



E-Group guidelines usage on Application Generali 365



Download
Generali 365



App Store
Requires iOS 8 or later



Play Store
Requires 4.4.0 or later

How to register / log-in Generali 365 Application



How to register Generali365 Application



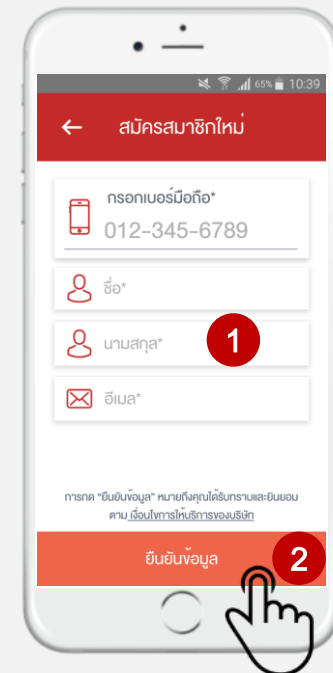
1 If you haven't registered,
select **Register**



2 You can choose to register with
mobile phone number,
Facebook or LINE



3 Complete your profile
and **"Confirm"**



How to register Generali365 Application



- 4 Confirm mobile phone number with OTP which is sent to the registered mobile phone number via SMS.



Fill in with 4 digits received via SMS
and "Confirm"

- 5 After confirming the OTP, the registration is complete. 10,000 points will be added to your account for first time registration.



How to register Generali365 Application



- 6 If you would like to activate online service and get extra points exclusively for policy holder, choose **“Add Policy”**



Add Policy

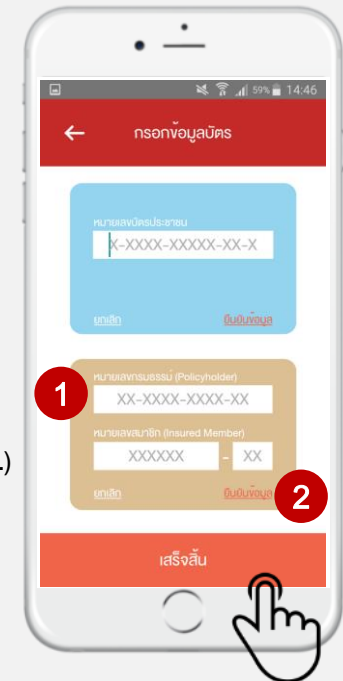


Group Policy Holder

1. Fill Policyholder No. and Insured Member No.

(These numbers can be found on gold card.)

2. Then tab **“Confirming”** to get access To your policy details.



Tap **“Done”** after confirming both or either one of the policy details.

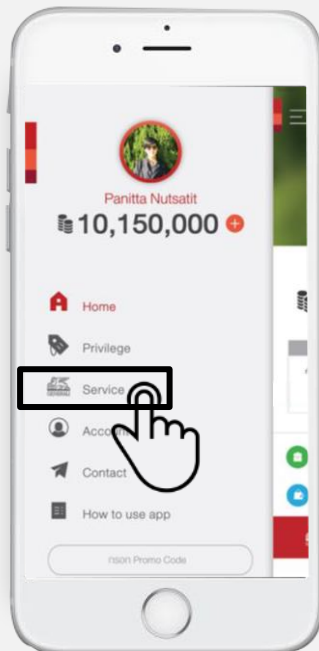
Guideline for Application Usage Group Insurance (E-Group)



Guideline for Application Usage: Group Insurance (E-Group)



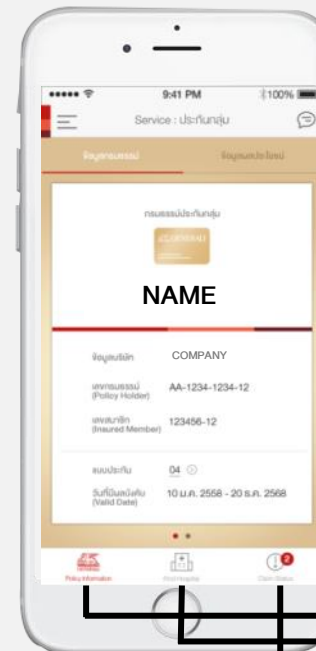
1 Tab “Home” and select “Service”



2 Select “Group Customer”



3 There are 3 main features in the left tab



1. Policy Information:

You can check Policy Information and Benefit Coverage anywhere, anytime

2. Find Hospital:

You can search up to 400 partner hospitals and clinics with Google Map's feature

3. Claim Status:

You can check claim status and remaining coverage here

How to check Policy Information:

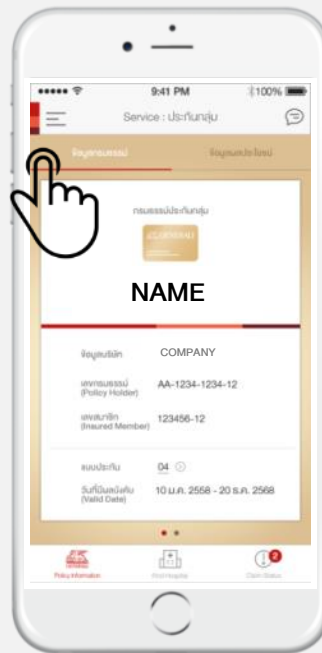
You can check Policy Information and Benefit Coverage anywhere, anytime



