GENERALI

Gen iClick®

POLICY SERVICES 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.

generali.co.id

PT Asuransi Jiwa Generali Indonesia berizin dan diawasi oleh Otoritas Jasa Keuangan

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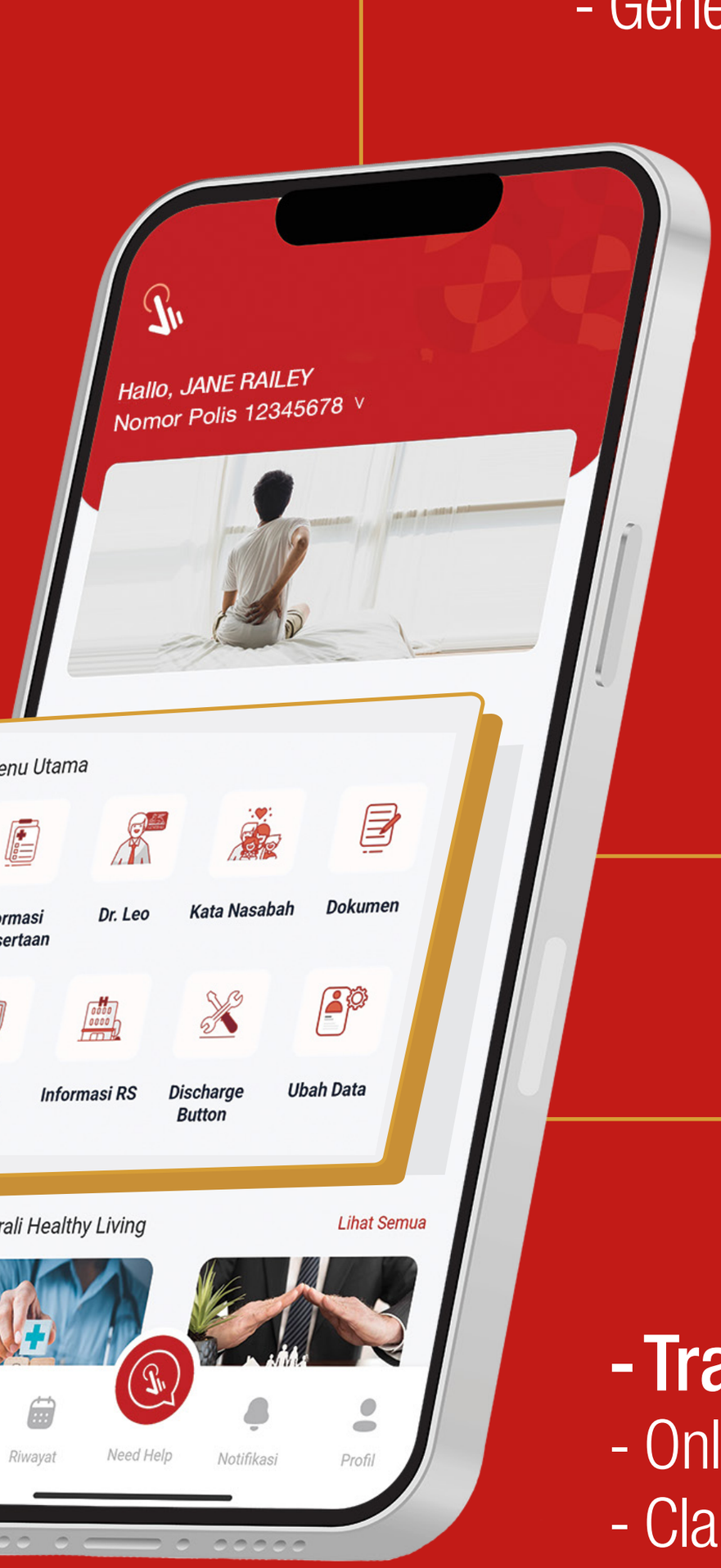
Hassle Free Service For You

Telemedicine Service
- FREE 24/7 Virtual consultation
- Online prescription, medicine delivery to your home

Lifestlye & Health
- GenTalks virtual event
- Generali Health article



Informations
- Data Member
- Insurance Benefit

- Transactions
- Online Claim Submission
- Claim Status Tracking

Other Features
- Generali eCard
- Need Help button
- Customer testimony
- Generali Indonesia Hospital Partner

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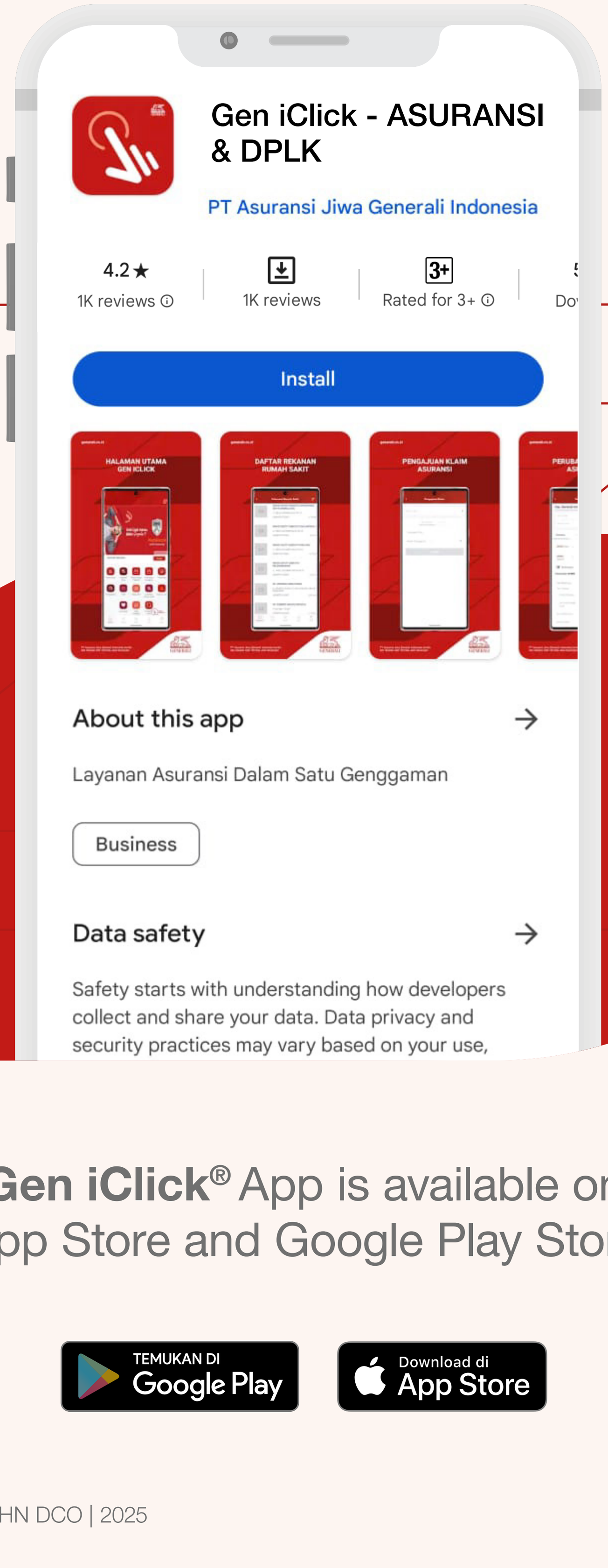
Download
Gen iClick® App



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

TEMUKAN DI Google Play

Download di App Store

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  - View & Activation eCard
  - Insurance Benefit Information
  - Checking List of Hospital Partner
  - Telemedicine Service

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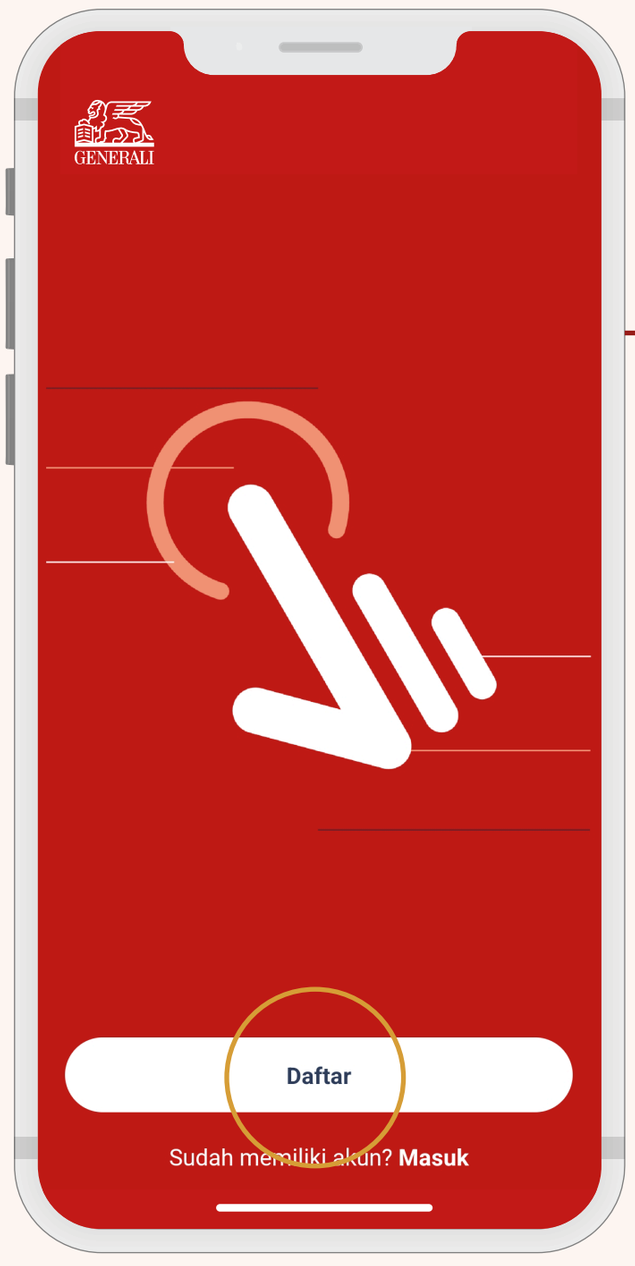
How to Register

