



# 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](https://www.generali.co.id)

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

Ver 2.0 | GROUP | TPA GHN NON DCO | 2025

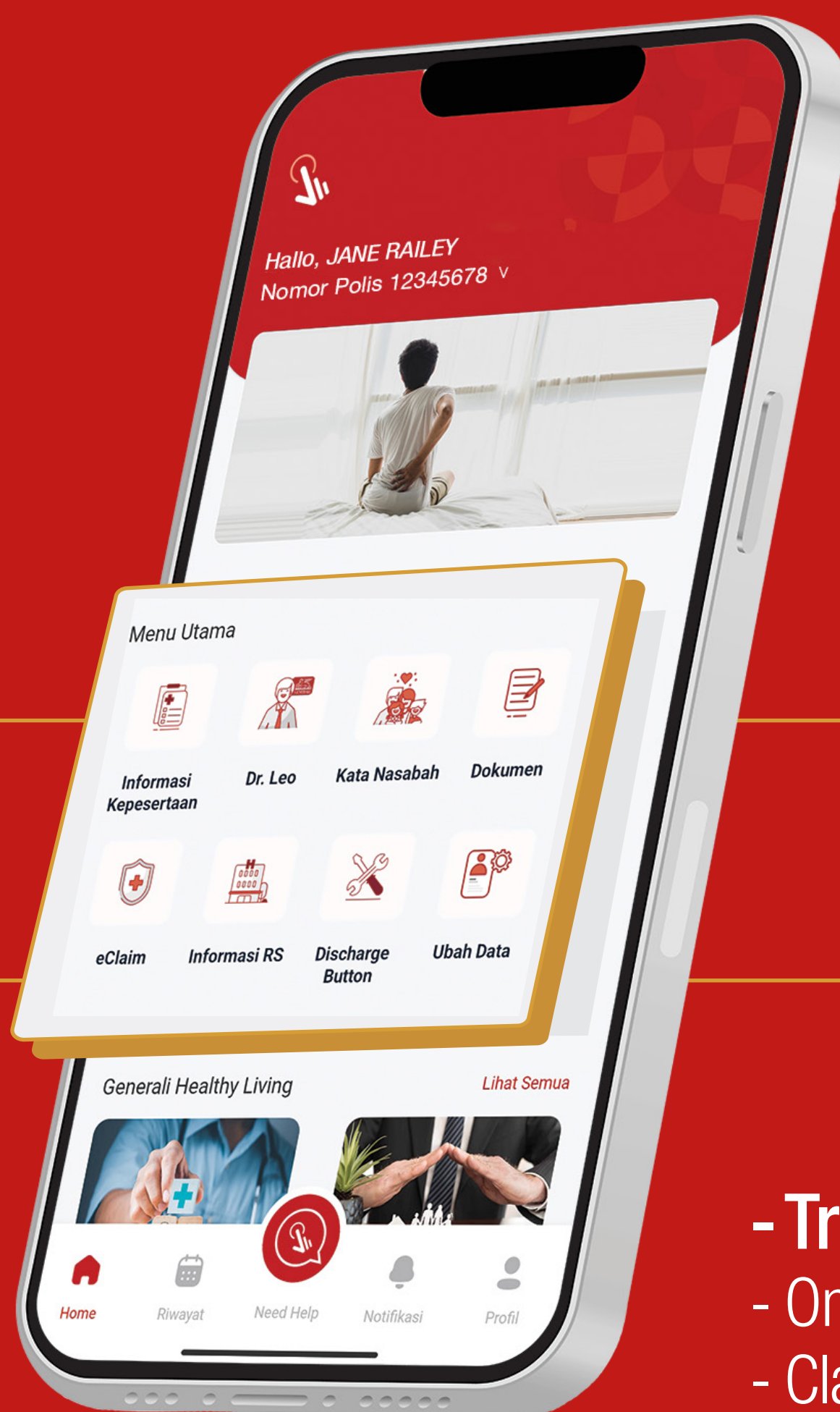
# Hassle Free Service For You

## Informations

- Data Member
- Insurance Benefit

## Lifestyle & Health

- GenTalks virtual event
- Generali Health article



## - Transactions

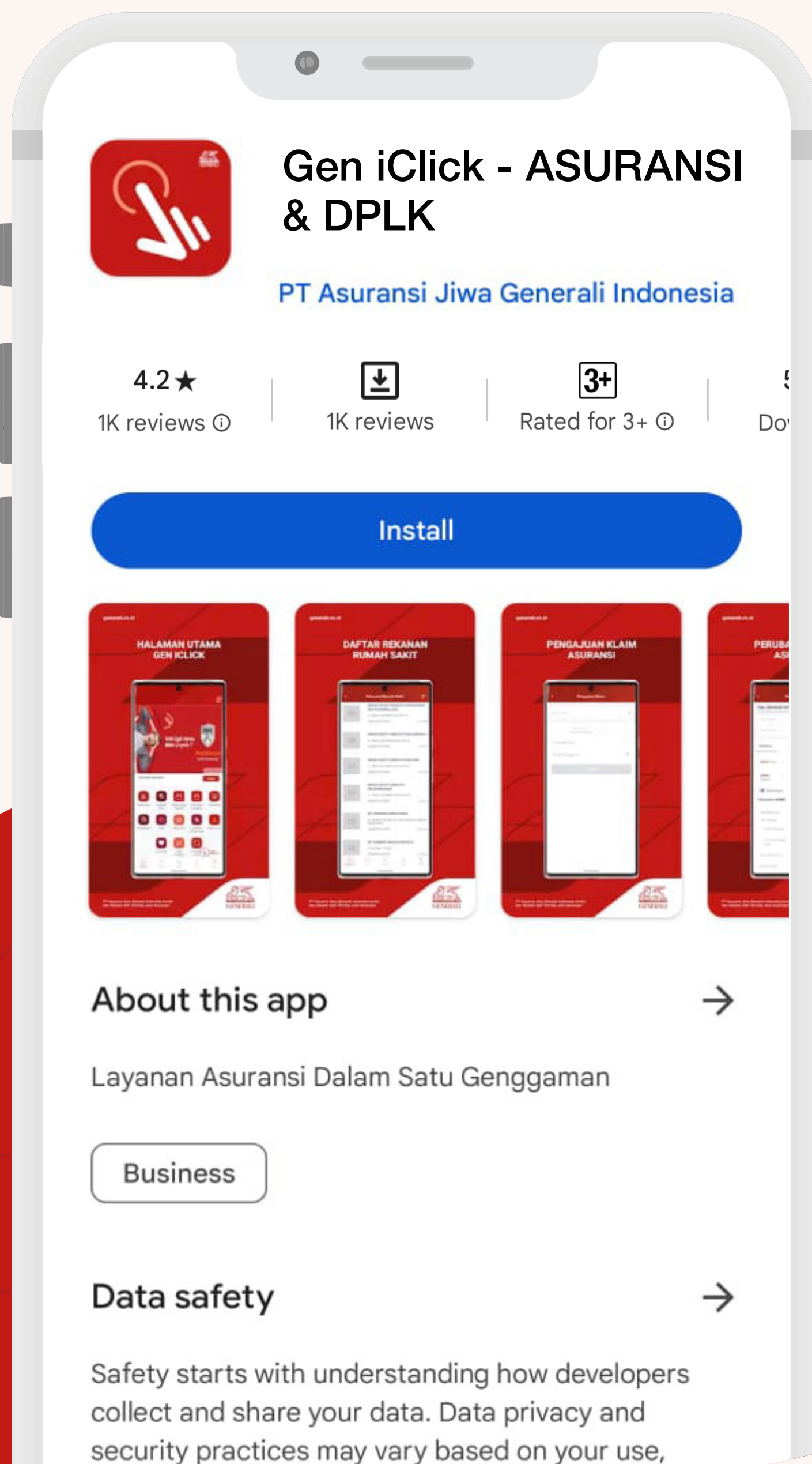
- Online Claim Submission
- Claim Status Tracking

## Other Features

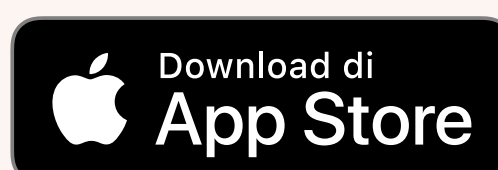
- Generali eCard
- Need Help button
- Customer testimony
- Generali Indonesia Hospital Partner



# Download Gen iClick® App



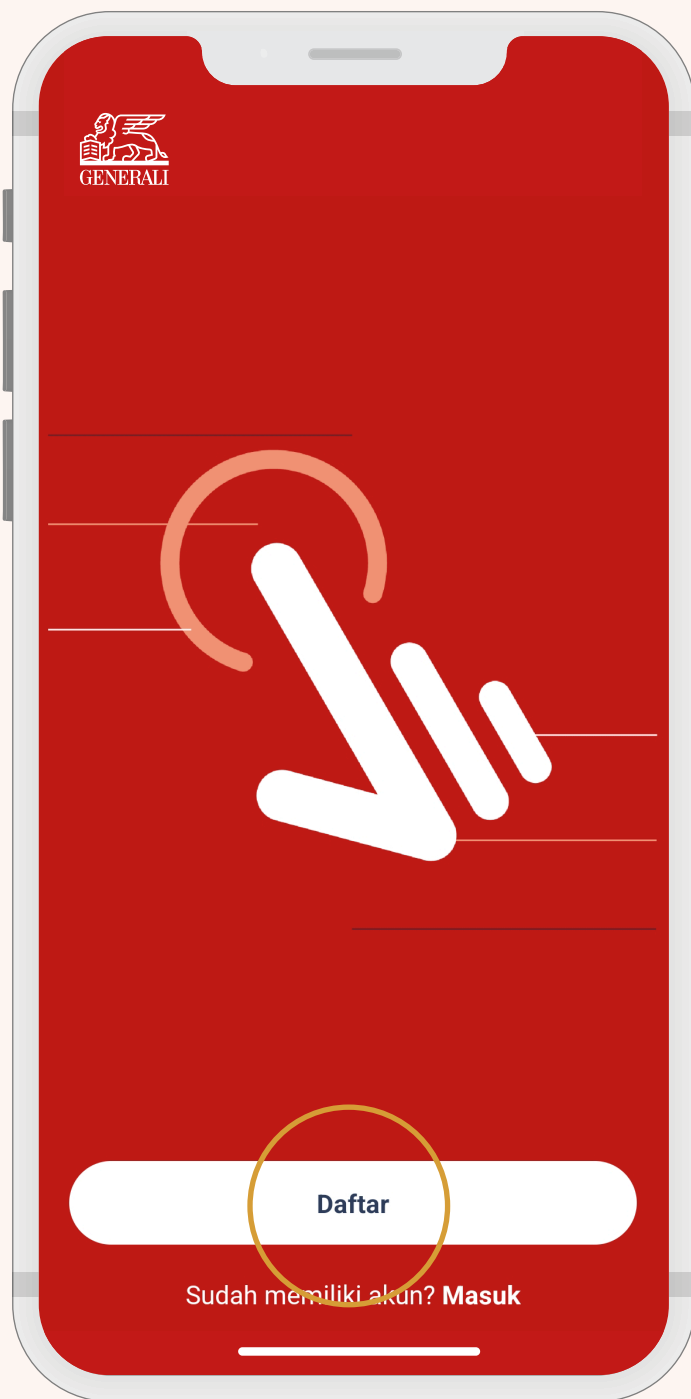
Gen iClick® App is available on  
App Store and Google Play Store



