Application for Change of Policy or Personal Information

Ensure information is timely updated !
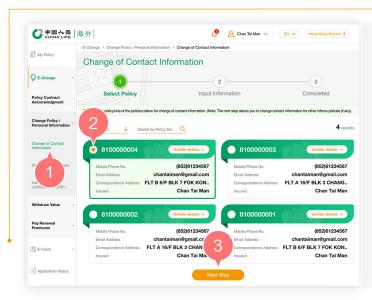
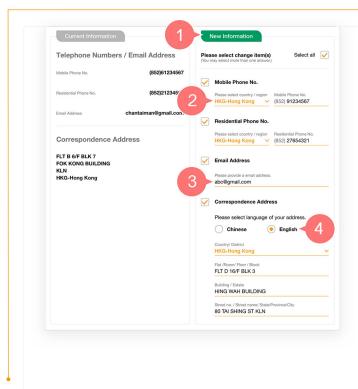## Self Service Change of Contact Information

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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)).
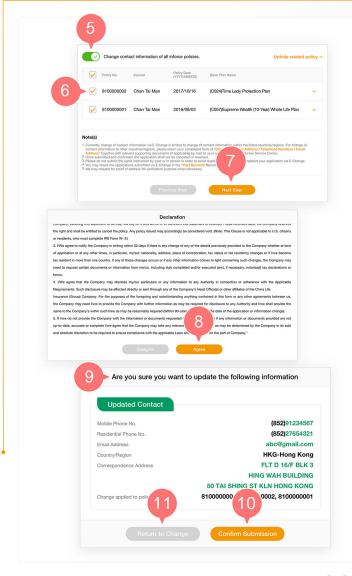
3. Click "Next Step" to Step 2.

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.
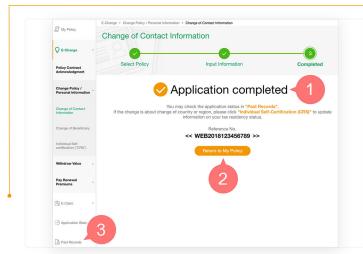
5. Drag the button to the right to change contact information for all inforce policies (if any) at once, or

6. Select the inforce 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

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