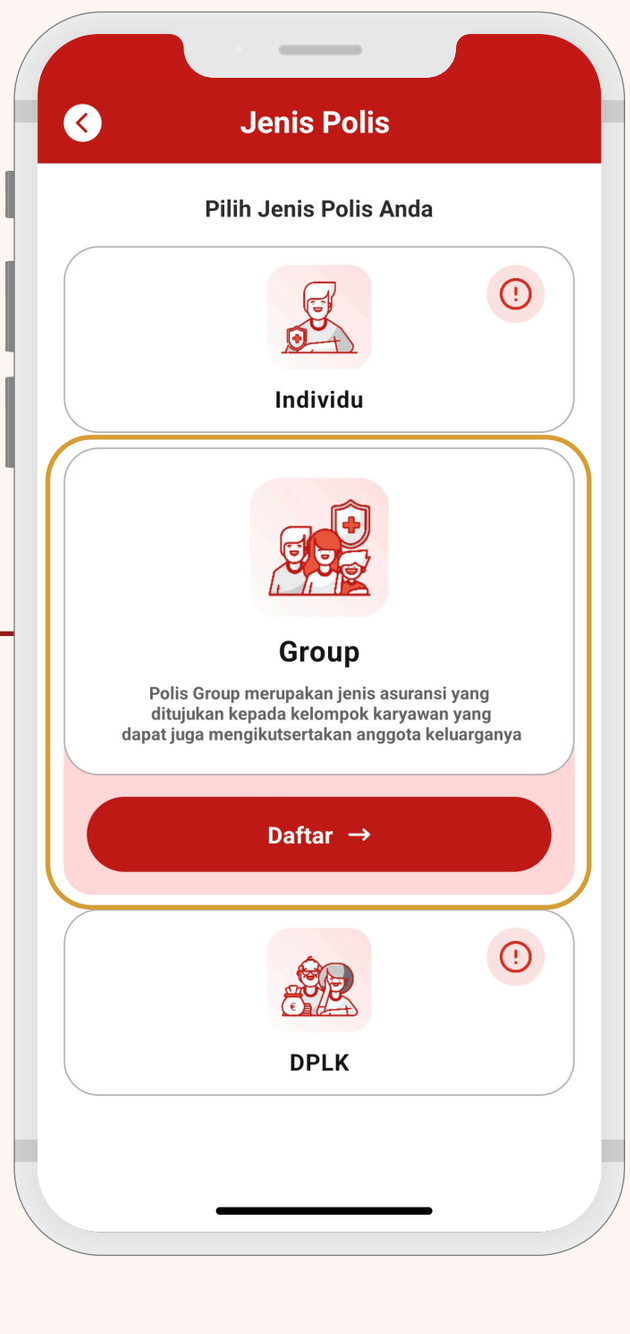


1

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.**



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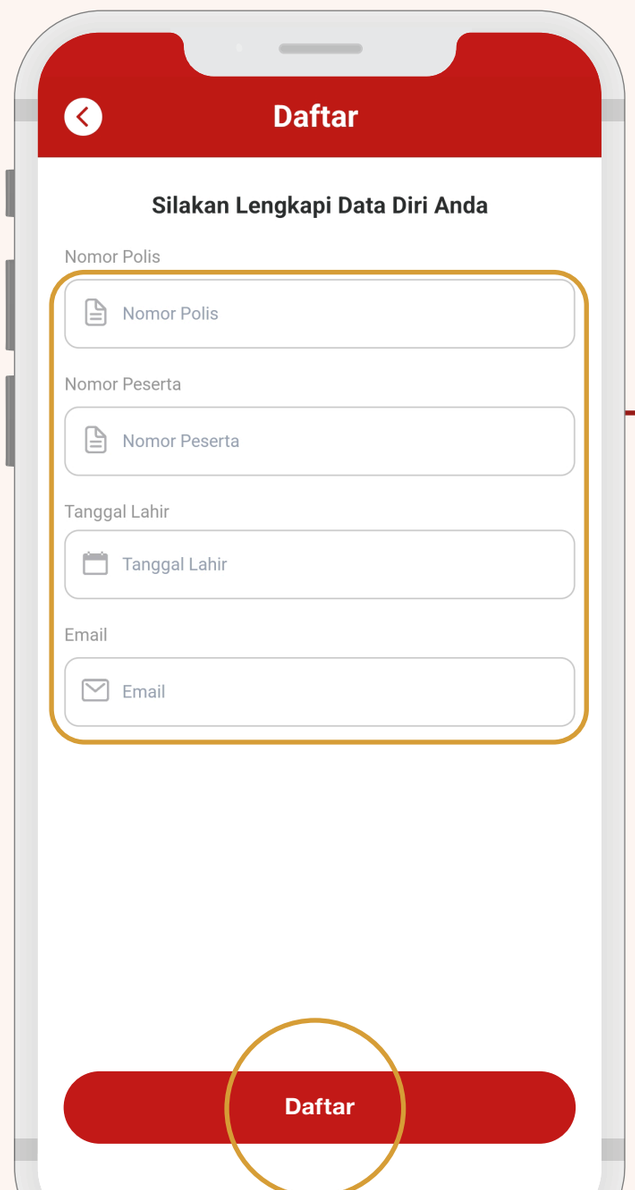

3

Fill in your data according to your Generali Card:

- Policy Number
- Participant Number
- Date of Birth
- Email

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

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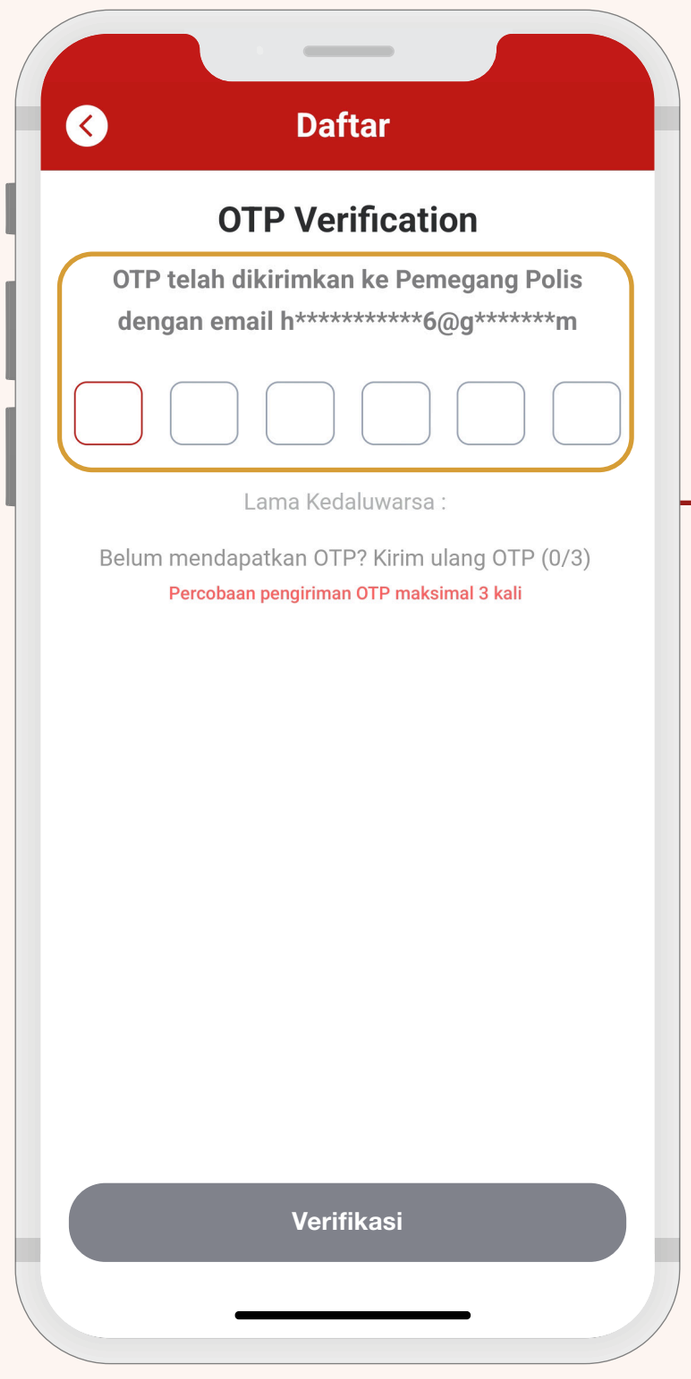
You are required to agree the End User License Agreement (EULA).

