

Table Online Insurance Services of Life Insurance Enterprises (for Group Insurance)

Type of service	Service item	Identity requirement	
Online inquiry	1. content of insurance contract 2. Inquiry of online data change 3. Premium/ term, premium payments and details	Authorized person designated by the application unit	
	4. Coverage for the insured (including family dependents) 5. Inquiry process of claim 6. Policy service / salesperson	Authorized person designated by the application unit	The insured
	7. Inquiry record of claim	The insured	
Change of basic data of application unit	1. Change address 2. Change phone number 3. Change fax number 4. Change and reset the password for online insurance services 5. Change email address	Authorized person designated by the application unit	
Application for documents	1. Reissue policy 2. Reissue insured list 3. Reissue premium payment receipt or billing (details)	Authorized person designated by the application unit	
	4. Reissue insurance certificate 5. Proof of payment, insurance, etc.	Authorized person designated by the application unit	The insured

Notice of change of insured	Group insurance contract where the premiums are paid by the application unit : 1. Addition or withdrawal of the insured 2. Change the insurance details of the insured (position, job, type of insurance, salary and insured amount) 3. Change the basic data of the insured 4. Change the term, type and insured amount of travel accident insurance	Authorized person designated by the application unit	
	Group insurance contract where the premiums are paid in full by the insured : 1. Addition or withdrawal of the insured 2. Change the insurance details of the insured (position, job, type of insurance, salary and insured amount) 3. Change the basic data of the insured 4. Change payment method	Authorized person designated by the application unit	The insured
Notice of occurrence	Notice of occurrence	The insured	
Change of coverage	Single additional premium paid by the insured on group annuity (irregular premium payment)	The insured	