# Table of Content

- How to register
- How to Login Account
- Forgot Password Guidance
- Innovative Features  
Gen iClick® App
  - eClaim Feature
  - View & Activation eCard
  - Insurance Benefit Information
  - Checking List of Hospital Partner

# How to Register

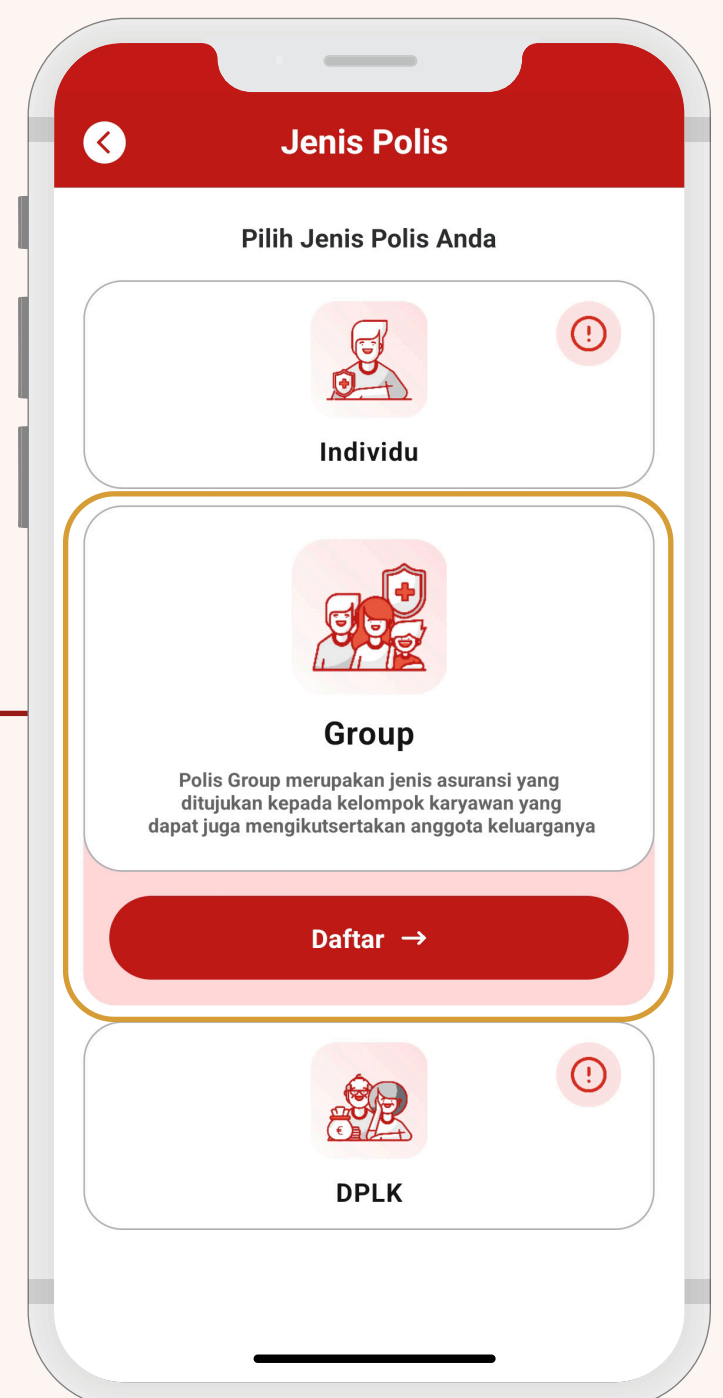


1

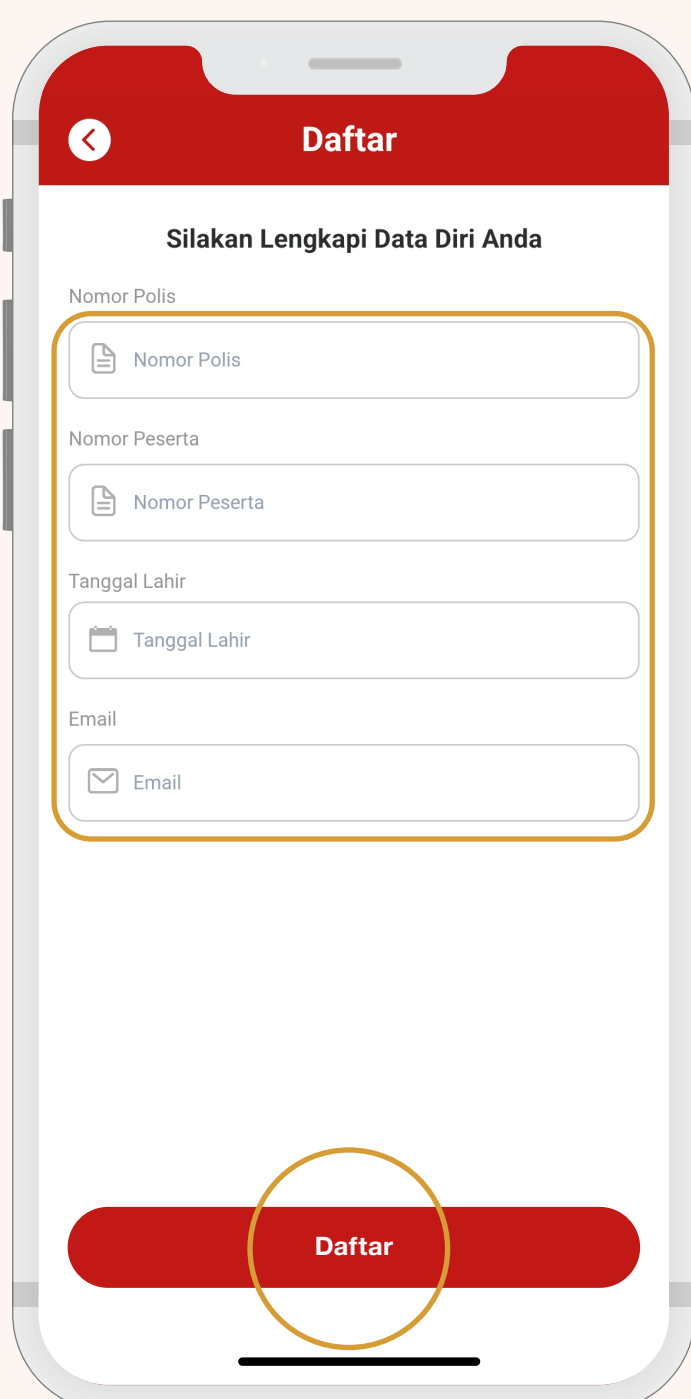
Please register your account by click **Daftar** on the front page to enter the application.

Three options will appear on the screen Policy Type.

Select **Group** menu to start register your Group Policy account. Then click **Daftar**.



2



3

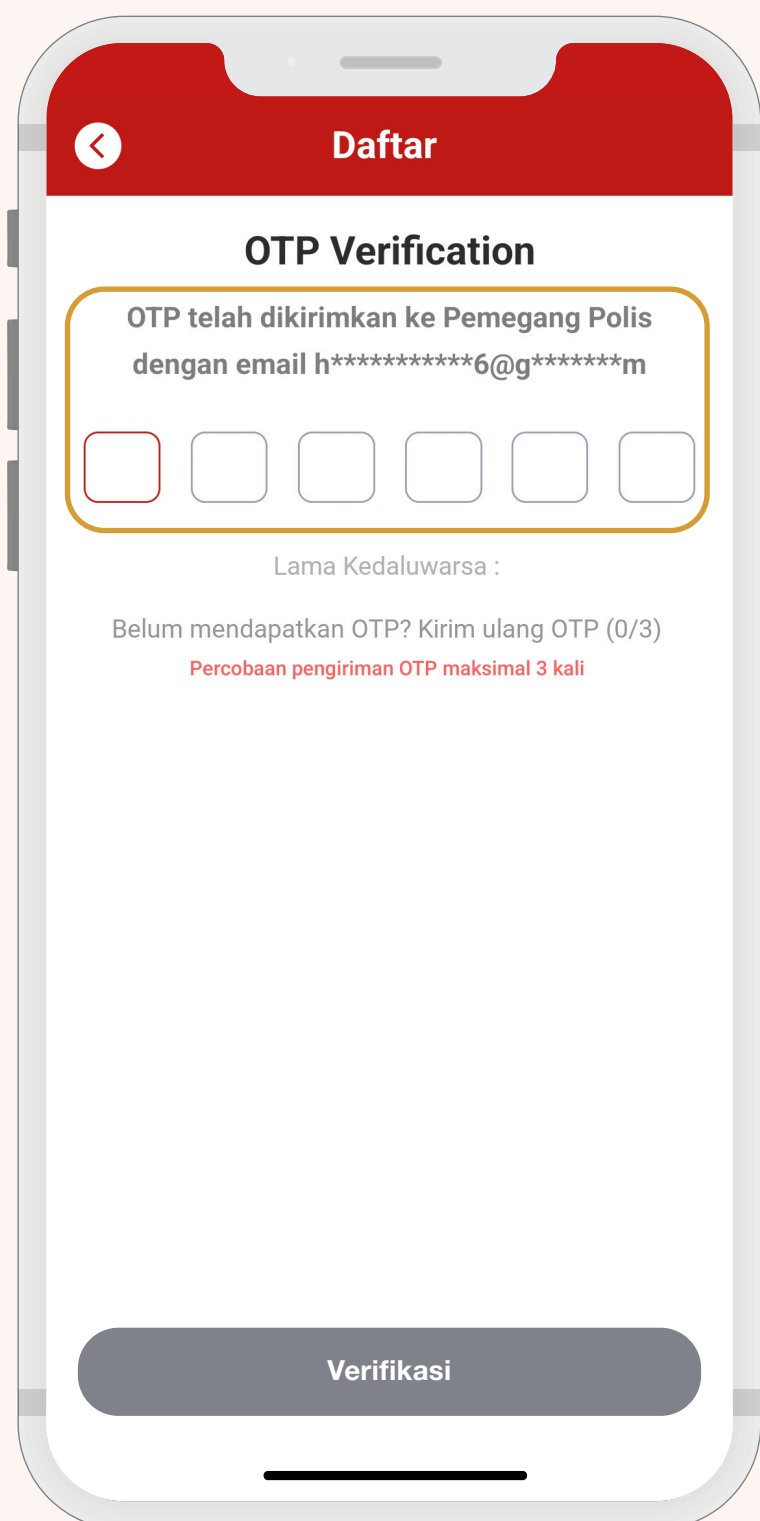
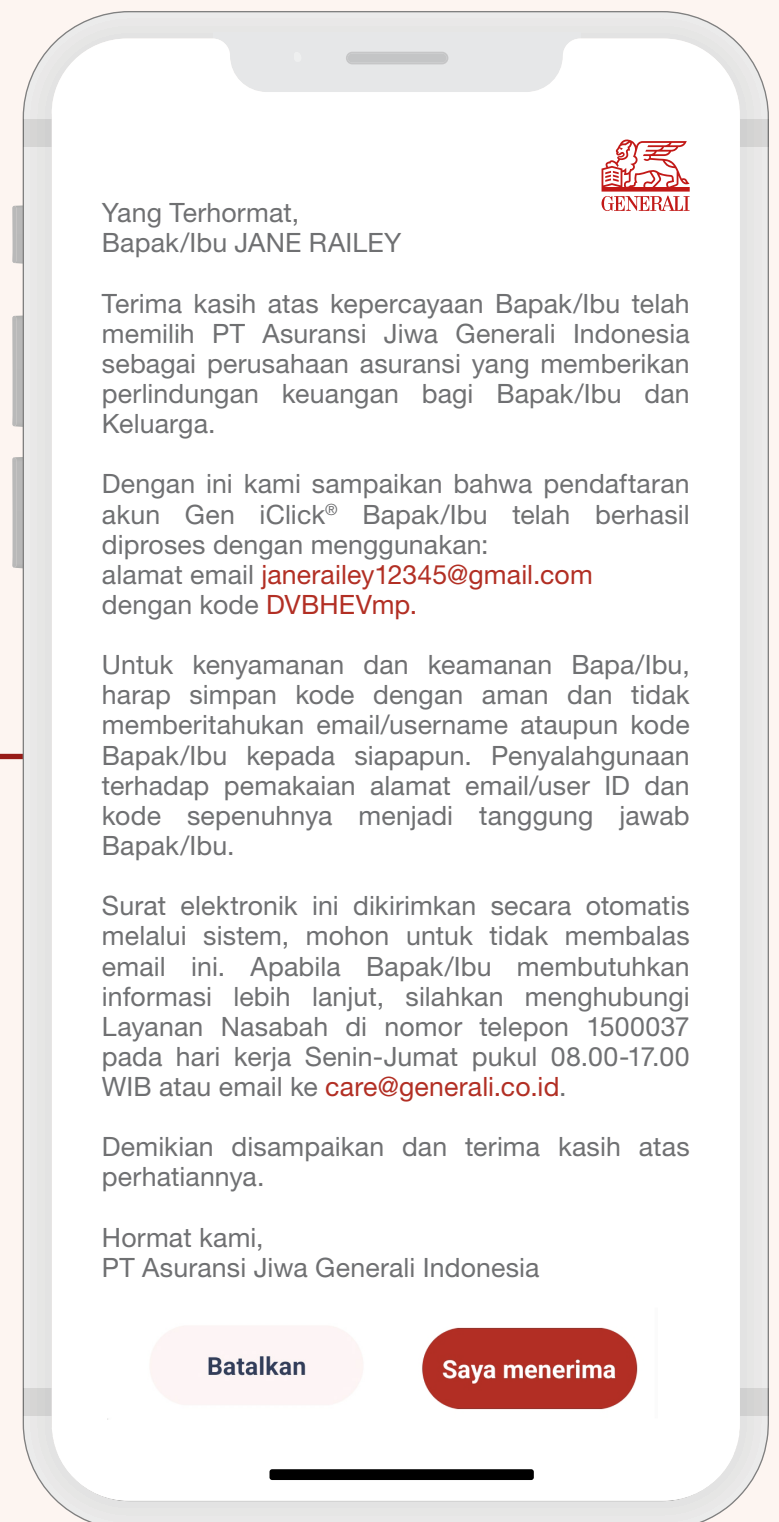
Fill in your data according to your Generali Card:

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

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

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

4



5

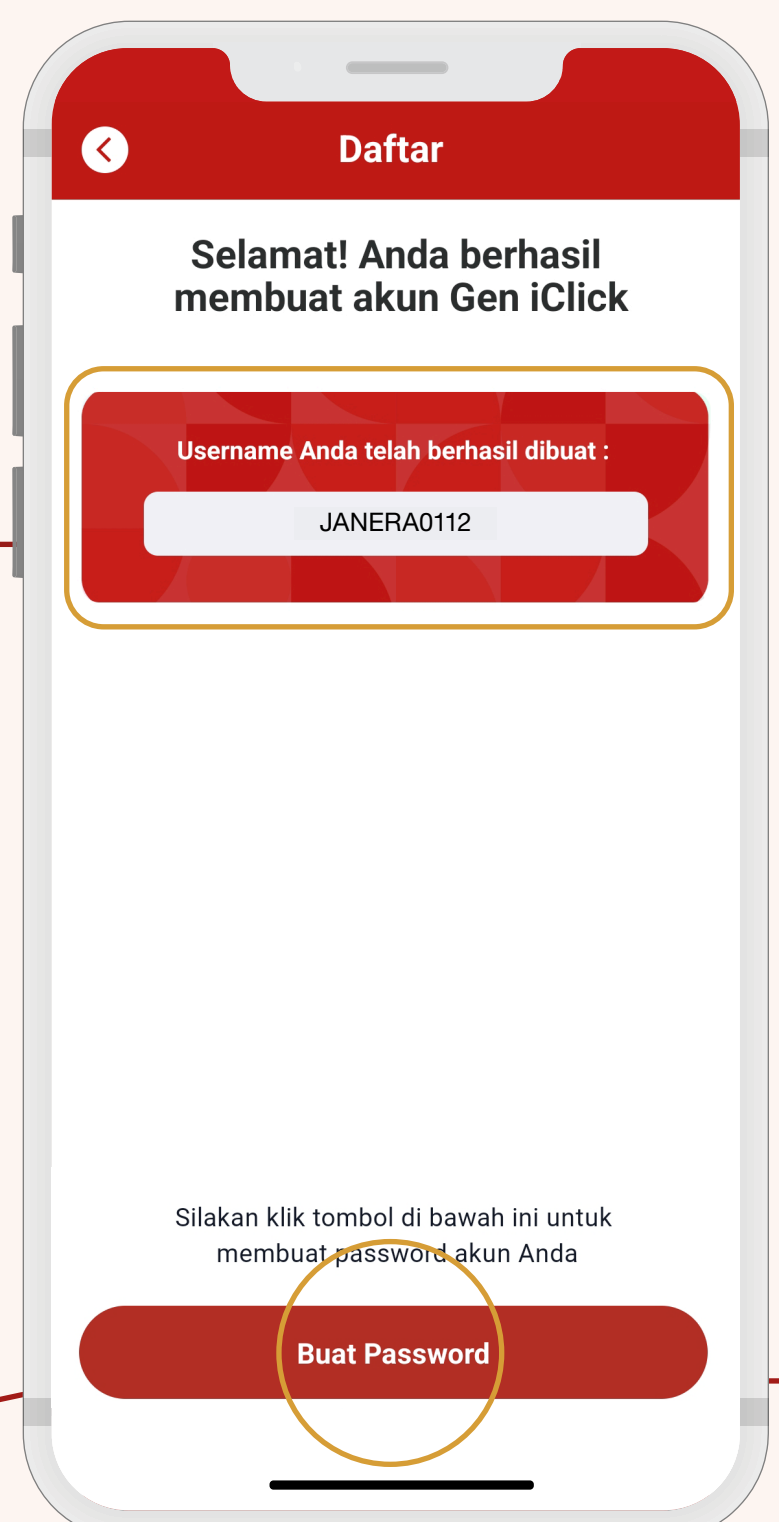
You will enter the Metode Verifikasi page for automatic sending of the **OTP code** to the registered email.

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

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

Then click **Buat Password**.