4

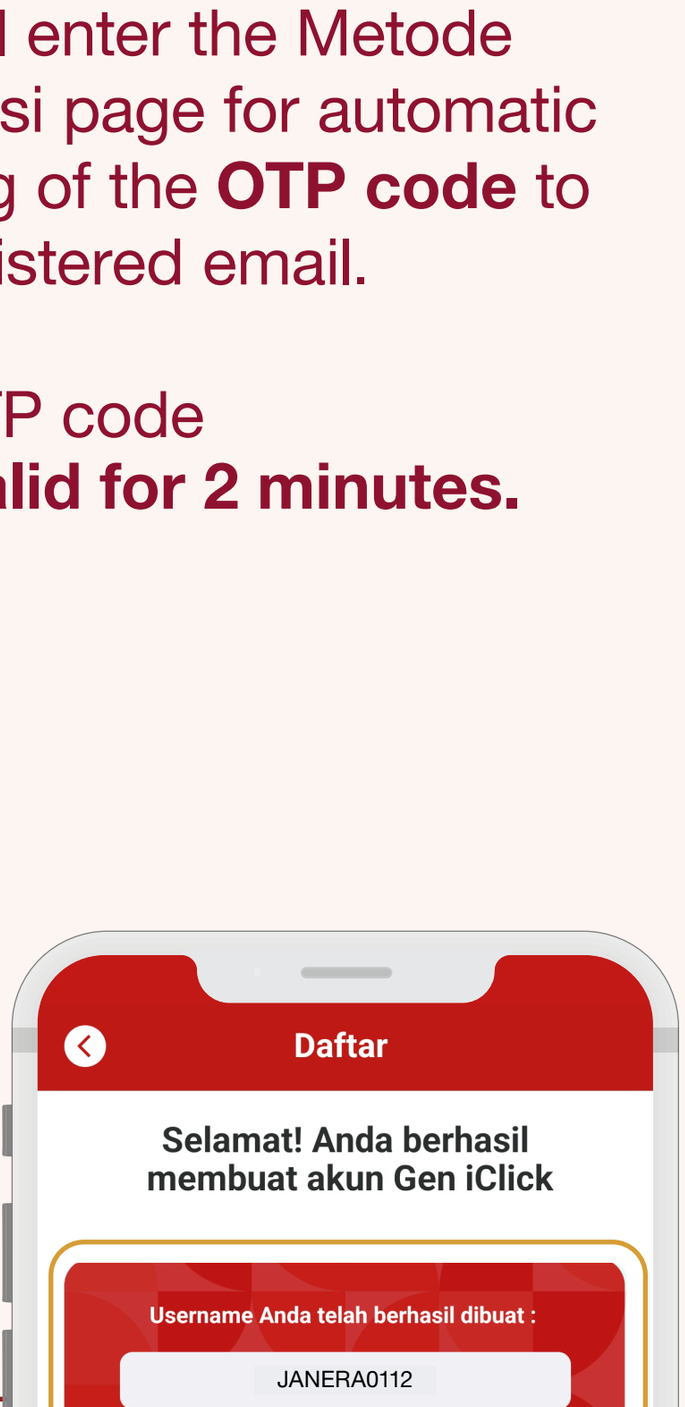


5

You will enter the Metode Verifikasi page for automatic sending of the **OTP code** to the registered email.

The OTP code
only valid for 2 minutes.

6



Gen iClick® system will **automatically create your username** which is used to login.

Then click **Buat Password.**

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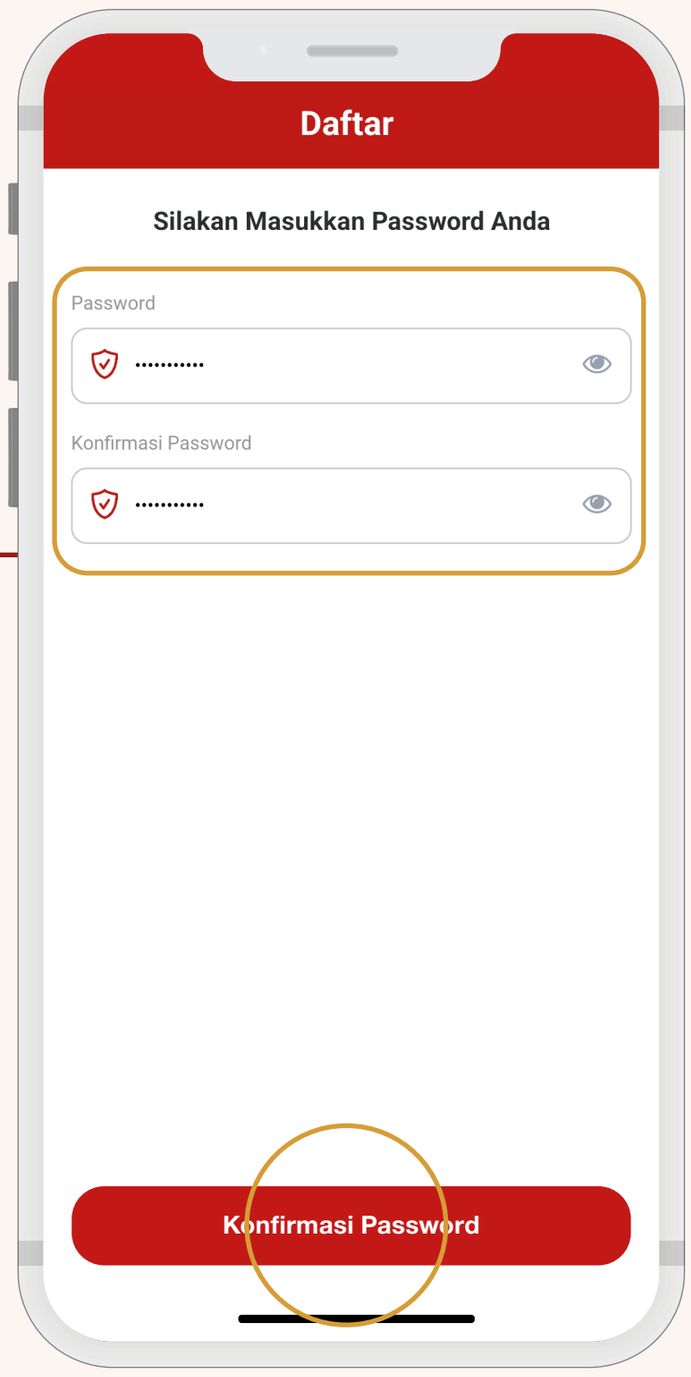
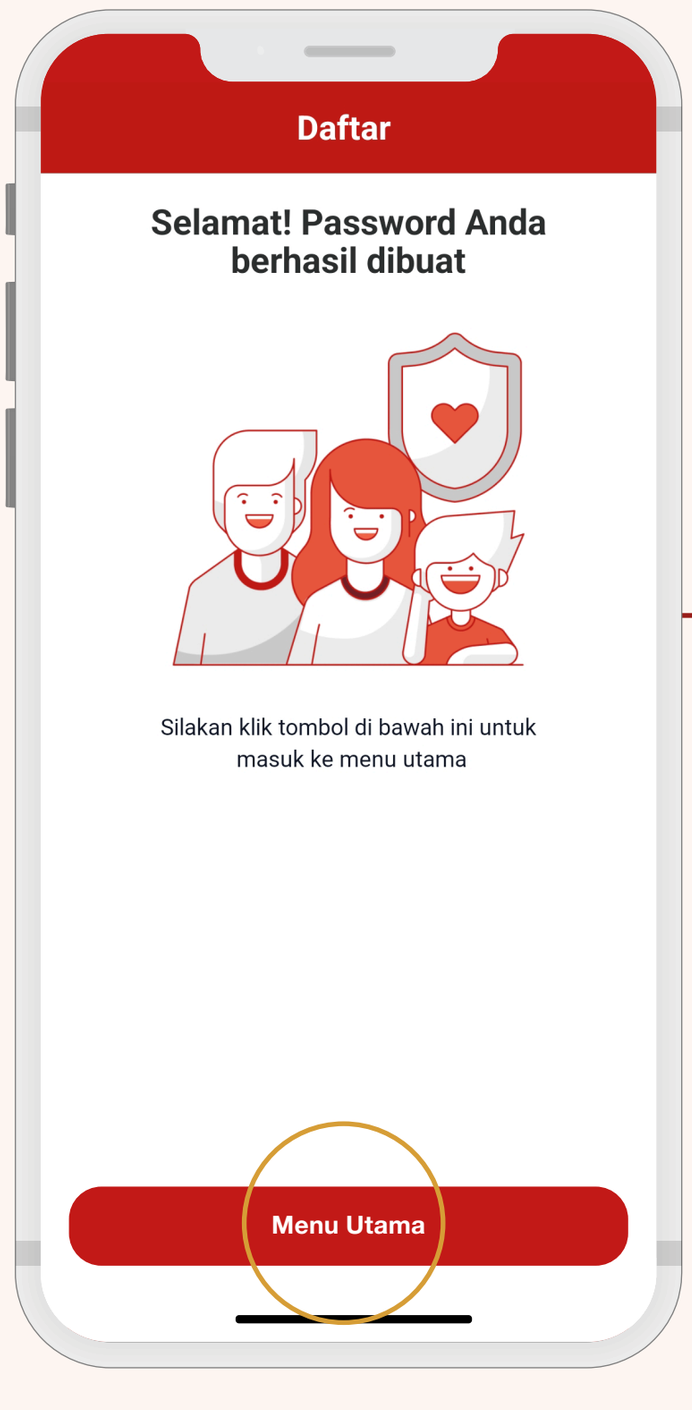
Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**