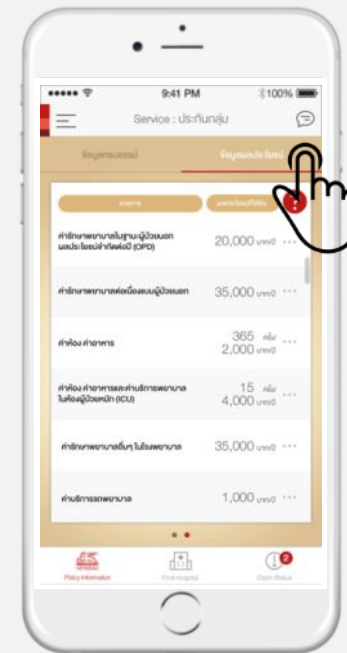
1 Tab **Policy Information**



2 **Policy Information (left tab):** information appeared according to physical card (gold card)



3 **Coverage Information (right tab):** information displayed according to physical card (gold card)



Remark: Policy information on the application is updated at least 30 days after the card is issued and applicable

How to Find Hospital:

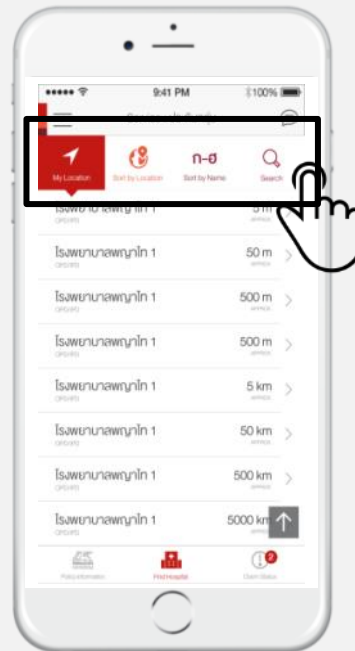
You can search up to 400 partner hospitals and clinics



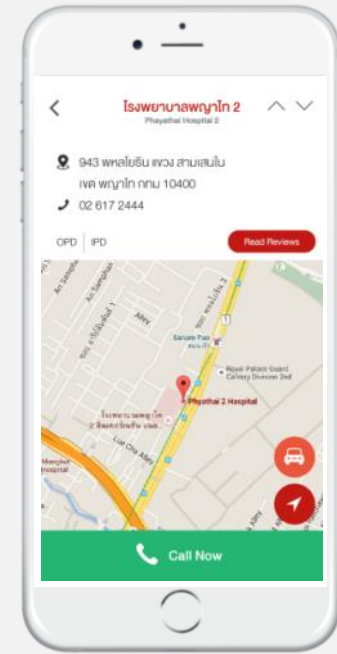
1 Tab **Find Hospital**



2 **Customize your search results** based on your preferences



3 The hospital contact detail is provided with direction on **Google Maps**



How to check Claim Status :

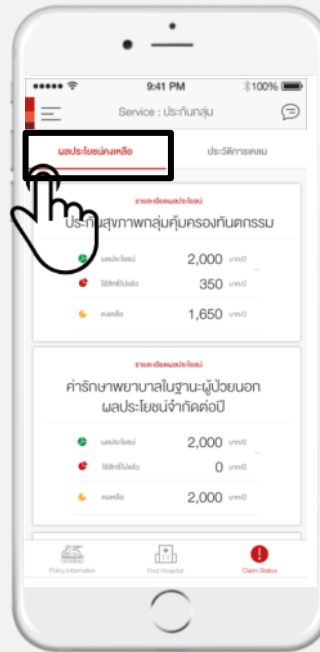
You can check claim status and remaining coverage



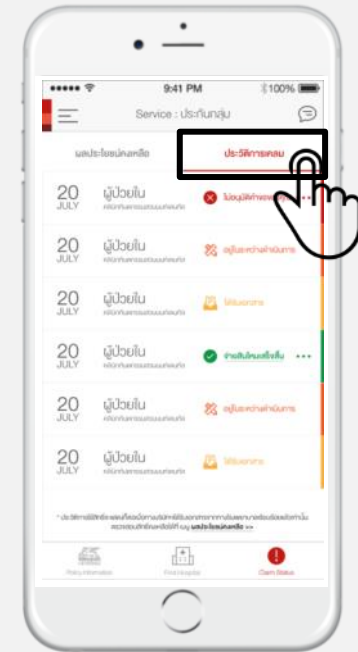
1 Tab **Claim Status**



2 Tab **Remaining Coverage** (left tab) to check OPD and dental expense



3 Tab **Claim History** (right tab) to check claim records



Remark: Claim history will appear after Generali Thailand has received complete documents from the hospital



Call Center
02-612-9888
(Monday 9-18:30 - 17:00 u.)



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