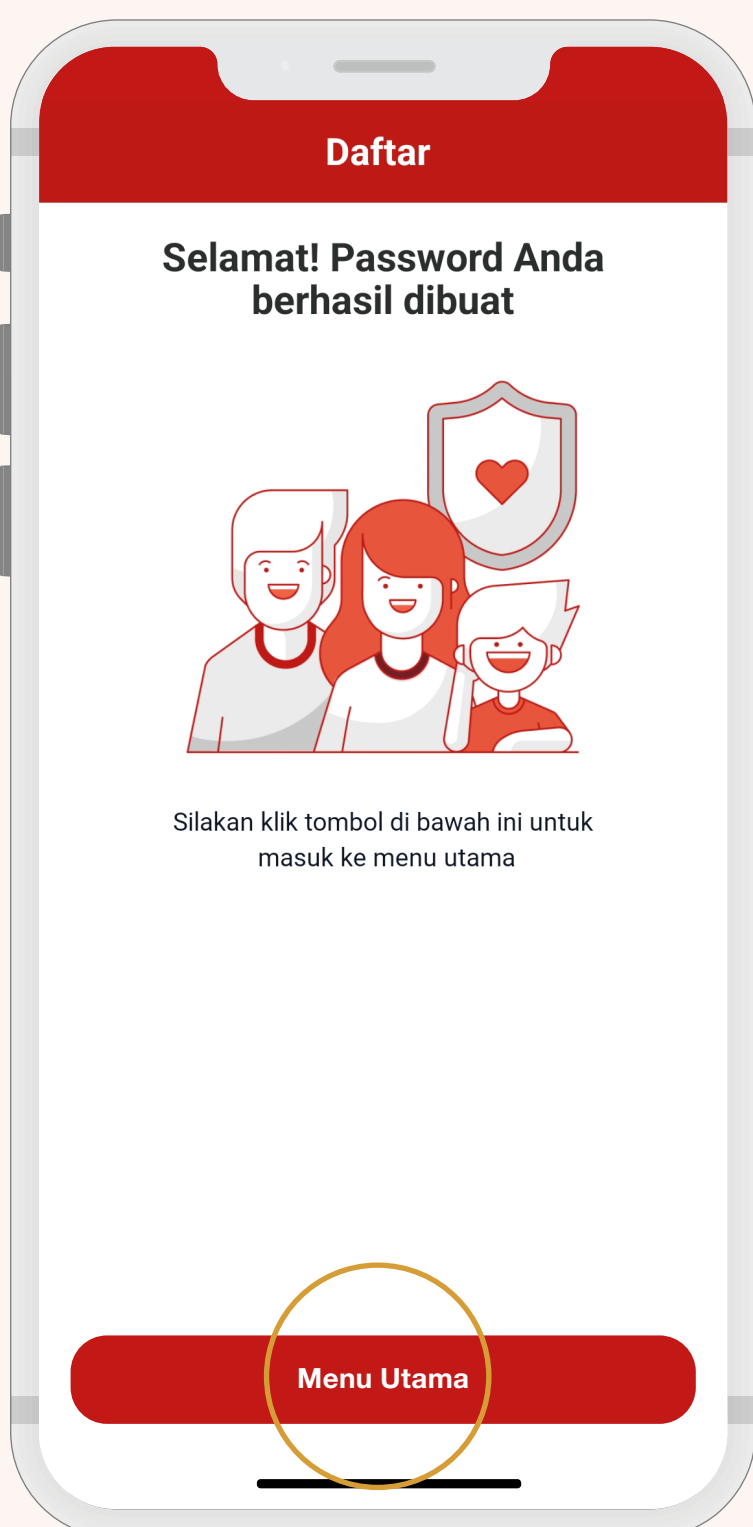
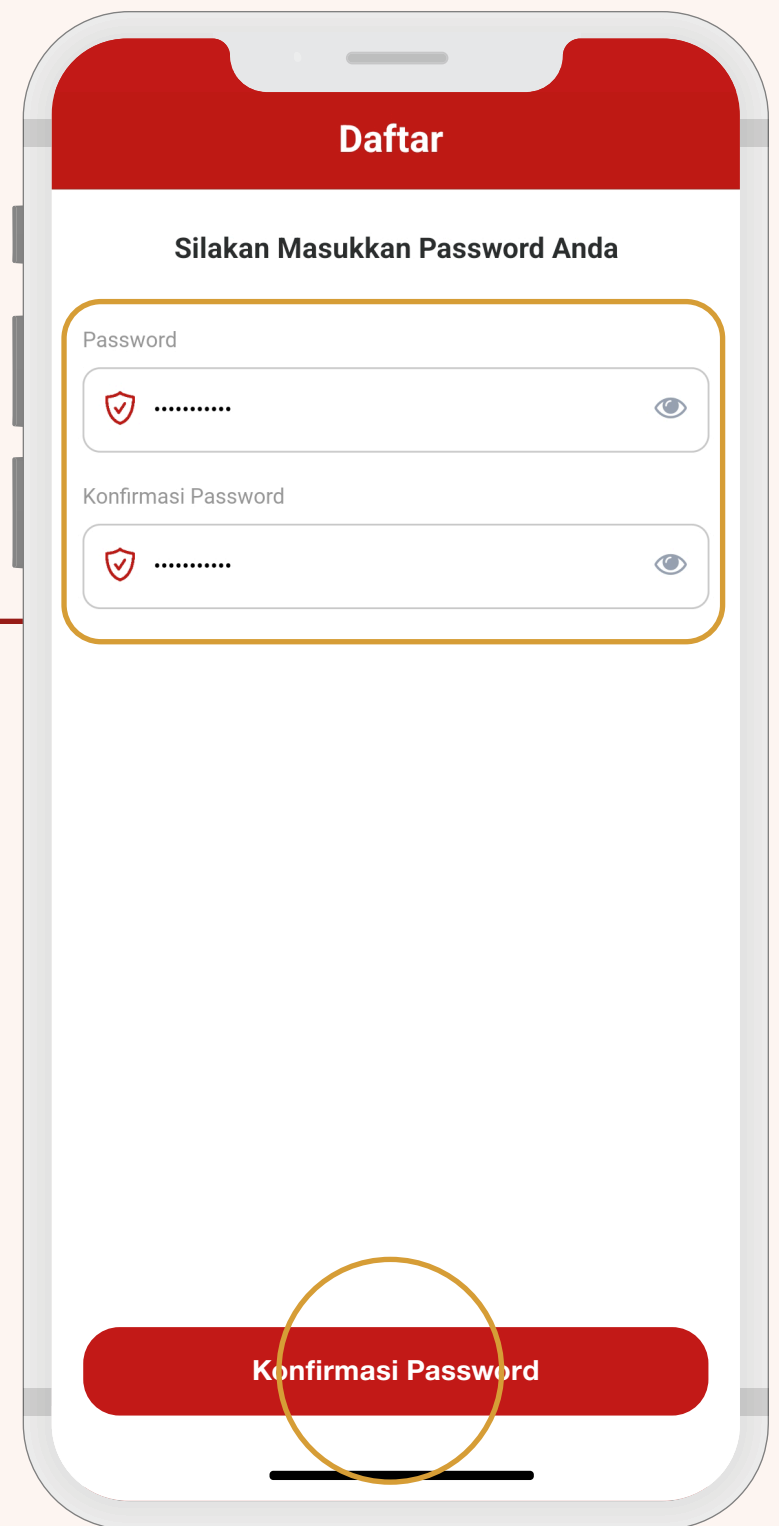
6



Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

7



8

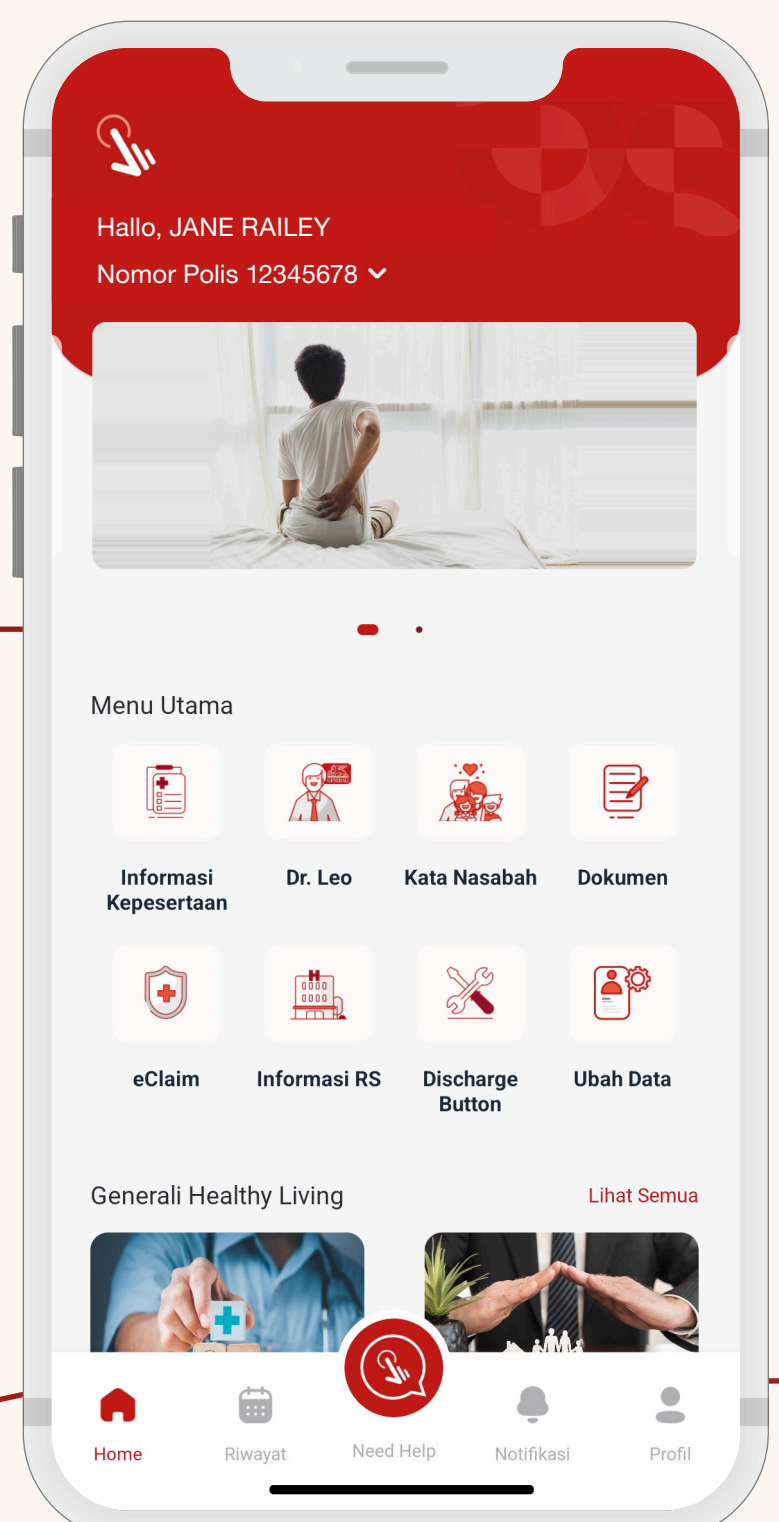
Your Gen iClick® password has been successfully created.

Click **Menu Utama.**

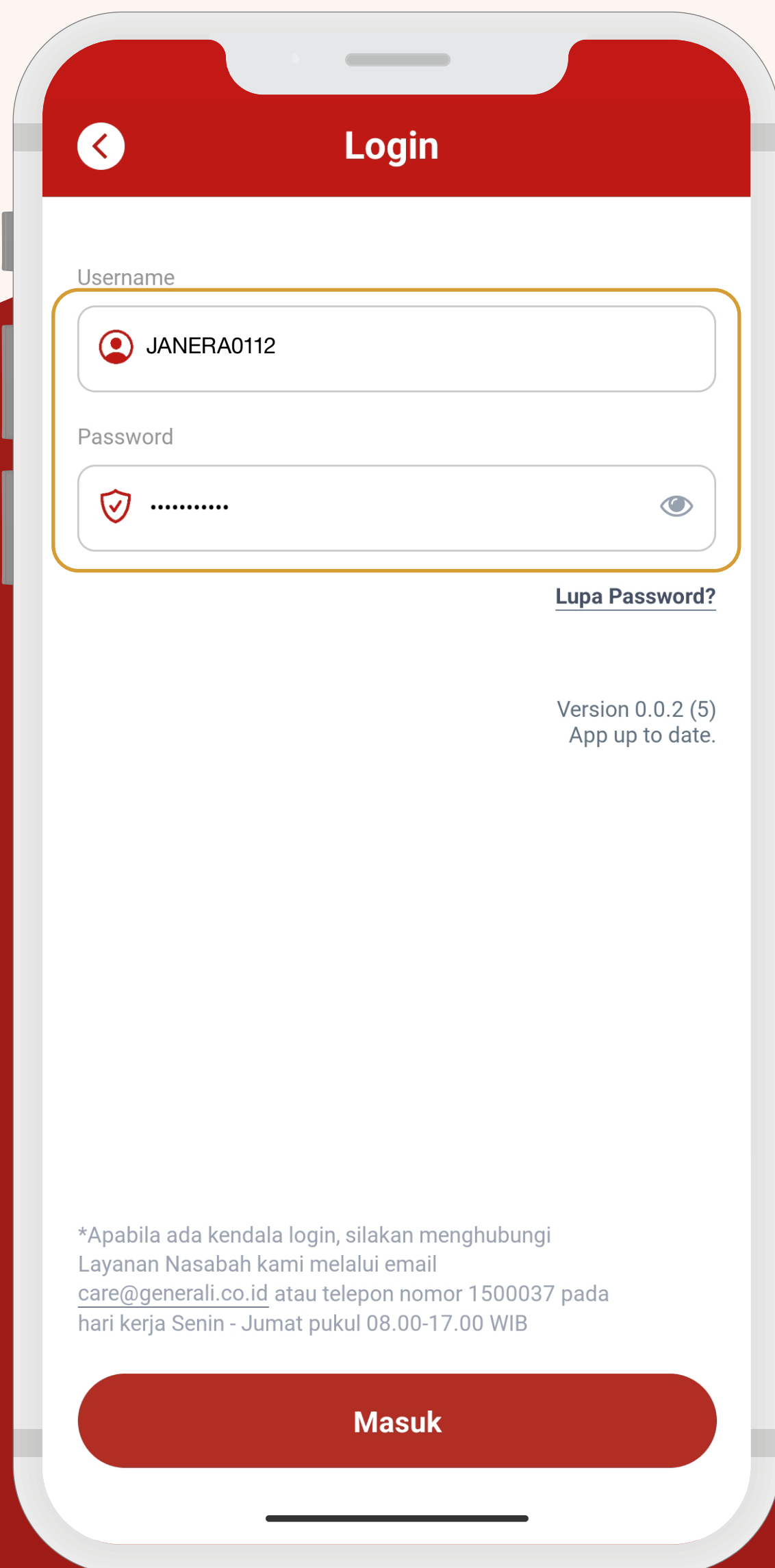
**Congratulations!**

You have successfully registered to Gen iClick®.