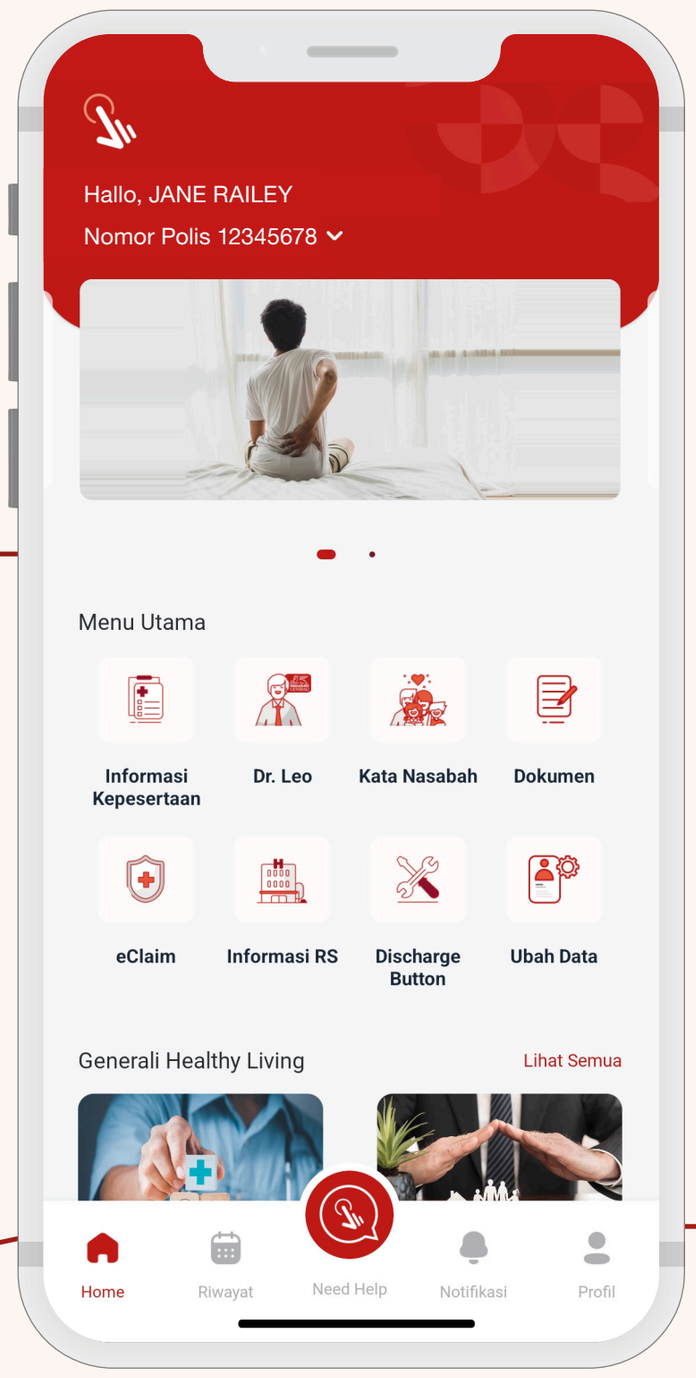
7



8

Your Gen iClick® password has been successfully created.

Click **Menu Utama.**



9

Congratulations!

You have successfully registered to Gen iClick®.

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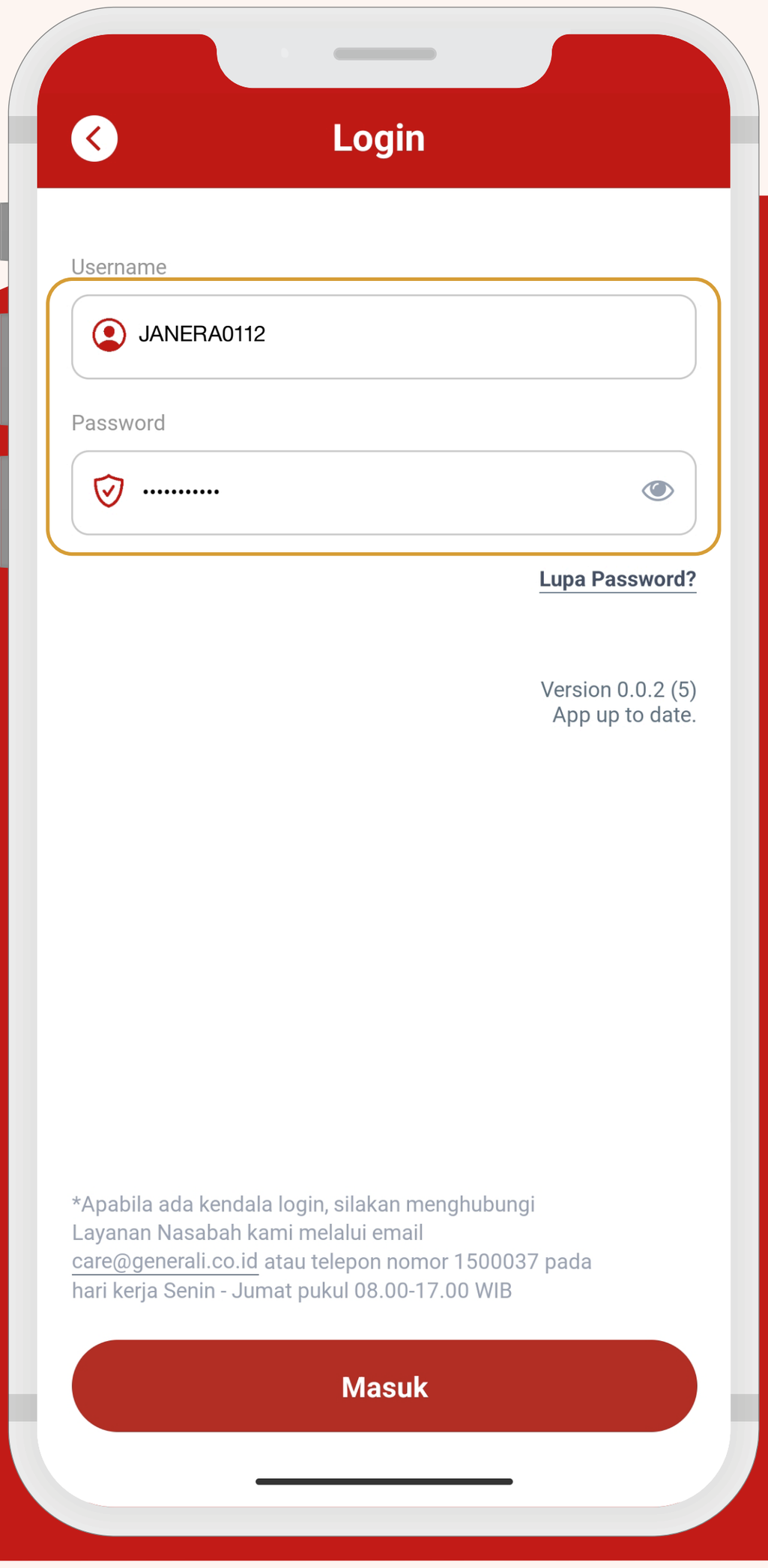
How to Login Account



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.

