy No.", please enter your policy no.
5. Enter your "Date of Birth" (for example, if your date of birth is 2 January 1990, please enter 1990/01/02).
6. Enter Verification Code
7. Click "Submit".





Step 3

 **The username has been successfully sent**

The username has been sent to your mobile phone no.  
**(852)6\*\*\*\*567**

Log in now

8

After your identity is verified, you will receive your username through the mobile phone no. (applicable to mobile phone no. of Hong Kong, Mainland China, Macau, Taiwan, Singapore or Indonesia) and/or email address registered with the Company.

8. Click "Log in now" to enter the login page of China Life (Overseas) Customer Portal, and use the username you received to access.