9



# How to Login Account



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

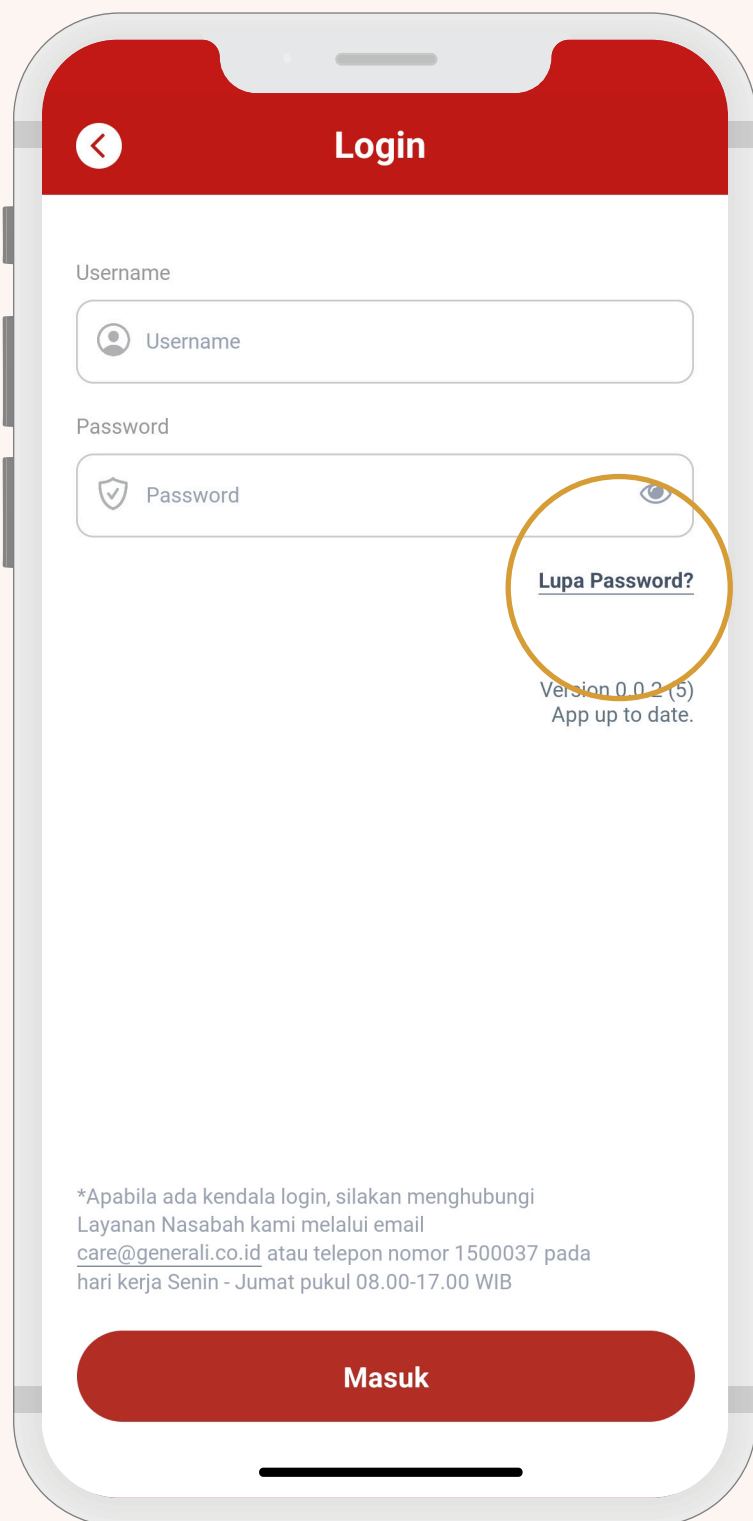
Your **username** and password are yours and confidential. For your convenience and security, please do not share them with other parties.

## 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

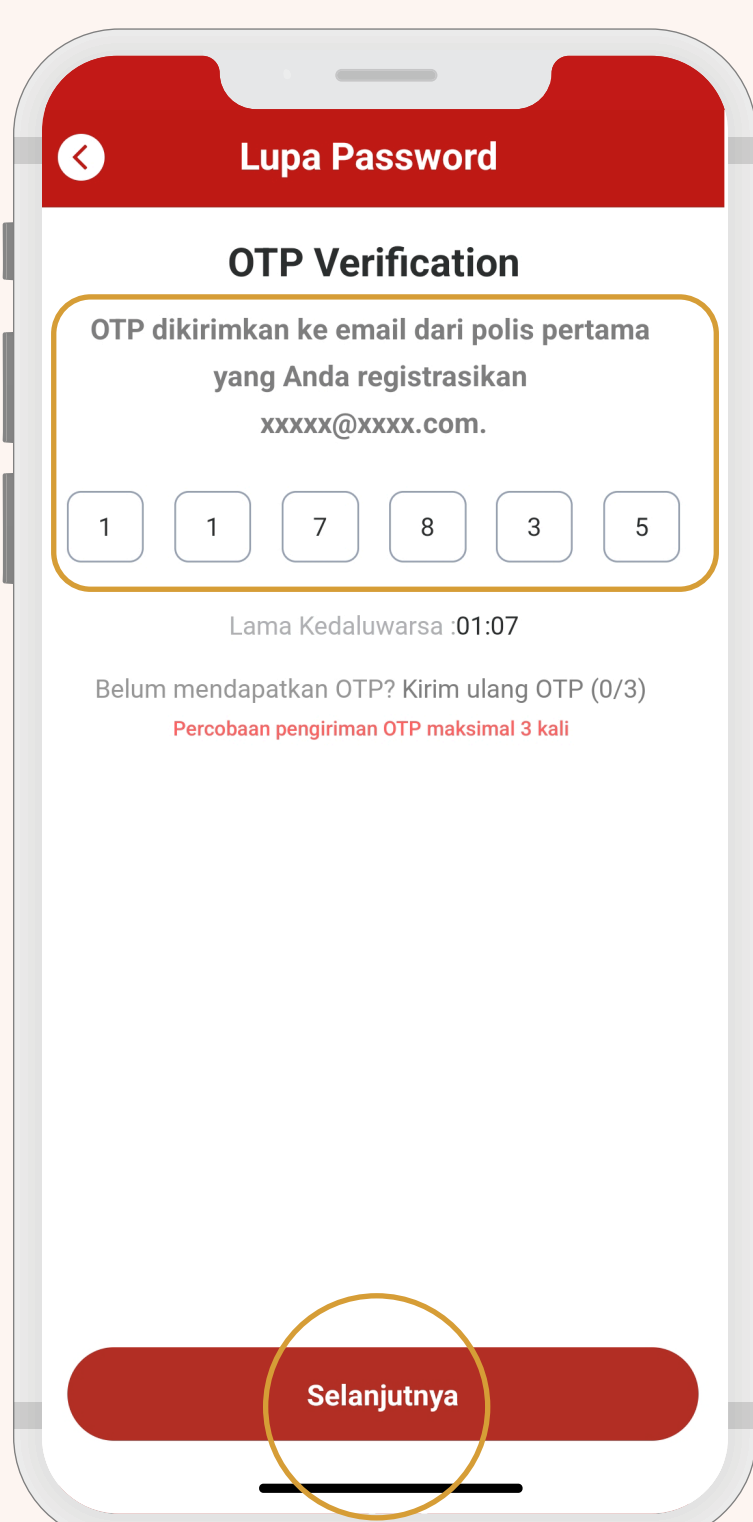
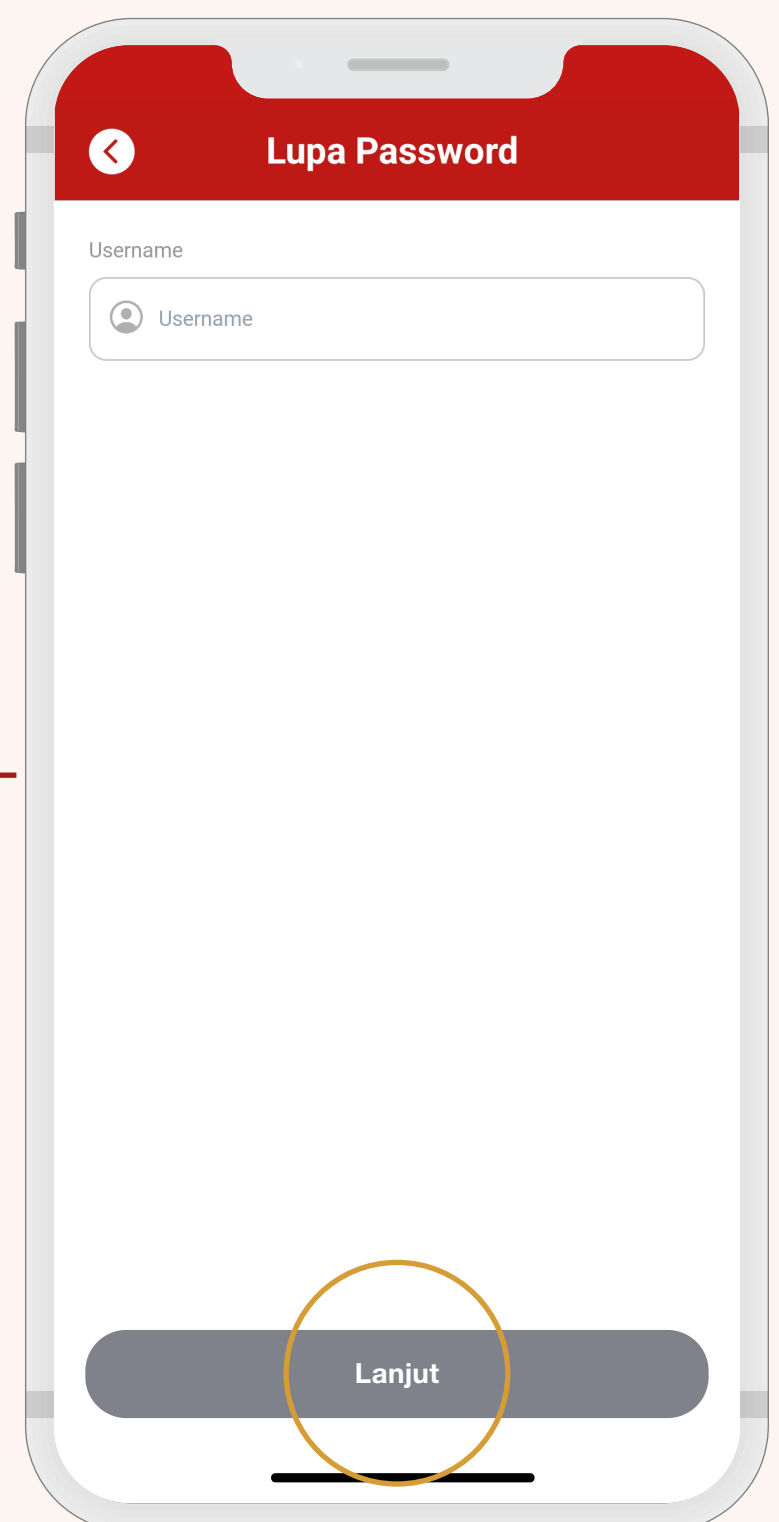