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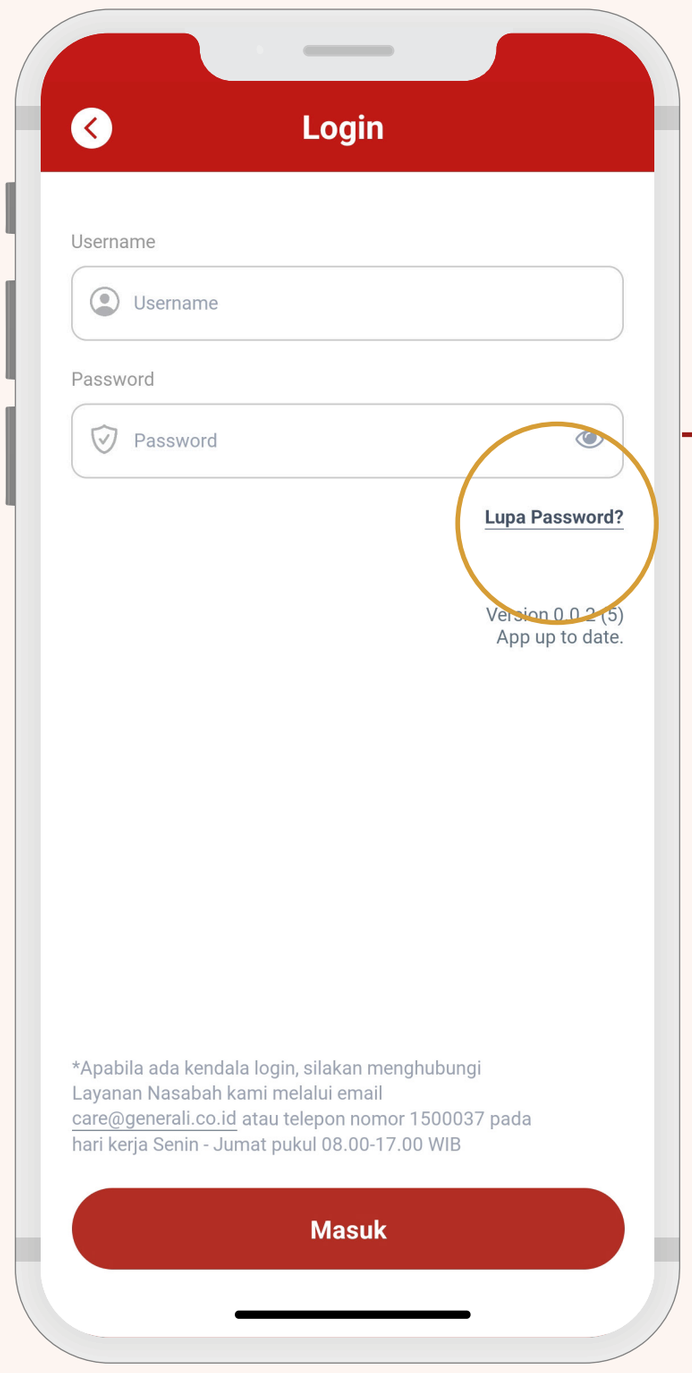
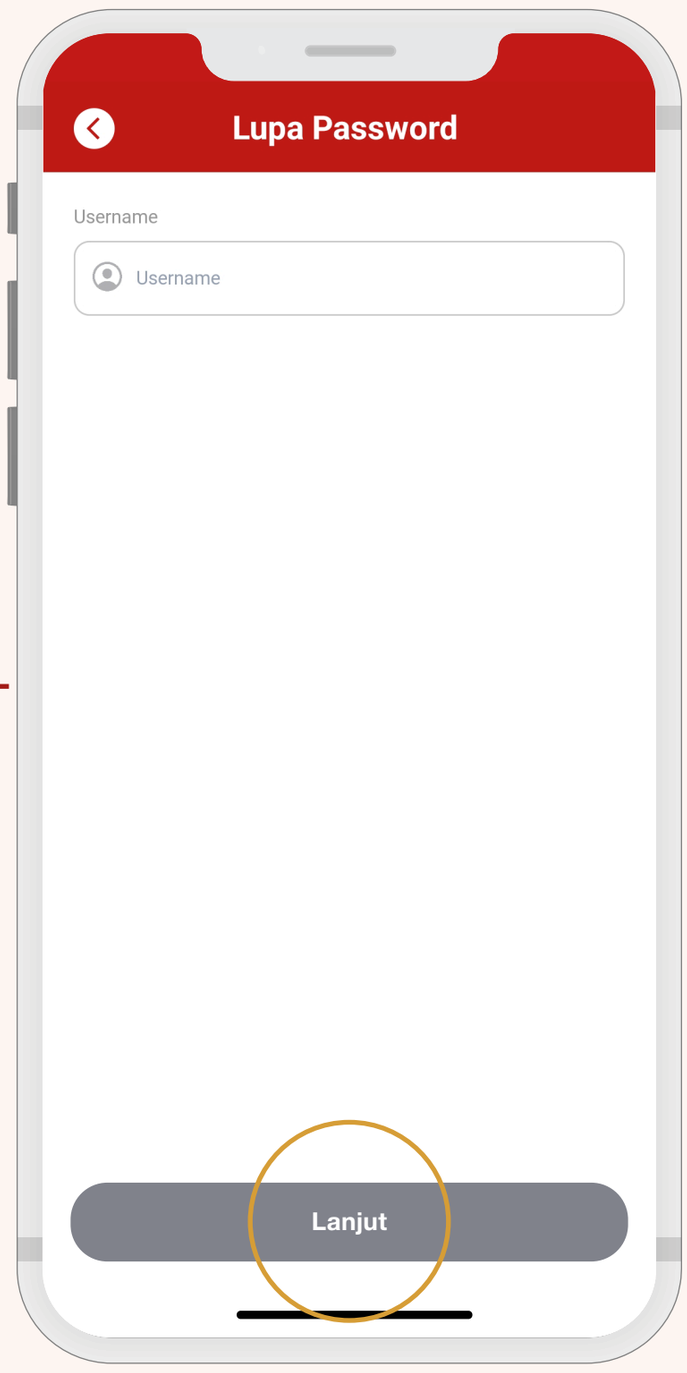
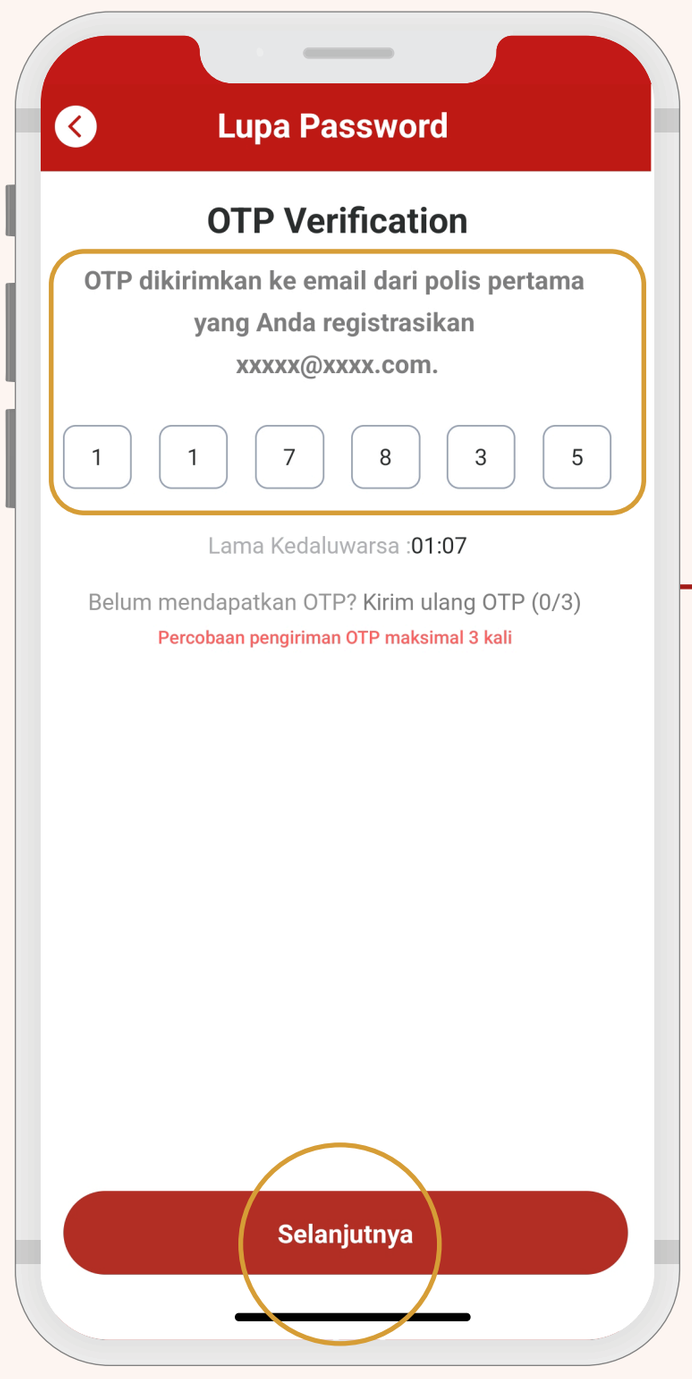
Forgot Password Guidance



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



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



3 You will enter the Metode Verifikasi page for automatic sending of **OTP code** to the registered email.

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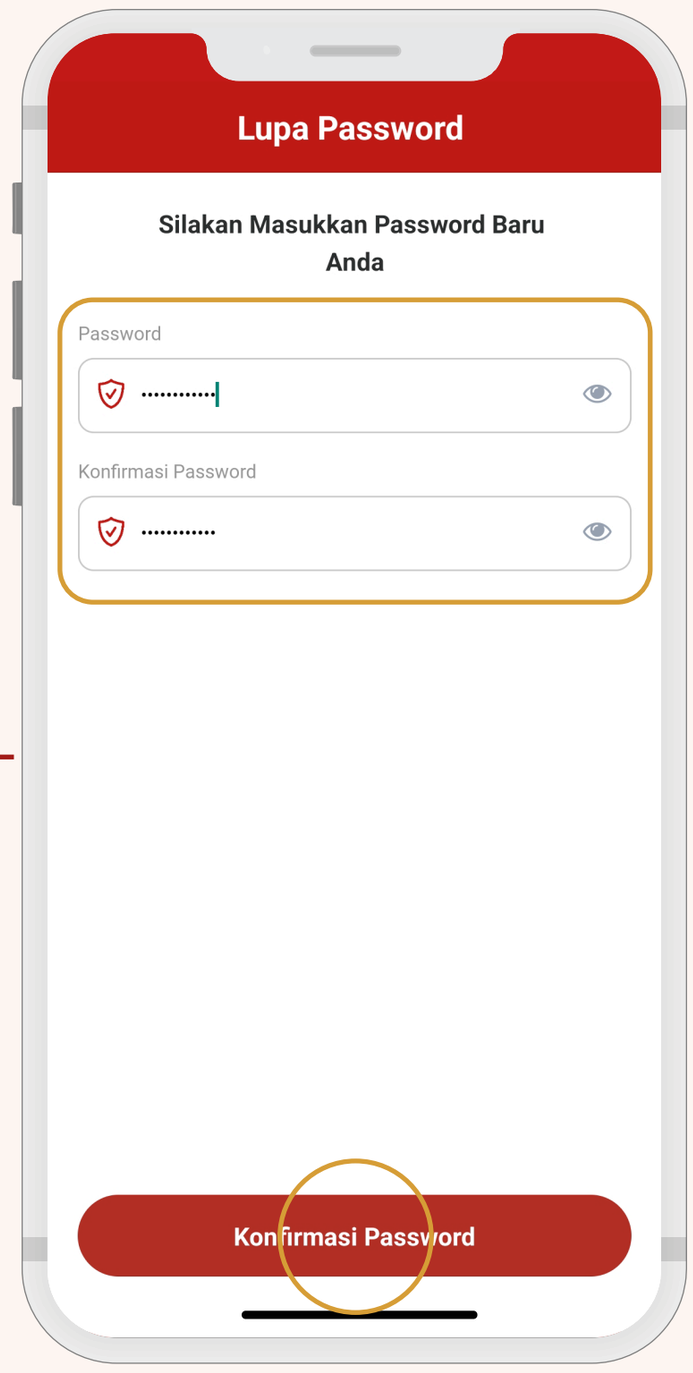
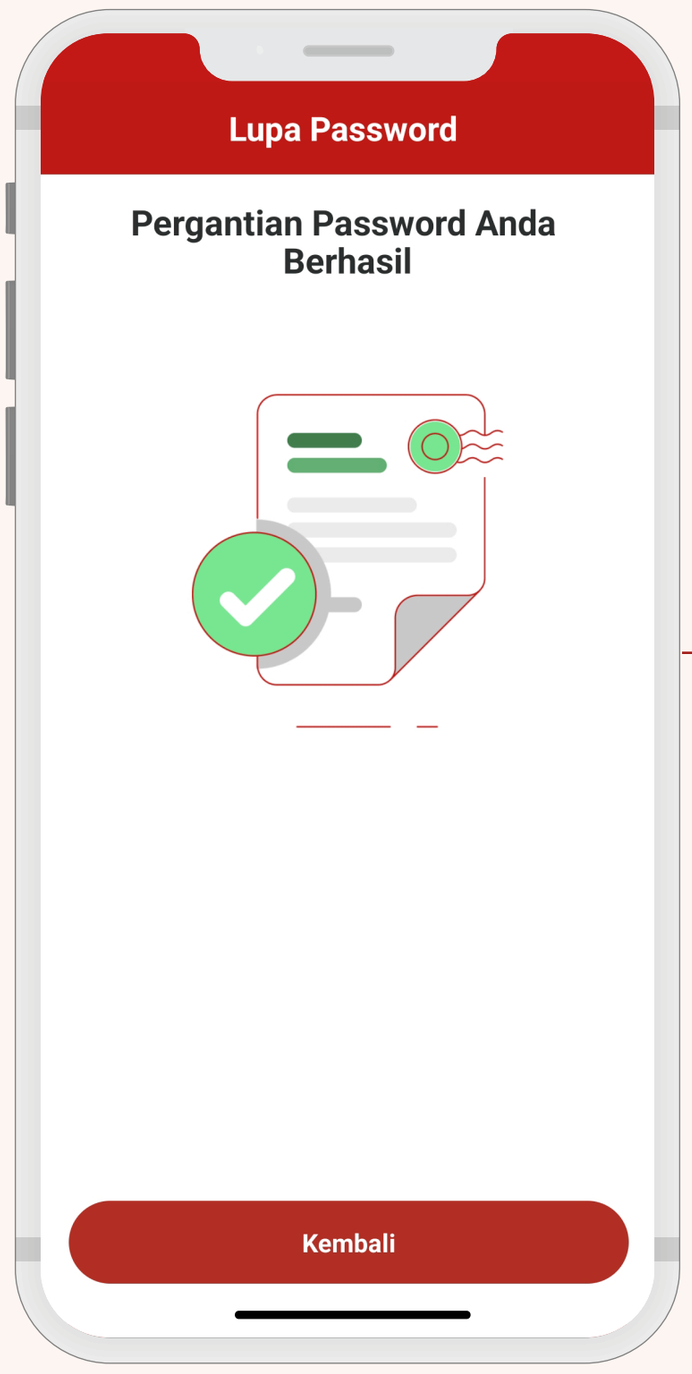


4

Enter and confirm your new password in the column provided.

Then click
Konfirmasi Password.



5

Congratulations!

you successfully change your password.

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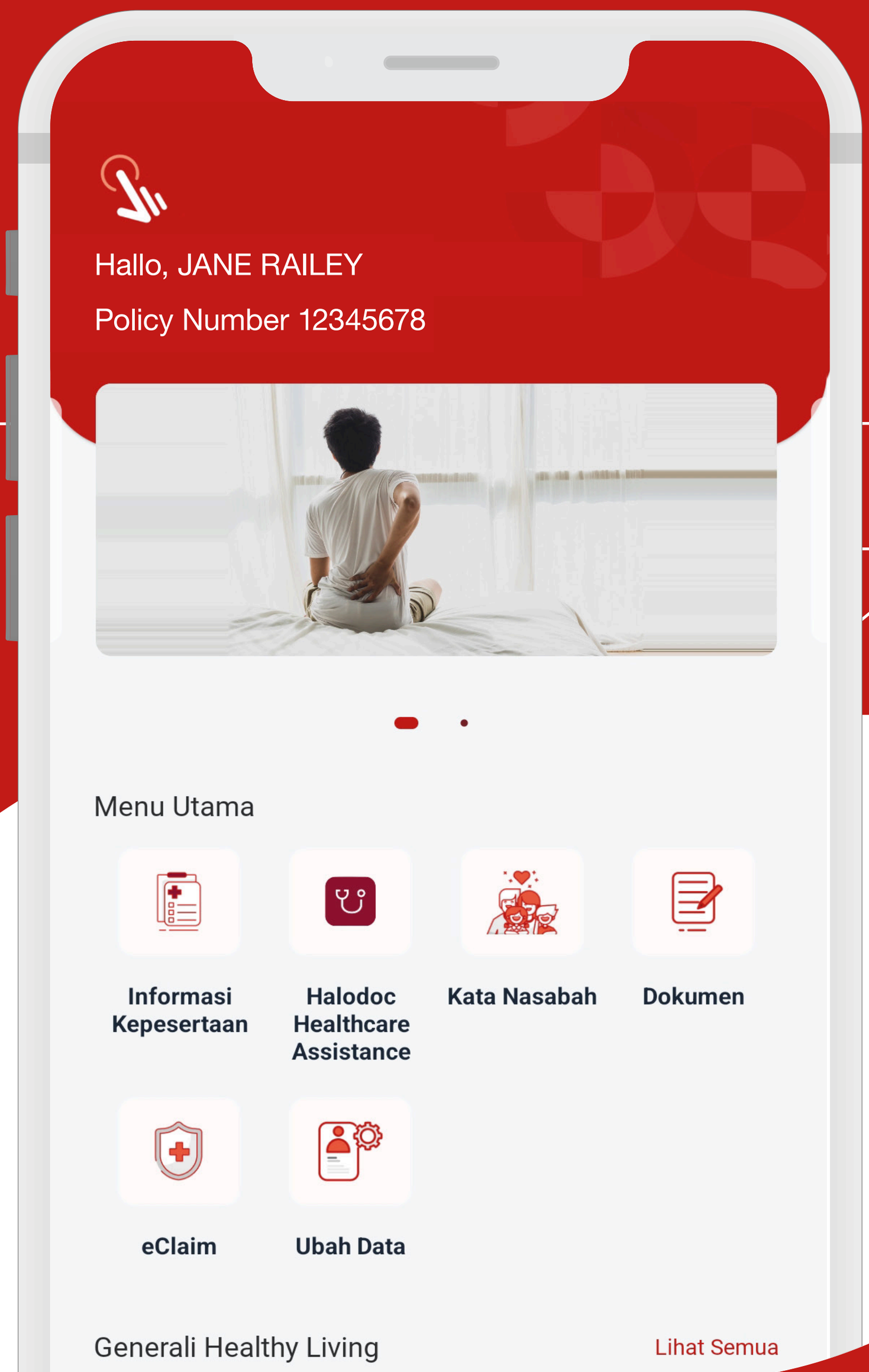
Innovative Features

Gen iClick® App



Generali Your Lifetime Partner

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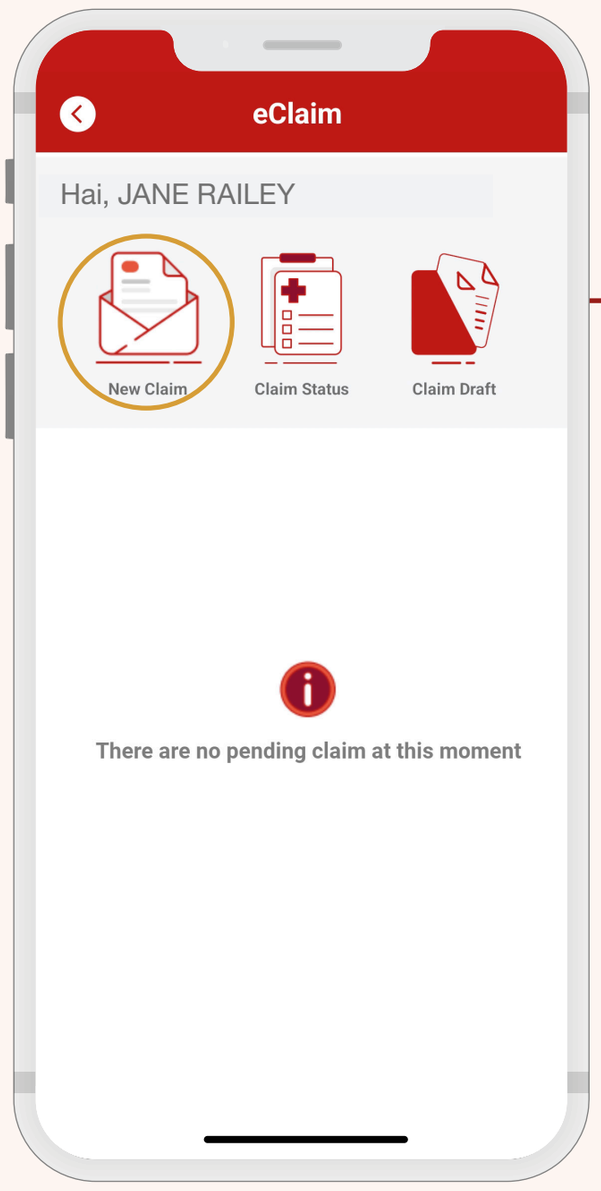
eClaim Feature