1

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

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

2



3

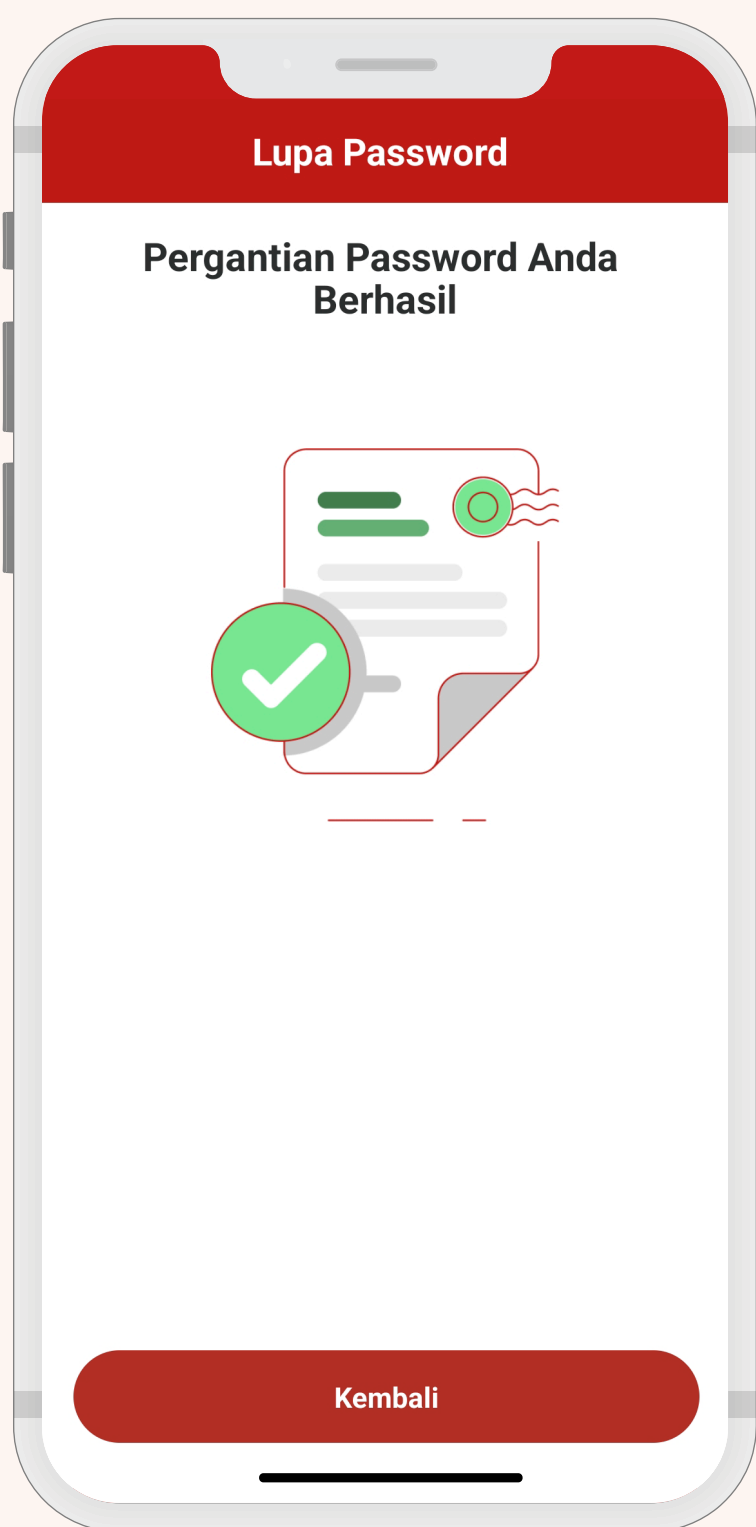
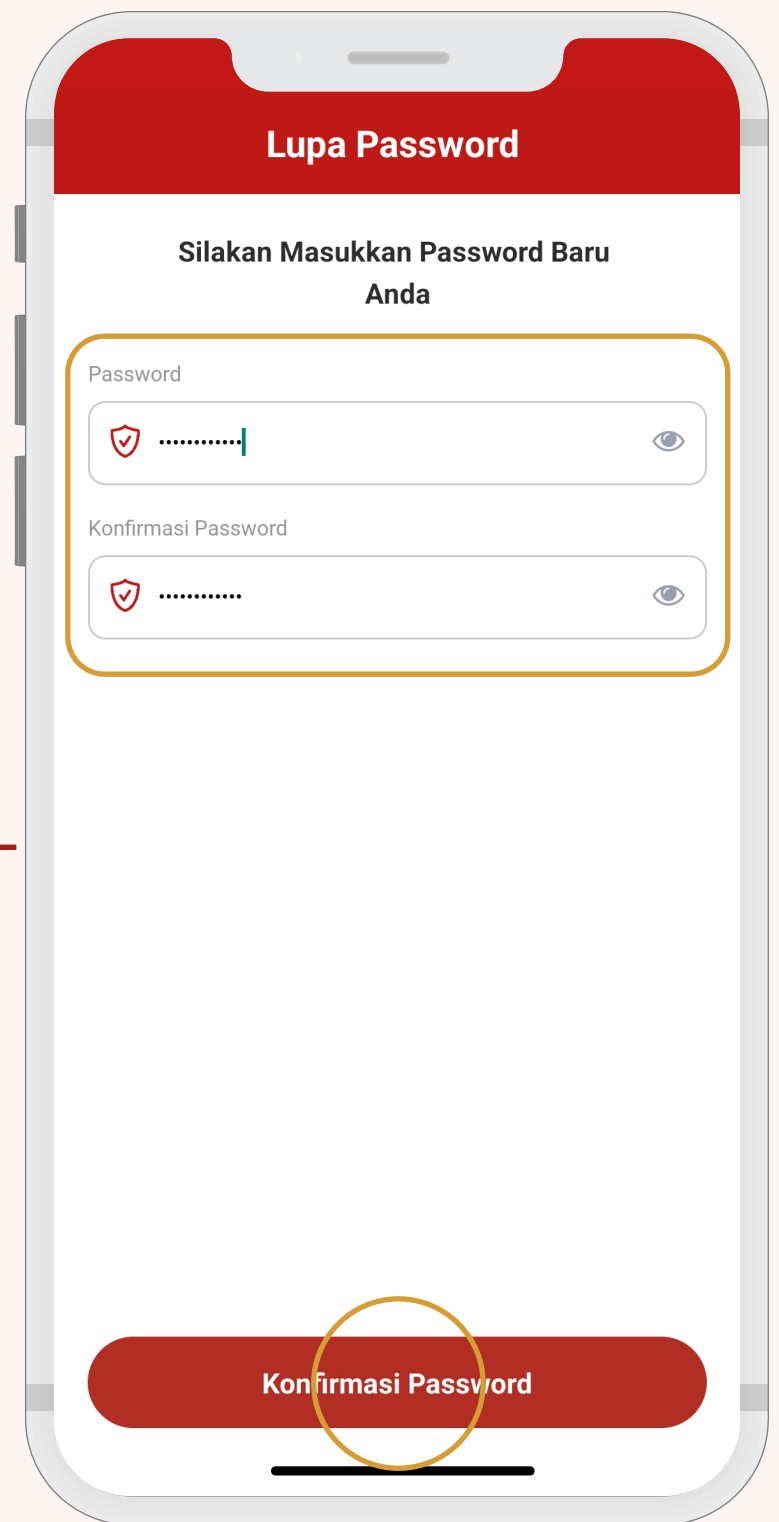
You will enter the Metode Verifikasi page for automatic sending of **OTP code** to the registered email.

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

Enter and confirm your new password in the column provided.

Then click **Konfirmasi Password.**

4



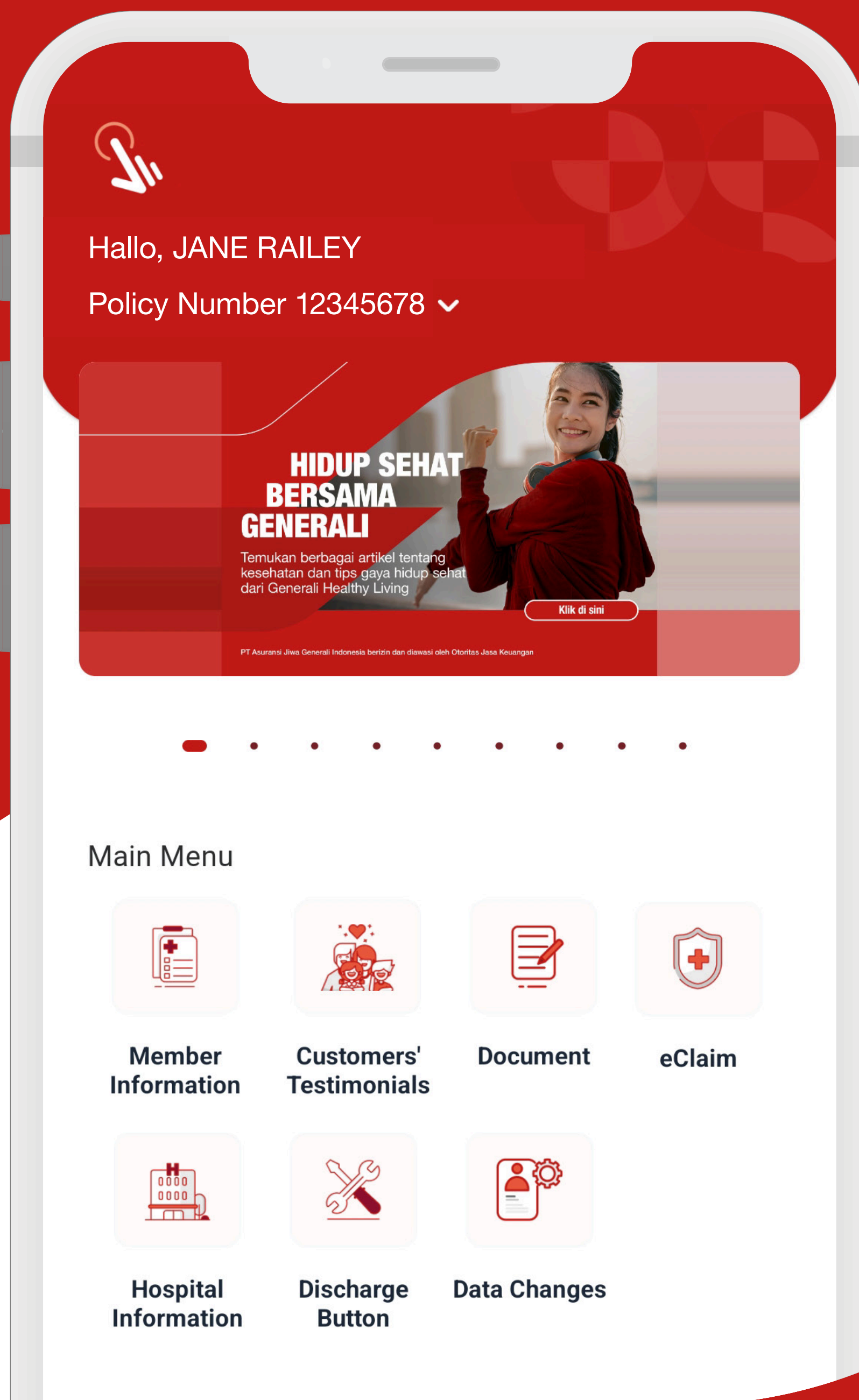
5

**Congratulations!**

you successfully change your password.