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

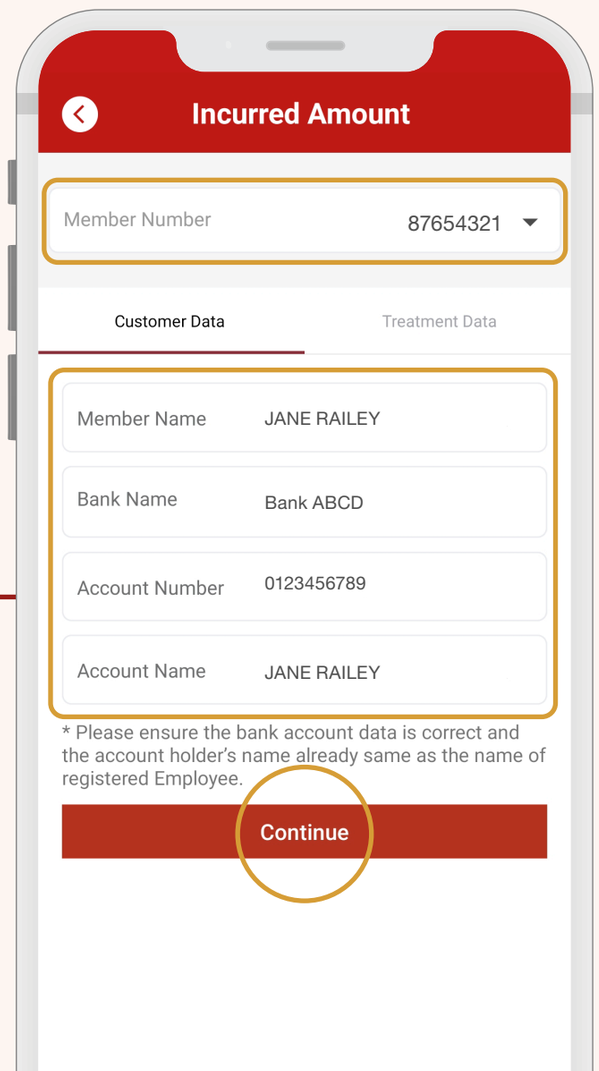


1

In the main page, click **eClaim menu**.

Then select **New Claim** to submit your claim.

Select **Participant Number** and complete the Participant Data information in the columns provided, then click **Continue.**



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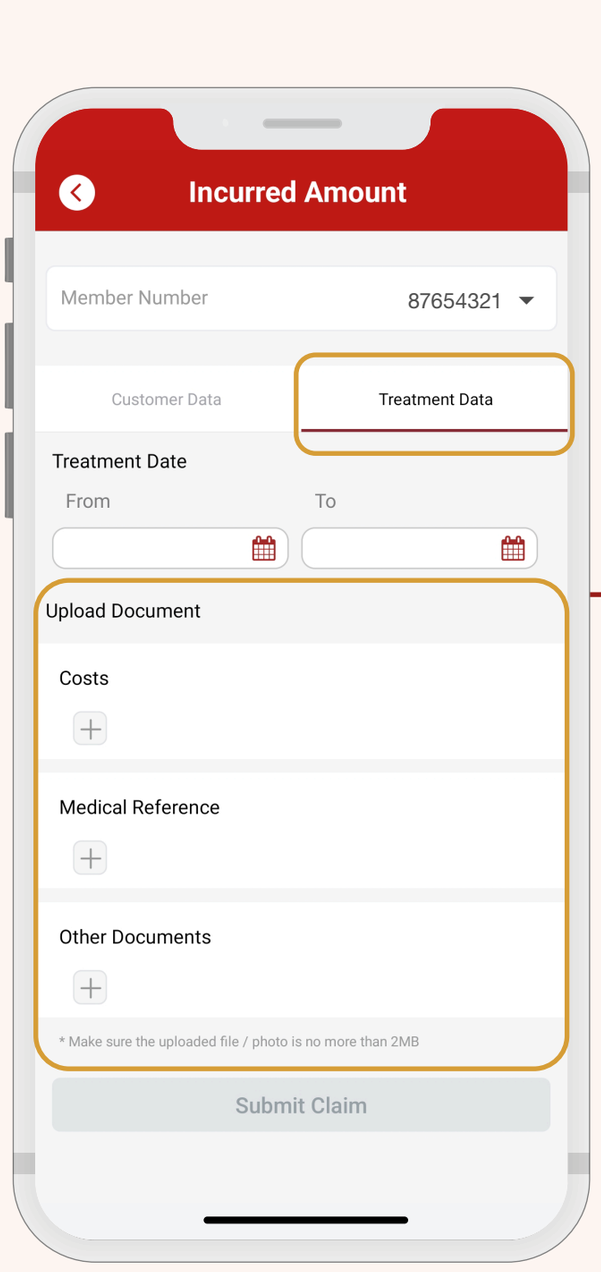

3

Complete supporting documents for online claim submissions.

Then, click **Submit Claim.**

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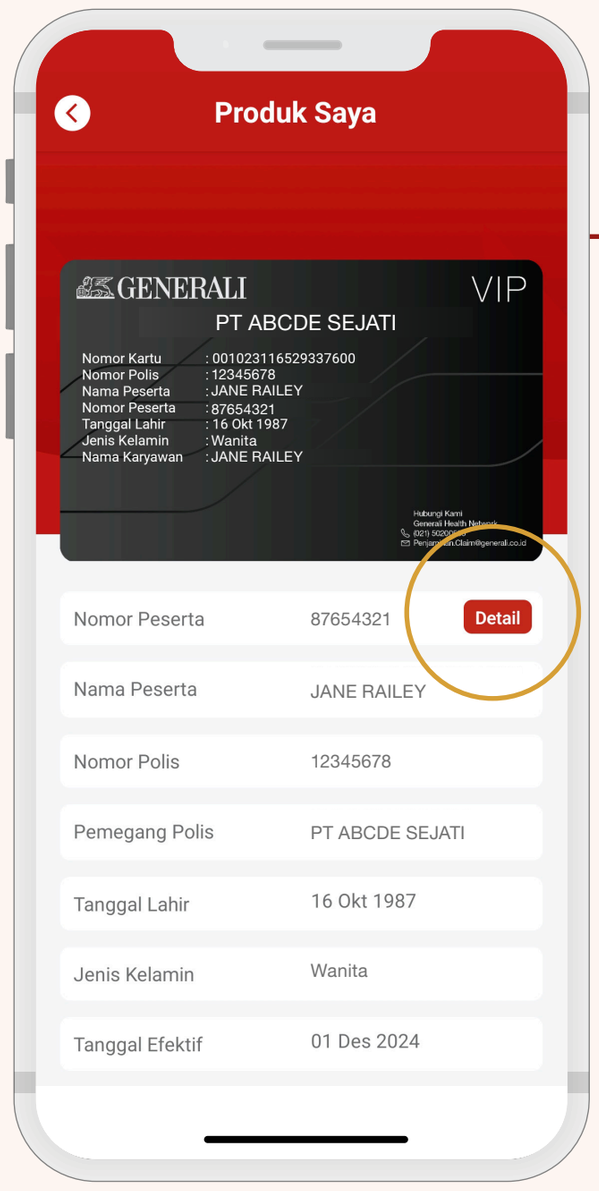
Insurance Benefit Information

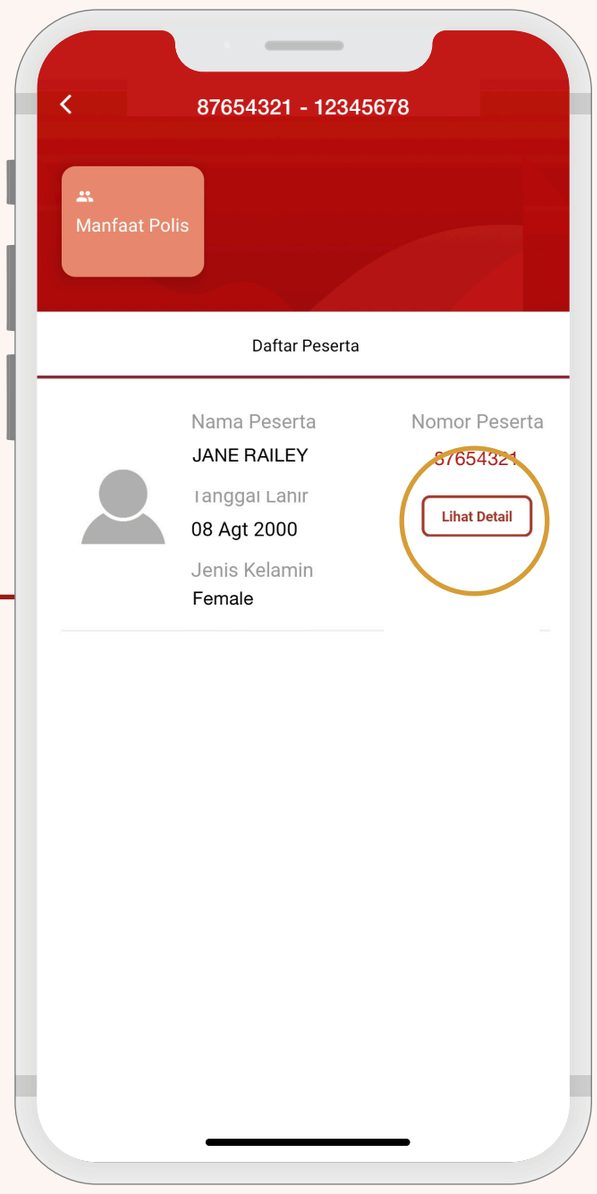


1

In the main page, select the **Member Information menu**.

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

Click **View Detail**.



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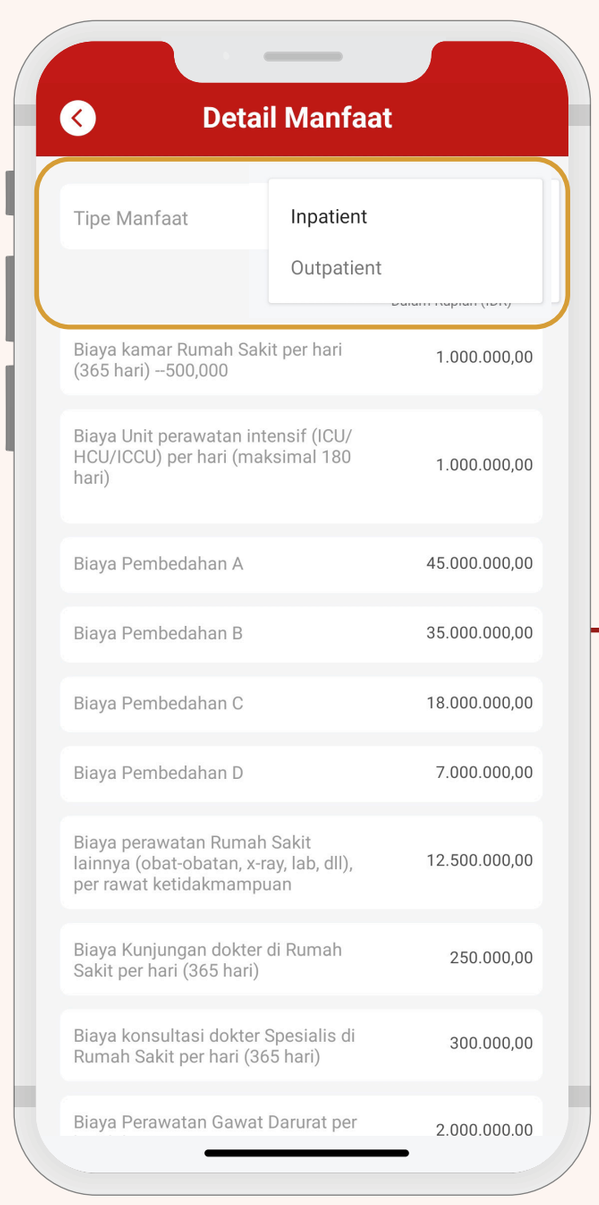

3

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

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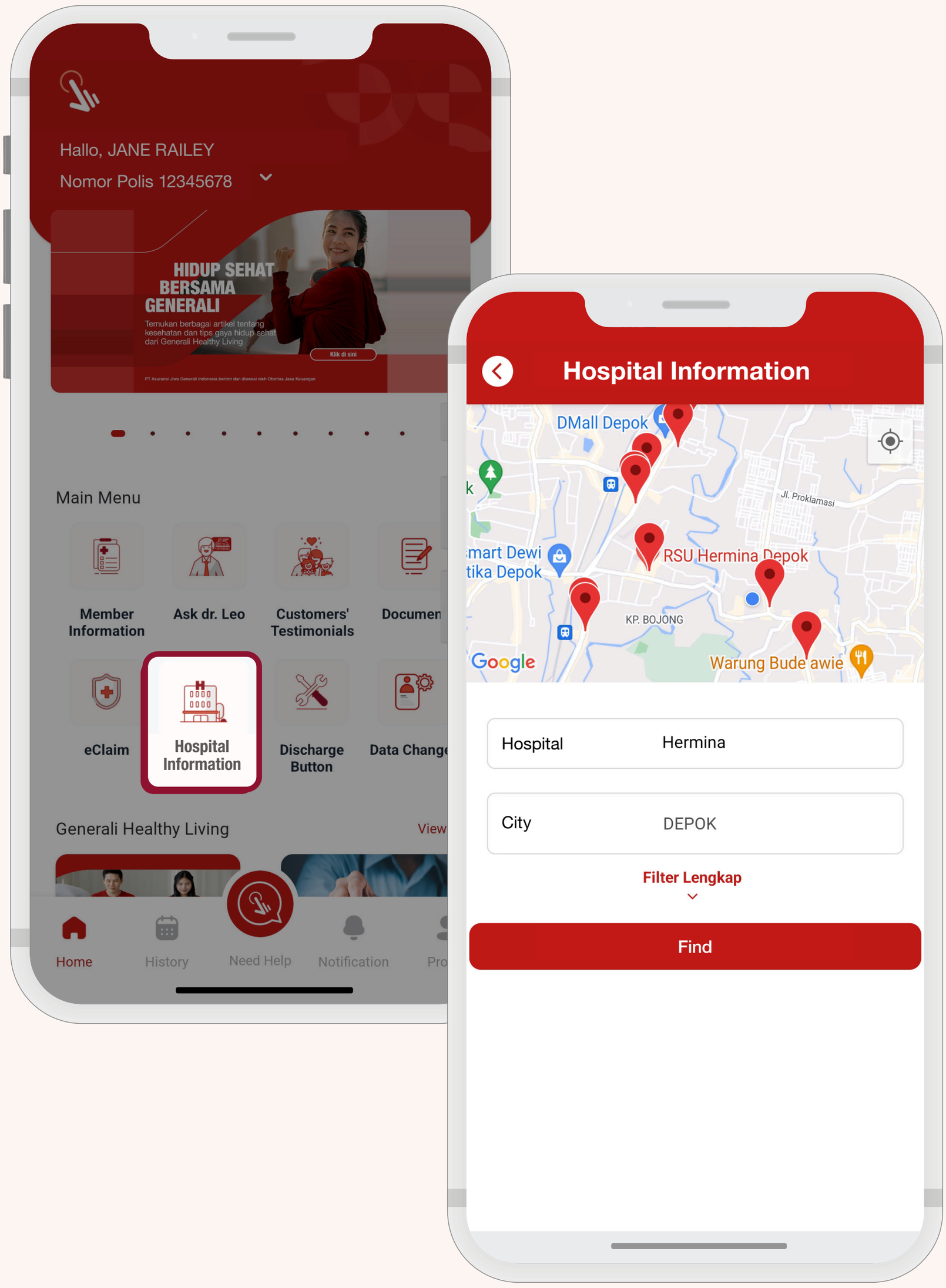
Find Generali Indonesia Hospital Partner



You can easily know all locations of the nearest Generali Indonesia's Partnered Hospital.

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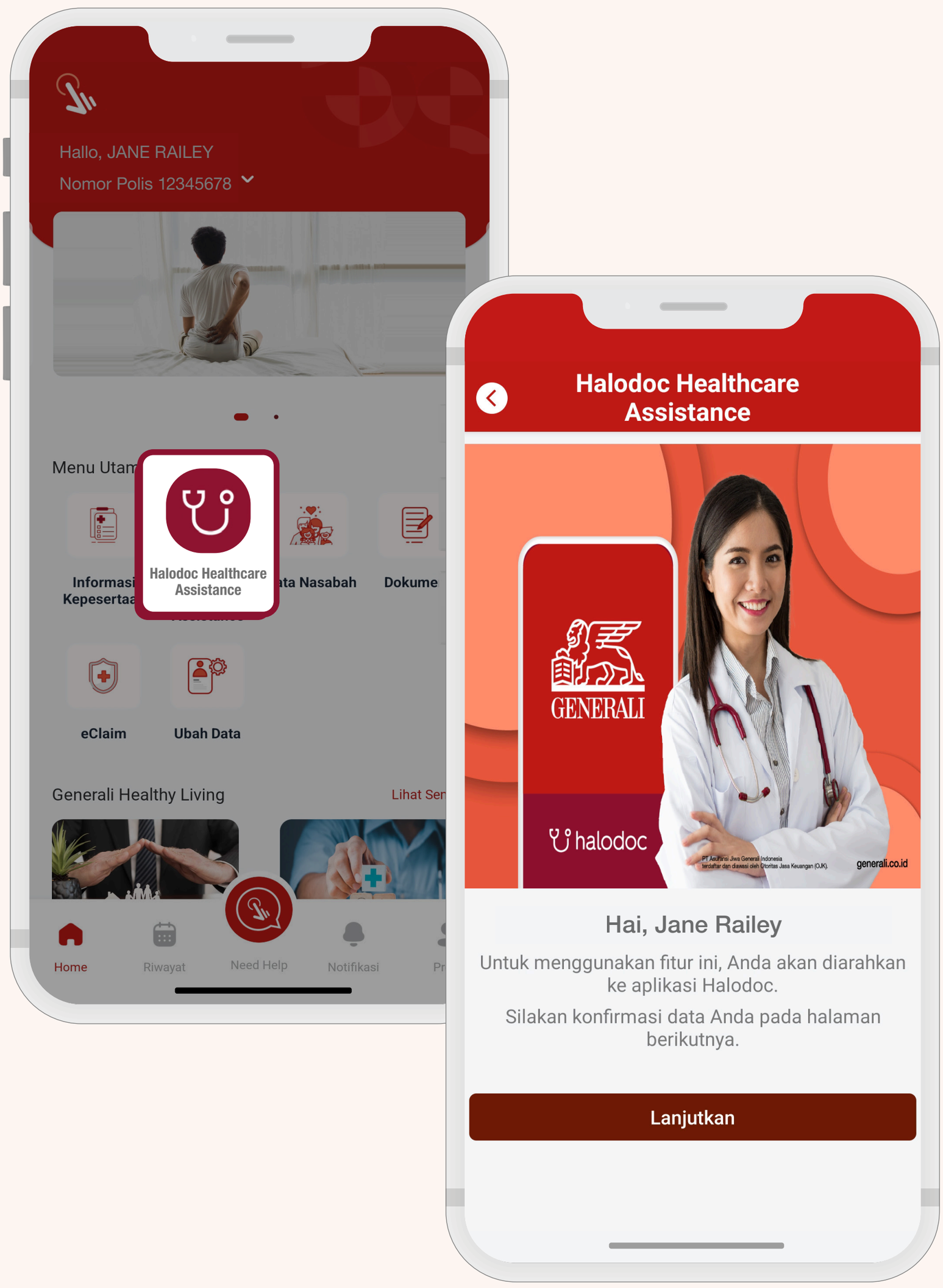
Telemedicine Service



You can get a free consultation by selecting a doctor marked with Guaranteed by Generali Indonesia

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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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