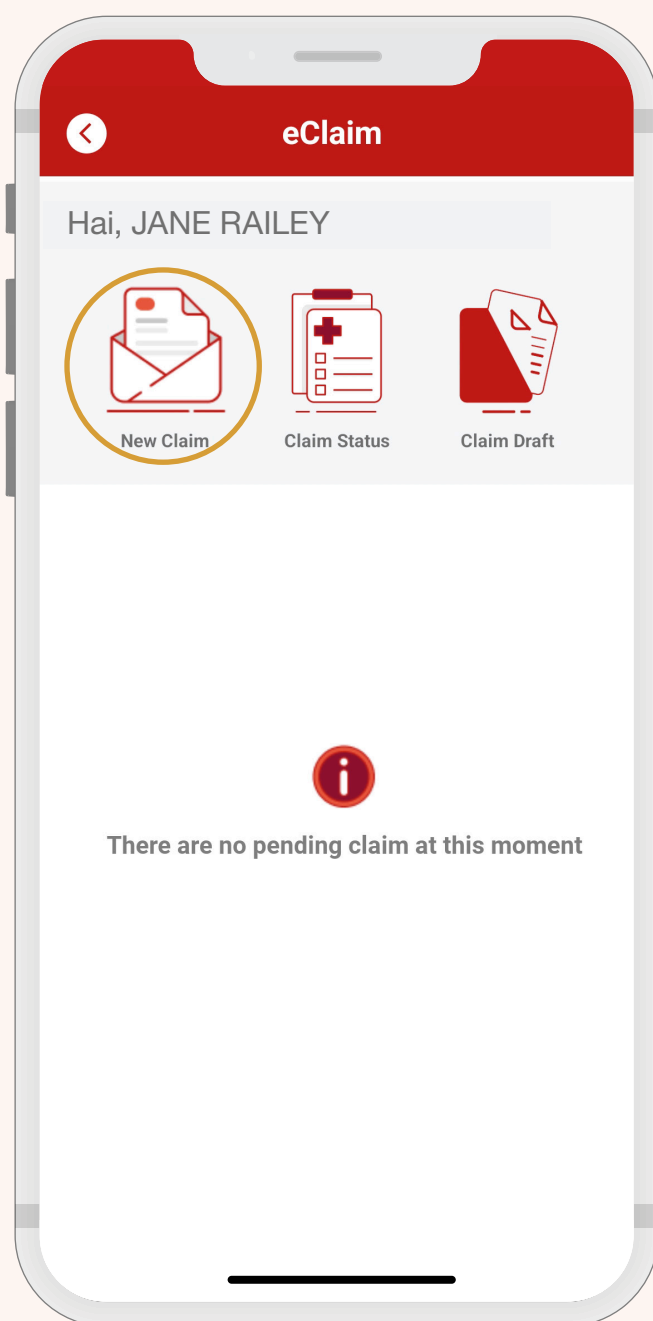
# Innovative Features Gen iClick® App



Generali Your Lifetime Partner

# eClaim Feature

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



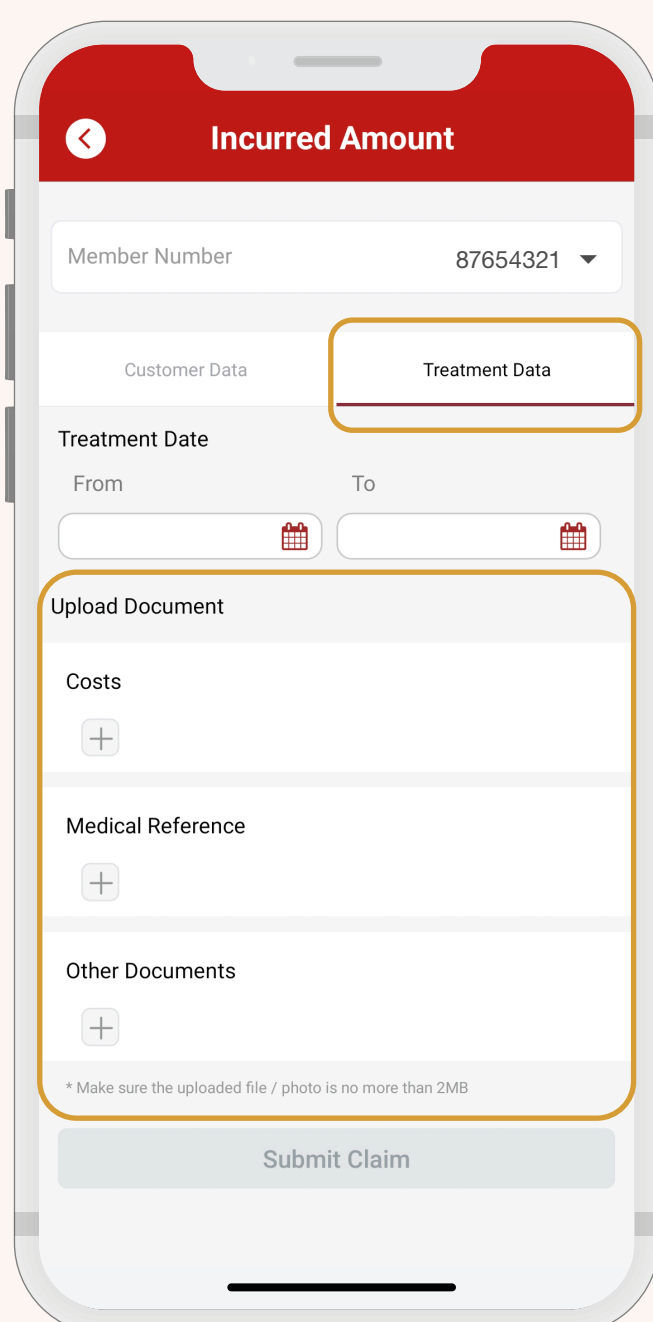
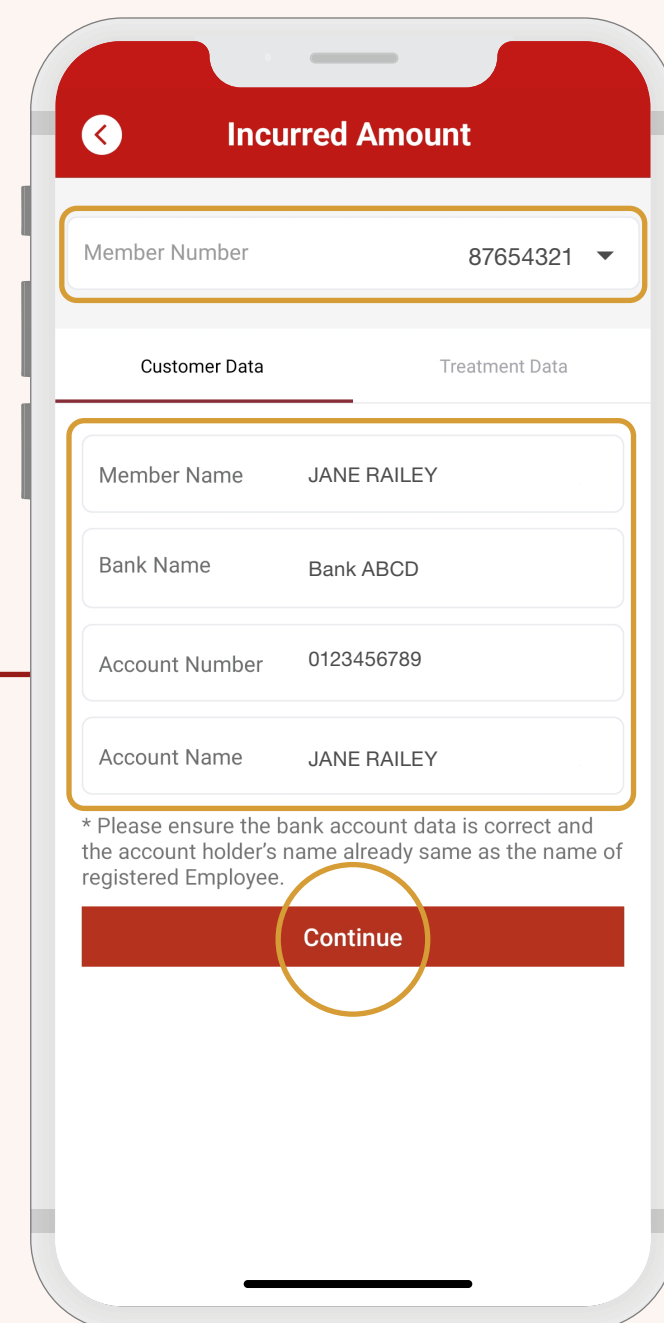
1

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**.

2

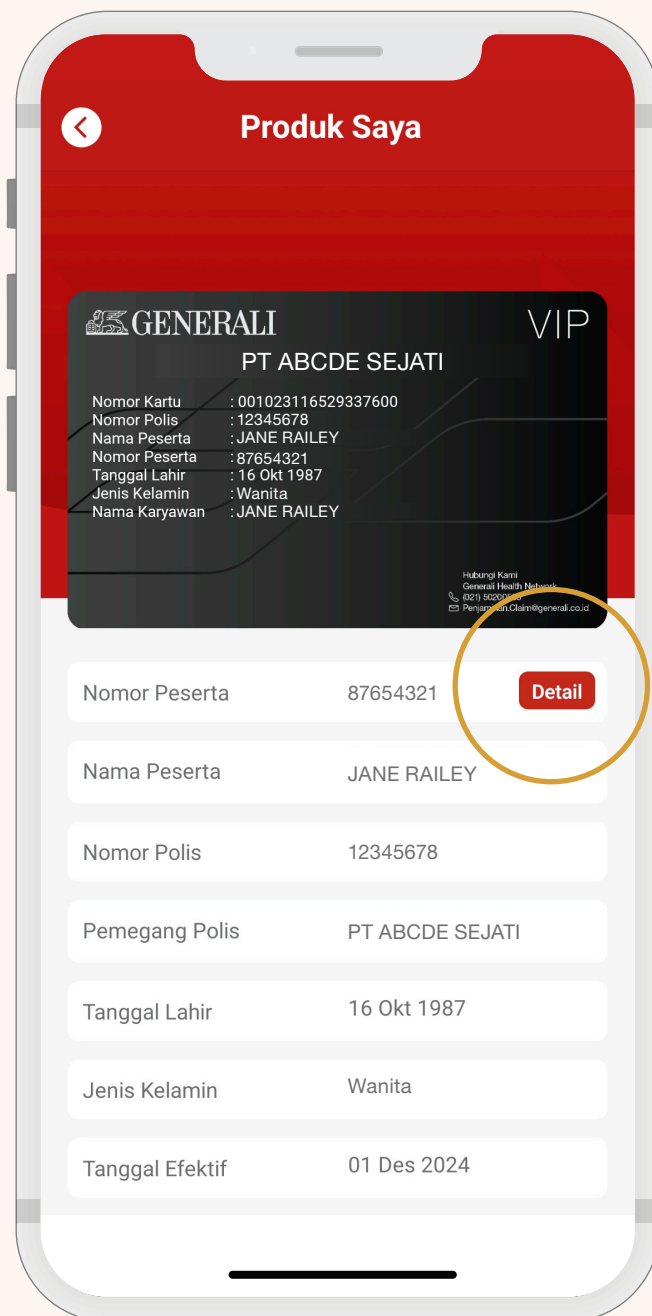


3

Complete supporting  
documents for online claim  
submissions.

Then, click **Submit Claim**.

# Insurance Benefit Information

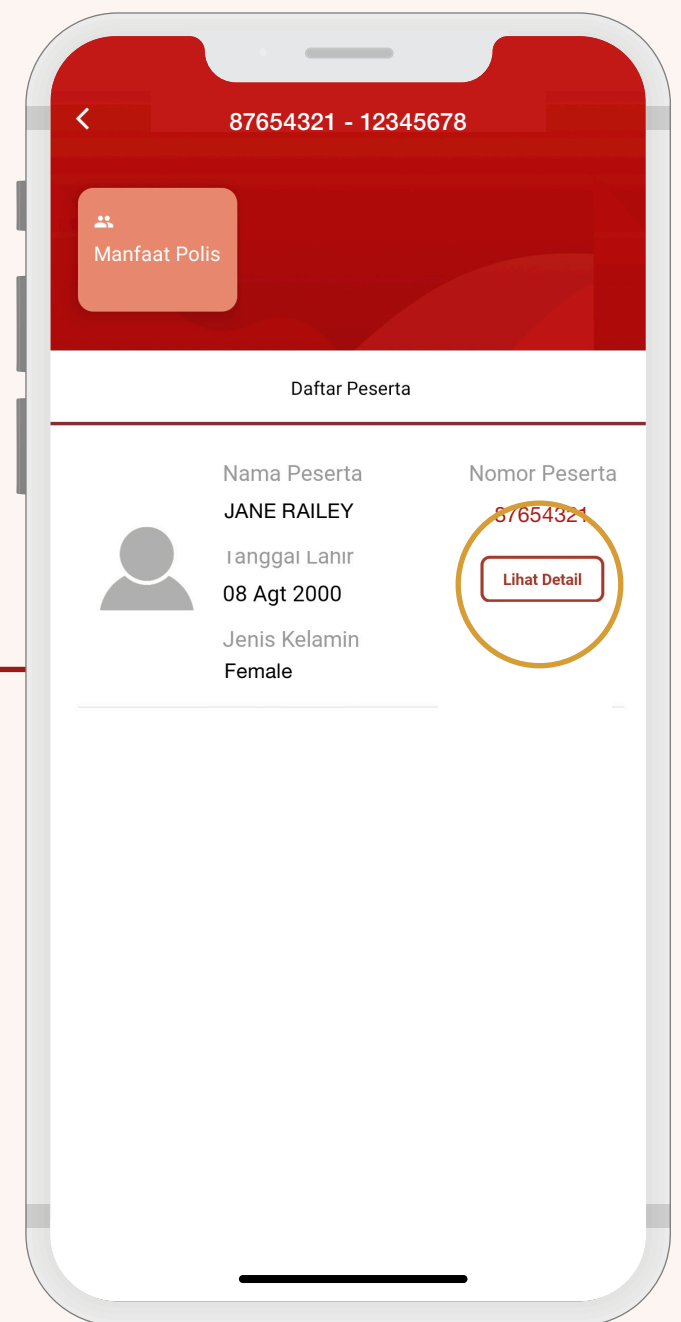


1

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

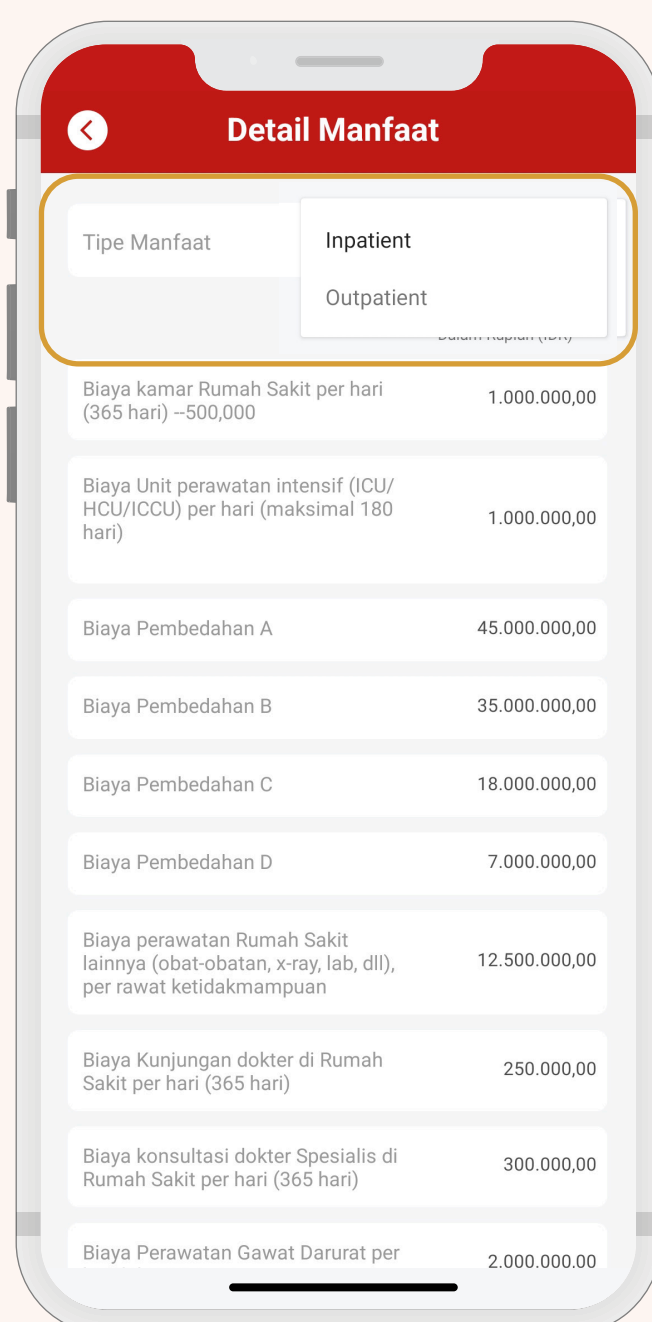
Then click **Detail** to view your Data Member.

Click **View Detail**.



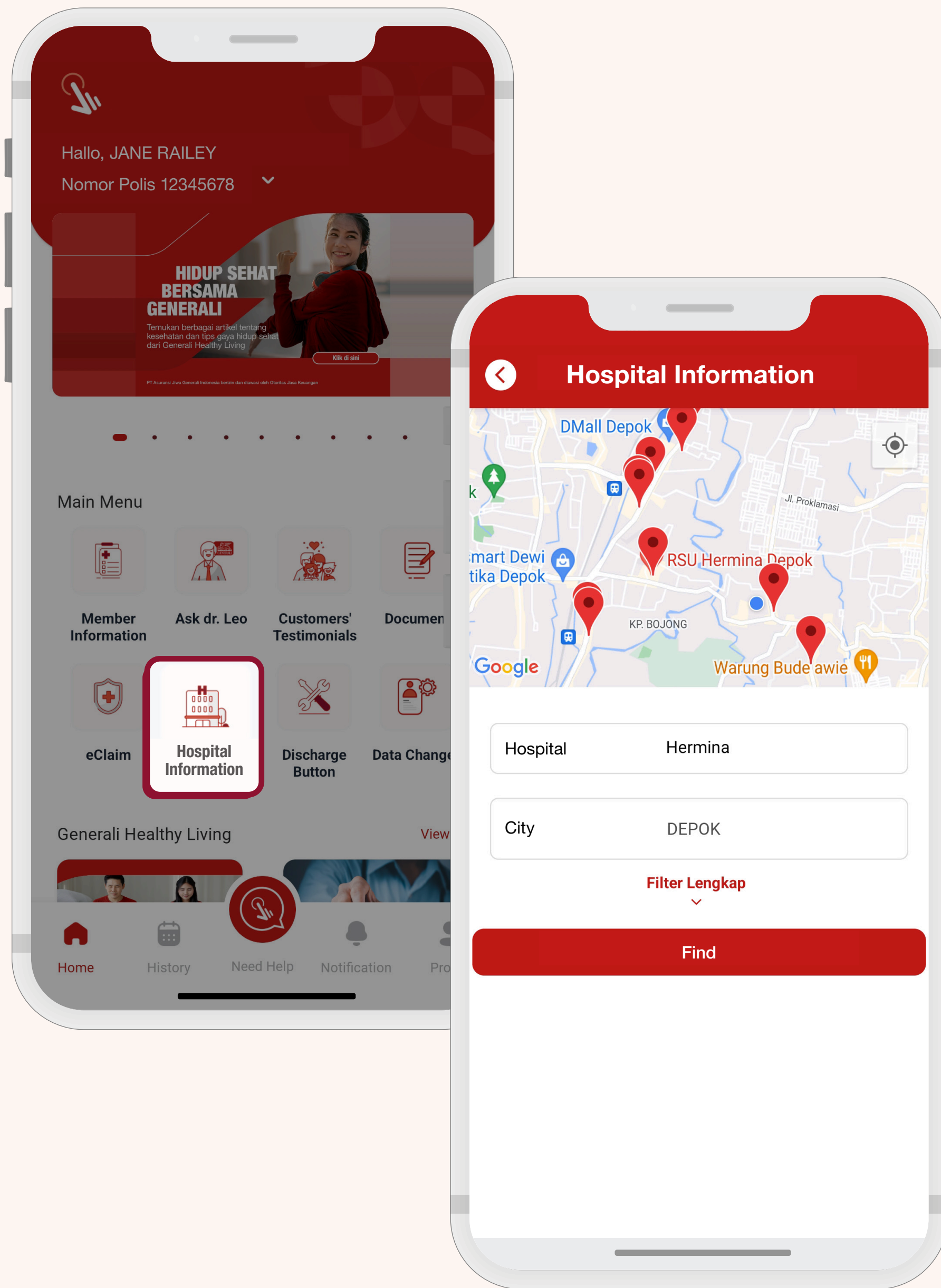
2

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



3

# Find Generali Indonesia Hospital Partner



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



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**



Download di  
**App Store**



TEMUKAN DI  
**Google Play**